Business School

Policies and Procedures Handbook

HIM Business School



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About this Handbook

1.0 Introduction

This Policies and Procedures Handbook brings together, in one document, the policies, procedures and regulations that apply to students of HIM Business School. Its purpose is to provide clarity, ensure consistency and offer structured support throughout your time with us. By adhering to these guidelines, you contribute to a respectful, fair and enriching learning environment for all members of our community.

Each policy in this Handbook follows the same structure: a document control table, an introduction, purpose and scope, the provisions of the policy, roles and responsibilities, and the arrangements for review.

1.1 Definitions & Abbreviations

HIM: HIM Business School, Montreux, Switzerland.

SEG: Swiss Education Group, of which HIM is a member school.

EEDI Committee: Ethics, Equity, Diversity and Inclusion Committee.

SAF: the HIM student body, represented by the Student Ambassadors and the Forum led by the Student President.

SEG schools: the member schools of Swiss Education Group.

SDGs: United Nations Sustainable Development Goals.

Moodle: HIM's learning management system, where course materials, the current Rules and Regulations and other important information are published.

1.2 Conformity

This Handbook responds to the HIM Quality Standards. For more information about the quality standards, please refer to the quality standards document.

Some of the referenced materials in this Handbook may be intended for a different target audience; as a result, they may not be accessible to all readers of this Handbook.

Please note that any new version of this document supersedes and replaces all previous versions. It is the responsibility of the recipient to ensure that they are referring to the most recent version for accurate information and compliance. The current version is published on Moodle in the "Important information" section.

2.0 HIM Mission, Values and Motto

2.1 HIM Mission Statement

An education for tomorrow's world. As a business school with a hospitality focus, we know the importance of human connection. We teach our diverse student body key industry and human-centric skills, combined with real-world placements and global partnerships, to create the leaders of the future.

We are committed to:

- Empowering students with a customer-first mindset and essential soft skills for success in a dynamic business environment.
- Offering an innovative curriculum that aligns academic learning with industry needs and the global SDGs, featuring interactive workshops and real-world case studies.
- Inspiring students to view challenges as growth opportunities, celebrating failures as steps toward success, and promoting innovative thinking.
- Prioritising students in all decisions and fostering a supportive community for both students and staff, creating a caring environment where everyone feels valued.

2.2 HIM Business School Values

- Empower your soft skills to make a positive impact.
- Be professional at all times.
- Immerse yourself in the real world.

2.3 HIM Motto

Be World Ready

2.4 H · I · M — Our Ethical Priorities

H – Happiness: We encourage personal growth and the mental, physical and emotional well-being of every member of our community.

I – Integrity: We act with honesty and take responsibility for our actions.

M – Mutual Respect: We have zero tolerance for harassment, racism, discrimination, bullying and violence, and we value every voice.

These priorities are set out in full in the Code of Ethics, Equity & Diversity.

3.0 Policies in this Handbook

Policy	Responsible
Campus Living	Operations / Residence Management
Accommodation Policy	Operations / Front Office
Code of Conduct for Students	Director of Operations / Dean
Code of Ethics, Equity & Diversity	EEDI Committee
Fitness to Study	Dean / Director of Operations
Professional Dress Code	Operations
Social Media Policy	Management
Students' Health Insurance Coverage	Student Affairs Coordinator
Students' Swiss Residence Permit	Student Affairs Coordinator
Finance, Payments and Cancellation Policy	SEG Student Accounts
Student Safety and Wellbeing Policy	Director of Operations
Sustainability Policy	Sustainability Committee
Academic Freedom and Research Independence Policy	Dean
Anti-Bribery and Corruption Policy	Management
Modern Slavery Policy	Management
Sustainable Investing Policy	Management
Sustainable Procurement Policy	Director of Operations
Sustainable Funding and Donations Policy	Management
Diversity and Inclusion Policy	EEDI Committee
Procedure for Safe Reporting ("Report it!")	EEDI Committee / Student Counsellor
Student Accessibility, Disability and Learning Support Policy	Dean / Student Counsellor
Academic Rules and Regulations	Dean / Registrar
Course Catalogue	Registrar

4.0 Disclaimer

This Handbook is updated regularly and contains the rules and regulations relating to the school's programmes, disciplinary procedures and any other rules deemed necessary by the school. All information is considered correct; the school and its officers cannot be held liable for information erroneously omitted or incorrectly stated. The latest version of the rules and regulations (not the version at first registration) applies each term and supersedes all previous versions. The school reserves the right to amend any information at any time without notice. The latest version is available on Moodle and the MySEG app.

5.0 Legal Jurisdiction

In case of any legal dispute between a student and the school's officers, staff, faculty or management, for whatever reason (financial, academic or personal), while the student is registered full-time or part-time, on leave, suspended, expelled or graduated, the competent courts are those of the State of Vaud / Valais, Switzerland.

Campus Living

1.0 Introduction

This chapter outlines the standards, procedures and services supporting student life on campus. It is designed to provide a safe, supportive, inclusive and professionally managed living environment that enhances academic success, wellbeing and community engagement.

1.1 Conformity

This policy responds to the HIM Quality Standards. Any new version of this document supersedes and replaces all previous versions.

2.0 House Regulations

To ensure the safety and well-being of everyone on campus, certain rules and regulations have been put in place and HIM expects every student to respect them at all times:

Rule	Rule
No smoking	No ironing
No alcohol	No cooking
No drugs	No visitors after 10 PM

Smoking is permitted only in the designated outdoor smoking areas. Alcohol may only be consumed in the student bar, for alcohol purchased in the student bar. Irons may only be used in the school's designated ironing area.

3.0 Residence Management Team

Our trained Residence Management Team provides a secure and safe environment for students and staff, ensuring compliance with campus rules and regulations. A Residence Supervisor is available 24/7 on 4777 or 021 966 47 77.

3.1 Guests and Visitors

- All visitors (including staff, faculty and students on internship) must register and leave a form of identification at the Front Office or with the Residence Supervisor on arrival, during authorised 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 in advance with a visitor form approved by the Operations Manager/Director, Assistant Operations Manager or Residence Manager. Visitors receive a visitor's pass, which they must wear and return on departure.
- Under no circumstances are visitors allowed to stay overnight in a student's room. No visitors are allowed during term breaks. Visiting friends, relatives and students from other campuses must leave by 22:00.
- A student from another campus and a student's immediate family may take complimentary meals with authorisation from Management. Other guests must obtain permission and purchase a meal ticket.

- Visitors may use public areas (laundry, student bar) only in the company of the hosting student and, for the student bar, with permission from Management. Management may dismiss any visitor who causes problems, noise or does not follow the rules.

4.0 Front Office Services

The Front Office is the main point of contact for residential and student services: room keys, laundry cards, parking, student cards, activity registration, lost and found, housekeeping and maintenance requests, mail and storage.

- **Key management:** students receive an individual room key/keycard, returned on departure. Loss must be reported immediately to the Front Office or Residence Supervisor; a replacement is issued for an administration fee (refunded if the key is found).
- **Laundry and irons:** card-operated washing machines, tumble dryers and drying and ironing facilities are available; cards are sold at the Front Office. Clothes may not be washed or hung outside these areas. For fire safety reasons, irons are not permitted in bedrooms; personal irons found in rooms are confiscated.
- **Student cars and parking:** students owning or renting a car must register it at the Front Office. Parking spaces can be rented per term for a fee, subject to availability; no refund is given for early cancellation without a valid reason.
- **Student card, name badge and pin:** replacements are available at the Front Office for a charge.
- **Door codes:** some entrances are protected by a security code that is changed regularly. Codes must not be shared with anyone who is not a student or staff member.
- **Registration of activities:** excursions and paid leisure activities are booked at the Front Office. Cancellation is possible up to 72 hours before departure; after that, deposits and fees are not refunded.
- **Main safe:** on arrival, students may deposit money in the Front Office safe for up to 10 days until they open a bank or post account.
- **Lost and found:** enquire at the Front Office.
- **Housekeeping and maintenance requests:** report any issue in your room to the Front Office, which follows up with the relevant team.
- **Mail:** mailboxes are next to the Front Office. Students must collect mail personally, check their school email daily and present their student ID for registered mail and parcels. Mail cannot be kept or forwarded during internships.

5.0 Personal Belongings and Storage

The school declines all responsibility for objects misplaced, damaged, lost or stolen in rooms or public areas. Students should not keep large amounts of money in their rooms. Ski and snowboard equipment, bikes and oversized luggage must be stored in designated areas.

Storage	Conditions
Short-term storage	For students changing rooms during term breaks, if available: up to two labelled boxes/suitcases (max. 20 kg each).
Transfer storage	For students changing campus after a term break or internship: up to two labelled boxes/suitcases (max. 20 kg each) left in the luggage transfer room before departure.
Long-term storage	Subject to availability, for students leaving on internship: one labelled box or

Storage	Conditions
	suitcase (max. 20 kg) for up to 6 months. Items not collected within six months are disposed of.

Storage rooms may only be accessed with a member of staff, on presentation of the student card. The school takes no responsibility for stored items.

6.0 Food & Beverage

- **Self-service restaurants:** breakfast, lunch and dinner Monday to Friday; brunch and dinner at weekends. Meals are included in the school fees.
- **Training restaurants:** reservations must be made at least one day in advance.
- **Dietary requirements:** students should discuss specific dietary requirements with the operations team and the Student Counsellor. Students with allergies are responsible for checking menu composition and ingredients.
- **Foodies outlets:** open 24/7 with snacks and beverages at a nominal cost.
- Food waste is monitored as part of the Sustainability Policy; leaving food on plates is a minor breach (see Code of Conduct for Students).

7.0 Sports and Leisure

The student's learning experience continues outside class. The Sports & Leisure Coordinator organises on- and off-campus activities in the evenings and at weekends, working with the Student Ambassadors and SAF – for example hiking and biking trips, football, basketball, volleyball and cultural events. Students are encouraged to suggest activities.

- **Excursions:** one optional excursion (sightseeing, shopping or city visit) and one professional visit (hospitality-related visit or trade fair) are organised each term. Other cultural or sightseeing excursions are offered at a minimal fee. Additional activities (weekend excursions, concerts, skiing trips) are not included in the fees and are paid at the Front Office when booking.
- **SEG Sports Day:** organised twice a year between all SEG schools.

8.0 Learning & Academic Support Facilities

8.1 Teaching Facilities

Classrooms can be booked for further study every day of the week when available, from 18:00 to 02:00, for up to 4 hours per student or group. Reservations are made at the Academic Office from 13:00 to 16:00; outside office hours the Residence Management Team provides support. **[To confirm: the Learning Support Guide states classrooms can be booked at Reception 24/7.]** When finished, students call the Residence Supervisor to check the classroom together. The person on the booking list is responsible for the classroom.

8.2 Learning Resource Centre

The Learning Resource Centre supports students' learning needs, with library and mentoring staff and a study area open to all students. Students have full access to a collection of over 130,000 e-books and e-journals, and all essential and recommended reading is available in each course module. Student-to-student academic support is organised by the Learning Resource Centre and advertised at the start of each intake. See also section 7.2 of the Student Accessibility, Disability and Learning Support Policy.

9.0 Public Facilities and Outdoor Areas

Students are expected to treat all facilities with care and report any damage to the Front Office or Residence Supervisor. Outdoor areas, including the green spaces, insect hotels and vegetable gardens, must be kept clean and tidy; use the ashtrays and waste and recycling bins provided.

10.0 Conduct, Accountability & Community Expectations

Students living on campus must follow the Code of Conduct for Students, the Code of Ethics, Equity & Diversity and the Accommodation Policy. Breaches are handled under the disciplinary procedures in the Code of Conduct for Students.

11.0 Waiver of Liability

Before all excursions, each participant is informed of the potential risks. Full and personal legal responsibility for any loss or personal injury lies with the participant. Written confirmation is required to take part.

12.0 Emergency Numbers

Contact	Internal	External
Residence Supervisor (24/7)	4777	021 966 47 77
Student Counsellor	4778	021 966 47 78
HIM main number	–	+41 21 966 46 46
Ambulance	–	144
Police	–	117
Fire	–	118

13.0 Related Documents

Accommodation Policy; Code of Conduct for Students; Student Safety and Wellbeing Policy; Sustainability Policy.

Accommodation Policy

1.0 Introduction

HIM provides accommodation on campus for students during the specified term dates, so that students can focus on their studies in a safe and supportive environment.

1.1 Conformity

This policy responds to the HIM Quality Standards. Any new version of this document supersedes and replaces all previous versions.

