



Student Manual

P.O. Box 241
Kantonsstrasse 85
CH - 6353 Weggis

Fon +41 (0)41 391 07 07
Fax +41 (0)41 391 07 08
info@swissimh.ch
www.swissimh.ch

TABLE OF CONTENTS

1.	SWISS IM&H Swiss Institute for Management & Hospitality	5
1.1	LOCATION	5
2.	EQUAL OPPORTUNITIES POLICY	5
3.	GENERAL INFORMATION	5
3.1	MANAGEMENT, FACULTY AND MEMBERS OF STAFF	5
3.2	MOBILE PHONES	5
3.3	CLASSROOMS	6
3.4	CLASS TIMES	6
3.5	CONFIRMING REGISTRATION	6
3.6	DAMAGE	6
3.7	ENGLISH LANGUAGE PROFICIENCY	6
3.8	FIRE PREVENTION	6
3.9	FITTINGS AND EQUIPMENT	7
3.10	GRADUATION	7
3.11	HEALTH AND SAFETY	7
3.12	INSURANCE OF PERSONAL EFFECTS	7
3.13	LANGUAGE	7
3.14	LIBRARY	8
3.15	MAIL	8
3.16	MEALS for 1 st Year Students	8
3.17	MEALS for 2 nd Year Students	8
3.18	CAFETERIA	8
3.19	NOISE	8
3.20	NOTICE BOARDS	8
3.21	PARKING	8
3.22	FORMER STUDENTS	9
3.23	RELIGIOUS AND DIETARY REQUIREMENTS	9
3.24	SMOKING AREAL	9
3.25	SPORTING ACTIVITIES	9
3.26	STUDENT MANAGEMENT OFFICE	9
3.27	LIBRARY AND COMPUTER ROOM	9
4.	ACADEMIC REGULATIONS	10
4.1	BASIC INFORMATION	10
4.2	ASSESSMENT OF ASSIGNMENTS	11
4.3	PROJECT GUIDELINES	11
4.4	ABSENCES FROM EXAMS	11
4.5	UNDERGRADUATE PROGRAMMES	11
4.6	MENTORS	11
4.7	GRADES AND MARKING SCHEME	12
4.8	PLAGIARISM	13
5.	COMPLAINTS AND ACADEMIC APPEALS	13
5.1	GENERAL	13
5.2	COMPLAINTS	13
5.3	ACADEMIC APPEALS	14
5.4	PROCEDURE FOR COMPLAINTS OR ACADEMIC APPEALS	14
5.5	COMPLAINTS AND APPEALS COMMITTEE	15

5.6	ACTION FOLLOWING A COMPLAINT OR APPEAL	15
5.7	MONITORING OF COMPLAINTS AND APPEALS	15
6.	DISCIPLINE	15
6.1	DISCIPLINARY COMMITTEE	16
6.2	REPORTING OF ALLEGED MISCONDUCT	16
6.3	PROCEDURE ON REFERRAL TO DISCIPLINARY COMMITTEE	16
6.4	MONITORING OF DISCIPLINARY PROCEDURES	16
7.	REGULATIONS	17
7.1	ALCOHOL	17
7.2	BASIC ROOM RULES	17
7.3	DRESS CODE	17
7.4	CHANGE OF ADDRESS	18
7.5	COMPUTER LABORATORY.....	18
7.6	DRUGS	18
7.7	GENERAL NOTE ON STUDENT RESPONSIBILITY	18
7.8	INSURANCE AND HEALTH ISSUES	18
7.9	PERSONAL PROPERTY	18
7.10	STUDENT IDENTIFICATION CARD	19
7.11	SMOKING AND MOBILE TELEPHONE POLICY	19
7.12	TRESPASSING	19
7.13	YOUR PASSPORT, SWISS VISA AND SWISS IMMIGRATION LAWS	19
8.	LIST OF SANCTIONS	20
9.	INDUSTRY TRAINING	21
9.1	ABOUT INDUSTRY TRAINING	21
9.2	THE OBJECTIVES OF THIS PART OF YOUR STUDY PROGRAM ARE	22
9.3	ELIGIBILITY FOR INDUSTRY TRAINING	22
9.4	GENERAL RULES AND REGULATIONS PERTAINING TO TRAINING	23
9.5	GENERAL DIRECTIVES	23
9.6	REQUIREMENTS TO QUALIFY FOR THE DIPLOMA IN HOSPITALITY	23
9.7	DIPLOMA ISSUE	24
9.8	FURTHER OPTIONS AFTER YOUR STUDY	
10.	SEXUAL HARASSMENT POLICY	24
10.1	COMPLAINT PROCEDURE.....	25
10.2	CONFIDENTIALITY	25
10.3	DISCIPLINARY ACTION.....	25
11.	CONCLUSION.....	26
APPENDIX	27	

FOREIGN EMBASSIES IN SWITZERLAND

FOREWORD

We have great pleasure in announcing the educational programmes at the Swiss Institute for Management & Hospitality (SWISS IM&H). SWISS IM&H offers you a specialised Hotel Management degree programme in combination with our core programmes.

This manual will give you guidelines, rules and a lot of other useful information for your stay here on our campus in Switzerland. We do not cover everything under the sun with in this manual. But it does lay down some basic rules for your study at SWISS IM&H.

This manual is subject to ongoing changes. It will adapt to constantly changing circumstances. It will help you to find your own way in a new country with different influences. I hope you find this manual useful. With these guidelines we want to show that we care about you. We foresee therefore, and aim to prevent certain potential problems before they arise.

Please let us know if there is anything you feel should be included. From my point of view, learning is not a one way street. We learn from each other every day.

Your achievements will contribute to our professional and personal satisfaction. If we can make you successful, we will be successful too.

All the best for your studies.

Yours sincerely
Nhu Ngoc Dinh
Director

SWISS IM&H
Institute for Management & Hospitality

1. SWISS Institute for Management & Hospitality

1.1 LOCATION

The SWISS IM&H campus is situated in the village of Weggis, on the shores of Lake Lucerne. This location provides good access to many places, both rural and urban, where students can experience the modern life of Switzerland, its sightseeing and entertainment opportunities and places to have fun.

The SWISS IM&H is situated almost in the centre of Switzerland with almost equal access to all parts of the country. Modern and extremely efficient transportation facilities provide connections to all major cities.

SWISS IM&H began as a Hotel Management school at the beginning of 2012.

