



SWISS INSTITUTE OF MANAGEMENT AND SCIENCES

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STUDENT HANDBOOK - GLOBAL PROGRAMME

SWISS INSTITUTE OF MANAGEMENT AND SCIENCES

Document Control

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ADMINISTRATION DEPARTMENT

Industriestrasse 24, 6300 Zug, Switzerland

Dear Students,

It is a great pleasure to welcome you to the Swiss Institute of Management and Sciences, Zug! We appreciate your contribution to SIMS's success and are committed to making your stay here a rewarding and enjoyable experience.

The handbook is designed to orient you to SIMS as you begin this journey. The main purpose of the 'Student Handbook' is to prepare students for their chosen degree programme and to instil confidence in each incoming student so that they can gain the most out of their Swiss Institute Management and Sciences experience. Importantly, the handbook clarifies the values and standards we hold that we expect you to honour in your conduct as a student in the Institute.

We wish you the very best in your pursuit of educational and professional achievement!



Prof. Dr. Mensur Zeqiri

SIMS's Chancellor

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SECTION 1: INTRODUCTION

1.1. Purpose of the Student Handbook

This Student Handbook aims to provide the framework for the delivery of programmes and provides students with the relevant information. It should be read in conjunction with the programme specification for the relevant qualification. The Swiss Institute of Management and Sciences is ultimately responsible for the quality and standards of its qualifications.

The information provided in the Student Handbook is accurate at the time of preparation. The Swiss Institute of Management and Sciences may add, delete, amend, and/or vary the provisions, rules and regulations as stated in the Handbook, and such necessary revisions, if any, will be notified to students and centres.

1.2. Mission, Vision and Core Values Statements

Vision

Developing people with skills and knowledge that equip them for current and future employment.

Mission

The Swiss Institute of Management and Sciences is on a mission to be a world leader in education. Our mission is to develop programmes that offer educational and vocational opportunities to students. We aim to facilitate a student's success in distance learning programs by providing and promoting an environment of equal opportunity that allows graduates to be employed with the necessary knowledge and skills. Most importantly, we want to inspire and empower people through education.

Core Values

- Students
 - *Service* - We are committed to providing excellent services to students and wish to exceed all students' expectations.
 - *Care & Concern* - Putting the needs of students first and providing a positive and supportive environment for them to achieve their goals.
 - *Student Support and Feedback* – The quality of feedback provided to students about their academic performance is a fundamental element of the SIMS's approach to teaching and learning.
- Faculty and Employees
 - *Innovation* - always looking to find new ways to do things better.
 - *Openness* - maintaining an open door policy to create a receptive environment where individuals can grow, contribute and prosper.
 - *Employee Development* - committed to providing and enhancing the personal and professional development of our employees.



▪ Academic

Academics are our core, and our faculty and verifiers/moderators are encouraged to give feedback and become actively involved in the development of the programmes according to industry norms. We promote teamwork, delegated responsibility and empowerment.

Programmes design, learning, teaching and assessments stand at the core of our academic priorities and activities as these are the key critical success factors for a qualification. We strive for relevance, excellence and quality in the programmes we provide for students, the environment in which they learn, the support that they are offered and the high standard of teaching they receive.

We are committed to benchmarking our practices against the best practices as used in the further and higher education sector locally and internationally through collaborative activities, alliances and benchmarking.

Learning of a SIMS's qualification is student-centred, outcomes-based and emphasizes the practice of constructive alignment principles. It aims to provide students with a relevant, contemporary and industry-based curriculum in an environment that uses technology to enhance the learning experience.

We are committed to providing our students with an education approach towards career and lifelong education.

We strive to achieve a vibrant and well-resourced learning environment that supports high quality, inclusive Student learning experiences, and a Student profile aligned with our strategic employability agenda and equipping our graduates with the following attributes:

- Up-to-date and relevant knowledge of a profession or discipline(s), including relevant professional knowledge and skills and informed respect for the principles, values and ethics of their chosen profession or discipline.
- Ability to communicate and express themselves with confidence, both verbally and in writing.
- Possess good analytical, problem-solving, and numerical skills.
- Deliver good visual presentations relevant to their profession or discipline.
- Competency in using of major technology and software relevant to their profession or discipline.
- Ability for independent critical thought, rational enquiry and self-directed learning.
- Ability to search, evaluate and manage information.
- Ability to plan work and to use time effectively.
- Ability to work effectively and collaboratively in teams.
- A willingness to engage in constructive public discussion and to accept social and civic responsibility.