2.0 Purpose and Scope

This policy ensures fair and equitable access to campus housing while promoting a safe, inclusive and respectful living environment. It applies to all students residing in campus accommodation.

3.0 Types of Accommodation

HIM offers a variety of accommodation categories in single and double occupancy. Double standard accommodation is included in the school fees. Facilities vary by room category; room category information is available on the school website. Students needing accessible accommodation should contact Operations (see the Student Accessibility, Disability and Learning Support Policy).

4.0 Accommodation Bookings and Allocation

- Students are assigned to rooms on receipt of full payment, on a first paid, first served basis. Where possible, new students are housed in the main buildings; returning students are assigned to the remaining buildings.
- Students staying for more than one consecutive term keep the same room and are invoiced by the administration office.
- If payment is delayed, the student may not receive the room category on their invoice; the invoice is then adjusted to the category available.
- Requests for a specific room or roommate can be made on the enrolment form or by email to the Front Office team. The school will do its best to accommodate them.
- Students wishing to cohabit are asked to find external, independent accommodation.

5.0 Room Changes

- **During term:** room changes are possible on availability. A “room freeze” applies during the first two weeks of every term. Requests must be emailed to the Front Office by the end of week 2 for a change in week 3. Downgrades do not reduce fees; upgrades are charged pro rata.
- **Future terms:** requests must be emailed to the Front Office by week 6.
- **Free room upgrades:** where the requested category is unavailable, students may be offered a free upgrade for the current term and are informed by the end of week 1. To keep the room for the following term, they must inform the Student Affairs Coordinators by week 3 and pay the associated fees.
- Moving room without permission is a serious breach.

6.0 Terms of Occupancy

6.1 Check-In (Room Inventory)

On arrival, each student receives a room inventory form and induction checklist, checks the room and records any damage or missing items, and returns the signed form to the Front Office within one week.

6.2 Damages

Any damage must be reported immediately to the Front Office or Residence Supervisor. Damage for which the student is responsible is invoiced or deducted from the security deposit.

6.3 Check-Out, Late or Improper Check-Out

At the end of term, the operations team checks each room and takes an inventory. Rooms must be returned in the same condition as received. Students then return their key or badge and complete departure procedures. An administration fee is charged for late departure or incomplete departure formalities, and for lost keys or badges. Kitchens in external accommodation must be returned clean; otherwise an external cleaning company is used and the cost shared between occupants.

7.0 Independent Accommodation

Students may choose to live off campus with the approval of the Director/Manager of Operations or the Assistant Director/Manager of Operations. If a student moves to independent accommodation before the end of week 2, refunds follow the terms and conditions on the school website.

8.0 Term Break Accommodation

During term breaks, continuing students can stay at one of the SEG campuses for a fee. The school decides which campus is open for each break; information is provided during the term.

9.0 Room Checks

9.1 Standard Room Checks

General room checks are carried out at regular intervals by the Residence Management, Maintenance and Housekeeping teams, with advance notice, to ensure compliance with health, safety and security rules. Infractions such as evidence of smoking, drinking alcohol, unauthorised electrical devices or cooking are reported to Operations management. No pets are allowed. Rooms below standard (not clean or aired, cluttered, lights or equipment left on, windows open during the heating period, bed linen not on the bed, damage) are noted; repeated breaches may lead to the student being asked to live independently at their own expense.

9.2 Full Room Checks

Full room checks are usually carried out by two staff members, only in the student's presence, and do not take place if the student expressly refuses when announced. Students may be asked to allow their belongings, bags or cupboards to be checked. A student who considers that a room check breached these rules should contact Operations management immediately. Refusal or lack of cooperation may lead to the student being asked to live outside school accommodation in future terms or, in serious cases, to vacate accommodation or leave the school immediately.

9.3 Emergency Access

In an emergency, school staff, the fire department or the police may access rooms at any time.

10.0 Unauthorised Items

The school may confiscate unauthorised items (for example irons, cooking or BBQ equipment, candles and other fire hazards, unauthorised electrical appliances). After a meeting with the Residence Manager or Director of Operations, an item may be returned if it is not a safety concern, or kept until the end of term. Uncollected items are discarded. Open containers of alcohol and any life-threatening or illegal items are discarded immediately.

11.0 Fire Safety

Each term the Residence Management Team assembles a Fire Marshal Team and carries out fire drills. If the alarm sounds while you are in your room: close all windows and doors, leave the room and building as instructed by the fire marshals, and pay attention to the roll call at the assembly point. Abuse of fire equipment leads to heavy sanctions and possible fines from the fire department. A student who sets off a fire alarm by smoking or cooking in accommodation must pay the full charges for the false alarm.

12.0 Disciplinary Procedures and Review

Breaches of this policy are handled under the Code of Conduct for Students (section 6.0 lists accommodation breaches). This policy is reviewed annually by Operations.

Code of Conduct for Students

1.0 Introduction

Our principles represent our expectations of how we behave as a community. "We" means all of us, students and staff alike.

- **We treat everyone with respect.** Everyone in our community has the right to be treated with dignity and respect. We do not tolerate discrimination. All students and staff are treated equally, irrespective of race, colour, nationality, ethnic origin, gender, sexual orientation, marital or parental status, age, disability, political or religious belief or socio-economic class.
- **We keep our campus and community safe.** We do not tolerate any violence, abuse, bullying or harassment. The welfare and personal safety of every individual is a collective responsibility. Behaviour that threatens the well-being of any person is unacceptable under any circumstances. We respect our surroundings in the school and in the community.
- **We model the behaviours we expect,** speak out and challenge inappropriate behaviour where it is safe to do so. We are active members of our community, and we hold ourselves accountable.

1.1 Conformity

This policy responds to the HIM Quality Standards. Any new version of this document supersedes and replaces all previous versions.

2.0 Purpose and Scope

This Code sets out the standards of conduct expected of students and the disciplinary procedures that apply when they are not met. It applies to all enrolled students on campus, in school accommodation, during internships and in any activity representing the school.

3.0 Code of Behaviour

The code holds individuals and groups responsible for the consequences of their actions. Prohibited conduct includes, but is not limited to:

- assaulting, harassing, intimidating or threatening another individual or group;
- endangering the health or safety of others;
- stealing, misusing, destroying, defacing or damaging school property or property belonging to someone else;
- disrupting school activities;
- using school facilities, equipment, services or computers without authorisation;
- making false accusations against any member of the school;
- supplying false information to the school or forging, altering or misusing any school document or record;
- using, possessing or distributing illegal drugs;
- using, possessing or distributing any weapons, ammunition or accessories;
- violating school alcohol policies;
- encouraging, aiding or conspiring in any prohibited conduct;
- failing to comply with a disciplinary measure imposed under this code.

4.0 Disciplinary Procedures

4.1 Infractions

- **Minor infractions** (a minor breaking of rules) may result in a warning letter. Four accumulated minor infractions may result in a final warning letter; any further infraction may result in a disciplinary meeting with expulsion recommended.
- **Serious infractions** (conduct that puts the safety or welfare of the community at risk) may result in a final warning letter, suspension or expulsion.
- All warning letters include a review date that allows students to demonstrate improvement and have the letter expunged from their student file.

Misbehaviour that warrants disciplinary action is recorded in the student's file and may be reflected on the transcript:

Professional conduct grade	After
Highest Professional Conduct	one minor infraction
Satisfactory Professional Conduct	three minor infractions
Poor Professional Conduct	four minor infractions
Failed Professional Conduct	five minor infractions or one severe infraction

4.2 Disciplinary Board

A Disciplinary Board is convened to adjudicate incidents that merit serious disciplinary action, including final warning, suspension and expulsion. Its members are the Director of Operations or Assistant Operations Manager and the Dean or Assistant Dean (one of whom chairs), a Head of Department or Program Manager, an Academic Assistant (minutes) and, if needed, the Student Counsellor.

- The student is notified and invited to attend; if the student declines, or poses a significant risk to others, the meeting proceeds without them.
- Full evidence is available to the board, and full minutes are kept in the student's file.
- Board decisions and warning letters are issued within 48 hours of the meeting. Correspondence may be sent to parents, guardians, sponsors or representatives depending on the seriousness of the situation.
- Expulsion can only be decided at a full Disciplinary Board and, except in extreme cases, only after the student has received and signed a written final warning.

4.3 Disciplinary Board Outcomes

1. Suspension from classes while remaining in school accommodation until the board's decision.
2. No further action.
3. Final warning, on the condition that further breaches could lead to expulsion.
4. Restriction to room – school – room, for a period set by the board.
5. Suspension from class (temporarily or for the term). Term suspension means exclusion from all school premises and early departure. No refund is given.
6. Requirement to live independently, without refund.
7. Expulsion from the school and all school premises, with early departure and no refund. A student who has received a final warning or has committed a serious offence, such as conflict with Swiss law (including repeated traffic offences, drug possession or consumption, or violent conduct in or out of school), may be dismissed immediately. The school assists with travel arrangements; where a student

poses a danger, the chair may use part of the forfeited fees for repatriation and require the student to be chaperoned. Normally, an expelled student may not enrol in any other SEG school.

8. Any other measure deemed appropriate by the board.

5.0 Appeals Procedure

The Appeals Board assists any student who feels they have been treated unfairly and ensures that rules are applied fairly and justly.

- Students may appeal only after following the internal complaints procedure in full. The appeal must concern discrimination or unfair application of the process, not academic judgement.
- The appeal is submitted as a letter or report, in English or French, to the Appeals Board (contact provided by the Academic Dean/Director), with an appeal fee of CHF 450.
- The President of the Appeals Board sends a copy to the other members and to the Academic Dean/Director and sets a meeting date. The Board reviews the case against the procedures in this Handbook.
- The Board decides by majority vote and informs all parties in writing. The decision is final. If the appeal is upheld, the fee is refunded.

6.0 Definitions of Minor and Serious Misconduct

6.1 Misconduct – leading to a warning letter

- Misbehaviour by a visitor or by the student hosting the visitor.
- Keeping open or blocking a locked, secured door or access to any school building.
- Insubordinate behaviour.

6.2 Gross Misconduct – leading to an automatic final warning letter

- Offensive or violent behaviour, even if caused by alcohol, in or out of school (a disciplinary meeting with immediate expulsion may be recommended; the police may also act).
- Possession of any form of weapon or accessories (disciplinary meeting, possible immediate expulsion; systematically reported to the police).
- 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.
- Theft of public or private property; vandalism.
- Gross insubordination.
- Unprofessional or discourteous behaviour during an internship.
- Falsification of records or the attempt thereof.
- Tampering with, disconnecting or unauthorised use of school IT equipment and network.
- Putting the safety of the community at risk by not following safety, fire and security procedures, including tampering with smoke detectors or fire panels and using cooking or ironing equipment in rooms.
- Premeditated or wilful acts that might endanger life or cause injury.
- Missing an appointment with Management, a lecturer or a doctor.

6.3 Accommodation and Public Facilities

Minor breaches – warning letter	Serious breaches – automatic final warning
Changing, swapping or rearranging furniture	Moving room without permission
Losing your room key or asking staff to open your door (two occurrences)	Unannounced visitors (and the host)
Room or public area left untidy	Candles or other fire hazards in rooms or on balconies
Bringing kitchen or restaurant equipment into bedrooms	Unauthorised electrical appliances
Posters or items on walls or furniture (except pin boards)	Evidence of cooking or ironing in bedrooms
Hanging clothes outside designated areas or on balconies	Smoking or evidence of smoking (including e-cigarettes) in rooms, on balconies or in campus facilities
Food or drinks on windowsills	Shisha smoking in any school facility, including smoking areas
Smoking in unauthorised outdoor public areas; littering	Repeated storing or drinking of alcohol outside designated areas
Being in another student's room after 22:00; noise after 22:00	Keeping open or blocking a fire/safety door
First offence of storing or drinking alcohol outside the student bar	
Food left on plates (food waste)	
Not respecting parking areas (second offence: final warning)	

6.4 Personal Presentation Standards

Minor breaches (warning letter): dress code infractions (including name badge); not carrying the student identification card.

6.5 Intoxicating Substance Abuse

- **Alcohol (minor breach):** being intoxicated or posing a risk to oneself or others through alcohol intoxication.
- **Non-prescribed stimulants or illegal drugs (serious breach):** a final warning is issued, the student is asked to vacate school accommodation and expulsion is recommended. The police may also act.
- **"Class B" drugs (e.g. cannabis):** the student must vacate school accommodation at their own expense and receives a final warning, sent to parents, agents and area managers. A second offence leads to a disciplinary meeting with expulsion recommended.
- **"Class A" drugs (e.g. heroin, cocaine, ecstasy, amphetamine, LSD):** disciplinary meeting with expulsion recommended.
- **Selling controlled substances:** disciplinary meeting leading to immediate expulsion; systematically reported to the police.