2. EQUAL OPPORTUNITIES POLICY

SWISS IM&H welcomes students from all countries. In our programmes and all related activities, we do not discriminate on any grounds such as race, colour, religion, nationality, ethnic origin, sex, age or disability. SWISS IM&H seeks students of good character who have demonstrated academic achievement and the potential for further growth. Admission is selective only on the basis of academic record.

SWISS IM&H programmes are not limited to young full-time school-leavers. As the importance of education becomes recognized, more and more people in the workforce are heading back to school. The College and University provide many different courses aimed at professionals or individuals who wish to improve their education and career prospects.

3. GENERAL INFORMATION

3.1 MANAGEMENT, FACULTY AND MEMBERS OF STAFF

The teaching staff is multinational which enables students to adapt to different cultures of the world. This is of course a must for the success in the field of hospitality management. They all are highly qualified on their own field.

3.2 MOBILE PHONES

On purchasing an account for a mobile phone you need to observe the following: You must have a valid B-permit when your telephone no. is being registered. It is illegal to misuse your B-permit to supply other students with a contract with one of the available telephone companies. Please make sure that your mobile phone is switched off during class hours and mealtimes.

3.3 CLASSROOMS

All classrooms are fully equipped with whiteboards, flipcharts and a variety of visual and audio aid equipment.

Our American Bar will be also used for Beverage classes, Bar-practicals. Please check the timetable carefully to see where your particular classes take place.

3.4 CLASS TIMES

Classes take place Monday to Friday. Classes starts between 08.00 and 09.30 am and may run until 18.00 (different classes may have different timetables). Please check the timetable for the relevant times for your classes.

3.5 CONFIRMING REGISTRATION

Our Head of Administration will be responsible for your registration. Therefore he needs your support. He needs to be sure that you fulfill your obligations to the authorities. Please note that at least 24 hours notice must be given to get an appointment with the Administration. Telephone requests will not be accepted.

3.6 DAMAGE

We endeavor to make the SWISS IM&H School a pleasant place to live. It must be as clean and attractive as possible. SWISS IM&H students are future professionals. Anyone damaging premises or equipment will be held responsible and disciplined. Therefore, we collect a deposit of Sfr. 500.00 from each student.

Each student should feel personally responsible for the good upkeep of the premises and equipment. It is his/her duty to inform the School Management of any damage done or noticed, in the interests both of the party at fault (possible declaration to the insurance company) and of other students.

3.7 LANGUAGE PROFICIENCY

As English is the medium of instruction, students should possess a certain level of proficiency in the language. Students who are not native-speakers of English may experience difficulties in comprehension, particularly with the many different accents in the UK alone. The school also provides German lessons as a part of study module as students must have at least a basic command on the native language of the country for in-training purposes. Only English or German is spoken in the classrooms and the rest of the building (excluding student rooms).

3.8 FIRE PREVENTION

There is a notice board describing the appropriate conduct in the event of fire. In addition, upon arrival, students are informed of procedures and of appropriate actions to be taken.

3.9 FITTINGS AND EQUIPMENT

Maintaining operational and safety equipment in good condition is an integral part of efficient management. Everyone must take care to do so and report any malfunction in the Administration Office.

3.10 GRADUATION

The dates for graduation are posted directly to student graduates and are on the Intranet. Information relating to this event will be given out at the same time.

3.11 HEALTH AND SAFETY

Safety is very important and affects everyone. Please read all notices and instructions carefully, particularly those relating to the use of science and computer laboratories, and follow the instructions or guidelines provided.

NO SMOKING: The school has adopted a no-smoking policy because of the known health risks arising from passive smoking. As such, smoking is strictly forbidden inside all school building. Students should also observe the rule in other communal areas that are signposted "No Smoking". Smoking is permitted only in the designated areas.

In the event of a fire, do not panic. An SWISS IM&H staff member will guide you through safety procedures. Smoke is often more dangerous than the fire itself, and students should familiarize themselves with safety measures.

3.12 INSURANCE OF PERSONAL EFFECTS

Please note that the SWISS IM&H insurance policies do not cover students' personal property. Students should ensure that they get their own insurance to cover their entire stay.

3.13 CHECK IN / CHECK OUT

The school has an official system for checking in and checking out. Students must register in the administration office during check in or check out for the semester. All the students are obliged to deposit an amount of SFr.500.- during check in. Providing there has been no damage during their stay, they will be refunded the deposited amount when they check out.

3.14 LIBRARY

The school possesses a collection of books covering many topics. Books can be borrowed from the Library during office hours. Any damaged or books which have not been returned will be charged accordingly.

3.15 MAIL

Receiving mail: Students may collect their mail from the mail box. For students who staying on-campus; the incoming mail address is:

C/O, SWISS IM&H
P.O. Box 241
Kantonsstrasse 85
CH - 6353 Weggis

3.16 MEALS for campus Students

The School provides meals only for students who are resident on- campus. Three meals are served on weekdays. Brunch is served at the weekend.

Breakfast:	07h30 to 08h00	Monday to Friday
Lunch	12h00 to 12h45	Monday to Friday
Brunch	11h00 to 12h00	Saturday and Sunday
Dinner	18h00 to 18h45	Monday to Sunday

3.17 MEALS for Non-resident Students

The School provides meals to non-resident students: lunch for Sfr. 10.00 and dinner for SFr. 8.00, payable beforehand to the person in Charge.

3.18 CAFETERIA

The School has a kitchen and a cafeteria, which is normally only used only for refreshments during normal study hours.

3.19 NOISE

Students are requested to respect the other residents of the building, and to keep noise levels moderate. Legally, noise is forbidden after 22:00. The law is applicable seven days a week.

3.20 NOTICE BOARDS

All general and academic information, announcements and schedules are posted on the relevant notice boards and online in our Intranet. All students are responsible to check the notice boards daily for new and updated information.

3.21 PARKING

SWISS IM&H has no parking for students. Cars parked in unauthorised spaces will be towed away at the student's expense.

3.22 FORMER STUDENTS

Former students can join the growing SWISS IM&H Alumni.

3.23 RELIGIOUS AND DIETARY REQUIREMENTS

Students will discover that the European culture of eating is very different from what they experience in their home countries. Students need to adapt to this culture and the types of food eaten in Europe. The School will endeavor at all times to cater for the different tastes of our international student body, but the main food will be European. As the School is located in Europe, we cannot cater to one specific taste.

The School recognises each student's right with respect to their religious and dietary requirements. Students have the option of non-pork, non-beef and vegetarian meals. Students must inform the School at registration of their meal requirements at registration.

