



IMI Dipl. Hôtelier/ère-Restaurateur/rice HF Programme

ASSESSMENT REGULATIONS

Table of Contents

Assessment Regulations	3
Rules of Progression	3
Attendance and Engagement in the Programme	3
Conducting Assessments	4
Externally Assessed Examinations	4
Non-Credited Courses offered by External Experts	5
Assessment Marks for Credited Units	5
The Grading Scale for Credited Units	5
Non-Credited Units	6
Student Feedback	6
Diploma Thesis Paper	6
Evaluation Points	7
Exceptional Factors	7
Board of Examinations	8
Re-assessments	8
Re-assessment Costs	9
Exceeded Absences and Resit Fee	9
Internships	10
Awarding Degrees	10
Complaints, Objections and Appeals	10
Resolutions	10
Appeal Procedure	10
Administrative Complaints	11
Guarantee Against Repercussions from Complaints, Objections and/or Appeals	11
Improper Complaints	11
Commencement of Validity	11

Assessment Regulations

The IMI Swiss Degree Programme Assessment Regulations Handbook provide rules and procedures for all assessed work in order to ensure all students are fairly and objectively assessed. These Regulations shall be applied to ensure equity of treatment.

Assessments at IMI come in a variety of forms in order to allow students an opportunity to understand concepts deeply and to apply knowledge in more authentic learning activities. Students have diverse abilities and backgrounds; therefore, assessment variety can more reliably showcase student learning.

Further details for each assessment are provided in units by Unit Leaders. A separate guide has been developed on the writing of the Diploma Thesis project.

Rules of Progression

This handbook outlines assessment policies for students. It sets the criteria for students to progress each semester. Students cannot progress to the following semester until they meet the successful completion of assessments in the semester prior.

Each semester, students are required to complete a number of formative assignments and summative assessments and examinations. In order to progress to the following semester, students are required to pass all examinations and assessments. The pass mark for all assessments is 4 with the exception of German and French. German and French classes require a pass mark of 60% in lines with the official CEFR standard (Common European Framework of Reference for Languages). Students are also required to attend and pass all units that are non-credited and graded with a Pass or Fail mark (for example the internship, KOPAS and two externally assessed Law classes).

Assessments include formal academic essays, reports, final examinations, practical examinations, oral examinations and a graded diploma thesis paper inclusive of an oral defense. To obtain the final award, students must pass all units and achieve a minimum grade average of 4 over the course of the three years.

Any summative assessed assignments submitted after the relevant submission deadline shall be marked as 0, unless the student has approved exceptional factors.

Students will need to ensure they have B1 German and A2 French upon completing the Diplom Hôte/ère-Restaurateur/rice HF Programme.

The diploma project in the third year must achieve a passing mark in order to proceed.

Attendance and Engagement in the Programme

Students must comply with the attendance policy and rules of engagement in order to progress in the programme. If a student exceeds the maximum absence allowance, he or she will pay a higher re-assessment fee.

Hours of the Maximum Absence

Course Hours	Maximum absence allowance
Non-Credited External Courses	15 minutes
24-hour credited unit	4 hours
48-hour credited unit	8 hours
More than 48-hour unit	8 hours

If a student misses more than twice the maximum hours of absence allowance, he or she will be asked to withdraw and repeat the year. In other words, students will be asked to withdraw if they miss the following hours:

Course Hours	Absences before being asked to withdraw and repeat the year
Non-Credited External Courses	30 minutes
24-hour credited unit	8 hours
48-hour credited unit	16 hours
More than 48-hour unit	16 hours

Conducting Assessments

The assessment scheme for a unit shall comprise of formative and summative assessed elements and be determined with respect to the learning outcomes of that unit.

Assessment criteria is fully outlined in unit handouts and in Moodle, IMI's VLE. Presentations are recorded for moderation and all assessment scripts are retained by the Programme Manager. All assessments are moderated and second marked.

Students will be expelled from an exam if they are caught engaging in academic dishonesty.

Students must pass or otherwise be credited with the specified number and level of credits for each year on the programme. Progression shall only be granted to students who have demonstrated achievement of the learning outcomes for the course on which they are registered.