7.0 Student Voice – Student Ambassadors

Through the Student Ambassadors, students provide advice and input to decision-making from the student's perspective. The Forum, led by the Student President, includes the different ambassadors. The Ambassadors hold weekly meetings, with minutes shared with school management, and meet regularly with management.

Members are expected to act in good faith and in the school's best interests and to attend all meetings. Confidentiality is expected for closed-session matters. Ambassadors receive a certificate for their service.

8.0 Policy Review

This Code is reviewed annually by Operations and the Dean.

Code of Ethics, Equity & Diversity

1.0 Introduction

"Unity in Diversity – Let's cherish each unique culture, language, and perspective, knowing that together we create a more vibrant and resilient world."

The Code of Ethics, Equity & Diversity is your daily reminder to be a better human. It sets out the shared principles that guide how every member of the HIM community – students, faculty and staff – behaves towards one another.

1.1 Conformity

This policy responds to the HIM Quality Standards. Any new version of this document supersedes and replaces all previous versions. It is the responsibility of the recipient to ensure that they are referring to the most recent version.

2.0 Purpose and Scope

2.1 Purpose

To set out the ethical principles and behaviours expected of all members of the HIM community, and to support the commitments made in the Diversity and Inclusion Policy.

2.2 Scope

This Code applies to all enrolled students, faculty and staff, on campus, in residence, during internships and in any activity representing HIM, including online.

3.0 Our Seven Principles

1. **Respect Everyone** – Treat all people with kindness, no matter their background, beliefs, identity or abilities.
2. **Be Honest** – Speak and act truthfully. Do the right thing, even when no one is watching.
3. **Celebrate Differences** – Our uniqueness makes us powerful. Share your story. Stand up against discrimination.
4. **Be Fair** – Give equal chances. Listen before judging.
5. **Speak Up, Stand Up** – Use your voice. Create safe spaces.
6. **Keep Growing** – Be curious. Learn from mistakes.
7. **Build Community** – Make everyone feel they belong.

You are the future. Choose equity. Choose respect. Choose courage. Together, we create a kinder, fairer world.

4.0 H · I · M

4.1 Happiness

We, as HIM Business School, encourage everyone to be involved and to pursue and develop their personal growth through leadership events, summits, SAF, the Students Advisory Scheme (SAS), tutoring and more.

We encourage students' mental, physical and emotional well-being (Cultural Night, Sports Day, sport activities, outings and more).

4.2 Integrity

Students must follow the guidelines as defined in this Handbook. Students are always expected to exhibit moral and ethical behaviour. Students are responsible for their actions.

4.3 Mutual Respect

There is zero tolerance for any kind of harassment, including verbal, sexual or emotional harassment. If you experience it, please contact **codeofethics@him.ch** or use the Report it! system (see the Procedure for Safe Reporting).

There is zero tolerance for racism, discrimination, bullying and violence. We expect that all voices and ideas are heard and valued, regardless of the other person's background.

5.0 Roles & Responsibilities

The EEDI Committee owns this Code, monitors its application and reviews it. All members of the community are responsible for applying it in their daily actions. Breaches are handled under the Procedure for Safe Reporting and, where relevant, the Academic Rules and Regulations.

6.0 Policy Review

This Code is reviewed by the EEDI Committee together with the Diversity and Inclusion Policy.

Fitness to Study

1.0 Introduction

This procedure applies to all students, on and off campus, in class and during internship. It may be used for any student whose ability to cope with life on campus, in class or on internship is seriously compromised due to their health, well-being or disability. It ensures that concerns about a student's ability to study are addressed in a timely and supportive manner, and it is an alternative to disciplinary procedures or procedures for unsatisfactory academic progress.

1.1 Definition

Fitness to study is a student's ability to engage fully with their programme of study in accordance with the expectations set out in the school's handbooks, in a manner that does not negatively affect the student, other students, staff or third parties. A student may be deemed unfit to study where:

- they are unable to actively engage in their programme, attend classes or meet with staff;
- continued study is likely to negatively affect their health and well-being;
- continued study is likely to have a detrimental impact on fellow students, staff or third parties;
- the adjustments required for their disability (including a mental health difficulty) have become unreasonable.

2.0 Principles

- All students must be able to meet the requirements of study set out in the school's handbooks.
- Where there is a disability (including a long-term medical condition or mental health difficulty), the school will make all reasonable adjustments to support the student to continue studying (see the Student Accessibility, Disability and Learning Support Policy).
- The process is open, transparent and consistent.
- Wherever possible, the student is fully involved at each stage.

3.0 When the Procedure Should Be Used

Concerns should be acted on promptly, as early intervention and support lead to better outcomes. The procedure is considered where there is significant concern that a student's attendance and academic progress are being negatively affected by mental or physical ill-health or disability, or that their behaviour is having a negative impact on others.

4.0 Stage 1: Informal Intervention

Where staff have concerns, the academic and operations management team is informed. Normally the Program Manager and/or Student Counsellor and/or a department head meet the student to discuss the concerns and agree a plan of action, which may include steps by the student and adjustments by the school. A written record and a review date are agreed. If the concern is not resolved at review, the case may be escalated to Stage 2.

5.0 Stage 2: Formal Fitness to Study Procedure

Stage 2 is used where serious and persistent concerns have not been resolved informally, or immediately where the student's behaviour is a serious and immediate risk to their own or others' health and well-being.

- The student is formally notified by email, with the specific concerns, and invited to a meeting with at least two staff members nominated by the Dean and Operations Director (normally a member of the academic and operations management team and a member of the counselling team), with administrative support for minutes.
- The meeting focuses on the student's best interests and the options available. Targets may be set, including binding attendance requirements, referral to a doctor in Switzerland, communication with a parent/guardian and evidence of substantial behaviour change.
- A review date is set within 4 weeks. Outcomes: no further action; resetting of targets; or escalation to Stage 3.

6.0 Stage 3: Final Stage (Panel Review)

A panel of three or four members (from the Dean, Assistant Dean, Operations Director, Assistant Operations Director, Program Manager and Student Counsellor, with administrative support) considers the case. The student is invited; if they refuse, or their presence is a serious risk to others, the meeting proceeds without them. The panel hears staff and the student and then decides in private. Possible outcomes include:

- continuing studies with no conditions;
- continuing studies with specified conditions to safeguard the well-being of the student and others;
- continuing in a less demanding mode of study (e.g. off campus);
- immediate leave of absence, with conditions to be met before return.

The student is informed in person where appropriate, and in writing within 2 working days, of the decision and the reasons.

7.0 Leave of Absence and Return

A student on leave must provide written evidence that they meet the conditions for return; the Stage 3 panel then recommends whether studies may resume. Further periods of leave may be granted, normally for no more than two academic years in total, as decided by the Dean. If further leave is not granted and the conditions are not met, studies are terminated.

8.0 Confidentiality

Information about a student's health is kept confidential. Where appropriate, it may be shared with members of the school team so that appropriate support can be provided.

9.0 Policy Review

This procedure is reviewed annually by the Dean and the Director of Operations.

Professional Dress Code

1.0 Introduction

Students are expected to present themselves professionally in business attire (including name badge and pin) throughout the working day, and at formal or special occasions such as school events, the formal dining room, graduation, field trips, alumni reunions and ceremonies. The dress code applies from breakfast through dinner; outside these hours, smart casual dress may be worn. Garments must be in good taste and in good repair. A staff member may ask a student who does not follow the dress code to change. If in doubt, ask a staff member.

2.0 Business Attire – Suit with Trousers

- Plain-coloured suit with matching trousers; jacket not too tight, with no embroidery or decoration; tie optional.
- Daily clean-shaven; trimmed beards are permitted.
- School pin and name tag worn at all times on the left-hand side of the jacket.
- Black socks of good length (no skin showing when sitting); smart closed shoes, clean, polished and in good repair.
- Well-groomed, clean hair; short, clean nails.
- No visible tattoos or piercings; no large neck chains or bracelets; no outlandish haircuts or hair colours.

3.0 Business Attire – Suit with Skirt or Trousers

- Plain-coloured suit with a blouse of plain or discreet pattern; jacket with no embroidery or decoration; blazer length should reach the hipbone.
- Natural, minimal make-up.
- School pin and name tag worn at all times on the left-hand side of the jacket.
- Skirts no shorter than 7 cm above the knee; short cotton socks are not allowed.
- Closed shoes only; heels no higher than 7 cm, with no openings, platforms, decorations, patent finish or high stilettos.
- Well-groomed, clean hair; subtle nail polish only, with no decoration (French manicure permitted).
- No visible tattoos or piercings; no outlandish haircuts or hair colours; no excessive jewellery or ankle chains; no tight clothing.

Students may choose the business attire option that suits them.

4.0 Smart Casual Attire

- **Winter:** HIM hoodie with business trousers and single-coloured sneakers.
- **Summer:** HIM polo shirt with business trousers and single-coloured sneakers.
- Sports trainers are not allowed.

5.0 Special Conditions

- **Winter:** plain black or grey cardigans or pullovers may be worn under blazer jackets.

- **Summer:** short-sleeved shirts or blouses may be worn without a jacket, once the summer dress code is announced by the Head of Operations.

Students may request reasonable adjustments to the dress code on medical, disability or religious grounds by contacting the Student Counsellor.

6.0 Breaches and Review

Dress code infractions (including the name badge) are minor breaches under the Code of Conduct for Students. This policy is reviewed annually.

Social Media Policy

1.0 Introduction

Social media sites are important and significant communication channels. These guidelines cover official and personal use of social media by students.

2.0 General Guidelines

- Exercise discretion, thoughtfulness and respect for the school community and fellow students at all times. Refrain from reporting, speculating, discussing or giving opinions on school topics or people that could be considered sensitive, confidential or harmful.
- Do not share publicly confidential or proprietary information of the school, or of third parties who shared it with you on behalf of the school.
- All posted content may be reviewed in accordance with this Handbook.
- The school's logos and visual identity cannot be used on personal social media without the school's permission. Contact the school for the guidelines.

3.0 Monitoring and Misuse

The school does not monitor personal websites but will address content that violates established editorial, graphic and social media guidelines, and may refer to social networking sites when investigating breaches of discipline such as harassment or anti-social behaviour. The school may take steps to protect its facilities, staff and students from malware, including blocking sites.

4.0 Consequences

Any content that can be considered discriminatory, defamatory or threatening will lead to disciplinary action. The school reserves the right to take legal action if any part of this policy is infringed. Online harassment or bullying can be reported through the Report it! system.

Students' Health Insurance Coverage

1.0 Introduction

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

> *SOS International – your single point of contact for any medical or security assistance, 24/7: +41 (0)22 719 11 85. Membership number 22AYCA590432. Coverage by Allianz Worldwide Care.*

2.0 Institutional Health Insurance Coverage

All students (unless exempted) are insured through the school's insurance company (Antaé – Allianz) from the day of arrival until the expiry of the B/L permit for:

- **Sickness:** medical costs, daily costs of hospitalisation in a shared room, medication prescribed by a doctor.
- **Accident** on and off school premises.

A document outlining the coverage is provided on arrival.

2.1 Exclusions

- No refund in case of an accident or sickness linked to drug or alcohol abuse. Ambulance costs for transport to hospital due to excessive alcohol consumption are not reimbursed.
- Supplementary medical exams or vaccinations required by an internship employer or visa application are not covered.
- Dental care is not covered.
- Non-prescribed medication, and some prescribed products (e.g. skin care products), are not covered.

3.0 Insurance Fees

During academic terms, the premium is included in the additional charges. At other times (internship, independent studies, dissertation stays, term breaks, holidays), students pay premiums directly; the full premiums are deducted from the security deposit, although the school may ask for direct payment.

4.0 Insurance Exemptions

European students with a valid European Health Insurance Card (E-111) may be exempted. Swiss citizens cannot benefit from the school's insurance and must provide a copy of their insurance card or contract. Students from Switzerland, the EU and EFTA may keep their own insurance if it is approved by the Swiss authorities. Exemption requests must be submitted to the Student Affairs Coordinators no later than two weeks after arrival. Exempted students pay all medical expenses themselves or through their own insurer.