3.24 SMOKING AREA

SWISS IM&H has adopted a strict non-smoking policy. Students may smoke outside near the back entrance.

3.25 SPORTING ACTIVITIES

Many sporting facilities like tennis, football, swimming, and others are available in the near or surrounding area (not in the school). In winter the surrounding area of Lucerne has popular ski-resorts. The area around Lucerne gives many wonderful opportunities for walking and hiking. Please see the administration office or tourist information for further details.

3.26 ADMINISTRATION OFFICE

The administration office is located in the School. It is open Monday to Friday 09h00 – 12h00 and from 13h00 – 17h00. The administration team is your partner for personal issues, internship- and career planning. For all your needs beyond the academic studies, the administration team is available for you during the times given above. The administration office will handle matters between you and the school confidentially.

3.27 LIBRARY AND COMPUTER ROOM

The library is open from Monday to Friday 08h30 to 18h00. The computer room is open 24 hours 7 days a week.

4. ACADEMIC REGULATIONS

4.1 BASIC INFORMATION

1. Class subjects, meeting times and enrolment will be decided at the Director's discretion. Each student will be informed of the specific academic requirements for each course at the beginning of the term.
2. Attendance at all classes and required field trips are compulsory, unless a student provides a valid reason or has requested an excused absence in advance from the Director and it has been granted. Any unauthorized absences will affect the student's final grade and could result in a failure. Tutors reserve the right to refuse admission to students who arrive late to class.
3. Students may have a maximum of 9 (nine) unexcused lessons. More than nine absences in not being allowed to remain at school. The students concerned will not be allowed to take the final exam.
4. Students must complete all reading or set tasks required by the tutor and be prepared to discuss the material in class on the assigned date.
5. All assigned essays and other written work are compulsory and must be submitted at the prescribed dates and times. Failure to produce the required work may result in either grade "F" or "Incomplete" for the course.
6. Attendance at mid-term and final exams on the dates assigned is compulsory. Failure to take either exam will result in a grade "F" for the course. The Director may excuse a student due to a medical condition at the time of the exam.
7. The final grades for all courses are at the tutor's discretion and how they are derived is detailed in each course syllabus. The Director's decision is final in all academic matters including attendance, grades, etc.
8. All students are required to meet with the tutors at designated times for academic assessments.
9. Cheating and plagiarism of any kind in a student's work will not be tolerated. Any student suspected of cheating or plagiarism will be brought before the Disciplinary Committee, which may result in a "Fail" grade in the course and possible expulsion from the programme. Further action to this matter will be subject to the Sanction plan.
10. When warranted, a petition for grade of "Incomplete" must be submitted prior to final exams by the student, with the agreement of the tutor, for approval by the Registrar and Academic Committee. A grade of "Incomplete" will normally be allowed only if the student was unable to complete all course work due to a medical condition or other reasonable excuse.
11. A student whose term grade point average falls below 2.0 (grade C) will be placed on academic probation for the following term and the number of courses the student is allowed to take may be restricted. The student's academic probation status will appear on the official transcript. If a student remains on academic probation for two terms, he or she may be asked to withdraw from the programme.
12. A student who violates any social or academic regulation of the School, or whose behavior is otherwise deemed unacceptable, may be called before the Academic or Disciplinary Committee and may be dismissed.

4.2 ASSESSMENT OF ASSIGNMENTS

Each essay should contain several sections. Tutors may decide what percentage of the mark they would like to award for each section, but **content** should take the lion's share. The sum of the marks awarded for each section will form the total grade for the assignment, which itself may be a percentage of the total grade for the course.

Students should receive a written report evaluating each section to enable them to reflect on what they have done. The report also serves as a formal record in the event that marks are disputed. The comments against each grading given below serve as examples for guidance and are not exhaustive.

4.3 PROJECT GUIDELINES

SWISS IM&H will appoint a mentor to act in a "one-to-one" relationship with the student. The mentor should be able to help each student bring into focus his or her research topic. The mentor supervises the student's work and progress in the academic context with regard to the research and methodology involved. Ultimately, the success or failure of the whole research project is the responsibility of the student.

A degree by instruction is more suited to students who may not be as familiar with research techniques and methodologies. This programme is heavily-structured with modules that must be completed, plus usually one large thesis/dissertation component towards the end. Modules of instruction can be self-studied by the student or "taught" by a mentor.

4.4 ABSENCES FROM EXAMS

It is a misconduct to be absent from exams without a valid reason and Director's authorization. Student must inform the administration office with supporting documents at least 48 hours before in order to have the Director's acceptance for being absent. If this procedure is not followed, any students not showing up in the exam will be graded 'F'.

4.5 UNDERGRADUATE PROGRAMMES

SWISS IM&H conduct the first two semesters as undergraduate programmes with the main emphasis on F&B.

4.6 MENTORS

Each student is allocated a personal mentor who will guide students throughout the programme. The mentor will provide guidance about the nature of the research and standards expected. Among other things, the mentor will also help with the planning of the research programme, raise questions, make suggestions and steer the student in the right direction, in accordance with his or her own planned route. Ultimately, the work belongs to the student. The mentor is there to ensure the student stays on the right track without too much deviation.

In certain instances, a student may ask to change mentors. In the spirit of fostering relationships and communication, the student should discuss this with the existing mentor first. If the matter cannot be resolved quickly, it should be referred to the Director with explicit reasons detailing the request. If the situation is found to be in the student's favor, a new mentor will be allocated.

Mentors will give detailed advice on the research and comment on the student's progress through term reports. It is essential for students to listen to and understand each point raised by their mentors. This could prove invaluable especially during the external examination or oral defense. The School recommends that students make an effort to meet with their mentors in person at some point during the programme although this may be difficult in terms of time, cost, or other commitments.

4.7 GRADES AND MARKING SCHEME

The highest letter grade is "A" and the lowest pass grade is a "D".

A	=	4.00	Excellent	(90-100)%	Work of outstanding quality on all course objectives. Work of superior quality on all course objectives.
B	=	3.00	Good	(80 - 89) %	Work of good quality showing more than satisfactory achievement on all course objectives.
C	=	2.00	Satisfactory	(70 – 79)%	Work showing a satisfactory achievement on all course objectives.
D	=	1.00	Poor	(60 – 69)%	Weak in one or more course objectives.
F	=	0.00	Failure	(00 – 59)%	
I	=	0.00	Incomplete		
W	=	0.00	Withdrawn		

4.8 PLAGIARISM

To steal ideas from books and claim them as your own, without properly acknowledging these other books as the source of your ideas is known as plagiarism.

