
RULES & REGULATIONS

**of the Master of Science in Global Hospitality Business
(MGH)**

PREAMBLE

EHL Hospitality Business School,

based on the « Règlement sur la formation de base (Bachelor et Master) à la HES-SO » June 2, 2020,

based on the « Convention d'association 2021-2024 entre la Haute école spécialisée de Suisse occidentale (HES-SO) et l'Ecole hôtelière de Lausanne » October 2 and November 19, 2020,

based on the Memorandum of Understanding between EHL Haute Ecole SA, the Hong Kong Polytechnic University, and the University of Houston, effective as of September 1, 2019,

enacts :

The titles and functions described herein refer to any person regardless of gender:

Section 1: General Provisions

Chapter I Preamble

Art. 1: Scope of Application

¹ The present Rules and Regulations govern the Master of Science in Global Hospitality Management Program (hereinafter referred to as MGH) of EHL Hospitality Business School (hereinafter referred to as EHL and encompassing the perimeter of activities defined in Appendix I).

² The MGH Program is delivered jointly by three institutions: EHL Hospitality Business School (University of Applied Sciences of Arts and Sciences Western Switzerland, HES-SO), School of Hotel and Tourism Management (The Hong Kong Polytechnic University), and the Conrad N. Hilton College of Global Hospitality (University of Houston).

³ This Master's Degree has an international scope. Students will complete a semester on each of the three campuses, thereby immersing themselves completely in three different cultures.

⁴ Given that EHL is the exclusive provider of hospitality management academic programs within the HES-SO, these regulations shall be considered the HES-SO's regulations for the Master of Science in Global Hospitality Management as per HES-SO's regulations governing basic university raining dated June 2, 2020.

⁵ The present Rules & Regulations apply to all campuses where the aforementioned program is delivered.

Art. 2: The Program's Objectives

¹ The objectives of the program are as follows:

- a) Demonstrate a critical awareness of current trends, innovations, and drivers to advance a systematic understanding of the global impact of hospitality, informed by leading-edge research and practice in the field.
- b) Analyze the quality of research findings, including complex, incomplete, or contradictory data, and determine their applicability in order to make management decisions in the context of global hospitality management.
- c) Demonstrate originality and flexibility in problem-solving and decision-making in complex and unpredictable situations.
- d) Make effective use of a range of management knowledge and skills to demonstrate leadership in an international environment.
- e) Demonstrate an understanding of the inter-relationship of the different disciplines in hospitality, showing an awareness of environmental, social, and ethical issues.
- f) Communicate knowledge, rationales, and processes underpinning management decisions to both specialist and non-specialist audiences in a clear and unambiguous manner.
- g) Demonstrate leadership qualities independently or within teamwork while adapting to evolving contexts.
- h) Demonstrate commitment to life-long learning in professional practice.

Art. 3: Program Governance

¹ Each semester experience, including the fees, logistics, and academic courses pertinent to the semester in question, is managed by the local academic institution.

² The Academic Business Project is managed by one of the three academic institutions, as indicated at the start of the project.

³ The Program Committee, comprised of the Program Direction of the three academic institutions, is in charge of overseeing the overall program experience.

Art. 4: Program Related Travel

¹ The program requires students to participate in international travel, notably for the semesters on each campus and the Business Fields Trips. Within this framework, it is the student's responsibility to obtain all required statutory and legal authorizations to travel to and stay in the necessary locations.

² Each student is responsible for his own visa application process with the relevant authorities.

³ Each student is responsible for ensuring that he has the correct travel documentation on hand for all trips related to the program.

Section 2: Admission to and Enrollment in the Program

Art. 5: Admission to the Program

¹ The admission requirements are the same in all three institutions.

² The Master's Program is open to students who have a Bachelor's Degree in hotel and hospitality management or tourism or any related business field and who have completed at least one year of work experience before, during their prior studies, or after having graduated.

³ As the Master's Program is taught in English, applicants whose native language is not English must be able to demonstrate a minimum level of TOEFL of 100 (internet-based) or IELTS of 7.

⁴ Any deviation from the above criteria must be agreed upon and approved by the Program Committee.

Art. 6: Pre-Requisite Module

¹ The following paragraphs apply only to the pre-requisite module and by no means can be applied to other aspects of the MGH.