5.0 Insurance Card

Students receive their insurance card (unless exempted) within 4 to 8 weeks of arrival and must carry it at all times and present it to doctors, pharmacies and hospitals. A lost card is replaced via the Student Affairs Coordinator. When the insurance is cancelled at the end of studies or an internship (B permit cancelled), the card is blocked.

6.0 Medical Assistance and Procedures

- If you feel ill, contact the Student Counsellor, the Front Office or the Residence Supervisor, who will arrange a doctor's appointment if required. Inform the Student Counsellor before booking a doctor yourself.
- All accidents must be officially reported for the insurance to cover the costs.
- In Switzerland, doctors only see patients with a confirmed appointment. Missing a scheduled appointment with a doctor or hospital is gross misconduct.
- Hospitalisation (e.g. after an accident) is covered as set out in the General Insurance Conditions, including a shared room.
- For prescribed medication, show the prescription and your insurance card at the pharmacy.

7.0 Medical Bills and Payments

- Never pay medical invoices yourself; present your insurance card. If you receive an invoice, give or send it immediately to the Student Affairs Coordinator.
- Exception: for glasses and contact lenses, pay the provider and give the receipt to the Student Affairs Coordinator, who requests the refund.
- Allianz Worldwide Care pays 100% of covered treatment and prescribed medication. Uncovered invoices are deducted from the security deposit or invoiced to the student.
- The school cannot be held responsible if medical bills are not paid because the correct procedures were not followed.

8.0 Contact

Student Affairs Coordinator, or Allianz toll-free numbers: Switzerland 00 800 66 302 302; 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.

Students' Swiss Residence Permit

1.0 Introduction

All students must hold a valid residence permit (B permit) issued by the municipality in which the campus is located. The school applies for the permit on the student's behalf. The B permit is only valid with current medical insurance authorised by the local authorities.

2.0 Permit Conditions

- The residence permit is a study permit, not a work permit; internships that are part of the official programme are permitted.
- The permit is valid for a limited period. Students must hand it in two months before its expiry date for extension.
- The permit also acts as a Schengen visa, allowing travel to other Schengen countries (not the United Kingdom). Students must check that their permit allows entry to a country before travelling.
- Students must carry their residence permit at all times in Switzerland, at school or on internship, as a legal requirement.
- After graduation, students must leave Switzerland even if the B permit is still valid.

3.0 Loss of the Permit

A replacement permit costs CHF 150.

4.0 Optional Internships

As a general rule set by the Swiss immigration authorities, students may not do an optional internship in Switzerland after their last academic term.

Finance, Payments and Cancellation Policy

1.0 Introduction

For any administrative question, contact the Student Affairs Coordinator.

2.0 Payments

- Payment must be completed in full before a student may join classes. Students who have not paid in full and have no signed payment plan should contact SEG Student Accounts: studentaccounts@swisseducation.com.
- Cash payments are discouraged; students bringing cash will be asked to pay it directly into the school's bank account.
- Students who have not paid in full and have no approved payment plan may be suspended from classes and expelled. Diplomas, degrees and transcripts are not released until all financial obligations are settled.

3.0 Security Deposit

The security deposit (CHF 1,500 for the first term, topped up in later terms for amounts used) earns no interest and cannot be used for personal expenses. It may be used to offset, among other things: damage caused by the student; yearbooks; health insurance premiums during internships, independent studies, term breaks and holidays while the B permit is valid; unpaid school fees under CHF 100; and improper check-out fees under CHF 300. A refund can be requested six months after the last academic term (three months after a mandatory internship in Switzerland following the final term). Five years after graduation, the last term or the final internship, the deposit is forfeited.

4.0 Cancellation Policy

1. **Registration fee:** CHF 3,000, payable within 30 days of the acceptance letter to secure a place; deducted from the school fees.
2. **School fees:** payable in full no later than 6 weeks before the start of the term/semester.
3. **Cancellation insurance (optional):** CHF 300 per term or CHF 400 per semester, paid with the registration fee. It covers cancellation during the term for medical reasons, up to CHF 9,000 per term or CHF 15,000 per semester, and cannot be removed once classes have started.
4. **Cancellation:**
   - 8 weeks or more before the start: full refund of school fees minus the registration fee, kept as a lump-sum indemnity (art. 160 Swiss Code of Obligations).
   - 4 to 8 weeks before the start: refund of 50% of the amount paid minus the registration fee.
   - 4 weeks or less before the start: full fees kept.
   - During the term: full fees for that term kept.
5. **Exceptions:**
   - Visa refusal before the start (with proof): full refund minus an administrative charge of CHF 250.
   - Medical cancellation during the term with cancellation insurance: refund up to CHF 9,000 per term or CHF 15,000 per semester (with documents).

  - Cancellation during the term for valid, exceptional reasons approved by SEG management, with return at a later intake: unused fees transferred minus CHF 250, treated as a deferral.
  - Students wishing to cancel should first meet their Program Manager to discuss alternatives and the academic and financial consequences.

6. **Expulsion:** no refund; expelled students may not continue studies in any SEG school.
7. **Deferral:** a student may defer once before the start; fees paid are transferred to the next intake, but the new published fees apply. Cancelling after a deferral means fees paid are kept.
8. **Information duty:** if someone else pays the fees (parents, sponsors, agents, loan agencies), the student must inform them of these conditions. SEG cannot be held responsible if the student does not.

Student Safety and Wellbeing Policy

1.0 Introduction

> *HIM Business School is committed to supporting a safe and respectful environment for its students. We take reasonable measures to promote the wellbeing and security of our staff and students and to respond appropriately to matters affecting student safety, in line with our broader responsibilities and values.*

1.1 Conformity

This policy responds to the HIM Quality Standards. Any new version of this document supersedes and replaces all previous versions.

2.0 Purpose and Scope

2.1 Purpose

To describe how HIM protects the physical safety, security and wellbeing of its students, and what students should do in an emergency or when they have a concern.

2.2 Scope

This policy applies to all enrolled students on campus, in the residences and during school activities on or off campus.

3.0 Safety on Campus

- The House Regulations (no smoking, no alcohol, no drugs, no ironing, no cooking, no visitors after 10 PM) apply on campus and in the residences to protect the safety and well-being of everyone (see Campus Living).
- A Residence Supervisor is available 24 hours a day, 7 days a week. The school complies with Swiss safety standards; for security, all entrances and most public areas are monitored by camera.
- Visitors must be registered and wear a visitor's pass (see Campus Living). Door codes must not be shared.
- Each term a Fire Marshal Team carries out fire drills. In the event of a fire alarm, close windows and doors, leave all materials behind and proceed directly to the designated assembly point for the roll call.
- First aid: contact the Front Office (or the Residence Supervisor outside office hours). First aid kits are kept at the Front Office and in the Food & Beverage department.
- Safety hazards (for example damaged equipment, blocked exits or unsafe areas) must be reported immediately through the Report it! system or to the Residence Supervisor.

4.0 Emergency Contacts

For immediate action, call	Internal	External
Residence Supervisor (24/7)	4777	021 966 47 77
Student Counsellor	4778	021 966 47 78
Ambulance	–	144

For immediate action, call	Internal	External
Police	–	117
SOS International (medical assistance, 24/7)	–	+41 (0)22 719 11 85

4.1 Emergency Contact Details

All new and returning students must complete or update their emergency contact during the induction weekend. The school will contact a student's nominated emergency contact only if the student has not responded to all attempts to contact them, or in an emergency where there is an urgent risk to the student's safety (for example hospital admission, a missing student, or serious and immediate physical or mental illness or concerning behaviour). Contact must be authorised by named "Authorisers" within the school, and wherever possible staff will consult the student first.

5.0 Health and Wellbeing

- Students who are ill should contact the Student Counsellor (or the Front Office or Residence Supervisor outside office hours), who will help arrange a doctor's appointment (see Students' Health Insurance Coverage). Students students unable to attend an examination due to illness must notify the nurse and their Program Manager before the exam (see Academic Rules and Regulations).
- Mental health support is available from the Student Counsellor. Full details are set out in section 3.0 of the Student Accessibility, Disability and Learning Support Policy.
- At the start of each term, the Student Counsellor holds a welfare and prevention meeting (personal life, Swiss law, alcohol and drug addiction); all new students must attend.
- Where a student's health or wellbeing seriously affects their ability to study, the Fitness to Study procedure provides structured support.
- HIM promotes wellbeing through community events such as Cultural Night, Sports Day, sport activities and outings, and through the Focus Zone, which helps students build focus and disconnect from phones and social media.

6.0 Reporting Concerns

Students who are victims of, or witness, bullying, harassment, unethical conduct, suspicious behaviour, mental health concerns or safety hazards should report it through the Report it! system or to codeofethics@him.ch. Reports are treated confidentially and taken seriously. See the Procedure for Safe Reporting.

7.0 Protection of Minors

In accordance with Swiss law, HIM has a legal and ethical duty to protect minors. If a student is under 18 and there is suspicion or evidence of abuse, the school is legally required to report it and take action.

8.0 Roles & Responsibilities

The Director of Operations is responsible for campus safety and emergency procedures. The Residence Supervisor ensures 24/7 first response. The Student Counsellor provides confidential wellbeing support. All students are responsible for following safety rules and reporting hazards.

9.0 Policy Review

This policy is reviewed annually by Management.

Sustainability Policy

1.0 Introduction

HIM Business School is dedicated to a comprehensive vision of sustainability, ensuring that we not only excel academically but also lead in ethical responsibility and environmental sustainability. HIM is committed to integrating the United Nations Sustainable Development Goals (SDGs) into all aspects of the institution. This policy sets out HIM's approach to embedding the SDGs into education, applied research, leadership and operations, to foster a sustainable future. HIM prioritises SDGs 2, 4, 12, 15 and 17.

1.1 Conformity

This policy responds to the HIM Quality Standards. Any new version of this document supersedes and replaces all previous versions.

2.0 Our Commitment to Sustainability

HIM Business School recognises that sustainability is not a standalone goal but a guiding principle for our long-term success. We are committed to embracing best practices in ethics, responsibility and environmental sustainability. These guiding pillars form the foundation of our strategy:

1. **Ethics** – HIM will act with integrity, ensuring that our decisions and practices reflect the highest moral standards in support of sustainable development. This means fostering an environment where fairness, accountability and respect for individuals and communities are central to our mission.
2. **Responsibility** – We will actively take ownership of the impact our institution has on the world. From the educational content we deliver (integration of the SDGs in the curriculum) to the way we manage resources, HIM commits to shaping responsible leaders who are prepared to address global challenges.
3. **Environmental Sustainability** – HIM will focus on minimising its ecological footprint by adopting practices that promote the responsible use of natural resources, mitigate climate impact and ensure biodiversity conservation.

3.0 Environmental Sustainability Strategic Objectives (SDGs)

Priority SDG	HIM objective	Integration steps
SDG 2 – Zero Hunger	Prioritise food waste awareness and reduction.	Publish Food Waste Reports (KITRO monitoring project), shared on HIM and KITRO social channels. In-class data visualisation project. Challenge students to reduce food waste.
SDG 4 – Quality Education	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	Courses include at least one learning objective directly related to an SDG where it can be meaningfully embedded. Include students in the Sustainability Committee.
SDG 12 – Responsible Consumption and Production	Prepare students to become responsible leaders fostering social, economic and environmental well-being.	Promote recycling and efficient energy use. Reduce fuel consumption by 10% by renovating or replacing outdated facilities.
SDG 15 – Life on Land	Contribute to the protection and	Create green spaces and insect hotels on campus, with

Priority SDG	HIM objective	Integration steps
	restoration of ecosystems.	signs promoting ecosystem protection. Continue to nurture the existing vegetable gardens.
SDG 17 – Partnerships for the Goals (17.17)	Build strong, inclusive partnerships to drive systemic change.	Strengthen the partnership with Planted (vegan alternative) and promote “one Vegan Day per Term”. Maintain the SDG Accord commitment and progress from Swisstainable Level 1 to Level 2.

4.0 Climate Action Plan

All areas of the Climate Action Plan – Operations, Education and Research – are managed through SMART objectives (Specific, Measurable, Actionable, Relevant, Time-bound).

4.1 Operations Goals

Objective	Measure	Status / target date
Create green spaces, insect hotels and a vegetable patch on campus	Completed and maintained	Completed 2025
Introduce more recycling stations in campus buildings (following student advice)	Number of buildings equipped	Introduced 2025
Display awareness stickers on energy and water consumption in every bathroom and across the school	Coverage of campus	Introduced 2025
Measure the impact of the water and energy initiatives	Water and energy consumption, total and per student	Academic year 2026–27
Reduce fuel consumption by 10% by renovating or replacing outdated facilities	Fuel consumption against baseline	Academic year 2027–28
Reduce food waste (KITRO monitoring)	Food waste per cover, published Food Waste Reports	Academic year 2026–27

4.2 Education Goals

HIM integrates the SDGs into the curriculum through courses having one learning objective directly related to an SDG. This is currently implemented in approximately 80% of courses. Lecturers include an SDG objective only where it can be successfully embedded; HIM is therefore not aiming for 100% of courses.