Pure duplication of material in any essay or thesis without proper acknowledgement of its source is also prohibited. Any proven instances of these two acts by a student could cause an essay or thesis to be failed outright or the student to be expelled.

Cheating and plagiarism of any kind in a student's work will not be tolerated. Any student suspected of cheating or plagiarism will be brought before the Disciplinary Committee, which will result in a "Fail" grade in the course and possible expulsion from the programme.

5. COMPLAINTS AND ACADEMIC APPEALS

5.1 GENERAL

The school recognises the importance of having effective procedures for resolving student and faculty members' complaints and academic appeals. Students and faculty members should have a full opportunity to raise matters of proper concern to them without fear of disadvantage and in the knowledge that privacy and confidentiality will be respected.

The school wishes to ensure that its procedures are fair and decisions are reasonable and have regard to any applicable law. It also aims to consider complaints and academic appeals in a timely manner, using simple and transparent procedures.

The procedures described in this section form part of the school's overall framework for quality assurance.

5.2 COMPLAINTS

Students and faculty members should feel free to raise matters of proper concern to them with the school. Such matters can include problems with academic matters and resources and complaints about the behavior of or harassment by other students or faculty members. Complaints about harassment will be taken very seriously.

Harassment can take many forms. In general it can be defined as conduct relating to creed, disability, nationality, sex or other personal characteristics which is unwanted by the recipient. It can also be classified as any such conduct which affects the dignity of any individual or group of individuals. It can include persistent (or a serious single incident of) unwanted physical, verbal and non-verbal conduct.

A romantic relationship between a student and a faculty member, whilst otherwise acceptable may, in a school setting, lend itself to an abuse of power, or to the exertion of undue influence.

5.3 ACADEMIC APPEALS

5.3.1 Ground of appeal

The grounds of appeal are:

- (a) Extenuating circumstances affecting student performance of which the examiners had not been made aware when making its original decision, e.g. illness, bereavement or emotional worries.
- (b) Irregularity in the examination procedures of such a nature as to cause reasonable doubt that the examiners would have reached the same conclusion had the irregularity not occurred, e.g. failure to conduct the examination or other form of assessment in accordance with regulations or incorrectly recorded/aggregated marks.
- (c) Deficiency in management and/or the delivery of a course or any component of a course.
- (d) Evidence of prejudice or bias or of inadequate assessment on the part of one or more of the examiners.

5.4 PROCEDURE FOR COMPLAINTS OR ACADEMIC APPEALS

A student or faculty member (the “complainant or appellant”) may not wish to pursue the formal complaints procedure at first, but could speak to the person whose action has led to the problem. By talking about the problem, it may be resolved but will at least provide more information about the background to the cause for complaint.

A complainant or appellant may prefer to ask someone else to approach the person on his or her behalf and to try to resolve the matter. This may be the Director.

Where an informal approach has failed, more formal action will be required. Should a complainant or appellant wish to proceed with a formal complaint or appeal, he or she should normally lodge his or her intention to pursue a complaint or appeal within fourteen days of the notification of assessment results or of becoming aware of facts which constitute a valid ground for complaint or appeal.

The complaint or appeal should be sent in the first instance to the Director. The complainant or appellant should specify in the complaint or appeal the remedy that he or she seeks from the Complaints and Appeals Committee.

A complainant or appellant will normally be given two months from the date of lodging his or her complaint or appeal in which to submit a statement of their complaint or appeal.

5.5 COMPLAINTS AND APPEALS COMMITTEE

The Complaints and Appeals Committee shall consist of three suitably qualified faculty members nominated by the Director or Dean. It is their responsibility to determine the facts. Complaints and appeals will be dealt with promptly or normally not more than two months after the date of receipt of any such complaint or appeal.

A complainant or appellant shall be entitled to be accompanied at all stages of the process by a person of his or her choosing.

5.6 ACTION FOLLOWING A COMPLAINT OR APPEAL

The Tutor will provide the complainant or appellant with a written account of the Complaints and Appeals Committee's findings, setting out the reasons for upholding or rejecting the complaint or appeal.

Where a complaint or appeal is upheld, appropriate remedial action will be implemented. This can include upgrading a student's mark, sending a thesis or dissertation to a further, independent external examiner for scrutiny, reinstating a student who has been expelled or other suitable remedy.

Where a complaint or appeal is rejected, a complainant or appellant may make a final appeal to the Director. This does not prevent the complainant or appellant from pursuing any external avenues of redress to which he or she is entitled.

5.7 MONITORING OF COMPLAINTS AND APPEALS

The school will monitor any complaints and appeals with a view to improving the efficiency of the school and increasing the satisfaction of its students and faculty.

6. DISCIPLINE

SWISS IM&H sets out clear rules about discipline. Any student who is found guilty of heavy misconduct could be suspended or expelled from the school.

For the purposes of this handbook, misconduct is the interference with the proper functioning or activities of the school, or those who work or study in the school, or action which otherwise damages the school or its reputation.

Some examples of what is meant by "misconduct" are insubordination (e.g. persistent disobedience and/or disruptive behavior or refusal to follow a reasonable instruction), theft or deliberate damage to property (including intellectual property), violence of any kind, being in possession of, or under the influence of, alcohol or any illegal substances, cheating, or any physical, verbal or written act which goes against the school's equal opportunities policy.

6.1 DISCIPLINARY COMMITTEE

There shall be a Disciplinary Committee which shall consist of three suitably qualified persons nominated by the Director. It is their responsibility to determine the facts.

Disciplinary matters will be dealt with and concluded promptly or normally not more than four weeks after the date of reporting of alleged misconduct.

6.2 REPORTING OF ALLEGED MISCONDUCT

Any member of the school who becomes aware of conduct by a student which might become the subject of proceedings under these rules shall report the matter to the Director.

The Director shall make all necessary investigations and refer the matter to the Head of Administration. The Registrar shall determine a) that no further action be taken under these rules, or b) that the matter be referred to the Disciplinary Committee.

If it appears that a serious criminal offence has been committed, the matter shall be reported to the police.

6.3 PROCEDURE ON REFERRAL TO DISCIPLINARY COMMITTEE

Where a matter is referred to the Disciplinary Committee, the student will be notified of any allegations against him or her and given copies of any supporting documents. The student will be given one week from the date of notification to give a written reply to these allegations.

The Disciplinary Committee may call for the student to appear before them in person to answer any charges. The student may be accompanied at all stages of the process by a person of his or her choice.