SECTION 2: ADMISSIONS

2.1. Non-discrimination Policy

Admission to the Swiss Institute of Management and Sciences is open to any person who meets the entrance requirements. Swiss Institute of Management and Sciences does not discriminate based on race, colour, national and ethnic origin in its educational policies, admission policies, athletics, or other school-administered programmes.

2.2. Application Procedures

1. New students may apply for the programme following each intake deadline.
2. The student application is to be filled out completely.
3. All forms and a non-refundable Application Fee are submitted to the Admissions Office.
4. If the student is transferring to the Swiss Institute of Management and Sciences, a copy of the student's most recent report card and most recent standardised test results must be submitted.

2.3. Admission Procedures

When the Admissions Office has verified receipt of all necessary documents, an evaluation of documents or student interview with the chancellor (if necessary) will be held.

Following the evaluation or interview, a decision will be made concerning the acceptance of the student.

Upon acceptance of the student, the following steps are required during enrollment:

1. Submitting a photo (headshot) of the student.
2. Submitting the Enrollment Documentation.
3. Selecting your preferred payment plan.



SECTION 3: PAYMENT OF FEES

Undertaking a Global Programme is a significant financial commitment; a key part of this is the payment of programme fees. Please note that, ultimately, you may not be able to continue with your studies should you fail to pay your programme fees. You must make sure that you pay your programme fees and any other applicable costs or charges on time.

3.1. Programme Fees

The fee for your Global Programme is available from the Global Student Recruitment Team and will be detailed within your offer pack. The normal duration of a Global Programme is as set out within the document provided to you at the offer. Your programme tuition fee will remain the same for each year of your Global Programme, provided you complete it within the normal duration. Where your studies exceed the standard programme timeframe, you will be expected to pay the current published programme fee at that time, which may be an increase from the preceding year of study.

The programme fee includes all Study Materials delivered to you within your offer pack. Any additional costs of undertaking your programme shall be payable by you unless otherwise set out within the document. Please note that you will be expected to cover your own costs of undertaking the programme, for example, any technology required to complete the programme, for photocopying or printing of Study Materials or accessing the internet and programme content.

3.2. Payment Terms

Following acceptance of your offer, you will receive an email confirming your Student ID Number, and you will be directed to our third-party payment provider, Flywire to make payment of your fees. All payments should be in sterling.

Programme fees are payable in advance in full. However, the Institute allows students to pay for units on a modular basis. Please note that when you accept your offer, you are committing to make payment for the whole programme, notwithstanding that the Institute will allow you to pay in instalments on a modular basis.

Please contact the Global Student Success Team for details of the payment deadlines. No extensions to the payment deadlines are permitted unless expressly agreed and confirmed in writing by the Academic Collaboration Manager for Global in agreement with the Collections and Recovery Manager.

3.3. Scholarships, Discounts and Awards

Students on Global Programmes are not eligible for the Institute's awards, scholarships or other discounts unless specifically set out within the scheme's terms and conditions. However, some fee discounts and scholarships are offered exclusively for the Global Programmes, subject to availability and eligibility criteria.

The available scholarships, discounts and awards are subject to change from year to year. The Institute reviews all awards, discounts, and scholarships annually. It may withdraw future provisions at the end of an academic year or make changes to the value or terms and conditions of the offer. This means that there may be other students studying in different intakes on a programme that is in receipt of a different fee reduction.

3.4. Writing-Up Period/One-Year Extension

The Institute expects all students to complete their programme in the normal timeframe. If a student is unable to submit the project/dissertation on time owing to Exceptional Factors or other circumstances beyond their control, they may be permitted an extension to the original submission date by the Assessment Board.

Students with an approved extension can enrol for up to one year as a 'writing-up' student and will be charged the Institute writing-up fee as of 1,500 CHF. This fee is payable before the writing-up period commences. Nil fees will apply if Exceptional Factors have been approved.

The writing-up fee will permit access to the general facilities of the Institute, including the Library, Moodle and a tutorial session with the project/dissertation supervisor. Any additional supervisory support or access to specialist facilities (such as online laboratories or workshops) will be at the discretion of the teaching department.

3.5. Withdrawals from Study

Students who wish to withdraw from their Global Programme with no intention of returning to the programme at a later date may be required to pay all or part of the tuition fees. Where students wish to withdraw, they are advised to speak to the Global Student Success Team in advance to discuss the financial and other implications.

3.6. Programme Transfers

If a student wishes to transfer their programme to another programme or institution, they are advised to speak to the Global Student Success Team in advance to discuss the financial and other implications. The financial position on a programme transfer will be based on individual circumstances.