4.3 Research Goals

Research-based learning is embedded within HIM’s curriculum through student-led sustainability projects. All final-year students complete an academic poster assignment requiring independent research, critical evaluation of evidence, use of academic and policy sources, and presentation of findings. Recent topics have included corporate climate commitments, carbon emissions, resource use, circular economy practices and food waste, helping students develop applied research skills while contributing to sustainability awareness.

5.0 Environmental Sustainability Policies

HIM applies its environmental commitments to how it manages money, buys goods and services and gives or receives support. These commitments are set out in separate policies in this Handbook:

- **Sustainable Investing Policy** – institutional funds are managed responsibly and with regard to environmental impact.
- **Sustainable Procurement Policy** – suppliers are selected with regard to environmental, social and quality considerations; food sourcing is monitored and food waste reduced.
- **Sustainable Funding and Donations Policy** – funding, sponsorship and donations, received and given, align with HIM's sustainability values.

5.1 Environmental Sustainability Networks

HIM takes part in national and international networks that support its environmental commitments and allow it to share good practice.

5.1.1 National Environmental Sustainability Networks

- **Swisstainable** (Switzerland Tourism's national sustainability programme): HIM holds Level 1 certification, extended for two more years, with Level 2 as an objective.
- **KITRO** (Swiss food-waste monitoring): partnership for measuring food waste and publishing Food Waste Reports.
- **Planted** (Swiss plant-based food producer): partnership supporting "one Vegan Day per Term".
- **Swiss Education Group (SEG):** sharing of sustainability practice across SEG schools, for example the sustainability and circular economy workshop at the SEG Teaching Excellence Day 2026.

5.1.2 International Environmental Sustainability Networks

- **SDG Accord:** HIM is a signatory, committing to embed the UN Sustainable Development Goals in education, research, leadership and operations and to report on progress.
- **United Nations Sustainable Development Goals:** HIM's strategy is built on SDGs 2, 4, 12, 15 and 17, including SDG 17.17 on building strong, inclusive partnerships.

6.0 Ethics Strategic Objectives

Ethical priority	Integration steps
H – Happiness	Wellbeing: community events, Focus Zone, Student Counsellor, Students Advisory Scheme.
I – Integrity	Academic integrity rules, Anti-Bribery and Corruption Policy, Academic Freedom Policy.
M – Mutual Respect	Code of Ethics, Equity & Diversity; Diversity and Inclusion Policy; Report it! system.

7.0 Implementation and Accountability

HIM has developed an action plan to guide the implementation of this strategy. This involves:

- **Sustainability Committee:** comprising faculty, students and external experts to monitor progress and provide recommendations.
- **Training and capacity building:** providing staff and faculty with the tools and knowledge to integrate sustainability into all functions of the institution (for example the sustainability and circular economy workshop at the SEG Teaching Excellence Day 2026).

8.0 Certifications and Commitments

- HIM holds **Swisstainable Level 1** certification (extended for two more years), with **Level 2** as an objective.
- HIM is a signatory of the **SDG Accord**.

9.0 Monitoring and Reporting

Progress against the objectives above is monitored by the Sustainability Committee and reported to Management once a term. Food Waste Reports are published on HIM and KITRO social channels. Where objectives are not met, corrective actions are included in the next planning cycle.

10.0 Conclusion

HIM Business School's commitment to sustainability marks our ambition to become a leader in sustainable education and operations. By aligning with SDGs 2, 4, 12, 15 and 17, we aim to make a significant impact on our community, inspire the next generation of responsible leaders and contribute to a global movement toward sustainability. Together, we can drive the change necessary for a more sustainable, inclusive and prosperous future for all.

Academic Freedom and Research Independence Policy

1.0 Policy Statement

> *HIM Business School is committed to upholding the principles of academic freedom and research independence. The school supports an open environment in which faculty and students may pursue inquiry and the exchange of ideas in accordance with recognised academic standards and the school's mission: Be World Ready. HIM endeavours to protect the integrity of its academic activities and to ensure that teaching and research are conducted with appropriate independence and responsibility.*

2.0 Scope

This policy applies to all faculty, staff and students engaged in teaching, learning and research at HIM, including student research projects such as the final-year academic poster assignment.

3.0 Provisions

- Faculty may select teaching methods, materials and research topics within the approved curriculum and learning outcomes.
- Research findings are reported honestly, regardless of the interests of sponsors, partners or the school.
- External partners and funders do not influence the content, outcomes or publication of academic work.
- Academic freedom is exercised responsibly, in line with the Code of Ethics, Equity & Diversity and with academic integrity rules.

4.0 Roles & Responsibilities and Review

The Dean is responsible for applying this policy. Concerns can be raised with the Dean or through the Grievance Policy. This policy is reviewed annually.

Anti-Bribery and Corruption Policy

1.0 Policy Statement

> *HIM Business School does not tolerate bribery or corruption in any form and expects all members of its community to act with integrity and in accordance with the HIM value: Be Professional at all times. HIM staff is committed to conducting its activities honestly and transparently, and to taking appropriate measures to prevent improper conduct.*

2.0 Scope

This policy applies to all staff, faculty, students, agents, suppliers and partners acting for or with HIM.

3.0 Provisions

- No one may offer, give, request or accept any payment, gift, favour or advantage intended to improperly influence a decision, including admissions, grades, internships or purchasing decisions.
- Gifts and hospitality of more than token value must be declared to Management.
- Conflicts of interest must be declared before taking part in a decision.
- Breaches are handled through the disciplinary procedures for staff and students and, where required by law, reported to the authorities.

4.0 Reporting and Review

Concerns can be raised through the Report it! system (category “Unethical conduct”). No one will suffer retaliation for a report made in good faith. This policy is reviewed annually.

Modern Slavery Policy

1.0 Policy Statement

> *HIM Business School does not accept modern slavery, forced labour, or human trafficking in any part of its activities or associated relationships. We are committed to acting responsibly and to taking appropriate steps, where relevant, to promote practices consistent with the fair and ethical treatment of individuals.*

2.0 Scope

This policy applies to HIM's own activities, its suppliers and service providers, and its internship partners.

3.0 Provisions

- HIM expects suppliers and partners to respect fair and ethical treatment of workers, as part of the Sustainable Procurement Policy.
- The Career Services team monitors internship placements and follows up with students to ensure fair working conditions.
- Any concern relating to forced labour, exploitation or trafficking, including during an internship, must be reported through the Report it! system or to Career Services.

4.0 Review

This policy is reviewed annually by Management.

Sustainable Investing Policy

1.0 Policy Statement

HIM Business School seeks to take relevant considerations into account when managing its financial resources, including, where appropriate, matters relating to responsible and sustainable practice. HIM aims to align its approach with its values and its longer-term interests, and to review its practices from time to time in light of evolving expectations and circumstances.

2.0 Environmental Commitments

In line with HIM's commitment to minimise its ecological footprint and align its operations with the UN Sustainable Development Goals (SDGs 2, 4, 12, 15 and 17), HIM aims to manage its institutional funds responsibly and with regard to environmental impact, favouring providers and financial products consistent with its sustainability commitments and avoiding investments that conflict with responsible consumption (SDG 12) and the protection of ecosystems (SDG 15).

3.0 Review

This policy is reviewed annually by Management.

Sustainable Procurement Policy

1.0 Policy Statement

> *HIM aims to work with suppliers and partners whose practices are consistent with its values, and to give appropriate regard to environmental, social, and quality considerations in its purchasing decisions.*

2.0 Environmental Commitments

- **Sustainable food sourcing and supply-chain transparency:** HIM is working to understand what percentage of its fresh produce comes from where, with students measuring and monitoring sourcing during service.
- **Named suppliers:** food and beverage procurement is handled through named suppliers – Leguriviera (fruit and vegetables), Valker (meat), Meret (fish), Saviva (bread, milk, juices, sauces and breakfast items) and Amstein (beverages).
- **Food waste reduction** is embedded in procurement and service through the KITRO monitoring project, an in-class data visualisation assignment and published Food Waste Reports.
- **Plant-based options:** partnership with Planted and "one Vegan Day per Term".
- **Certification:** HIM holds Swisstainable Level 1 certification (extended for two more years, with Level 2 as an objective) and is a signatory of the SDG Accord.

3.0 Review

This policy is reviewed annually by the Director of Operations.

Sustainable Funding and Donations Policy

1.0 Policy Statement

> *HIM Business School seeks to support charitable and non-governmental organisations whose work contributes to a positive social and environmental impact. Where the school chooses to make donations or provide support, it endeavours to direct such contributions towards causes that are consistent with its values and mission.*

2.0 Environmental Commitments

Consistent with HIM's commitments to ethics, responsibility and inclusive partnerships (SDG 17) and to the responsible use of resources, HIM aims to ensure that funding, sponsorship and donations – both received and given – align with its environmental sustainability values, prioritising partners and causes that support responsible consumption (SDG 12), ecosystem protection (SDG 15) and the wider SDGs.

3.0 Review

This policy is reviewed annually by Management.

Diversity and Inclusion Policy

1.0 Our Vision

> *HIM Business School values diversity and seeks to foster an inclusive environment in which individuals are treated with respect. We support fair and equitable practices across our community and encourage a culture that welcomes a range of backgrounds and perspectives.*

At HIM Business School, we are committed to fostering a truly inclusive, respectful and diverse environment where every member of our community – students, faculty and staff – feels valued, empowered and safe. Diversity and inclusion are essential pillars of HIM's mission and long-term strategy.

In accordance with Art. 30 para. 1 lit. a, ch. 5 HEdA, the Swiss Federal Constitution (Art. 8), the Gender Equality Act and the Disability Discrimination Act, HIM actively promotes equal opportunities across all spheres of activity, including study, research, administration and governance.

This policy is aligned with the HIM Code of Ethics, Equity & Diversity, which sets out our shared principles – respect everyone, be honest, celebrate differences, be fair, speak up, keep growing and build community – and affirms a zero-tolerance stance toward harassment, racism, discrimination, bullying and violence.

2.0 Definitions

- **Diversity:** The recognition, respect and celebration of differences in backgrounds, perspectives and experiences, including but not limited to nationality, ethnicity, gender identity and expression, sexual orientation, religion, ability, neurodivergence, socioeconomic status, age and beliefs.
- **Inclusion:** The active creation and maintenance of a community in which all individuals feel welcomed, respected and able to participate fully and equally.
- **Equal Opportunity:** The guarantee that all individuals have equitable access to opportunities, resources and advancement, free from discrimination or systemic bias.
- **Gender Equality:** The state in which access to rights or opportunities is unaffected by gender, and proactive measures are taken to address historic and systemic imbalances.
- **Harassment and Discrimination:** Any unwelcome conduct or practice based on individual identity that creates a hostile or offensive environment. This includes bullying, bias, microaggressions and retaliation.

3.0 Our Commitment

HIM is committed to embedding diversity, inclusion, equal opportunity and gender equality across all aspects of academic and professional life. This commitment forms part of the HIM Strategic Plan Vision 2025–2030 and is extended and monitored through a dedicated Operational Plan 2025–2030. We will:

- Establish and monitor measurable diversity, inclusion and gender equality targets.
- Integrate inclusive practices into hiring, teaching, leadership, student recruitment and decision-making processes.
- Actively promote representation of underrepresented groups in both student and staff communities.
- Prevent and address harassment, bullying and discrimination through clear reporting mechanisms, training and accountability.

- Ensure equal access for students with disabilities, mental health conditions and learning differences, as set out in the Student Accessibility, Disability and Learning Support Policy.
- Ensure consistent implementation of this policy.
- Provide Diversity & Inclusion training to every faculty member and assign a dedicated Class Mentor to each class as a first point of contact and support.

The objectives and commitments set out in this policy are implemented and monitored through the HIM Annual Operational Plan. The Operational Plan translates policy commitments into concrete actions, defined responsibilities, proportionate key performance indicators (KPIs) and review cadences, taking into account institutional size, resources and risk exposure.