Where the Disciplinary Committee upholds the complaint against the student, appropriate action will be taken. This can include a written reprimand, refusal of credit for any piece of work or failure in the examination of a thesis, exclusion for a specified length of time, expulsion from the school or such other penalty as the school shall from time to time determine.

6.4 MONITORING OF DISCIPLINARY PROCEDURES

SWISS IM&H will monitor all disciplinary matters with a view to improving the efficiency of the school and increasing the satisfaction of its students and faculty.

7. REGULATIONS

7.1 ALCOHOL

SWISS IM&H has a total non-alcohol policy within the entire building. No alcoholic beverages of any kind may be consumed in the public areas, recreation rooms, classrooms and student rooms of the Student Accommodation building. Any violation of this rule will result in the immediate cancellation of the accommodation contract, and may also lead to the suspension and/or expulsion of a student from the study contract.

7.2 BASIC ROOM RULES

The school provides accommodation for those who want to stay in the school campus. The school hostel is situated in Weggis where the undergraduate campus is established.

You have to clean the shower and toilet daily. Please ensure that when having a hot shower, the window is open (otherwise smoke alarm is activated). Personal hygiene is a must for future employers among others.

It is not allowed to bring **any** F&B equipment to your room.

Your room key is for your own use. Please keep the room locked at all times, as we cannot accept responsibility for any theft or damage of your personal belongings. Losing the keys will result in the change of our key system at your own expense.

Room check can be done any time by the Director or design Assistant.

Linen: you have to change linen every two weeks. Please check the linen change dates on the notice board or in our Intranet.

Noise: Switzerland is a noise free zone after 22h00. Please respect this.

Visitors: it is forbidden to take any visitors from outside or friends to your room, unless the Duty Manager has been informed. It is not permitted to have a friend overnight in your room. Violation of this rule will result in the immediate cancellation of the accommodation contract.

7.3 DRESS CODE

Students are expected to attend all classes in our school uniform with black shoes. Students with unsuitable dress, unclean or unshaven are sent out of the classroom. The dress code is applicable to lunch-time as well. Professionalism is expressed as the way you present yourselves, therefore please dress like a professional executive. This rule applies Monday to Friday during the study term till after dinner. Saturday and Sunday casual dress, open shoes and shorts are not allowed in the dining hall.

7.4 CHANGE OF ADDRESS

Students must notify the School Administration office of any change of mail, phone and email address immediately. This is to be in order with the local government regulations and to ensure that any school-related correspondence is deliverable. The Academic Office communicates regularly with all its students and alumni by email and takes no responsibility for any undelivered mail or messages if the addresses are not up-to-date. This is particularly essential when leaving for the Internship.

7.5 COMPUTER LABORATORY

Computers are available for students use in the computer room. Opening hours are displayed on the notice board. Computers are only available for use when no lectures are scheduled in the computer room. Please take care of the computers and report any problems to the administration office.

7.6 DRUGS

SWISS IM&H has a “zero-tolerance” policy towards drug use. No recreational drugs are permitted on the premises. The use or possession of any type of drugs will lead to instant cancellation of the study contract, and could lead to criminal charges being laid against any such person. The same rules apply for the dealing in and selling of drugs.

7.7 GENERAL NOTE ON STUDENT RESPONSIBILITY

This student handbook provides you with information for your academic studies. The policies and regulations specified in this handbook are the formal prescriptions of the requirements to complete a Diploma and/or a Degree. It is the responsibility of each student to ensure that the policies are fully understood and adhered to. Students are responsible for keeping themselves informed of any changes and of notices, which may be posted on the official information boards and in the Intranet. Every effort should be made to uphold the academic standards and adhere to the academic regulations.

Students have an obligation to behave in an orderly and proper manner; any breach of academic rules will render a student liable to disciplinary action. Failure to show respect for duly established regulations and policies might result in suspension or dismissal from the school. Please read this manual carefully and ask questions if you do not understand any content.

7.8 INSURANCE AND HEALTH ISSUES

Swiss Laws require all Swiss and foreigners living in Switzerland to have medical insurance for both illness and accidents. SWISS IM&H will arrange this insurance for the study period with the Insurance Company.

The cost of the insurance for a 12 Month period is part of your study fees.

SWISS IM&H will pay on your behalf the monthly premium. If you have already active insurance cover, you must provide evidence to SWISS IM&H at the time of registration.

7.9 PERSONAL PROPERTY

The school is not responsible for any loss or theft of personal property. It is the responsibility of each student to insure his / her personal belongings. Items found on campus can be returned to the School Administration Office. Items lost on campus should be reported to the office without delay.

7.10 STUDENT IDENTIFICATION CARD

Swiss Residence Permit B will be used as Student Identification. Students who are interested can also collect an official ID card from the admin. office paying a surcharge of SFr25.-

7.11 SMOKING AND MOBILE TELEPHONE POLICY

All classrooms, computer room, corridors and dining halls are strictly non-smoking areas and are off limit for all mobile telephones. Please respect this rule.

7.12 TRESPASSING

The SWISS IM&H is not a public building. It is not permitted to invite people who are not SWISS IM&H students into the building without asking for permission.

7.13 YOUR PASSPORT, SWISS VISA AND SWISS IMMIGRATION LAWS

SWISS IM&H will register you at the place of residence, and we support you for the registration with the migration office of the Canton of Lucerne. This process takes approx. 4 weeks and you will receive the local residential permit as soon as it is processed by the government. This visa entitles you to study full-time at SWISS IM&H and, for students achieving the required academic and practical results, to work for 6 months per study year as part of your study program (paid industry work experience program). You are however not entitled to work during the official study period, as this is regarded as a serious offence. The Swiss Immigration authorities have strict controls and failure to comply can mean deportation and loss of school fees.

The Swiss B permit allows you to enter and depart Switzerland any time during the study period and is your Swiss identification paper.

8. List of Sanctions

Misdemeanors ,Wrongdoings	Amount	Extra duties	Unex. Lessons
Excessive make up	Fr 2.00	0	0
Fingernails: too long or varnished	Fr 2.00	0	0
Unshaven	Fr 2.00	0	0
Hair which is not tied back	Fr 2.00	0	0
Excessive jewellery	Fr 2.00	0	0
No nameplate	Fr 5.00	1	0
Uniform unsatisfactory	Fr 5.00	1	0
1 st cheating	no	result	0
Repeated cheating	no	result	1
Swearing in the Classroom		2	0
Late for class (- 5 mins.)		1	0
Late for class (- 10 mins.)		2	0
Late for class (- 15 mins.)		3	0
Late for class (over 15 mins)		3	1
Any further lessons missed		5	1
No internship at the end of term		3	1
Fighting	Fr 10.00	5	1
Alcohol consumption	Fr 10.00	5	1
Drug taking	Exclusion	no	refund
Drug dealing	Exclusion	no	refund

Kitchen work	F & B lecturer
Stewarding	F & B lecturer
Laundry	Governess
Maintenance work	Caretaker

50% of your school fee will be used to support the students i.e national evenings, etc.