If you have received any discounts, awards or scholarships, you may be required to repay the amount awarded in full in line with the terms and conditions of the relevant discount, award, or scholarship.

3.7. Refund Policy

Refunds will only be paid on request and are at the discretion of the Institute. While we attempt to administer all requests as soon as possible, during busy periods of the year, requests may take between 2 and 3 weeks to be processed.

- Case 1: 100% refund (4 weeks before the commencement date)



- Case 2: 50% refund (2 weeks before the commencement date)
- Case 3: 10% refund (2-11 weeks after the commencement date)
- Case 4: 0% refund (12 weeks after the commencement date)

Note: If the occasion falls into case 4, the student is required to pay all remaining unpaid fees to SIMS.

Students must not intentionally overpay their fees in order to obtain their living costs or circumvent any government regulation or restriction. Any fee payments received intended for living costs will, upon receipt of a refund request, be returned to the original sender. The Institute must abide by Swiss money laundering legislation.

All authorised refunds are returned to the source. For fees that are paid by credit or debit card (either online or offline), refunds will be credited back to the card charged with the original payment.

The Institute will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges incurred.

If a student has a recorded debt to another department, any requested fee refund may be withheld and applied to the outstanding balance.

SECTION 4: LEARNING

4.1. Class Instructions

For the Attendance check, please complete the set of followings:

Live-class

- Show-up time: 5 minutes before class
- Name Index: Student ID_Full Name
- Background: Change to the provided background
- Dress Code: Formal
- Camera: 100% turned on during class
- Language usage: 100% English

On-campus

- Show-up time: 5 minutes before class
- Student ID Card: 100% wearing when on campus
- Dress Code: Formal
- Language usage: 100% English

4.2. Learning Management System (LMS) and Student Information System (SIS)

LMS (lms.simsswiss.ch) and SIS (sis.simsswiss.ch/student/login) are web-based communication and data services. The Swiss Institute of Management and Sciences expects parents/guardians and students to use these services. As a parent/guardian or student, LMS provides the opportunity to:

- View study materials and grades, read school news, access the school calendar
- Communicate with a teacher, the Institute office, or other Institute personnel.
- Print Institute documents and forms.
- Access a student's discipline record of infractions and report cards.

Login and password information is available through the school office.



SECTION 5: ATTENDANCE

5.1. Absences/Tardiness

Regular attendance of all students is expected. In case of an absence or tardiness, the student must contact the school office. All absences will be considered unexcused until notification has been received from the student. The notice should be submitted within forty-eight hours of the absence or tardy. Excused absences will be granted according to the following general guidelines:

- Illness
- Death or serious illness in the family
- Medical appointment
- SIMS-approved activity

5.2. Academic Absence Policy

It is the student's responsibility to find out what assignments were missed during his absence and to make arrangements with teachers to make up tests and quizzes.

A student who is absent (excused or unexcused) two or more times per module will result in a fail. A maximum of 6 absences is granted for the whole programme.

5.3. Tardiness

A student is considered tardy if he is not in his seat when it is time for class to begin. Unexcused tardiness is a disciplinary matter which receives infractions and may result in detentions or suspension. The parents of any student who is habitually tardy may be scheduled to have a conference with the principal. Students who are tardy for more than 15 minutes to class will be counted absent.

5.4. Pre-arranged Absences

A student anticipating an absence for any reason (trip, etc.) should notify the office so that lecturers may be informed and work may be assigned. Parents and students can use LMS to keep up with work that is missed during the absence. Students are to complete and submit all assignments missed during the absence.

SECTION 6: ACADEMIC

6.1. Assessment of Programmes

Purpose of Assessment

The purpose of assessment is to encourage effective learning and enable students to demonstrate that they have fulfilled the learning outcomes of the qualification and achieved the standard required for the qualification. The assessment process must be undertaken by Impartial Internal Moderators/Verifiers and External Examiners/Verifiers, who are competent to make judgments about the performance of individual students both in relation to the assessment criteria and learning outcomes and to students on other comparable qualifications.

Assessment Regulations

- The assessment regulations will be clear and unambiguous.
- In addition to qualification-specific regulations, the Swiss Institute of Management and Sciences has generic assessment regulations and processes covering all programmes which are approved as part of the approval process. These overarching central policies ensure that assessment procedures are applied consistently across programmes and avoid the possibility of students being treated differently.