Progress against diversity, inclusion, equal opportunity, gender equality and safe reporting objectives is reviewed periodically by the EEDI Committee. Where objectives are not met, corrective actions are identified and integrated into subsequent operational planning cycles to ensure continuous improvement and consistent application across both staff and student contexts.

4.0 Strategic Objectives

Area	Objective
Representation	Maintain gender balance (50/50 ± 5%) in leadership positions. Ensure equality of opportunity in recruitment, admissions, progression and representation.
Education & Awareness	Build institutional awareness and capability through proportionate training and onboarding (for example faculty training “Unique Talents: Supporting Neurodivergent Individuals”, September 2025, and “Inclusive Assessment” based on Universal Design for Learning, June 2026). Monitor and evaluate progress.
Safe Reporting	Prevent and address harassment, discrimination and bullying through a prevention and response framework.
Data & Monitoring	Ensure safe, confidential and trusted reporting mechanisms are visible, accessible and consistently applied.
Policy Integration	Monitor equality, inclusion and safety through defined indicators and governance review. The EEDI Committee ensures strategic alignment and resourcing. The Dean ensures implementation.

5.0 To Achieve the Strategic Objectives

- **Educate:** Provide training, curriculum integration and awareness-raising opportunities.
- **Communicate:** Ensure accessibility of policies, encourage open dialogue and provide regular updates on progress.
- **Celebrate:** Recognise cultural diversity, promote gender equality achievements and highlight inclusive practices through events and milestones.

At HIM, we believe that diversity is a strength, and inclusion is a choice we actively make every day. Through education, communication and celebration, we will continue fostering a welcoming and inclusive community.

6.0 Governance, Monitoring and Review

Oversight of diversity, inclusion, equal opportunity, gender equality and safe reporting is ensured through the Ethics, Equity, Diversity and Inclusion Committee, chaired by Galliane Blanchet.

Reporting channels are clearly signposted across campus. Any member of the community who experiences or witnesses bullying, mental health concerns, harassment, suspicious behaviour, unethical conduct or safety hazards can raise it through the HIM Report it! system. Reports are handled confidentially, and urgent situations are directed to the on-site supervisor and the emergency services set out in the Report it! guidance.

A designated staff member consolidates information related to Diversity & Inclusion objectives and Safe Reporting activity, including implementation progress, training coverage, monitoring indicators and aggregated information on reported cases, in line with data protection and confidentiality requirements.

Progress is reviewed monthly by the EEDI Committee, enabling regular oversight, early identification of risks or gaps and timely steering where needed. This review forms part of the school's broader quality assurance and risk management processes.

Corrective actions are identified where objectives, targets or implementation milestones are not met. Such actions may include adjustments to operational measures, timelines, resourcing or communication and are integrated into subsequent operational planning and review cycles to support continuous improvement.

The EEDI Committee retains overall responsibility for ensuring that this policy is consistently implemented across both staff and student contexts and that outcomes are reported and evidenced appropriately.

Procedure for Safe Reporting ("Report it!")

1.0 Introduction

Don't ignore it. Report it! HIM Business School is committed to providing a safe, respectful and inclusive environment for all students and staff. This procedure sets out a clear, confidential and safe way to report concerns and ensures a fair process for everyone involved.

2.0 Scope

This procedure applies to all HIM community members – students, faculty and staff – in all school-related activities, on campus, in residence, online and during internships. It also extends to visitors, including guest lecturers and other campus guests.

3.0 What to Report

If you are a victim of, or witness, any of the following, please report it:

Bullying	Mental health concerns	Harassment
Suspicious behaviour	**Unethical conduct**	**Safety hazards**

4.0 Zero-Tolerance Policy

HIM maintains zero tolerance for any kind of harassment (verbal, sexual or emotional), racism, discrimination, bullying, threats and violence. Such conduct is unacceptable and will result in disciplinary action, which may include expulsion or termination of employment.

4.1 Definitions of Prohibited Conduct

- **Discrimination:** Any statement or action that disadvantages, treats unequally or degrades a person based on gender, age, origin, religion, physical or psychological characteristics, disability, worldview, sexual orientation or identity.
- **Bullying:** Repeated and systematic intimidation, harassment, devaluation or marginalisation of a person over an extended period.
- **Sexual harassment:** Any unwanted behaviour of a sexual nature or with sexist content, including unwanted physical contact, sexist jokes, lewd remarks and soliciting sexual favours through promises or threats.
- **Threats and violence:** Actions or behaviour that mentally or physically harm, or threaten to harm, another person, including verbal abuse, humiliation, insults and stalking.
- **Privacy breach:** Obtaining, using or sharing someone's private information without permission or a legal reason.

5.0 How to Report

Channel	When to use it
Emergency: Residence Supervisor 4777 or 021 966 47 77 (24/7) · Ambulance 144 · Police 117	Immediate danger or urgent situations.
Report it! online form (QR code on posters across campus)	Any concern. The form records your HIM email and student ID, the disclosure type and a description, and you may

Channel	When to use it
	attach up to 10 files (10 MB in total).
codeofethics@him.ch	Harassment, discrimination, bullying or unethical conduct.
Student Counsellor – 4778 or 021 966 47 78	Confidential advice and support, including mental health concerns.

Reports made through Report it! are confidential but not anonymous, because the form is linked to your HIM account. Reports are directed to the department in charge and to Management. Where there is a legal obligation, the authorities will be informed.

6.0 Three Pathways

6.1 Option 1 – Confidential Advice and Support

Anyone affected by or witnessing inappropriate behaviour can first speak to the Student Counsellor in confidence. The counsellor listens, explains the reporter's rights and options, and can refer to external support services. The reporter's identity is not shared without their consent, except where there is immediate danger.

6.2 Option 2 – Supported Resolution

With the reporter's agreement, the matter can be resolved informally, for example through a facilitated conversation or by a staff member speaking to the person concerned. If the reporter is satisfied with the outcome, no further action is required.

6.3 Option 3 – Formal Process

A formal process is used when the informal route does not resolve the matter or when the misconduct is serious. The reporter submits a written report (Report it! form or written complaint to the Dean or Director of Operations). The report is acknowledged within five working days and investigated; a written decision is provided within ten working days. The person concerned is informed of the allegations and given the opportunity to respond. Both parties may be accompanied by a trusted person. If dissatisfied with the outcome, the student may appeal to the SEG Quality Assurance Director within five working days (see Grievance Policy).

Sanctions range from a written warning and mandatory training to suspension or expulsion. HIM may take immediate protective measures to ensure the safety of the reporter during the process.

7.0 Key Principles and Safeguards

- **Protection from retaliation:** No one will face retaliation for raising a concern in good faith or for taking part in an investigation. Retaliation is a serious disciplinary offence.
- **Confidentiality:** Everyone involved in the procedure must keep information confidential. Information is shared only on a need-to-know basis.
- **Fair hearing:** The person concerned is presumed innocent until the investigation establishes otherwise.
- **Protection of minors:** If a student is under 18 and there is suspicion or evidence of abuse, HIM is legally required to report it and take action.
- **Timeliness:** Concerns should be reported as soon as possible so that they can be addressed effectively.
- **Bad faith reports:** Knowingly making a false report is a serious violation and will lead to sanctions.

8.0 Feedback

Students can also share feedback to help improve our services and facilities (Administration, Teaching, IT, Front Office, Career Office, Housekeeping & Maintenance, Social Services, Sports & Leisure, Food & Beverage) through the feedback QR code on campus. *"Change will not come if we wait for some other person or some other time." – Barack Obama*

9.0 Monitoring and Review

Aggregated information on reports is reviewed monthly by the EEDI Committee, in line with data protection requirements (see Diversity and Inclusion Policy). Management is responsible for communicating this procedure to all current and incoming students and staff.

Student Accessibility, Disability and Learning Support Policy

1.0 Purpose

HIM Business School is committed to supporting all students so that they can participate fully in campus life and in their studies, and demonstrate their learning in a fair and appropriate way. In line with the Swiss Disability Discrimination Act and the HIM Diversity and Inclusion Policy, HIM aims to respond to individual needs with care, discretion and consistency.

This policy explains the support available to students with a mental health condition, a physical or sensory disability, or a learning difference, and how to request it. It covers five areas of provision:

No.	Provision	Section
1	Support services for mental health conditions	3.0
2	Built-in accessibility computer systems for visually impaired students	4.0
3	Sign language interpreters or note-takers for hearing-impaired students	5.0
4	Map identifying wheelchair ramps, disabled toilets and parking access	6.0
5	Dedicated academic support for students with learning disabilities	7.0

2.0 Scope

This policy applies to all applicants and enrolled students who have a disability, a medical or mental health condition, a learning difference (for example dyslexia or ADHD), or another documented need that may affect their studies, assessments, classroom participation or access to campus.

3.0 Support Services for Mental Health Conditions

HIM provides confidential support for students experiencing mental health difficulties:

- **Student Counsellor:** confidential one-to-one support during office hours on 4778 or 021 966 47 78, and through the Front Office or Residence Supervisor outside office hours. The counsellor is not a doctor and does not prescribe medication, but agrees a support plan, liaises with academic staff (with the student's consent) and helps students book appointments with external specialists such as doctors, psychologists or psychiatrists. Medical costs are covered by the student health insurance as set out in Students' Health Insurance Coverage.
- **Welfare and prevention meeting:** held by the Student Counsellor at the start of each term (personal life, Swiss law, alcohol and drug addiction); compulsory for all new students.
- **Report it!:** students can raise a mental health concern about themselves or a fellow student through the Report it! form (disclosure type "Mental Health"). Concerns are followed up confidentially.
- **24/7 response:** in urgent situations the Residence Supervisor is available 24/7 on 4777 or 021 966 47 77; in an emergency call 144 (ambulance). The Swiss helpline La Main Tendue (143) offers free, anonymous listening support day and night.
- **Fitness to Study:** where a mental health condition seriously affects a student's ability to study, the supportive Fitness to Study procedure is used, with reasonable adjustments and, if needed, a leave of absence, rather than disciplinary procedures.

- **Class Mentor and Program Managers:** each class has a dedicated Class Mentor as a first point of contact.
- **Wellbeing activities:** the Focus Zone (phone- and social-media-free supervised sessions twice a week), Cultural Night, Sports Day, sport activities and outings.
- **Academic adjustments:** students whose studies are affected by a mental health condition may request the adjustments described in section 7.0 and, where relevant, make-up examinations for documented illness (see Academic Rules and Regulations).

4.0 Accessible Computer Systems for Visually Impaired Students

- School computers used by students (library and computer-equipped teaching spaces) have **built-in accessibility tools** enabled and available: screen reader, screen magnifier, high-contrast and colour-filter modes, adjustable text and cursor size, text-to-speech and voice dictation.
- **Moodle** course materials are provided in digital formats that work with screen readers; on request, lecturers provide documents in accessible or enlarged formats in advance of class.
- Students may use **their own assistive technology** (for example screen-reading or magnification software) on their own device, including in examinations where this has been approved and is compatible with the Lockdown Browser.
- IT support helps students set up accessibility features on school systems and on their own devices.

6.0 Dedicated Academic Support for Students with Learning Disabilities

HIM has specific measures to support students with diagnosed learning differences. Confidentiality is strictly maintained, and information is shared only with the student's consent.

6.1 Possible Support Measures

Depending on the documented need, support may include:

- **25% extra time** in timed assessments (exams, tests, quizzes);
- taking an exam or test in a separate or quieter room;
- permission to use specific approved learning tools, assistive software or equipment;
- permission to record a lesson, where approved in advance;
- other reasonable arrangements, for example a personalised study plan or an adapted assessment format;
- additional support from faculty during academic consultation (office) hours.

Support measures do not change the academic standards, learning outcomes, grading criteria or professional expectations of the programme. They are intended to give the student fair access to learning and assessment.

6.2 Learning Support Available to All Students

- **Learning Resource Centre, library and quiet study spaces** in the Hotel Europe building, with library and mentoring staff and access to over 130,000 e-books and e-journals. Classrooms can be booked in the evening as additional quiet study rooms (see Campus Living).
- **Students Advisory Scheme:** senior students run peer learning and studying advisory sessions for newer students, overseen by the Assistant Dean.
- **Study Nights:** peer-supported revision before mid-term and final examinations, organised by the School Operations team and SAF.

- **Focus Zone:** twice-weekly, lecturer-supervised sessions in the Berlin classroom that help students build focus, self-discipline and disconnection from phones and social media, overseen by the Program Managers.
- **Academic Writing:** all Year 1 students take a dedicated Academic Writing class.
- **Academic consultation hours:** all faculty hold weekly office hours for individual support.