This money will be treasured by the head of administration and controlled by the student committee.

The other 50% will be used (according to the lecturer and student committee) for “support” lessons.

School fees which remain with SWISS IM&H due to expulsion of a student will be used for scholarship.

9. INDUSTRIAL TRAINING

9.1 ABOUT INDUSTRIAL TRAINING

An industrial training Internship is a requirement of all educational programs. The industry training period may total up to 6 months and starts immediately after the completion of the course. It is a graded subject and is an integral part of the Hospitality education. Up to 12 credits may be earned and transferred. This document describes the objectives, issues and preparations required for industry training in Switzerland. It is essential that you read the manual and understand the steps required to be eligible for training and the preparations necessary for training.

This Internship gives students the opportunity to apply practically what they have learned during the school period. At the same time, it will develop necessary operational skills, allowing students to start their career with confidence after graduation. The Internship provides, for many students, the only opportunity to gain work experience abroad during the early stages of their careers.

The first year Students who meet the Food and Beverage, German language, and other academic requirements (earned over a minimum of 6 months study) can apply for Internship in Switzerland from a list provided by the school and from the many employment advertisements in hotel industry newspapers. Students with incomplete studies, failure in F&B subjects or insufficient German language skills can be excluded from the program until these aspects meet the required standard. Most of the second year students will find the industry training independently.

While the school does everything it can do to assist students in finding a suitable position, it is ultimately the student's responsibility to prepare the CV or resume, to arrange interviews, to present him/or herself in a professional manner

During Industrial Training, students work and live as employees of a hospitality business and as such come under the employment law of Switzerland. Students currently receive a gross monthly salary of SFr. 2'168.- during their period of training.

Board and lodging is normally provided for students at or near the establishment where they carry out their training. Employers will deduct an officially specified amount for this.

9.2 THE OBJECTIVES OF THIS PART OF YOUR STUDY PROGRAMME ARE:

To consolidate academic studies through extended exposure to and involvement with the operation of a functioning Food and Beverage operation.

To provide an opportunity to apply, develop and extend basic skills, and gain an employment reference letter.

To provide an opportunity for personal development and experience working together with other people under real business conditions.

We try to ensure that all qualifying students receive an opportunity for industry training. However we are unable to guarantee a contract, or training venue at specific destinations selected by students. Students who do not qualify for academic reasons, as stated in the industry manual, may complete their outstanding academic subjects, and commence their industry training within 12 months.

It is particularly important to understand, that a student who rejects an offer received or seeks another position after a contract is assured, will not be able to receive further assistance from the School. Students who fail in their training, and/or lose their position or leave their work contract prior to completion through their own fault are not regarded as having completed the study program. They may not qualify for Diploma or Degree and full transfer credits and also may not receive a Certificate of Study.

SWISS IM&H coordinates the industry training. The Training Coordinator is available to assist you. We assist all students in gaining an industry training opportunity; however we are unable to guarantee a full six months contract, or training venue at destinations selected by students. If a student is not able to accept the training offer made via the school, it is then the student's own responsibility to obtain a new position, and the relevant work and resident permits.

9.3 ELIGIBILITY FOR INDUSTRIAL TRAINING

Industrial training is not a reward for spending 6 months in Switzerland, but is an important part of the education programme for students. All students, who have successfully completed the schooling, are eligible for industry training.

Successful completion is considered as having met the following requirements:
all preparatory tasks, such as preparing a resume, composing a letter of application and attending several interviews with employers within the time schedule.
Students must have the required attendance record.

Since the training venues are generally located in the German speaking regions of Switzerland, German language is important. We recommended students to acquire a sufficient level of German language before they enter training.

9.4 GENERAL RULES AND REGULATIONS PERTAINING TO TRAINING

Please read the following information, and ask questions if any item or issue is unclear. Swiss Labour laws apply to industry training and students must comply with the rules and regulations of the Swiss legal system. SWISS IM&H is unable to rectify situations, if you do not follow the rules and directives given.

9.5 GENERAL DIRECTIVES

Industry training is an integral part of the schools programme and is an indispensable complement to the student's theoretical studies.

The industry-training period starts no later than one month after the end of the final semester. The duration of the work period is usually a minimum of 12 weeks (480 hours), however, 4 months in a seasonal resort and 6 months elsewhere.

Students are encouraged to make direct contact with hotels or restaurants themselves. When students receive any correspondence from a hotel, they should reply even if their response is negative.

Students must show their curriculum vitae (resume) and cover letter to the school before sending them off to prospective employers. This is to avoid duplication, and grammatical or cultural errors.

Students attending interviews for positions are required to wear business dress as prescribed by the school and attend the interview out with official class hours. If an employer requires you to meet him/her during school time, inform the Training Coordinator who will try to arrange a different time if possible.

Industry training contracts cannot be cancelled or broken. Any problems with employers must be reported to the school. In the event of a student leaving the industry training position without the consent of the school, the residential permit will be cancelled and the student must leave Switzerland.

Students participating in their second and consequent training program can receive an official school letter confirming eligibility, and use the assistance of the school to verify and check the work contract. Job assistance is however not given to these students.

9.6 QUALIFICATION REQUIREMENTS FOR THE DIPLOMA

Achieve satisfactory pass grades in all subjects in your course of study.

Obtain a summary of your performance from the host employer, i.e. a job reference.

Complete all financial obligations with SWISS IM&H.

9.7 DIPLOMA ISSUE

The Diploma of Hospitality may only be released at an official graduation date. Currently the graduations are scheduled once each year. If you are unable to attend the graduation, then the Diploma will be sent to your current address.

9.8 FURTHER OPTIONS AFTER YOUR STUDY

After completion of your education in Hospitality Management you have several options available:

- You may enter the Hotel Industry at a level of executive trainee manager, or junior manager
- You may enter a Work Permit program in England, to work for 1 year before deciding where to move further (fee payable to referral company), or transfer to Middle East (UAE, Kuwait) or PR China hotel positions, which become available from time to time.
- You may transfer to different schools or Universities in the world to continue your further education.

