
RULES & REGULATIONS

**of the Master of Science in Hospitality Management
(MiHM)**

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,

enacts :

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

Section 1: General Provisions

Art. 1: Scope of Application

¹ The program entitled Master of Science in Hospitality Management (hereinafter referred to as MiHM) of EHL Hospitality Business School (hereinafter referred to as EHL and encompassing the perimeter of activities defined in Appendix I) is delivered by EHL as a part of the portfolio of the University of Applied Sciences of Arts and Sciences Western Switzerland, HES-SO.

² The MiHM has an international scope. Students will complete their studies on Lausanne Campus, as well as international locations for the Field trips and Business Immersion Project/Capstone Thesis.

³ Given that EHL is the exclusive provider of Hospitality Management Programs within the HES-SO, these regulations shall be considered the HES-SO's regulations for the Master of Science HES-SO in Hospitality Management, as per the HES-SO's regulations governing basic university training (Bachelor and Master) dated June 2, 2020.

⁴ The Rules & Regulations apply to students seeking the MiHM Degree.

Art. 2: The Program's Objectives

¹ The objectives of the program are as follows:

- a) Critically evaluate and analyze data, information, and trends to propose solutions for complex business problems.
- b) Demonstrate agility in problem-solving and decision-making to navigate unexpected and changing situations in hospitality and service business and society.
- c) Propose responsible and innovative ways to deliver value to customers, stakeholders, and society in the hospitality and service industry.
- d) Demonstrate people-centric leadership skills that leverage human value to deliver refined services in diverse situations.
- e) Develop and implement holistic strategies based on an integrative view of the business environment and its organization.
- f) Master specialist hospitality and service industry-specific knowledge and competencies.

Art. 3: Program Related Travel

¹ The program requires students to participate in international travel, notably for the following course components: Field trips and the Business Immersion Project/Capstone Thesis.

² It is the students' responsibility to obtain all required statutory and legal authorizations to be able to travel to and stay in the necessary locations for these course components.

³ Students are responsible for their own visa application process with the relevant authorities.

⁴ Students are responsible for ensuring that they have the correct travel documentation on hand for all trips related to the program.

Section 2: Admission to and Enrollment in the Program

Art. 4: Admission to the Program

¹ The MiHM is open to students who have a Bachelor's degree in hospitality, tourism, service, or business management (Bachelor in the domain of Business, Management, and Services) and who have completed at least six months of hospitality or service-related work experience (including internship experience).

² As the MiHM is taught in English, applicants must be able to demonstrate a minimum level of TOEFL of 100 (internet-based), IELTS of 7, Cambridge \geq C1, or Pearson $>$ 65.

³ Students apply for the MiHM via EHL website and complete a selection interview. Students should demonstrate a clear interest in developing a career in the hospitality and service industry.

⁴ In the event of a positive decision on admission to the MiHM program, candidates without academic qualifications in hospitality may be required to take a pre-requisite module prior to the start of the MiHM program representing up to 10 ECTS credits in addition to the 90 ECTS needed to earn the MiHM degree. Specific regulations pertaining to this pre-requisite module are detailed in Article 5.

⁵ Any deviation from the above criteria must be agreed upon and approved by the Program Direction.

Art 5: Pre-Requisite Module

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

² Candidates without academic qualifications in hospitality may be required to take a pre-requisite module prior to the start of the MiHM program, representing up to 10 ECTS credits in addition to the 90 ECTS needed to earn the MiHM degree.

³ 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 MiHM program.

⁴ The candidate is informed upon admission to the program whether they are required to complete any of the pre-requisite modules.

⁵ The pre-requisite modules take place prior to the start of the MiHM program.

⁶ The pre-requisite modules are subject to the same Rules & Regulations outlined in the present document with the exception of those applicable only to students who have begun the MiHM program; for the sake of clarity, students are not considered as having started the MiHM program until they have successfully completed the pre-requisite modules.

Art. 6: Enrollment in the Program

¹ Enrollment is effective as of the first day of class of the core MiHM Program.

² 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 information that is sent after the given deadlines. In such a case, EHL reserves the right to cancel enrollment in the MiHM Program.

⁴ All students must choose their specialization track upon application to the program.

⁵ No change of specialization is allowed upon signature of the student contract within the set deadline.

Art. 7: Transfer Credits

¹ The 90 ECTS credits required to obtain the MiHM Degree must be earned within the MiHM Program.

Art. 8: Obtaining the MiHM Degree and Credits

¹ To obtain the MiHM Degree, students must obtain a total number of 90 ECTS credits through the successful completion of the modules included in the academic plan over the course of the 3 semesters.

² The passing of each module is certified by the publication of the results, and so on, until the date of the last grade publication, which occurs after the completion of the Capstone Thesis module.

Art. 9: Tuition Fees and Other Expenses

¹ Students have the 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.

² Tuition fees and other expenses may be subject to modifications.

Art. 10: Auditors

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

² In case students have to repeat a module, they 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. 11: Duration of Studies

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

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

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 12.

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

Art. 12: Withdrawal from the Program 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 MiHM Program Coordination.

³ Students who wish to defer their studies must submit a written request to the MiHM 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 MiHM Coordination reserves the right to manage, on a case-by-case basis, enrollment in the modules, courses, and/or assessments.

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. 13: Organization of Studies

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

² The academic curriculum is comprised of modules held by EHL.

³ A module consists of one or more course units.

⁴ The program includes a 30-ECTS Business Immersion Project/Capstone Thesis module.

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 threshold at which retakes are possible and the related conditions;
- 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.