Externally Assessed Examinations

Swiss degree students are subject to a number of externally assessed examinations in accordance to the *Rahmenlehrplan für den Bildungsgang HF Hotellerie und Gastronomie*. All practical classes, the Diplom Thesis paper and the final year German

and French examinations are assessed by experts. The experts must meet the following criteria:

- need to be external to IMI and were never previously students of or employed by IMI;
- need to be working in the industry (managing a hospitality business);
- need to be a member of GastroSuisse or other relevant OdA (e.g. via subject specialists) French and German examinations in the third year need to be assessed by an official (external) structure specialised in languages.

Non-Credited Courses offered by External Experts

Students are required to attend courses delivered by Swiss industry experts that are focused on the Swiss hospitality sector. These include KOPAS (108), Alcohol Law, Gambling, Health and Accident Insurance (211), and Employment Law, Payroll/Social Security, and Contracts (303).

It is mandatory that students attend these units. If students attend, do the in-class assignments and assessments and are engaged, they will receive a mark of “Pass” for the unit. If students do not attend or engage, they will be marked as “Fail”. If students fail any of these classes, they will be required to take the class in the following semester at a cost of CHF 500'00 per unit.

Assessment Marks for Credited Units

All elements of formative and summative assessments are marked based on the Swiss system. This involves marks between 0-6, with 6 as the highest grade and 4 being the minimum. The weighted average mark for the unit shall then be calculated from the marks for the individual elements of the formative and summative assessments. The weighted average mark for the unit shall also be expressed as a mark out of 6.

Summative assessment marks shall be subject to internal, and where appropriate external, moderation before final confirmation by the relevant assessment board.

The Grading Scale for Credited Units

Credited Course Grading Scale

Grade System: 1-6 (6 = Highest grade / 4 = minimum grade)	
Note	English
6	Excellent
5.5	Very Good
5	Good
4.5	Satisfactory
4	Pass
3.5	Insufficient
3	Unacceptable Fail
0	Nothing submitted or Plagiarism

Non-Credited Units

German and French language courses are non-credited and subject to different regulations. These courses are not credited; however, students must achieve the following levels after each semester:

Semester (year)	German and French Common European Framework of Reference (CEFR) Levels
Year 1	German A1
Year 2	German A2 and French A1
Year 3	German B1 and French A2

German and French		
Percentage	Category	Grade
90% - 100%	Excellent Pass	A
80% - 89%	Good Pass	B
70% - 79%	Acceptable Pass	C
60% - 69%	Bare-Pass	D
0% - 59%	Fail	F

Student Feedback

Feedback is provided to students two weeks after submission of the assessment.

Diploma Thesis Paper

In the final year of the HF Swiss Degree, all students must write a compulsory final project to demonstrate the following objectives:

- a) advanced concepts of economic studies in relation to the hospitality industry
- b) the necessity to conduct proper research during the first phase of a feasibility study
- c) implementation of market analysis and various marketing concepts to plan for the success of an enterprise
- d) analysis and preparation of the necessary and possible financial documents of a feasibility study
- e) implementation of professionally conducted and communicated meetings

The supervisor and co-expert independently evaluate the work using the diploma work evaluation form. Both assessments (the diploma report and the oral defence) form the basis for the final grade. Management can, when there are significant differences between the two assessments, order a third evaluation.

The work must correspond to the prescribed requirements in form and content (*Please refer to the HF Diploma Paper Writing Guide*). If the work submitted exceeds

the instructions by 10 pages or more, or if 10 pages or more are missing, the work will be refused and must be reworked for a date to be communicated by the management. Marks will be penalized accordingly.

If the diploma thesis is accepted, it must be presented at the oral defence before the supervisor, co-expert and expert. At the defence of the diploma work, the student's knowledge is evaluated in relation to the content and the field of his/her work.

Evaluation Points

The Diploma Dissertation Project is composed of

1. The written report
2. The oral defence

The written and oral assessments are weighted by two experts (the supervisor and the co-expert). When there are significant differences between the two assessments, a third assessor is required.