***Note: transfer credits vary substantially according to your previous degree education programs completed.

***Note: continuation of studies outside Switzerland will be subject to visa conditions, which can vary from time to time.

10. SEXUAL HARASSMENT POLICY

SWISS IM&H believes that all students and staff have the right to work in an environment free from sexual harassment. Accordingly, we strive to ensure working relationships are characterized by mutual respect. Sexual harassment will not be tolerated under any circumstances.

Sexual harassment is defined as unwelcome sexual advances (physical, verbal, or visual), unwelcome requests for sexual favours, or any other conduct of a sexual nature that is objectionable to the recipient. Such unwelcome acts are considered sexual harassment when: 1) submission to or rejection of the act explicitly or implicitly affects the recipient's employment (promotions, dismissals, etc.); 2) the act interferes with the recipient's work performance; and/or 3) the act creates an intimidating, hostile, or offensive work environment. **An act must be unwelcome to be considered sexual harassment.**

Sexual harassment includes but is not limited to: objectionable epithets, jokes, cartoons, comments, and gestures, as well as the display of offensive posters, objects, and magazines. Both the victim and perpetrator may be a man or a woman, and the victim does not have to be of the opposite sex.

10.1 COMPLAINT PROCEDURE

An individual who feels that s/he is the victim of sexual harassment should bring the subject to the attention of his/her supervisor immediately. If that person is the harasser, the individual should alert any member of the administrative staff at the school administration Office.

The person(s) alerted will then begin the investigation procedure. The complainant will make a statement with two people present. If possible, the statement will be taken when the authorities are first alerted. The investigators will then take a statement from the accused as well as any possible witnesses, also with two people present. **All individuals involved must cooperate with the investigation.** Depending on the complexities of the investigation, all parties involved should be informed of the status of the complaint within two weeks.

10.2 CONFIDENTIALITY

The school will do its best to ensure the confidentiality of the complainant, the accused, and the witnesses. **We cannot promise absolute confidentiality, but we pledge to conduct the investigation on a need-to-know basis.** Only those who must know about the complaint and the identity of the complainant will have access to that information.

10.3 DISCIPLINARY ACTION

If management finds that the accused had violated company policy, they will take the proper disciplinary action. Such actions include but are not limited to: verbal/written reprimand, suspension, transfer, expulsion and/or dismissal. The seriousness of the violation, the existence and nature of prior sexual harassment complaints and/or policy breaches, and the wishes of the accuser, as well as other considerations, are taken into account when determining disciplinary action. The school will strive to correct the harassment. For example, a student denied a subject pass because of sexual harassment, for example, will be granted that pass.

Retaliation against any party involved – the accused, accuser, witnesses, and investigators – will not be tolerated. Individuals acting as such will be disciplined.

If the complaint is found to be false, disciplinary actions will be taken against the accuser. If the complaint is unresolved, no disciplinary actions will be taken against either the accuser or the accused. An individual who does not cooperate in investigations, such as witnesses who refuse to give statements, will be subject to disciplinary action.

Suggestions and complaints regarding the school's sexual harassment policy as well as the communication and implementation of this policy are welcomed.

11. CONCLUSION

We hope you find this manual informative and useful for your period of study at SWISS IM&H. Feedback is always welcome as we like to keep improving for our students. Feel free to email us with suggestions and ideas for things to go into this manual.

FOREIGN EMBASSIES AND CONSULATES IN SWITZERLAND

Embassy of Australia

3000 Bern

Phone: +41 (157) 5 60 05 and +41 (0)22 799 91 00

Embassy of Austria

Diplomatic services

Kirchenfeldstrasse 77-79

P.O.Box

3005 Bern

Phone: +41 (0)31 356 52 52

Fax: +41 (0)31 351 56 64

Consulate of Bangladesh

rue de Lausanne 65

1202 Genève

Phone: +41 (0)22 906 80 20

Embassy of Belgium

Chancellery

Jubiläumsstrasse 41

3005 Bern

Phone: +41 (0)31 351 04 62

Fax: +41 (0)31 352 59 61

Embassy of Canada

Chancery and Consular Services

Kirchenfeldstrasse 88

P.O.Box

3000 Bern 6

Phone: +41 (0)31 357 32 00

Fax: +41 (0)31 357 32 10

Email: bern@dfait-maeci.gc.ca

www.dfait-maeci.gc.ca/switzerland/

Embassy of Peoples Republic of China

not for Visa

Kalcheggweg 10

3006 Bern

Phone: +41 (0)31 352 73 33 and +41 (0)31 352 73 34

Fax: +41 (0)31 351 45 73

Office for commercial affairs

J.V. Widmannstrasse 7

3074 Muri bei Bern

Phone: +41 (0)31 951 14 01

Fax: +41 (0)31 951 14 04

Email: china-embassy@bluewin.ch

www.china-embassy.ch

Embassy of Arab Republic of Egypt

Chancellery diplomatic

Elfenauweg 61

3006 Bern

Phone: +41 (0)31 352 80 12

Fax: +41 (0)31 352 06 25

Consular Services and Visa

Open Monday to Thursday 09:00-14:00 / 9 AM - 2 PM

Phone: +41 (0)31 352 80 55

Fax: +41 (0)31 352 06 25

Fax: +41 (0)31 352 80 72

Embassy of France

Chancellery

Schosshaldenstrasse 46

3006 Bern

Phone: +41 (0)31 359 21 11

Commercial services

Sulgeneckstrasse 37

3007 Bern

Phone: +41 (0)31 380 17 17

Fax: +41 (0)31 380 17 18

Email: berne@dree.org

Email: ambassade.fr@iprolink.ch

www.ambafrance-ch.org

Embassy of Germany

Willadingweg 78+83

P.O.Box

3006 Bern

Open 09:00-12:00 / 9-12h AM

Phone: +41 (0)31 359 41 11

Information about Visa

Phone: +41 (0)900 57 50 22

Section Visa (after 15:00 / 3 PM)