6.3 Trained Faculty

Faculty receive training on inclusive teaching, including "Unique Talents: Embracing and Supporting Neurodivergent Individuals" (September 2025) and "Teaching Innovation & Inclusive Assessment" based on Universal Design for Learning (June 2026).

7.0 Request for Support

- Students should contact the Dean, Assistant Dean or Student Counsellor as early as possible, preferably before arrival or at the start of the term. Requests for academic provisions must be approved by the Student Counsellor **before week 3** of the term.
- To receive formal support, students provide appropriate documentation, such as a report from a doctor, psychologist or recognised specialist confirming the nature of the need and, where possible, the support recommended.
- Requests are reviewed individually and confidentially to determine what support is reasonable, appropriate and possible within the limits of the facilities and programme.

8.0 Approval and Communication

Approved support measures are confirmed by the Student Counsellor and the Dean or Assistant Dean. Only the information needed to implement the support is shared with relevant staff (faculty, academic administration, exam invigilators, Operations). All information is handled confidentially and with respect for the student's privacy.

Late requests will be considered where possible, but it may not always be possible to put arrangements in place immediately, especially close to an examination or assessment deadline.

9.0 Review of Support

Support arrangements are reviewed each term, or sooner if the student's needs change, new documentation is provided or the measures are no longer suitable. Students are encouraged to speak with the Program Manager, Assistant Dean or Student Counsellor if they experience difficulties during the term.

10.0 Roles & Responsibilities

Role	Responsibility
Student Counsellor	First point of contact; approves academic provisions; mental health support and referrals.
Dean / Assistant Dean	Approves and oversees academic adjustments; Students Advisory Scheme.
Program Managers	Implement adjustments in courses and exams; oversee the Focus Zone.
IT	Maintains accessibility tools on school systems; supports students' assistive technology.
Operations	Maintains the Accessibility Map, physical access and accessible accommodation; arranges interpreters and note-takers.

Role	Responsibility
Students	Make their needs known in good time and provide documentation.

11.0 Policy Review

This policy is reviewed annually by the Dean together with the EEDI Committee.

Academic Rules and Regulations

1.0 Introduction

The Rules and Regulations serve as a comprehensive framework for your academic journey. Their purpose is to provide clarity, ensure consistency and offer structured support throughout your time with us. HIM's mission, values and motto are set out in "About this Handbook"; its commitment to the SDGs is set out in the Sustainability Policy.

2.0 Undergraduate Studies

2.1 HIM Higher Diploma in Strategic Customer Experience Management

This programme consists of 4 terms of on-campus studies (Terms 1–4) and three industry placements of 6 months each. Students take a range of business, general education and foreign language courses. During Term 3, students choose a pathway in finance, marketing, hospitality management or management.

2.2 Bachelor of Business Administration

Students who have successfully completed the Higher Diploma can continue on their pathway to earn the Northwood University Bachelor of Business Administration (BBA) with a major in finance, marketing, hospitality management or management, with an additional two terms of studies.

3.0 Undergraduate Learning Objectives

1. Knowledge and Understanding

PLO 1.1: Demonstrate a comprehensive understanding of business management principles, including financial analysis, customer experience and marketing, preparing students to be world ready.

PLO 1.2: Acquire in-depth knowledge of the factors influencing global business, including cultural awareness, social and economic considerations, empowering students to make a positive impact in diverse environments.

2. Applying Knowledge and Understanding

PLO 2.1: Apply critical business and management frameworks (financial, marketing, economic) to real-world situations, ensuring continuous professional development through practical and innovative solutions (e.g. Principles of Management, Financial Management, Micro- & Macroeconomics).

PLO 2.2: Utilise data-driven decision-making tools and digital strategies to improve business operations, immersing students in real-world practices where analytical insights meet practical application (e.g. Intro. to Data Driven Decision Making, Digital Marketing).

3. Making Judgements

PLO 3.1: Critically evaluate ethical, legal and financial implications of business decisions to ensure responsible and sustainable practices, promoting continuous learning and self-reflection in professional settings (e.g. Business Ethics, Responsible Resort Management, Operational Management).

PLO 3.2: Make well-rounded, informed decisions in high-stakes business situations, considering both macroeconomic and environmental factors that affect international and local markets (e.g. Economics of Public Policy, Environmental Science).

4. Communication

PLO 4.1: Demonstrate effective communication skills across diverse channels to advocate for change, build relationships and present ideas clearly to a global audience (e.g. Communications, Applied Business Research).

PLO 4.2: Foster interpersonal skills and cultural awareness in both formal and informal settings, using empathy and relationship-building techniques to thrive in multicultural and international environments (e.g. Human Resource Management, World Cultures).

5. Learning Skills

PLO 5.1: Cultivate lifelong learning habits through self-reflection, adaptability and an openness to emerging technologies and trends in the business and hospitality sectors (e.g. Innovating with AI, Contemporary Global Issues).

PLO 5.2: Develop critical thinking and the ability to evaluate various perspectives, fostering professional growth and leadership skills that continuously adapt to the dynamic global environment (e.g. Organizational Behavior, Philosophy of Enterprise).

3.1 Aligning Values with Learning Outcomes

- **Empower your soft skills to make a positive impact** – closely tied to PLO 4.2 and 5.2, emphasising empathy, communication, leadership and collaboration.
- **Be professional** – resonates with PLOs 3.1, 5.1 and 5.2: ethical decision-making, continuous learning, adaptability and critical thinking.
- **Immerse yourself in the real world** – aligns with PLOs 2.1, 2.2 and 3.2: applying knowledge in real-world situations and making actionable decisions.

4.0 Academic Policies

4.1 Grading Policy

Grades are reported as % scores with interpretations assigned as follows:

Letter	Point value	% equivalent
A	4.0	94–100
A-	3.7	90–93
B+	3.3	87–89
B	3.0	84–86
B-	2.7	80–83
C+	2.3	77–79
C	2.0	74–76
C-	1.7	70–73
D+	1.3	67–69
D	1.0	64–66
D-	0.7	60–63
F	0.0	0–59

- **A grades – Excellent:** achievement of the highest order. Rarely would more than 10% of a group be capable of achieving this level, as assignments and tests are structured to challenge the most capable students.

- **B grades – Above Average:** achievement clearly above average standards; good comprehension of the subject matter with minor flaws.
- **C grades – Average:** satisfactory achievement that meets minimum standards. More flaws are evident, some of a serious nature.
- **D grades – Unsatisfactory:** poor achievement below minimum standards. Major flaws are present, but there is some competence. D- is the minimum passing grade.
- **F – Failure:** achievement is very flawed with little competence. No credit hours are earned.

To be considered in good academic standing, students must maintain a minimum 2.0 cumulative GPA, calculated from the grades received for courses completed.

4.2 Units of Credit

HIM uses the US semester credit system. One unit of credit is equivalent to 15 teaching hours; the typical undergraduate course at HIM has 44 classroom contact hours, i.e. 3 credits. If a university is required to convert credits, in most cases it would use: **1 US semester credit = 2 ECTS = 4 CATS.** Some universities use their own internal conversion; in cases of transfer, students should discuss this directly with the relevant admissions team.

4.3 Course Exemptions and Credit Transfer

Students who have an equivalent accredited qualification in a course may be awarded transfer credits. The form, available from the academic office and on moodle.him.ch, must be submitted to the Registrar in the first week of the academic term, with previous transcripts, course descriptions and course objectives. A maximum of two exemptions is permitted in each 11-week term, and no refund or substitution is made for these courses. Direct entry students may be granted exemptions for up to four courses during the 22-week combined Term 1 and Term 2.

4.4 Academic Progression

To be in good academic standing, students must pass all courses and achieve a minimum term CGPA of 2.00. For Terms 1–4, no more than 2 courses may have D grades; a student with more than 2 D grades is required to take resit exam(s) to raise the grades, and if unsuccessful, to repeat the course. Direct entry students with non-standard progressions require a minimum CGPA of 2.50 to allow any term jumps.

4.5 Academic Probation (Terms 1–4)

A student with a GPA above 1.70 but below 2.00 may progress to the next term on academic probation. Students may not have two consecutive terms on academic probation; course retakes, course repeats or term repeats may be required to raise the term GPA to 2.00. Students on academic probation are ineligible for office in any student committee, including delivering study support.

4.6 Exam Resits (Terms 1–4)

A student with a grade between 50 and 59% is eligible for an exam resit. Students self-study the course and resit the exam during week 1 of the following term. A student who fails the resit retakes the course from week 2 of that term. Retakes are graded and the actual % grade is entered in the transcript with "R" in brackets.

4.7 Course Repeats

Courses graded "F" (other than those eligible for resits) must be repeated. The grade from the most recent attempt replaces the prior grade in cumulative credit totals and GPA, even if lower. Students requiring more than 2 course repeats may be required to reduce their workload to 4 courses (decided by the exam board).

Students may elect to retake a course in which they earned C- or below; courses with C or better may not be retaken. The repeated course grade becomes the grade of record.

4.8 Term Repeat

Students whose GPA falls below 1.70 may be required to repeat the term. Students who cannot raise their GPA to 2.00 after the term repeat may be dismissed from HIM. This decision is within the authority of the Exam Board.

5.0 Graduation Requirements

The BBA is awarded to students who have met the following requirements:

- successful completion within 5 years of the academic courses in Terms 1 to 6 with a CGPA of 2.00 or higher, and no required courses failed;
- successful completion (including required documentation) of at least two 6-month internship periods;
- fulfilment of all financial and other obligations to the school.

6.0 Learning Differences

HIM has measures to support students with diagnosed learning differences. Confidentiality is strictly maintained, and information is shared only with consent. Students should contact the Dean, Assistant Dean or Student Counsellor. Students may be eligible for specific provisions such as 25% extra time in timed assessments or other provisions depending on their needs. Any request must be approved by the Student Counsellor before week 3. Full details are in the Student Accessibility, Disability and Learning Support Policy.

7.0 Class Attendance Policy

Class attendance is critical to students' learning. Absences are checked every day. Four absences per course cover interviews, sick leave and other reasons. Students should provide medical certificates when available, but these are not considered an "excuse" for absences. Students arriving after class has started may be marked absent for one hour.

Stage	11-week courses	22-week courses
Final warning	6 hours of absence	8 hours of absence
Course withdrawal	8 hours of absence	10 hours of absence
Disciplinary meeting	30 hours cumulative absence (all courses) since the start of the academic year	
Expulsion	100 hours cumulative absence (all courses) in the academic year, or 50 hours per term	

A student withdrawn from a course receives an F. Medical certificates do not automatically excuse absences but may justify make-up examinations. All HIM students must study full time, i.e. a minimum of 12 credits per term (16 hours per week).

8.0 Academic Misconduct

8.1 Plagiarism

Plagiarism is the act of taking the words, ideas, strategies, formulas, compositions, research or creative ideas of another and presenting them as your own. Each student has an ethical responsibility to identify the sources of the work submitted. Plagiarism can be intentional or unintentional, but in either case it is a serious offence. Academic integrity is an important value at HIM; all forms of cheating are a serious academic infraction, and plagiarism and cheating may lead to expulsion.

8.2 Use of AI

The acceptable use of generative AI (e.g. ChatGPT, Grammarly) is determined at course level and follows the SEG AI Policy. The correct use of AI as a learning tool is encouraged; students should consult the course syllabi for guidelines. Content produced for assignments must be the unique work of the student(s), and all work of third parties (real or virtual) must be referenced appropriately (see Appendix C). Students may be asked to defend their work at a viva.

9.0 Outstanding Fee Debt

HIM has a statutory duty to collect tuition fees and is obliged to act to recover outstanding debts if payment is not made by the due date. Students should raise any queries about invoices, or concerns about paying on time, with HIM admissions. HIM can take action if tuition fees are not paid on time, including suspension from class, suspension from using HIM facilities, withholding of results and awards, non-re-enrolment onto subsequent terms and no attendance at the graduation ceremony.

10.0 Examinations

10.1 General Rules for Students

By participating in any examination, students acknowledge and accept these rules:

1. **Punctuality** – arrive at the examination location no later than 15 minutes before the start.
2. **Dress code** – follow the school's dress and grooming policy.
3. **Late arrival** – entry is not permitted once the examination has started; the examination receives a zero grade.
4. **Lockdown Browser** – ensure it is installed and working. Any attempt to bypass it is an Academic Offence (zero grade).
5. **Communication prohibition** – no communication between students, including sharing passwords or exam information with anyone outside the room.
6. **Stationery** – only authorised stationery; no exam materials may be removed.
7. **Language clarifications** – questions on English usage only in the first 20 minutes; no dictionaries or translators.
8. **Compliance with instructions** – follow all official notices and instructions.
9. **Unauthorised materials** – possession is an Academic Offence (zero grade).
10. **Electronic devices** – phones, smartwatches, earbuds and similar must be switched off and stored with personal belongings; possession during the exam results in dismissal and a failed attempt.
11. **Academic integrity** – suspected cheating is reported to the Examination Board; offending students receive a zero grade and sign an Academic Offence Recognition Letter (Appendix B). Repeated offences lead to expulsion.

