

General Terms and Conditions of the Swiss Distance University of Applied Sciences (FFHS)

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1. Distance learning

The FFHS is a distance learning institution and largely relies on digital means of communication. For example, a wide range of information about studying at the FFHS is made available via the internet. For this reason, students must have an internet connection, an email account and a notebook/laptop (for the detailed and any additional requirements, please refer to the document "Minimum technical requirements": www.ffhs.ch/de/ffhs/fuer-studierende/reglemente-und-studienordnungen), as examinations may also take place online. Only the email account provided by FFHS will be used for communication between FFHS and students. This shall also apply to the dispatch of invoices. Students are obliged to set up and regularly check their FFHS e-mail account after enrolment.

2. Legal basis

By registering, students expressly accept the General Terms and Conditions. They also accept the Framework of Rules and Regulations as well as other regulations and directives. All rules and regulations are available at www.ffhs.ch/de/ffhs/formulare-und-reglemente. Additional rules of admission apply to the consecutive master's degree (see "Organisational matters, admission, documents" for the MSc in Business Administration). For additional regulations for the Practice-integrated Bachelor (PiBS), please refer to the corresponding regulations of study.

Students who are newly enrolled in a BSc or MSc programme must complete and submit the personal data sheet for determining the canton liable for payment and the corresponding enclosures (original documents) by post at the beginning of their studies. All students shall also submit the documents mentioned in the application procedure in digital form. Their purpose is to determine the students' admission to the programme. In particular, students must submit a passport photo and a copy of their identity card (ID) to verify their identity during examinations.

FFHS reserves the right to make changes to the General Terms and Conditions. In the case of significant changes to the ABG, FFHS will send the adapted version to the student's e-mail account by e-mail. The latest version is available on the FFHS website (www.ffhs.ch).

FFHS also reserves the right to amend all other regulations and directives (Framework of Rules and Regulations, Conditions of Study, Examination Regulations, etc.) at any time without granting a right of objection. The latest versions of these documents are available on the FFHS website (www.ffhs.ch).

In the case of new study programmes, the following General Terms and Conditions shall apply mutatis mutandis.

3. Applicable law and place of jurisdiction

Any disputes shall be governed by Swiss law. The exclusive places of jurisdiction shall be Brig and Zurich.

4. Insurance

Students shall be responsible for taking out accident and liability insurance as well as cancellation costs insurance. FFHS shall not accept any liability. In particular, FFHS shall not assume any liability for students' effects (laptops, etc.) at the locations of study.

5. Data protection and confidentiality

5.1 Data protection

In relation to the students, the FFHS is considered the data controller and the students are considered the data subjects. The data processing by the FFHS in relation to the students is carried out in compliance with the applicable data protection regulations, and in accordance with the data protection declaration of the FFHS website <https://www.ffhs.ch/de/datenschutzerklaerung> and the data protection declaration of Moodle <https://moodle.ffhs.ch/admin/tool/policy/view.php?policyid=1> and ExamMoodle <https://exam Moodle.ffhs.ch/admin/tool/policy/view.php?policyid=1>, as amended from time to time.

Students hereby acknowledge that the FFHS processes their personal data primarily for the purpose of providing, organising and ensuring education and training services. Video conferencing tools may be used during lessons or examinations and recordings of students (e.g. for online examinations) may also be taken. Depending on the situation, these recordings can be analysed automatically. In addition, the FFHS processes the personal data of its students for the purpose of complying with legal obligations, as well as - insofar as permissible and justified - for other purposes, e.g.

- for research purposes (e.g. to analyse learning behaviour). Thereby - where the situation requires it - an automated analysis and evaluation of the data can also take place. In the case of publication of the research results, the data will be anonymised in order to avoid drawing conclusions about the person to whom they relate.
- for advertising, marketing and opinion research purposes (e.g. for the creation and delivery of tailored information

about the FFHS, for the purpose of analysing the user behaviour of students on the digital channels, for the purpose of opinion research activities, etc.). Where the situation requires it, automated analysis and evaluation of this data can also take place. Furthermore, analysis and evaluation tools can be used to identify or predict essential and personal characteristics of students in order to enable needs-oriented marketing measures (with regard to communication, advertising, market and opinion research).