All evaluated points (form and content) are rated through the use of a grading matrix, indicated on the evaluation form in the HF Diploma Writing Guide.

The evaluation gives rise to the awarding of points. Experts can annotate comments for different criteria.

Both experts evaluate the work independently of each other. They compare their evaluation after the correction. The final grade is determined by the leading expert, or supervisor of the project.

Exceptional Factors

Exceptional Factors are short-term events which have a serious impact on your assessment by:

- preventing students from attending, completing or submitting an assessment on time;
- or significantly affecting the student's performance in an assessment.

Exceptional Factors are severe. They are an event or circumstance must have occurred at the time of the assessment or during the period immediately leading up to the assessment or class. Students must meet the requirements for independent documentary evidence.

Students must also be able to provide evidence of a demonstrable adverse effect on their academic performance, which may take various forms. Evidence must be original, signed by an appropriate third party such as a medical doctor, police officer, solicitor, the IMI student counsellor, who knows you and is able to provide objective and impartial evidence in English (It is your responsibility to ensure that non-English evidence is accompanied by a translation certified as correct by a Public Notary or translated by an accredited translator).

Medical evidence must relate specifically to the dates and duration of the illness or attendance issue; contain a clear medical diagnosis or opinion and not merely report the claim that the student felt unwell, nor merely report any claim that there was reason to believe that the student was ill. It is entirely the student's responsibility to submit all the necessary documentary evidence to support the claim. Failure to do so will result in the claim being rejected.

All the information students provide will be respected by IMI in accordance with data protection requirements. If students feel that the exceptional factors are highly personal, then claims should be submitted in a sealed envelope marked confidential. Prior to the meeting of the Exceptional Factors meeting, the Programme Manager will open the sealed envelopes and make the claim anonymous. All students are encouraged to allow information to be shared at least with Chairs of the appropriate Boards of Assessment. Students should be aware that the Panel may reject the claim if the student does not disclose any relevant information.

The exceptional factors form can be found on Moodle. It must be completed within one week of the event and examination with the evidence in order to be considered.

Students will receive the decision of the panel within five working days of the Board.

Board of Examinations

At the end of the semester, all Unit Leaders, the Programme Manager, Deputy Dean, Examinations Officer, Internship Manager and Registrar conduct an internal board of examinations. The primary objective of the Examination Board is to approve marks, develop examination and assessment procedures, assess conduct of examinations, assess security of examination papers, review duties of invigilators and markers, evaluate moderation of marks and handling of student appeals or exceptional factors and ensure transparency across the examination process. The student's overall performance is evaluated based on an overview of their academic semester scores and performance. In cases of dispute, the examination board collaborate to deliver a final ruling of the mark.

Examination Boards take place after the last week of the semester every term. Once the Examination Board is complete, the student will immediately be notified of any re-assessment(s) that is/are needed. The date of the re-assessments is week 10 of the following term. For practical examinations, students must take a re-assessment (resit) in the following term or semester with the following cohort of students.

Re-assessments

Students shall always be required to undertake re-assessment in units in which they have not achieved a weighted average mark of at least 40% in credited units. In French and German, students need to pass all individual assessment elements (written, listening and oral) and have a final average mark of at least 60%.

Where a student does not achieve the weighted average mark that is required to secure a pass in a unit and cannot be considered for compensation, they shall be re-

assessed only in those elements of assessment within a unit that they have failed. The mark for any unit in which a student is re-assessed shall be capped at 40.

No re-assessment shall be permitted to enable students to improve upon a unit mark above the pass level.

Students shall have an automatic right to one re-assessment opportunity in a credited unit. Students may also have a second re-assessment opportunity, conditional upon full engagement with the first re-assessment opportunity and/or securing approval for non- engagement from the relevant Faculty Exceptional Factors Panel.

The School defines full engagement with first reassessment as follows:

- Re-submission of all required items of coursework
- AND attendance with all required re-sit examinations
- AND attendance at or participation in any other re-assessment activities or events required by the programme.
- Submission of work for in-year assignment recovery shall be accepted as full engagement with re-assessment.

