FAQs for Parents and Sponsors of New Students

**Question:** Can you tell me how I receive information about my daughter/son’s academic progress?

The institution is legally required not to disclose confidential information about its students and therefore we cannot directly discuss their progress with you as a third party, unless the student has given explicit permission. All students are advised to inform their parents/sponsors on how they are progressing and any issue they may have with absences. We also suggest that students give their parents/sponsors access to “My Glion” so they can access grades and absences directly. *Please see the Academic Catalog section 18 paragraph 16 for further details.*

**Question:** Can we talk to you about my daughter/son’s academic progress and general situation without them being involved?

No. Due to legal reasons we cannot do this unless under exceptional circumstances and only with the student’s explicit permission and involvement. We expect students to start taking responsibility for their own actions and therefore it is they who should contact the relevant person at Glion for help and advice and then inform you of the outcome.

**Question:** What is the passing grade for each course?

We mark out of 100% with 55% being the passing grade for each course.

**Question:** How do I know if my daughter/son has passed the semester?

The two independent progression criteria to pass a semester are:

1. An overall semester average of over 60%
2. No more than 1 fail at the Associate Degree level (up to the end of semester 4).

*Examples before resits:*

- 75% with no fails = Pass and no resit required
- 62% with 3 fails = Fail and 3 resits required
- 54% with 4 fails = Fail and 4 resits required
- 65% and 1 fail = Pass and no resit required
Question: Who does the student contact if there are any issues with billing/ accommodation & campus life issues / academic programme?

All students have been advised whom to contact and they must take the responsibility for contacting the relevant person/ department directly:

- The Registrar for billing
- The Student Affairs Department for accommodation and campus life issues
- Programme Leaders/ Academic Office for all matters pertaining to their academic programme

Question: Who do students need to contact to discuss the results at the end of semester?

Students are advised of the availability of the Programme Leaders during the holiday period. If they are in doubt they should email Academic Office and the issue will be dealt with as soon as possible. Programme Leaders automatically contact students who have failed the semester when the results come out so it is the student’s responsibility to respond immediately to them.

Question: What is the difference between Diploma/ Associate Degree and Bachelor Degree?

- Diploma in Hotel and Restaurant Operations is 2 academic semesters and 1 internship
- Associate Degree in Hospitality Administration is 3 academic Semesters and 1 internship
- At the end of the Associate Degree, students start their Bachelor Degree pathways, which entail a further internship and 2 more academic semesters.

Question: What if the student wants to change programme or change the order of the programme?

The student must contact the Programme Leader and ask for advice on this matter.

Question: What do we do if we need the student to return home for family matters?

Students are required to abide by the absence policy, so they should manage these requests within the allocated allowances per course avoiding missing assessments and exams whenever possible. Any significant period of absence should be organised in consultation with the Programme Leader and the Student Affairs Manager.