The FFHS can send students information about FFHS services (via post or electronically to the FFHS student account). In addition, students may sign up to receive newsletter material. Students can opt out of receiving advertising or newsletter material by post or email at any time by notifying FFHS by email (info@ffhs.ch).

The FFHS works with carefully selected service partners (e.g. IT service providers for applications, service providers for analysis tools, cloud providers, cooperation partners in the higher education sector, partners in the context of a research project, advertising, marketing or data processing service providers, debt collection companies, etc.) who can process personal data according to the respective purpose. In exceptional cases, personal data may also be transferred to and processed in countries that may not have equivalent data protection as Switzerland, whereby the FFHS endeavours to process the data primarily in Switzerland or in the EU/EEA area. The FFHS contractually ensures that the commissioned partners use the data received solely for the purpose of the respective contract processing and, in particular, that they do not use it for their own purposes or pass it on to other third parties. The FFHS takes appropriate technical and organisational measures to ensure data security appropriate to the respective risk.

Further information on data protection is provided in the above-mentioned data protection declarations.

5.2 Confidentiality

During the course of study, confidential information is exchanged between students, lecturers and other parties involved in connection with courses and credits. Students undertake to maintain confidentiality about confidential information vis-à-vis third parties, even beyond the completion of their studies.

Further confidentiality agreements between students, lecturers and the FFHS can be contractually agreed in individual cases.

6. Forms of submission and deadlines

All submissions (registration, application for leave of absence, withdrawal of registration, deregistration, etc.) must be made in writing in the appropriate specified form.

The deadlines and dates set by FFHS shall be legally binding and shall not be extended. The postmark or the date of completion of the online form shall be decisive for compliance with deadlines.

The standard application deadlines for receiving a guaranteed place of study as well as other dates can be found in the academic calendar. Applications are no longer possible after 1 July (Fall Semester) and 15 December (Spring Semester), respectively.

7. Costs and fees

The fees for services provided by FFHS shall be governed by Art.20 et seq. of the General Terms and Conditions. In principle, the fee for a service provided by FFHS must be paid even if the liable person does not use the services or does not use them in full.

Notwithstanding this principle, FFHS shall be at liberty to charge students only for those modules for which they have registered. In this case, the fee shall be based on the proportion of the full fee for the semester which corresponds to the number of modules a student have registered in relation to the full number of modules per semester. Students shall not be entitled to a reduction in fees if they have received credit for prior academic achievements resulting in a dispensation from modules. Likewise, students shall not be entitled to a fee reduction for any teaching materials they have purchased themselves or for the return of teaching materials they do not require.

The fee for the semester as well as all other fees pursuant to Art.20 et seq. must be paid within 20 days of the invoice date. Advance payments of the fees for several semesters shall be excluded. Even where tuition fees are paid by the employer, the invoice is sent to the student's email address. The students themselves are responsible for forwarding the invoice to their employers.

8. Payment by instalments

Tuition and other fees may be paid in a maximum of four instalments for a total invoice amount of CHF 1,800 or more. Payment by instalments shall be excluded for invoice amounts below CHF 1,800. No instalment payments of semester fees are possible for students residing abroad. Requests for payment by instalments must be submitted in writing to the FFHS Finance Department (inkasso@ffhs.ch) within 14 days of receipt of the invoice.

If payment by instalments is granted, 3% of the invoice amount or a maximum of CHF 150 per semester shall be charged as a contribution to expenses. If an instalment (including the contribution to expenses) is not paid on time, the entire invoice amount shall become due immediately.

9. Late payment and reminder fees

In the event of late payment, FFHS shall charge a reminder fee of CHF 30 for the first reminder and of CHF 50 for each subsequent reminder.

10. Place of study and minimum number of students

The programme is offered at the following places of study: Zurich, St. Gallen, Bern, Basel and Brig. Students newly enrolled in a degree programme and cohort shall be allocated in groups to a place of study by FFHS. Each group must have a minimum size of 10 students. Requests for a particular place of study can only be met if a sufficient number of registrations (at least 10 students) have been received for the location in question and the corresponding infrastructure is available.

Newly enrolled students shall receive notification of the allocation of groups and places of study no later than 31 July for the Autumn Semester) and no later than 15 January for the Spring Semester. Should the allocation not correspond to their preference, students shall have the right to withdraw from their studies via email to the head of the study programme within seven days of the announcement of the place of study without any financial consequences.