The Assessment Strategy

- The assessment strategy will have an adequate formative function in developing Student abilities. The assessment process will enable learners to demonstrate achievement of the intended outcomes. Criteria for success will be made clear to students and will relate to the intended learning outcomes.
- The assessment strategy will provide evidence that the standards achieved by learners will meet the minimum expectations for the qualifications, as measured against international benchmarks.

6.2. Grades and Final Award Classifications

ECTS	Swiss Scale	%	German	English
A	5.75 – 6.00	70 – 100	Sehr gut	Distinction
	5.50 – 5.74			
B	5.00 – 5.49	60 – 69	Gut	Merit
C	4.50 – 4.99	50 – 59	Befriedigend	
D/E	4.00 – 4.49	40 – 49	Ausreichend	Pass
F	3.50 – 3.99	0 – 39	Nicht ausreichend	Fail
	3.00 – 3.49			
	2.50 – 2.99			
	2.00 – 2.49			
	1.00 – 1.99			

6.3. Assignment Extension Requests

It is important that students adhere to the stated deadlines; otherwise, the assessment process becomes unnecessarily cumbersome, and students can become overburdened by the end of the course. In exceptional cases of short-term difficulty, an extension may be granted. Note that work pressure or 'running out of time' are not considered an extension and will not be allowed. It is the student's responsibility to foresee, plan for and effectively manage the pressures of the course and work.

Requests for extensions must be submitted to the Programme Administrator a minimum of 10 days prior to the submission deadline for consideration by the Programme Leader. Only one extension is allowed for each module. Please take note that evidence should be provided if an extension request is submitted. This procedure will take around 5-6 working days.

6.4. Non-Submission of Assignment

Failure to hand in the assignment for any reason and without prior approval of the Programme Leader will result in the student's work being recorded as late, and a penalty will be applied by the Swiss Institute of Management and Sciences.

The penalty applied is a reduction of the mark by 5% of the maximum obtainable mark per calendar day (e.g. a mark of 5.00 would be reduced to 4.70 up to 24 hours later).

This applies for up to seven calendar days (or to the time when feedback is given if this is sooner), after which a mark of zero will be given. The original unreduced mark will be recorded by the Institute, and the student will be informed of it.

6.5. Resits

The Swiss Institute of Management and Sciences may, at its discretion, permit students who fail to make good on that failure, subject to a prescribed fee, to resubmit the assignment. A maximum of two resits are permitted for a given module, after which the student will be required to withdraw from the programme. Only in exceptional circumstances will the Board of Examiners permit a student to resit a module more than twice.

Note: All resits will have to be undertaken within 1 month after the release of the results. Dates will be announced by the Swiss Institute of Management and Sciences along with the release of the results.

Students are not allowed to resit a module or components of a module that they have passed unless the relevant Board of Examiners has permitted this under Special Circumstances by granting a null sit for the assignment that the student has passed.

Where an assessment assignment has been affected by special circumstances, a Board of Examiners may declare this assignment a null sit. Null sit can only be provided once per module. If a student receives a lower mark in a subsequent assessment than that achieved in the



assignment declared as a null sit, they are granted the most recent mark for the relevant assessment.

6.6. Academic Irregularities

The Board of Examiners will have the right to fail part or all of the assessments of any student found guilty of cheating, plagiarism, collusion, falsifying data or impersonation (one person impersonating another to gain an unfair advantage). Please refer to the *Academic Integrity and Misconduct Policy* for further information.

Note: At SIMS, an acceptable percentage of plagiarism similarity is up to 15%. This means that if your work contains more than 15% similarity with another source, you could potentially face disciplinary action or even expulsion from your programme.

6.7. Academic Appeals

The Swiss Institute of Management and Sciences has in place a range of policies and procedures to ensure that the final marks awarded to students are fair, equitable and accurately reflect the quality of work submitted. In very rare circumstances – where student performance has been adversely affected by a material irregularity that has occurred during the conduct of assessment – there may be a basis for submitting an Academic Appeal. Please refer to the *Procedure for Academic Appeals and Review of Assessment-Related Matters* for further information.



SECTION 7: OTHER POLICIES AND PROCEDURES

7.1. Student Code of Conduct

The Swiss Institute of Management and Sciences is committed to providing a supportive environment in order to safeguard the quality of student experience and to give all of our students the best chance of success. To help us ensure the safety of students, the Institute has in place a Student Code of Conduct. The Student Code of Conduct outlines the behaviour that is expected of all students in their interactions with fellow students, staff and the wider community and in their use of Institute facilities. The Student Code of Conduct also outlines procedures and sanctions for dealing with behaviour classed as misconduct.