² Candidates without academic qualifications in finance or with competencies evaluated as insufficient following the related finance assessment may be required to take a pre-requisite course prior to the start of the MGH program.

³ The candidate is informed upon admission to the program whether they are required to complete the pre-requisite module.

⁴ The pre-requisite module takes place prior to the start of the MGH program.

⁵ The pre-requisite module is subject to the same Rules & Regulations outlined in the present document with the exception of those applicable only to students who have begun the MGH program; for the sake of clarity, students are not considered as having started the MGH program until they have successfully completed the pre-requisite module.

Art. 7: Enrollment in the Program

¹ Students apply to obtain their MGH Degree at one of the three partner universities.

² Regardless of their Degree-awarding university, all students are enrolled (matriculated) at EHL for the duration of the program.

³ EHL may in no case be held liable for the harm, in particular financial or academic, caused by the transmission of false, incomplete, or inaccurate information or that is sent after the expiry of the given deadlines. In such a case, EHL reserves the right to cancel enrollment in the MGH Program.

Art. 8: Transfer Credits

¹ No prior academic credits can be transferred to the MGH Program.

² The 90 ECTS / 60 US semester credits required to obtain the MGH Degree must be earned under the MGH Program.

Art. 9: Obtaining the Degree and Credits

¹ To obtain the MGH Degree, students must obtain a total number of 90 ECTS / 60 US semester credits, which are included in the academic plan over the course of the 3 semesters.

² To obtain the MGH's certificate of completion for the EHL semester, students must successfully obtain the academic credits granted by EHL.

Art. 10: Tuition Fees and Other Expenses

¹ Matters concerning tuition fees and expenses are managed by each of the three partner universities for their respective semester.

² Students have an obligation to pay the tuition fees and other expenses linked to the various services offered by EHL within the assigned deadlines and according to the procedures concerning them.

³ Tuition fees and other expenses may be subject to modifications.

Art. 11: Auditors

¹ It is not possible to attend the classes on an audit basis.

² In case a student has to repeat a module at EHL, he can submit a written request to the Program Direction to attend classes on an audit basis of modules already validated. The request has to be validated by the Program Direction and the concerned professor prior to the start of the course.

Section 3: Organization and Duration of Studies

Art. 12: Education Model

¹ EHL decides which teaching methods to use, particularly regarding the usage of face-to-face or remote teaching. All forms of teaching defined by EHL are equivalent and lead to the complete execution of the obligations of the teaching contract.

Art. 13: Recording and Streaming of Courses

¹ Classes and sessions are subject to live streaming and recording.

² If the institution decides that live-streamed lessons must be recorded for specific reasons validated by the institution and relating to student learning, following the Student Directives, these lessons are indeed recorded. These course recordings will be made available to students for streaming up to a maximum of 24 hours after the recording.

³ Recordings of the Microsoft Teams session will include the audio, video, and screen sharing activity, covering both the online and in-classroom interactions.

⁴ Recordings will be stored for administrative purposes and will be destroyed once the official post-exam complaints and appeals process for the respective courses is completed. The deletion of the recordings will happen within a month after the official post-exam complaints and appeals process is completed.

⁵ EHL shall not be held responsible if, for technical reasons, the recording or its availability was not possible.

Art. 14: Duration of Studies

¹ The MGH Program is made up of 3 semesters. The maximum duration to complete the program is 6 semesters.

² The provision of Article 7 regarding regulations of basic training (Bachelor and Master) in HES-SO as of June 2, 2020, applies.

³ Students who have not obtained the necessary academic credits to be granted the degree within the maximum time set in paragraph 1 are excluded and exmatriculated.

⁴ The maximum length of study does not include the interruption periods as per Article 15.

⁵ In special cases, exceptions to the maximum duration of studies may be granted on the basis of a duly justified request in writing to the MGH Program Coordination. The MGH Program Committee must approve this waiver.

Art. 15: Withdrawal and Deferment

¹ Students who withdraw decide to stop their studies. Students who request a deferment intend to resume their studies. Both can be requested at any point in time during the program length in the application of the following paragraphs. EHL can require a withdrawal due to definitive failure or disciplinary reasons or a deferment due to academic results or disciplinary reasons.