Should the size of a group at a particular place of study below the minimum number of 10 students during the course of the programme, FFHS reserves the right to allocate the remaining students to a parallel group at another place of study in the following semester. Students who object to this reallocation have the right to withdraw from the programme via email within seven days of the announcement of the place of study without any financial repercussions.

FFHS reserves the right not to organise a group at any time even if the number of enrolled students is sufficient (10 students). In these cases, the course fee shall be refunded.

Regardless of the location of a group, FFHS reserves the right to hold block events lasting several days (trainings, simulation games, laboratory practicals, visits to companies, the future workshop within the MSc in Business Administration, etc.) at a different location. In such cases, all expenses incurred as a result (accommodation, meals and travel expenses) shall be borne by the students.

11. Organisation of modules, groups, elective modules and specialisations

If elective modules, specialisations or similar are offered as part of a degree programme, the responsible programme head may stipulate a minimum number of participating students as a prerequisite for running them. If fewer than 10 students opt for a particular elective course or specialisation or similar at a particular place of study, in-person teaching shall take place at a location determined by FFHS.

Some modules are offered entirely online or as hybrid courses. For more information, please refer to the relevant degree programmes on the FFHS website or the student portal. In the case of hybrid courses, students must indicate at the beginning of the semester whether they wish to participate on site or online. This decision is binding. Any changes shall require the submission of a written request (<https://www.ffhs.ch/de/fuer-studierende/antraege>). In accordance with the FFHS blended learning model, the head of the respective programme may determine that individual mandatory modules take place on site only.

12. Place of examination

All examinations shall take place at the locations specified by FFHS. The place of examination does not have to be identical with the place of study (see Art.8 of the Examination Regulations).

13. Changes of modules and groups

Modules (exchanges of modules or reduction in the number of modules) and groups within the same cohort and modules (same or different place of study, participation on site or online in hybrid courses) may be changed free of charge until 30 June (Fall semester) / 15 December (spring semester), respectively. If the course starts before 30 June (Fall Semester) / 15 December (Spring Semester), the change of modules must be reported at least 14 days before the start of the course. From 30 June (Fall Semester) or 15 December (Spring Semester) an administration fee of CHF 200 will be charged. After 31 July (Fall Semester) / 15 January (Spring Semester), resp. after the start of the course, if this is before the mentioned dates, there are no more group or module changes and the entire tuition fee for one semester remains owed.

These provisions shall not apply to the future workshop of the MSc Business Administration, held in the Spring Semester. The latest date for changing the future workshop free of charge for the following Spring Semester shall be 31 August. Students are required to register for or withdraw from the workshop by 31 August. If students do not register or withdraw by the stated deadline, they shall be deemed to have registered in accordance with their curriculum and year of study. Any withdrawals after 1 September shall be subject to a fee of CHF 330.

14. Semesters of leave

By 30 June (Fall Semester) and 15 December (Spring Semester), respectively, students may request a semester of leave via the student portal using the relevant online form (www.ffhs.ch/de/fuer-studierende/antraege). During a semester of leave, students shall nevertheless be obliged to participate in the respective re-sit examinations. The leave of absence fee shall also be due if only re-sits are taken.

In the case of continuing education courses (EMBA/MAS/DAS) consisting of consecutive CAS credits, a leave of absence fee of CHF 200 per semester shall also be due if enrolled students (EMBA/MAS/DAS) do not take any modules for more than one semester. However, if enrolled EMBA/MAS/DAS students are obliged to take a leave of absence because the respective CAS credits are not offered by FFHS, the leave of absence fee shall not apply.

Any changes after 30 June (Fall Semester) and 15 December (Spring Semester), respectively, shall be subject to an administrative fee of CHF 200 in addition to the leave fee. From 31 July (Fall Semester) and 15 January (Spring Semester), respectively, students may no longer request a semester of leave and the entire tuition fee for one semester shall be due.