7.2. Student Complaints Procedure

The Swiss Institute of Management and Sciences recognises there may be occasions where students wish to raise legitimate complaints relating to their programme or the facilities and services provided by the Institute. It is important to both students and staff to know that such complaints will be dealt with seriously and transparently and without fear of recrimination. To ensure that this happens, the Institute has in place a Student Complaints Procedure, which details procedures and parameters for making a complaint, alongside what action may be taken in response to complaints.

7.3. Arrangements for Students with a Disability

The Swiss Institute of Management and Sciences is committed to inclusivity and equality of opportunity for all students. To support this, the Institute has in place a formal Assessment Arrangements for Disabled Students Policy to support the development of Personal Learning Plans for students with a disability and make reasonable adjustments to assessments to ensure students with a disability are not disadvantaged.

7.4. Harassment Policy

The Swiss Institute of Management and Sciences take great pride in maintaining a safe and respectful environment for all members of our community. To this end, the Institute has implemented a comprehensive Harassment Policy that outlines clear guidelines for appropriate conduct and defines various forms of harassment. The policy covers not only sexual harassment but also discrimination based on race, age, religion or disability. The Institute firmly believes that every individual has the right to work or study without fear of intimidation or abuse and encourages anyone who experiences or witnesses any form of harassment to report it promptly so that we can take appropriate action to address the situation.

7.5. Environmental Sustainability Policy

Environmental Sustainability is at the core of much of the Swiss Institute of Management and Sciences's estate, and the Institute aims to create an environment where students and staff work together to create a sustainable university with a positive environmental impact. To help achieve



this, the Institute has in place an *Environmental Sustainability Policy*, which provides an overview of responsibilities and objectives to support this goal.

7.6. Intellectual Property

Study Materials

Where downloadable Study Materials accompany the Global Programme, these Study Materials will be made available to you. The Institute and/ or its licensors remain the owner of the intellectual property in the Global Programme, the Study Materials and any programme content. In consideration of receipt by the Institute of your fees (when due), we provide you with a personal licence to use the Study Materials and programme content for the sole purpose of studying for your Global Programme; you may not allow anyone else to use the Study Materials or programme content. Any use of the Study Materials or programme content not permitted under these Terms is prohibited and any will infringe the Institute’s intellectual property rights and/or those of its licensors.

You may not modify, republish, sublicense, sell, upload, transmit, make available, or disseminate in any way any of the Study Materials or programme content. You may not modify, merge, translate, disassemble, decompile, recompile or reverse engineer any software forming part of Moodle, programme content or the Study Materials or create derivative works based on the whole of or any part or which incorporate the Study Materials or programme content. The Institute may withdraw use of any particular Study Materials or programme content at any time where reasonably required.

Student Intellectual Property

If you create intellectual property rights (“IPR”) during your studies or research, the standard position is that you will own such rights unless:

- You are a postgraduate student and receive an Institute studentship, in which case such IPR will be owned by the Institute subject to any alternative arrangements with you;
- You are a postgraduate student and receive a bursary from, or have your fees paid or subsidised by, a sponsor, in which case ownership of such IPR will be subject to the arrangement between you, the Institute and the sponsor;
- You generate IPR which builds upon existing IPR generated by, or is jointly invented with Institute employees or associates, in which case you will be required to assign such IPR to the Institute and in respect of revenue generated by that IPR, you may be entitled to apportioned income; or
- You are also an employee of the Institute and developed the IPR in that capacity.



7.7. Other Policies

The Institute has a comprehensive set of policies, procedures and regulations which govern its operation, including those relating to the *Safeguarding of Children, Young People and Vulnerable Adults* (in accordance with applicable safeguarding legislation), *Freedom of Speech* and the *Institute's Prevent Duty*.

7.8. Liability Disclaimer

The Swiss Institute of Management and Sciences does not commit or assure the following:

- SIMS does not commit or guarantee that learners will graduate if they do not fulfil all programme requirements.
- SIMS does not guarantee that awards/diplomas/degrees will be accepted and/or recognised by third parties. Interested learners will be encouraged to check with their respective employers, local law, and local authorities beforehand.
- SIMS does not guarantee that the qualification will lead to government employment, regulated professions, or further studies at other or public institutions.
- SIMS does not commit or guarantee that learners will be able to obtain internships, citizenship, work permits, or opportunities to live in Switzerland or any country.
- SIMS supports and facilitates student visa applications but does not guarantee their success.

I declare that the signature below is made by me on this form. I am aware that I have read this Handbook to the best of my knowledge and belief, true and correct.

Mr./Ms.

Date:

Student's signature