² Students who wish to withdraw from EHL before the end of the program must submit a written request to the MGH Program Coordination.

³ Students who wish to defer their studies must submit a written request to the MGH Program Coordination, who will define the conditions for resuming their studies in agreement with the student and according to the present Rules & Regulations.

⁴ Students required to take a deferment due to their academic results will be informed of their study resuming conditions according to the present Rules & Regulations.

⁵ A deferment can be granted for a semester or a year. The cumulated absence cannot exceed four semesters. Students who exceed a deferment of more than four semesters will be excluded from EHL and be exmatriculated.

⁶ If students return from deferment, prior completed modules will be acknowledged, while incomplete modules must be repeated. The MGH Coordination reserves the right to manage enrollment in the modules, courses, and/or assessments on a case-by-case basis.

⁷ When students resume their studies, they shall be subject to the Rules & Directives in place at the time they resume their studies. This includes the present Rules & Regulations, the assessment conditions and methods, and the content of modules and courses. This includes any changes resulting from a change in the course unit's allocation to a professor.

⁸ Unjustified absences from assessments are considered as failure and penalized by a grade of 1.0 (given the special letter N) for the concerned course. Depending on the academic situation, these can lead to a deferment or a definitive failure.

Art. 16: Organization of Studies

¹ The MGH Program is a full-time academic undertaking.

² The academic curriculum is comprised of modules held at the three partner institutions.

³ A module consists of one or more course units.

⁴ Course units may take different forms, which will be specified in their description.

⁵ Each module and each course unit is subject to a description.

⁶ The module description contains at least:

- the targeted skills and general learning objectives;
- the content and forms of teaching;
- the attendance requirements;
- whether or not the module is compulsory in order to obtain the degree;
- the assessment and validation procedures;
- the repetition modalities.

⁷ The unit description is made available at least at the start of the academic session. It cannot be amended during the program length.

Section 4: Assessments and Promotions

Art. 17: Transfer of Credits from Partner Universities

¹ Academic credits earned within the prescribed academic plan at the two partner institutions shall be transferred to the EHL Hospitality Business School and counted towards the MGH Degree.

Art. 18: Principle

¹ Each partner institution has its own promotion rules for the modules it is responsible for.

Art. 19: Assessment Conditions and Methods at EHL

¹ The assessment methods, especially their form and number (examination, continuous assessment, seminar work, etc.), are described in detail in the module and course unit descriptions per Article 16.

² Assessments can be scheduled during each course, at the end of the coursework, or at the end of each semester. Students duly enrolled in a module are automatically registered for the relevant assessments.

³ Examinations are carried out on-site on the student's own PC or as specified in the course unit description. EHL reserves the right, under exceptional circumstances, to organize examinations online.

⁴ The authorized auxiliary means are formally announced to the students beforehand.

⁵ If a grade has been entered erroneously, EHL reserves the right to increase or decrease the published grade within 10 days after grade reports have been officially published. Grades have to reflect the work submitted by the student. However, to protect the student's good faith, grades will not be lowered if it changes the academic status of the student.

Art. 20: Promotion Rules

¹ Assessments will be assigned a grade (to the nearest 1/10th of a point) from 1.0 to 6.0, the minimum passing grade being 4.0 and the best being 6.0.

² A module is successfully completed if the final grade is at least 4.0.

³ A module grade is calculated by a weighted average of its respective course grades.

Art. 21: Repeating a Module at EHL

¹ Students who obtained an average below 4.0 for a module must repeat the module in its entirety as a last attempt to pass. Ongoing course units will be suspended as well and must be repeated entirely as the first attempt to pass.

² The module must be repeated at EHL at the soonest possible time, according to the Academic Calendar.

Art. 22: Academic Progress

¹ In order to be admitted to the next academic semester, students must have successfully passed all the modules of the previous semester.

² Students who have to repeat a module no longer offered are entitled to one attempt at a module considered as equivalent or two attempts if such a module does not exist. The MGH Program Coordination reserves the right to manage those incidences on a case-by-case basis.

Art. 23: Consultation of Final Assessments at EHL

¹ Students have the right to consult their final assessment, taken during an examination session organized by the Academic Administration, during the specific consultation period using the ad hoc online platform.