15. Students withdrawing from/discontinuing their studies (incl. preparatory and refresher courses and other courses¹) by students

Students who wish to withdraw their registration for studies, as well as students who wish to discontinue their studies, must inform the FFHS by 30 June (Fall Semester) / 15 December (Spring Semester). If the course starts before 30 June (Fall Semester) / 15 December (Spring Semester), the deregistration for the course must be made at least 14 days before the start of the course. The notification of a withdrawal of registration or the termination of studies must always be made via the student portal using the online form (www.ffhs.ch/de/fuer-studierende/antraege). If this deadline has been met, no further costs will be. For reports after the above-mentioned deadlines, an additional administration fee of CHF 200 will be charged. From 31 July (Fall Semester) / 15 January (Spring Semester) or after the start of the course, if this is before the mentioned dates, the entire tuition fee for one semester is due and students have the right to take an examination attempt (only on the regular examination date).

16. Deregistration of students by FFHS

Graduating students shall be automatically deregistered on the date on which their diploma or certificate is awarded.

The head of the respective department also reserves the right to deregister students in the following cases:

- (1) If the fees due are not paid even after the third reminder. If the semester fees as well as all other fees according to para. 21 et seq. of the GTC not paid within the imposed payment period (i.e. 20 days after the date of invoicing) of the FFHS (except installment payments according to section 9), the department management reserves the right to exclude the student from the certificates of achievement and to deregister at the same time. The decision on the exclusion from the certificates of achievement and the associated exmatriculation will be sent to the students by registered mail. Semester fees paid after these deadlines do not result in automatic enrollment. A new enrollment must again be actively carried out by the students.
- (2) If successful completion of the degree programme is no longer possible due to poor performance.
- (3) If the documents mentioned in under Art.3 of the GTC are not submitted in full.
- (4) In the case of proven misconduct within the meaning of Art.12 of the Framework of Rules and Regulations.

A deregistration order issued by FFHS shall be subject to an administrative fee of CHF 200.

17. Auditing of courses

Students may audit FFHS courses, provided that they meet the admission requirements for the module(s) in question. Decisions on whether to accept auditing students shall be the responsibility of the head of the respective programme. The cost of attending a BSc module is CHF 1,800. The price for all other modules worth five ECTS credits is CHF 2,200. The registration fee is CHF 200. Auditing students shall not be eligible for ECTS credits.

18. Accommodation of special needs

Upon request, students shall have the opportunity to request accommodation for special needs relating to coursework and assessments. Affected students can find more information at <https://www.ffhs.ch/de/fuer-studierende/antraege>.

19. Entry into force

These regulations shall apply to all enrolled FFHS students from date of publication.

20. Fees for bachelor programmes (BSc)

	Amount
Tuition fee for bachelor's programmes (except for the BSc in Osteopathy)	
Tuition fee for students resident or domiciled in Switzerland (for one semester consisting of 20 ECTS credits; 1 ECTS credit = CHF 90)* (Long-term students*** pay an additional CHF 25 for 1 ECTS)	CHF 1,800
Tuition fee for students resident or domiciled abroad (for one semester consisting of 20 ECTS credits; 1 ECTS credit = CHF 190)* including teaching materials, learning platform, (online) support and regular examination fees	CHF 3,800
Tuition fee for the BSc in Osteopathy	
Tuition fee for students resident or domiciled in Switzerland (for one semester consisting of 30 ECTS credits; 1 ECTS credit = CHF 90)* including teaching materials, learning platform, (online) support and regular examination fees	CHF 2,700
Tuition fee for students resident or domiciled abroad (for one semester consisting of 30 ECTS credits; 1 ECTS credit = CHF 190)* including teaching materials, learning platform, (online) support and regular examination fees	CHF 5,700
Tuition fee for the preparatory course for the entrance examination* including teaching materials, learning platform, (online) support and regular examination fees (VbBVR: preparatory course for Business Administration, Economics and Law = CHF 450; VbDe: preparatory course for German = CHF 450; VbMa: preparatory course for mathematics = CHF 900). The examination fee is CHF 150 per examination.	CHF 1,800
Tuition fee for each refresher course in mathematics or programming	CHF 450
Fee for any additional modules (for each module of 5 ECTS credits)	CHF 450
Fee for supplementary module A in the BSc in Nutrition and Dietetics, BSc Osteopathy	CHF 100
Fee for supplementary module C in the BSc in Nutrition and Dietetics	CHF 300
Registration fee**	CHF 200
Fee for the aptitude test (only for the BSc in Nutrition and Dietetics and the BSc in Osteopathy)	CHF 200
Fee for the assessing the validity of existing credits (will be offset against the enrolment fee)	CHF 150
Fee for semesters of leave (for each semester of leave)	CHF 200
Administrative fee	CHF 200
Fee for re-sits (for each re-sit) (Re-sits of failed partial, subject or module examinations or for taking examinations out of session in the case of an unexcused absence on the regular examination date)	CHF 150
Fee for re-sits of oral examinations involving external participants (for each 15-minute slot)	CHF 150
Fee for resubmitting a failed bachelor's thesis (worth 15 ECTS credits)	CHF 1,350
Fee for re-sitting a failed oral bachelor's examination	CHF 500
Fee for changing the topic of the bachelor's thesis	CHF 500
Fee for an extension of the bachelor's thesis deadline	CHF 100
Fee for submitting a revised bachelor's thesis	CHF 500
Blocking fee for the confidential handling of a bachelor's thesis	CHF 500
Fee for a duplicate diploma	CHF 50