Art. 14: Recording and Streaming of Courses

¹ Courses 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 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 are 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.

Section 4: Assessments and Promotions

Art. 15: Assessment Conditions and Methods

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 13.

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. 16: 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 To pass a module, the student must obtain a grade of at least 4.0 for the module.

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

Art. 17: Module Validation through Retake Examination

¹ If students get an average between 3.5 and 3.9 for a module, they can benefit from a retake examination according to the provisions specified in the course unit. Only the course units for which the grade obtained is below 4.0 can be retaken. A repeated module cannot benefit from retake examinations.

² For students who validate their retake examinations, the course unit is considered as Pass, indicated as "P" for the retake examination. The students obtain a grade of 4.0 for the course unit as per the applied grading scale. This grade counts for 100% of its new average.

³ For students who fail their retake examinations, the course unit is considered as Failed. The retake examination is indicated as "F." The course unit average obtained following the midterm and final examinations is kept.

⁴ Students who are eligible for a retake examination, pursuant to paragraph 1, may, instead, request to be directly registered to repeat the module. This request must be made in writing to the MiHM Program Coordination. A discussion between the student and the Program Coordination will then take place to inform, in particular, the student of the consequences of the application of Article 18. Once the request has been accepted, Article 18 shall apply.

⁵ If students obtain a module average of 4.0 or above after the retake examination session, they are granted the credits. If the module average remains insufficient after the retake examination session, students will be required to repeat the module in its entirety as the last attempt to pass as per Article 18.

Art. 18: Validation of a Module through Repetition

¹ Students who obtain a module average below 3.5 on the first attempt or a module average below 4.0 after the retake examinations must repeat the module in its entirety as a last attempt to pass.

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

³ To proceed to the subsequent semester, students must have successfully passed all modules from the previous semester. Ongoing course units will be suspended as well and must be repeated entirely as the first attempt to pass.

⁴ Each module can only be repeated once. In case of withdrawal or deferment, Article 12 shall apply.

⁵ In all cases, students must fulfill all the necessary promotion and assessment conditions as the new final grades depend on them.

⁶ When the average for a module remains insufficient after it is repeated, failure is definitive, and the student will be exmatriculated from the program.

Art. 19: 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. Article 17 is reserved.

² Students who have failed or incomplete module(s) after the retake examination session are not admitted to the next semester. They must repeat the failed or incomplete module(s) as soon as possible.

³ 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 MiHM Program Coordination reserves the right to manage those incidences on a case-by-case basis.

Art. 20: Consultation of Final Assessments

¹ Students have the right to consult their final or retake examinations, 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. 21: Absence at 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 22.

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 MiHM Program Coordination as soon as the situation arises. The MiHM 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 and the MiHM 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, the course unit (noted as Y) and the module are considered incomplete. Students are registered at the next retake examination session to take the final assessment for all incomplete course units as well as for the ones with an average below 4.0. For the course units with an average below 4.0, Article 17 applies. 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 retake examination session.

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.

⁸ In the case of an unjustified absence from an examination during the retake examination session, the student will automatically be graded 1.0 (noted as N), which implies the course unit and module have been failed. Article 18 will apply.

⁹ In the case of justified absence from an examination during the retake examination session, the course unit (noted as Y) and module are incomplete. The student will have to repeat the incomplete module in its entirety during the next opportunity, according to the MiHM Academic Calendar.

Art. 22: Valid Reasons for Absence

¹ Reasons for absence considered as valid: 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. 23: Fraud at EHL

¹ Suspected fraud or suspected attempted fraud must be reported to the MiHM 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 or a retake examination, 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 18 and 26 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. 24: Honors Attributed by EHL

¹ Students who, at the end of the program, have attained a general average over the three semesters of training of between 5.00 and 5.49 will receive an Honors Degree.

² Students who, at the end of the program, have attained a general average over the three semesters of training of 5.50 or higher will receive a Degree with High Honors.

Art. 25: Graduation

¹ Students enrolled in the program and who have earned the 90 ECTS credits required for the MiHM receive a Master of Science HES-SO in Hospitality Management diploma and a diploma supplement.

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

Art. 26: Definitive Failure and Exclusion from the Program

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

- a) Fail a repeated module,
- b) Fail to earn the required credits in the academic program within the deadline spelled out in Article 12.

Art. 27: 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 Hospitality Management;
- b) after a third definitive failure in a HES-SO Program.

⁵ Applicants who 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. 28: Duties and Jurisdiction

¹ Students are obliged to respect the applicable laws, the MiHM 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 MiHM Program.

Art. 29: Disciplinary Actions

¹ Before a disciplinary decision is made, the student has the right to be heard.

² 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.

³ The rules of Chapter 6 of the Student Directives are applicable.

Art. 30: Complaints and Appeals

¹ Students may file a complaint against a decision from EHL as per 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 6: Final Provisions

Art. 31: 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 and service industries at any time.

Art. 32: Changes and Discontinuation of the Program

¹ EHL, through the HES-SO, reserves the right to discontinue the program at any time, subject to paragraph 5.

² EHL reserves the right, at any time, to modify the program, subject to paragraph 5.

³ EHL reserves the right to modify the delivery mode of the academic courses 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 6, 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. 33: 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. 34: Effective Date

¹ These Rules & Regulations shall come into force on September 16, 2024.

On behalf of EHL Hospitality Business School,

EHL Haute Ecole SA & EHL Academia SA

EHL Haute Ecole SA & EHL Academia SA

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These regulations were adopted by decision R 2024/19/56 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.