² For final assessments not available on the ad hoc online platform, EHL will propose a consultation with the Program Coordination during the specific consultation period.

³ Students are not authorized to consult any examinations other than their own.

Art. 24: Absence at EHL Assessments

¹ Enrollment in a module is definitive and cannot be withdrawn except in the case of a justified absence.

² Assessments are obligatory. Any absence must be justified, with the relevant documentation, to the Program Coordination, see Article 25

³ In accordance with the applicable rules, students not present for the assessments of modules in which they are enrolled shall receive a grade of 1.0 noted as "N," except in the event of a justified absence. For final assessments, the course unit and the module are considered as failed.

⁴ Students with an expected justified absence from an assessment shall present a written request as well as supporting documents, in particular medical certificates, to the Program Coordination as soon as the situation arises. The Program Coordination accepts or refuses, in writing, the request.

⁵ Students with an unexpected justified absence from an assessment shall inform in writing with all supporting documents, in particular medical certificates, the Program Coordination, no later than 48 hours after the relevant events have occurred.

⁶ In the case of a justified absence from a final assessment for a course unit, the module is considered incomplete, and the final assessment is noted as "Y." For all course units with a final assessment noted as "Y" and for all course units with an average below 4.0 in the incomplete module, students can take the final assessment at the soonest possible time, according to the MGH Academic Calendar, under the conditions of the same attempt. For the final assessment noted as "Y," the course unit interim grade is included in the calculation of the new course unit average obtained after the final assessment.

⁷ In the case of a justified absence from an intermediate assessment, the weight of the grade will be transferred to that of the final assessment.

Art. 25: Valid Reasons for Absence at EHL

¹ Are considered valid reasons for absence: illness or accident, the death of a parent, spouse, partner, sibling, child, grand-child, grand-parent, step-parent, uncle or aunt, as well as military obligations, civil service, civil protection, court order, or any state level order.

² For any justified absence, EHL reserves the right to submit the case to EHL's medical advisor.

Art. 26: Fraud at EHL

¹ Suspected fraud or suspected attempted fraud must be reported to the MGH Program Coordination, which will then determine the academic consequences as per paragraphs 2 and 3.

² Any fraud or attempted fraud during an intermediate assessment, in particular in the case of plagiarism (including self-plagiarism) or cheating, results, as a minimum consequence, in a grade of 1.0 for the concerned assessment.

³ Any fraud or attempted fraud during a final assessment, in particular in the case of plagiarism (including self-plagiarism) or cheating, results as a minimum consequence in a module average of 1.0, course unit noted as "T." The module is failed. Articles 21 and 29 shall apply.

⁴ When a decision is contested, the Disciplinary Commission shall meet to determine the consequences and whether additional penalties shall be assessed in accordance with the Student Directives.

⁵ Fraud or attempted fraud may also lead to the cancellation of the examination session, a refusal to award the Degree, or even its cancellation.

Art. 27: Graduation from EHL

¹ Students enrolled for their Degree at EHL and who have earned the 90 ECTS / 60 US semester credits required for the MGH as per Article 9 receive a Master of Science HES-SO in Global Hospitality Business and a Diploma Supplement.

² The Diploma is signed by the Rector of the HES-SO and the Dean of EHL.

³ Students enrolled to receive their Diploma from the two other partner universities receive a certificate for the successful completion of the subjects taken at EHL within the program's academic plan as per Article 9.

Art. 28 Definitive Failure and Exclusion from the Program

¹ Students will be considered to have failed and will be excluded from the MGH Program when they:

- a) Fail a repeated module.
- b) Fail to earn 90 ECTS / 60 US semester credits in the academic program within the deadline spelled out in Article 14.

Art. 29: Exmatriculation

¹ Students will be exmatriculated from the program when they:

- a) have obtained the Master Degree;
- b) are excluded on the grounds of definitive failure;
- c) are excluded as a result of disciplinary sanctions;
- d) have not paid the tuition fees and contributions to training costs within the given deadlines;
- e) withdraw from the study program.