Phone: +41 (0)31 359 42 54 and +41 (0)31 359 42 55

Fax: +41 (0)31 359 44 44 and +41 (0)31 352 11 94

Embassy of Greece

Laubeggstrasse 18

3006 Bern

Phone: +41 (0)31 356 14 14 and +41 (0)31 356 14 11

Fax: +41 (0)31 368 12 72

Email: thisseas@iprolink.ch

Embassy of India

Chancellery

Kirchenfeldstrasse 28

3005 Bern

Phone: +41 (0)31 351 11 10

Fax: +41 (0)31 351 15 57

Embassy of Ireland

Chancellery

Kirchenfeldstrasse 68

P.O.Box

3005 Bern

Phone: +41 (0)31 352 14 42

Fax: +41 (0)31 352 14 55

Email: irlemb@bluewin.ch

Embassy of Italy

Chancellery

Elfenstrasse 14

P.O.Box

3006 Bern

Phone: +41 (0)31 352 41 51

Fax: +41 (0)31 351 10 26

For Visa

Phone: +41 (0)31 381 19 11

Embassy of Japan

Chancellery
Engestrasse 53
3012 Bern
Phone: +41 (0)31 300 22 22
Email: <mailto:jicc@bluewin.ch>
www.embjapan.ch

Embassy of Republic of Korea (South Korea)

Kalcheggweg 38
P.O.Box
3006 Bern
Phone: +41 (0)31 351 10 81 and +41 (0)31 351 10 82
Fax: +41 (0)31 351 26 57

Embassy of Libya

Chancellery
Thunstrasse 10
3074 Muri bei Bern
Phone: +41 (0)31 950 65 65
Fax: +41 (0)31 950 65 66

Embassy of Luxembourg

Chancellery
Kramgasse 45
P.O.Box
3011 Bern
Phone: +41 (0)31 311 47 32

Consular Services (Visa and Passports)

Phone: +41 (0)31 311 68 76

Information about Visa

Phone: +41 157 5 60 06
Fax: +41 (0)31 311 00 19

Embassy of Malaysia

Jungfraustrasse 1
3005 Bern
Open Monday to Friday 09:00-11:00 / 9-11h AM and 14:00-16:00 / 2-4 PM
Phone: +41 (0)31 350 47 00 / 4701
Fax: +41 (0)31 350 47 02

Embassy of the Netherlands (Holland)

Kollerweg 11

P.O.Box

3006 Bern

Phone: +41 (0)31 350 87 00

Fax: +41 (0)31 350 87 10

Passports

Phone: +41 (0)31 350 87 00

Fax: +41 (0)31 350 87 30

General information about Visa

Phone: +41 (0)900 57 50 22

Email: nlambassade@bluewin.ch

Consulate General of New Zealand

PO Box 334

1211 Geneva 19

Phone: +41 (0)22 929 0350

Fax: +41 (0)22 929 0374

Email: mission.nz@itu.ch

Embassy of Nigeria

Zieglerstrasse 45

3007 Bern

Phone: +41 (0)31 384 26 00

Fax: +41 (0)31 384 26 26

Embassy of Pakistan

Chancellery

Bernastrasse 47

3005 Bern

Phone: +41 (0)31 352 29 92

Fax: +41 (0)31 351 54 40

www.swisspak.com/pewelcome.php

Embassy of Portugal

Consular Services, Chancellery

Weltpoststrasse 20

P.O.Box

3015 Bern

Phone: +41 (0)31 351 17 73

Fax: +41 (0)31 351 44 32

Embassy of Russia

Chancellery

Brunnadernrain 37

P.O.Box

3006 Bern

Phone: +41 (0)31 352 05 66 and +41 (0)31 352 64 65

Fax: +41 (0)31 352 55 95

Consular Services

Brunnadernstrasse 53

P.O.Box

3006 Bern

Phone: +41 (0)31 352 05 67 and +41 (0)31 352 04 25

Fax: +41 (0)31 352 64 60

Embassy of Saudi Arabia

Chancellery

Kramburgstrasse 12

3006 Bern

Phone: +41 (0)31 352 15 55 and +41 (0)31 352 15 56

Embassy of the Republic of South Africa

Alpenstrasse 29

P.O.Box

3006 Bern

Phone: +41 (0)31 350 13 13

Fax: +41 (0)31 350 13 10

www.southafrica.ch

Embassy of Spain

Chancellery

Kalcheggweg 24

P.O.Box

3006 Bern

Phone: +41 (0)31 352 04 12 and +41 (0)31 352 04 13

Fax: +41 (0)31 351 52 29

Consulat général de Sri Lanka

Rue de Moillebeau 56

Case postale

1211 Genève

Phone: +41 (0)22 734 93 40

Fax: +41 (0)22 734 90 84

Embassy of Taiwan

Monbijoustrasse 30

3011 Bern

Phone: +41 (0)31 382 29 27 or +41 (0)31 382 29 12

Fax: +41 (0)31 382 15 23

Embassy of Thailand

Kirchstrasse 56
3097 Liebefeld
Phone: +41 (0)31 970 30 30

Embassy of Tunisia

Chancellery
Kirchenfeldstrasse 63
3005 Bern
Phone: +41 (0)31 352 82 26

Embassy of Turkey

Chancellery
Lombachweg 33
P.O.Box
3006 Bern
Phone: +41 (0)31 359 70 70
Fax: +41 (0)31 352 88 19
Email: turkempsbern@access.ch

Consul of the United Arab Emirates

Rue de Moillebeau 58
1209 Geneva
Phone: +41 (0)22 918 00 00

Embassy of United Kingdom

Chancellery
Thunstrasse 50
P.O.Box
3005 Bern
Phone: +41 (0)31 359 77 00
Fax: +41 (0)31 359 77 01

Consular Services

Phone: +41 (0)31 359 77 41
Fax : +41 (0)31 359 77 65
www.british-embassy-berne.ch

Embassy of the United States of America

Jubiläumsstrasse 93

P.O.Box

3001 Bern

Phone: +41 (0)31 357 70 11

Fax: +41 (0)31 357 73 44

Emergency Phone (24 hours) +41 (0)31 357 72 18

Visa- and Immigration Informationen

Phone: +41 (0)900 55 51 54 (CHF 2.13 per minute)

Passport Services

Phone: +41 (0)31 357 73 69

Student Information

Phone: +41 (0)31 357 72 37

U.S. Travel Information

Phone: +41 157 52 02 (CHF 2.13 per minute)

www.us-embassy.ch

Embassy of the Vatican

Thunstrasse 60

3006 Bern

Phone: +41 (0)31 352 60 40

Consulat of Socialist Republic of Vietnam

Chemin Taverney 13

1218 Le Grand-Saconnex

Phone: +41 (0)22 798 98 66

Fax: +41 (0)22 798 98 58

For more information regarding other countries, please visit the following link:

<http://www.about.ch/various/embassies/index.html#index0>