With the exception of language exams, where a student fails the second resit attempt, he or she will need to re-do the year. If students fail English, German or French, he or she will need to take an official language exam prior to progression.

Any student who fails more than half of the units in any one academic year will forego individual unit resit opportunities and be automatically required to retake that entire academic year for progression.

If it is established by the relevant Exceptional Factors Panel that a student's failure of an assessment was due to illness or other exceptional factors found valid on production of acceptable evidence, the student shall have the right to be re-assessed as if for the first time in any or all of the elements of assessment, as specified by the Assessment Board. If an assessment affected by illness or other exceptional factors was itself a second attempt, the student shall be permitted to be re-assessed again as if for the second (or a further) time. Students would need to submit an Exceptional Factors form.

Where a student has approved Exceptional Factors having already achieved a Unit weighted average of 4 or greater through earlier assessment, that student will be recorded as having passed the Unit.

Re-assessment Costs

The price for a re-sit examination is CHF 250.

Exceeded Absences and Resit Fee

If a student fails any assessment within a unit where they have exceeded the above minimum absence allowance and where exceptional circumstances were not granted, then the re-sit examination fee required to be paid for any subsequent re-sit within that unit will be increased to CHF 1,250.

Internships

Students are required to undergo three internships whilst on the programme. For HF students, the internship duration, department and location are according to the year of study. This programme consists of three study semesters, with an internship period following each. It is important that the internship adhere to the programme requirements shown in the chart below.

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
Study Semesters	Semester 1: Campus Study	Semester 3: Campus Study	Semester 5: Campus Study
Internship Semesters	Semester 2: Internship in Switzerland	Semester 4: Internship in Switzerland	Semester 6: Internship in Switzerland or overseas
Area of internship	One year must be in F&B or Culinary while the other year is in Rooms Division		Supervisory/Leadership in Hospitality or Restaurant
Place of Internship	Either in a hotel or a restaurant		Either in a hotel or restaurant
Duration of internship	850 hours	850 hours	850 hours (Switzerland/overseas) or 1 year (overseas)

Awarding Degrees

For the final award, students must fulfil the following requirements:

- All assessments must be passed
- Internship must be in hotel or gastronomy
- Internship attendance must be in accordance with the regulations
- The final Diploma paper must be successfully passed

Complaints, Objections and Appeals

Complaints can be made against admissions decisions and the conducting of exams, and objections and appeals can be submitted against evaluation decisions. A letter of complaint must include the petition and briefly explain the reason. The disputed decision and any evidence in possession of the complainant must be enclosed.

An objection can be raised with the Programme Manager to instructors' or experts' decisions within 3 days of disclosure. The objection must be submitted in writing and state the reason. The Director of Studies reaches a decision after consulting with the objector and the person whose decision is concerned.

Resolutions

IMI will respond to all complaints and objectives immediately upon receipt. IMI reserves the right to determine the form in which it responds (orally, written or in front of a committee).

Appeal Procedure

An appeal can be lodged with the Academic Dean against evaluations of performance and semester grades within 10 days of their announcement. An appeal must be a

written petition with detailed explanation, printed and signed. Appeals submitted via e-mail will not be accepted.

A complaint against a decision made by the Academic Dean can be made to the Exams Board within 10 days.

Administrative Complaints

In accordance with the Cantonal Law on Vocational Training and Further Training, decisions affecting non-admission, failure to progress or failing final exams (non-graduation) can be disputed with the Luzern Canton Department of Education within 10 days of being announced.

Guarantee Against Repercussions from Complaints, Objections and/or Appeals

A correctly conducted complaint or objection, or a correct appeal, must not disadvantage anyone as a result, even if the claim must be rejected.

Improper Complaints

If the complaints procedure is not adhered to correctly and are conducted by members outside of IMI (the press or authorities), disciplinary action will take precedent. Untruths can result in prosecution.

Commencement of Validity

The examination regulations of IMI International Management Institute have been approved by management and will come into force as of February 2019 with the first cohort. They replace other regulations outside of the Dipl. Hôtelier/ère-Restaurateur/rice HF Programme.