² Applicants wishing to resume their studies in a HES-SO Program in "Hospitality Management," either the Master of Science in Hospitality Management or the Master of Science in Global Hospitality Management Program, who have been excluded due to a definitive failure or disciplinary reasons, in virtue of letters b) and c) of paragraph 1, shall not be accepted for a period of five years. Once this period has elapsed, the applicant must go through the admissions process again.

³ Applicants wishing to resume their studies in a HES-SO Program in "Hospitality Management," either the Master of Science in Hospitality Management or the Master of Science in Global Hospitality Management Program, after being exmatriculated for the said program, for reasons provided in letters d) and e) of paragraph 1, must go through the admissions process again. If readmission to the program occurs within 5 years, the modules that were successfully completed in the previous enrollment period remain acquired by equivalence for the new enrollment period, up to a maximum of 60 ECTS credits, and the number of attempts at a previously failed module may be limited.

⁴ Re-admission is not permitted:

- a) after a second definitive failure in the Master of Science in Global Hospitality Management Program;
- b) after a third definitive failure in a HES-SO Program.

⁵ Applicants who are exmatriculated from a similar course of studies in another university of applied sciences or university due to a definitive failure for more than two years are admissible as long as they fulfill the admission requirements.

Section 5: Discipline

Art. 30: Duties and Disciplinary Actions

¹ Students are obliged to respect the Laws of Switzerland, the program Rules & Regulations, and the Student Directives of EHL and to conform to the Directives and Procedures that concern them.

² Should these Laws, Rules & Regulations, Directives, and Procedures, either inside or outside EHL, not be respected, the student will be liable for disciplinary actions, which can lead as far as expulsion from the MGH Program.

³ Moreover, students completing part or all of their studies on a non-EHL campus or at a partner institution must follow the Directives and the Rules & Regulations of that organization or institution.

⁴ Before a disciplinary decision is made, the student has the right to be heard.

⁵ The Disciplinary Commission has jurisdiction over the matter. It requests the opinion of the Business, Management, and Services field of the HES-SO prior to deciding whether to expel the student from the program.

⁶ The rules of the Student Directives are applicable.

Section 6: Final Recourse

Art. 31: Complaints and Appeals

¹ Students may file a complaint against a decision of EHL according to the Regulation governing the Complaints Procedure at EHL Hospitality Business School.

² Methods of complaint and appeal are governed by the Rules & Regulations on complaints and appeals procedures of EHL Hospitality Business School.

Section 7: Final Provisions

Art. 32: Changes to the Rules & Regulations

¹ EHL reserves the right to make any modifications, suppressions, or additions it judges to be necessary in relation to the legal provisions in force and the training conditions in the hospitality industry at any time.

Art. 33: Changes and Discontinuation of the Program

¹ EHL and its partners, through the HES-SO, reserve the right to discontinue the program at any time, subject to paragraph 5.

² EHL and its partners reserve the right, at any time, to modify the program, subject to paragraph 5.

³ EHL and its partners reserve the right to modify the delivery mode of the academic courses, as well as the location of the academic semesters and Business Field Trips, due to force majeure or necessary circumstances.

⁴ In the case of foreseeable modifications to the program, students will receive notice in due time; in case of force majeure, the modifications can happen immediately.

⁵ EHL takes the necessary steps to ensure that the students enrolled in the program, in accordance with Article 7, are able to finish their studies without being adversely affected.

⁶ Students in the process of being admitted are informed of the decision to change or discontinue the program.

⁷ No compensation or refund is due by EHL in the event of the discontinuation or modification of the program, except any tuition and mandatory fees paid in advance by those students in the process of being admitted.

Art. 34: Language and Place of Jurisdiction

¹ The present Rules & Regulations are edited in English.

² Any litigation will be submitted to Swiss law, and the place of jurisdiction is Lausanne.

Art. 35: Effective Date

¹ These Rules & Regulations come into force on September 16, 2024, and replace the previous version.

On behalf of EHL Hospitality Business School,

EHL Haute Ecole SA & EHL Academia SA

EHL Haute Ecole SA & EHL Academia SA

Dr. Nicole Hinrichs
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These regulations were adopted by decision R 2024/19/57 of the Rector's Office of the HES-SO at the meeting of July 9, 2024.

These regulations were formally amended on August 29, 2024.