12. **Absence due to illness** – notify the nurse and Program Manager before the exam and provide a valid medical certificate; otherwise a zero grade is given.
13. **Food and drink** – only bottled water.
14. **Re-entry** – once a student leaves the room, re-entry is not permitted.
15. **Emergency procedures** – in a fire alarm, leave all materials and go directly to the fire assembly point.
16. **Assistance** – raise your hand and wait for an invigilator.
17. **Attendance confirmation** – sign and date the attendance slip before leaving.

Approved accessibility arrangements (for example extra time, a separate room or assistive technology) apply in examinations, see the Student Accessibility, Disability and Learning Support Policy.

10.2 Access to Marked Examination Scripts

Students are entitled to see their marked examination scripts by arranging a time with the lecturer. Any disagreement is dealt with under the Grade Appeal Process.

10.3 Examination Make-Up Policy for Extenuating Circumstances

A student absent from a test due to documented illness may sit a make-up exam at the discretion of the lecturer, with approval from the Dean or Assistant Dean. A student who arrives late or does not show up receives a zero grade.

10.4 Submission of Graded Assignments

All assignments must be submitted on time through the correct channel (e.g. Moodle). Late assignments receive a zero grade.

10.5 Group Work Policy

Group assignments are organised in groups of no more than three students. Each member takes part in a peer review to evaluate individual contributions.

10.6 Results and Transcripts

Students receive a transcript and, where relevant, the resit schedule, within one month of the end of term, provided all payments have been settled. Students must confirm their mailing address before leaving and contact the administration office if results are not received. Additional transcripts and duplicate certificates or diplomas are available on written request, at a cost. An incomplete (“I”) is a temporary grade for coursework not completed due to circumstances beyond the student’s control; it must be completed by the end of the next term or it becomes an F.

11.0 Grade Appeal Process

A student may appeal a grade within 10 working days of the results being issued, only if:

- the lecturer used criteria other than those used for other students in the same class;
- the lecturer used criteria other than those in the course description issued at the start of the course; or
- the grade was inaccurately assigned due to computation or recording errors.

Computation or recording errors should be raised with the lecturer within 5 working days. For other appeals:

1. The student submits the Grade Appeal Form (Appendix A) to the Academic Dean and the lecturer within 5 working days of receiving the grade.
2. Within 5 working days, the student meets the lecturer to try to resolve the issue. If agreed, the administration corrects the transcript.

3. If no agreement is reached, the lecturer records their view and the grading system on the form, which is forwarded to the Dean; both parties receive a copy.
4. Within 5 working days of receipt, the Academic Dean organises an appeal hearing with the student, the lecturer, a student representative, another faculty member and the Academic Dean. The decision of this hearing is final.

12.0 Grievance Policy

HIM is committed to a fair and transparent process for addressing student grievances related to academic, administrative or personal matters. Students are encouraged first to seek an informal resolution with the individual or department involved. If unresolved, students may submit a formal written complaint to the Dean or Director of Operations, with a description of the issue, supporting documentation and the desired resolution.

The grievance is acknowledged within five working days and investigated, with a written decision within ten working days. If dissatisfied, students may appeal to the SEG Quality Assurance Director within five working days, with a final decision within ten working days. All grievances are handled confidentially, and no student faces retaliation for raising a concern. Concerns about harassment, discrimination or bullying follow the Procedure for Safe Reporting.

13.0 Language Options

Languages are mandatory in Terms 1 and 2. Students choose one language for both terms and may not change during the first two terms (e.g. French 1 in Term 1, French 2 in Term 2). Students may not study a language in which they are already more proficient than the course level. Credits and marks for all language courses are included on the transcript. Beginner and elementary levels are offered in French (LF112, LF212), German (LG113, LG213) and Spanish (LS114, LS214).

14.0 Internships

Internships are a mandatory part of the curriculum, providing experience (normally six months) of full-time paid work. The Career Office assists students in finding placements worldwide. Students are expected to complete three internships (after Terms 2, 4 and 6); only the third may be exempted. Students wishing to postpone or apply for an exemption must contact Career Services and complete the “internship special request form” with supporting documentation, including work certificates, by Friday of week 2. Please refer to the Career Services Manual for further information.

15.0 Northwood University Rules and Regulations

The Northwood University academic catalogue is the official document of the University and can be accessed at https://www.northwood.edu/academics/catalogs/.

16.0 Disclaimer

The latest version of the Rules and Regulations applies for each term, superseding all previous versions; it is available on Moodle in the “Important information” section. HIM reserves the right to amend all or part of any section as deemed necessary.

Course Catalogue

1.0 Programmes and Pathways

The HIM Course Catalogue 2026–27 sets out the course summaries for the Higher Diploma and BBA in the Finance, Hospitality Management, Marketing and Management pathways, the course summary for the Bilingual Track (with French course descriptions), and the course descriptions, including discontinued courses for students who joined Year 1 before October 2025.

2.0 Internships

All students must complete at least two internships of 6 months before graduation; the third internship is optional. Students receive 6 US credits for each internship.

[The full Course Catalogue 2026–27 is published as a separate document. It can be inserted here in full if required.]

Appendices

Appendix A – Grade Appeal Form

Name: _____ Student number: _____ Course: _____

Grounds for Appeal (please tick the appropriate box)

Disagreement with the academic judgement of the course lecturer regarding the grade awarded.

The student's performance was adversely affected by illness or other factors which they were unable or, for valid reasons, unwilling to disclose to the course lecturer before the grade decision was made.

A material administrative error, procedural irregularity, or non-compliance with assessment regulations affected the grade.

Details of the decision you are appealing:

Statement of Appeal – please state your case, providing as much detail as possible relevant to the grounds of appeal, including dates, names and references to any documentary evidence.

List of Documentary Evidence Submitted: 1. _____ 2. _____ 3. _____ 4. _____

Signature: _____ Date: ____ / ____ / _____

(By signing this form, you declare that the above information is accurate to the best of your knowledge.)

Submission instructions: Submit this signed form and all documentary evidence to the Academic Dean within 10 working days of receiving notification of the grade being appealed. Keep a copy for your records.

Appendix B – Academic Offence Recognition Letter

Date: _____ Student name: _____ Student ID: _____

I, the undersigned student at HIM Business School, hereby acknowledge and recognise that I have committed an academic offence by cheating during an examination. I understand the severity of this violation and its implications on my academic integrity and future.

By signing this letter, I confirm that I understand and accept the following consequences of my actions:

1. **Zero grades:** I will receive a grade of zero (0) for all examinations in which I have been found to have cheated.
2. **Academic probation:** I will be placed on academic probation as a result of this offence.
3. **Loss of scholarships:** this offence may result in the loss of any scholarships I currently hold or may be eligible for in the future.

I recognise that if I am found to have committed any further academic offences, including but not limited to cheating, plagiarism or any other form of academic dishonesty, I may face immediate expulsion from HIM Business School. I understand the importance of academic integrity and commit to upholding the highest standards of honesty and ethical behaviour.

Student signature: _____

Appendix C – Notes on Using Generative AI in Research Papers

Under the considerations of fair use, proper academic attribution and unfair means, if you use any AI text-generation solution without properly attributing its use, you are at risk of receiving a zero grade. Following any suspicion of unfair AI use, you may be called to explain and defend your work. If plagiarism or unfair use is established on the balance of probability, your mark in a module is highly likely to be zero. The same applies if you copy text from other resources without proper attribution and referencing.

If you use large language models such as ChatGPT, you must:

1. Keep a full record of the entire discussion with the AI tool and include it as an appendix labelled "AI discussion transcript" (it does not count towards the word count).
2. Use only one discussion thread and present only one AI discussion transcript.
3. Number the pages of the AI discussion transcript.
4. Treat the AI as an original author: use only direct quotations, within quotation marks, with the page number from the transcript.
5. Augment the AI output with at least one or two additional academic sources, as AI systems are prone to hallucinations.

Example: The challenges of conceptualising digital technologies are escalating because the nature of digital assets is XYZ (ChatGPT, p.4). This is supported by Zuboff (2021), who argues that intangibility has many facets as the virtualisation of assets makes them harder to consider, particularly in cloud-based services and distributed architectures like blockchain. Dhillon (2022) argues that this problem is critical for information security. *(Adapted from D. Demetis, Programme Director, MSc in Digital Transformation, University of Hull, 2025.)*

Appendix D – Speak Up: Report a Concern (form content)

Don't ignore it. Report it! If you are a victim of or have witnessed any form of bullying, harassment, unethical behaviour, suspicious activity, mental health concerns or safety hazards, please use this form to report the incident. Your report will be treated confidentially and taken seriously.

Field	Details
1. Email address	Auto-filled from your HIM Microsoft account
2. Student ID	Auto-filled from your HIM Microsoft account
3. Personal contact number	Optional (include country code)
4. Disclosure type *	Bullying · Mental Health · Harassment · Suspicious behaviour · Unethical conduct · Safety hazards
5. Description *	A detailed description of your concern
6. Attachments	Optional – max. 10 files, 10 MB in total (documents, PDF, images, audio, video)
7. Legal notice *	In case of legal obligation, the authorities will be informed. The report will be directed to the department in charge and to Management.

Appendix E – Campus Accessibility Map

BUILDING 1 OF 4

The Freddie Mercury Hotel — Accessibility Access Map

Ground floor · entrance level



Accessibility evidence

P	**Accessible parking** An accessible parking space available for persons with reduced mobility.	1
	Elevator access This elevator serves all floors, from level −2 to level 5.	2
	Ramp / level route The entrance provides threshold-free, level access.	1
WC	**Accessible toilet** The sanitary facilities are specifically adapted for people with limited mobility.	1

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BUILDING 2 OF 4

Hotel Europe — Accessibility Access Map

Ground floor · entrance level



Accessibility evidence

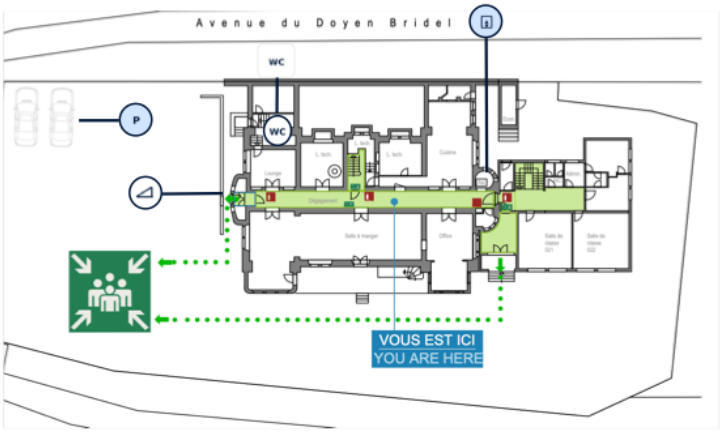
P	**Accessible parking** An accessible parking space is available for persons with reduced mobility.	1
	Elevator access The elevator serves floors 1 through 5, while the 6th floor is accessible only by stairs.	1
	Ramp / level route The entrance provides threshold-free, level access.	1
WC	**Accessible toilet** No accessible toilet is identified for people with reduced mobility.	0

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BUILDING 3 OF 4

Hotel Miramonte — Accessibility Access Map

First floor · entrance level



Accessibility evidence

P	**Accessible parking** An accessible parking space is available for persons with reduced mobility.	1
	Elevator access The elevator serves floors 1 through 4, while the 5th floor is accessible only by stairs.	1
	Ramp / level route The building can be accessible via the entrance on the parking lot side.	1
WC	**Accessible toilet** No accessible toilet is identified for people with reduced mobility.	0

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BUILDING 4 OF 4

Léman Résidence — Accessibility Access Map

Ground floor · entrance level



Accessibility evidence

P	**Accessible parking** There is no parking available on site.	0
	Elevator access The elevator serves all floors, rom level −2 to level 7.	1
	Ramp / level route Access to the building requires the use of stairs.	0
WC	**Accessible toilet** The sanitary facilities are specifically adapted for people with limited mobility.	2

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