(*) incl. online support and learning platform, access to the virtual library and regular examination fees.

(**) In the event of exmatriculation and subsequent re-enrollment, the registration fee is owed again. A new registration fee is due in the following cases: a) Change of degree programme, b) Completion of a BSc programme and entry into the MSc or continuing education programme, c) Re-registration for a training or continuing education programme after at least one semester break (does not apply to semesters on leave according to section 14). In the following cases, no new registration fee is due: a) Students who attend another CAS without a break after completing a CAS. b) Students who have to take a compulsory break because the corresponding continuing education is not offered by the FFHS in the current semester.

(***) Students who exceed the limit of the maximum number of ECTS points billed: Bachelor max. 210 ECTS, Master max. 150 ECTS. ECTS already invoiced by another university of applied sciences (according to the accounting sheet) will be added to this limit.

21. Fees for consecutive master's programmes (MSc)

	Amount
MSc in Business Administration	
Tuition fee for students resident or domiciled in Switzerland (for one semester with 18 ECTS; 1 ECTS credit = CHF 90)* (Long-term students*** pay an additional CHF 25 for 1 ECTS)	CHF 1,620
Tuition fee for students resident or domiciled abroad (for one semester with 18 ECTS; 1 ECTS credit = CHF 190)*	CHF 3,420
MSc in Osteopathy	
Tuition fee for students resident or domiciled in Switzerland (for one semester with 30 ECTS; 1 ECTS credit = CHF 90)* (Long-term students*** pay an additional CHF 25 for 1 ECTS)	CHF 2,700
Tuition fee for students resident or domiciled abroad (for one semester with 30 ECTS; 1 ECTS credit = CHF 190)*	CHF 5,700
MSc in Business Informatics (cooperative study programme)	
Tuition fee for students resident or domiciled in Switzerland (for one semester with 18 ECTS; 1 ECTS credit = CHF 50)*	CHF 900
Tuition fee for students resident or domiciled abroad (for one semester with 18 ECTS; 1 ECTS credit = CHF 120)*	CHF 3,420
Fee for each additional module	Available upon request
Registration fee**	CHF 200
Fee for semesters of leave (for each semester of leave)	CHF 200
Administrative fee	CHF 200
Fee for re-sits (for each re-sit) (Re-sits of failed partial, subject or module examinations or for taking examinations out of session in the case of an unexcused absence on the regular examination date)	CHF 150
Fee for unexcused absences from re-sits (for each re-sit)	CHF 150
Fee for resubmitting a failed master's thesis (F) For the MSc in Business Administration and the BSc in Osteopathy	CHF 1,620
For the MSc in Business Informatics	CHF 840
Fee for changing the topic of the master's thesis	CHF 500
Fee for an extension of the master's thesis deadline	CHF 100
Fee for submitting a revised master's thesis (FX)	CHF 500
Blocking fee for the confidential handling of a master's thesis	CHF 500
Fee for withdrawing from the future workshop after 31 August	CHF 330
Fee for a duplicate diploma	CHF 50

(*) incl. online support and learning platform, access to the virtual library and regular examination fees.

(**) In the event of exmatriculation and subsequent re-enrollment, the registration fee is owed again.

(***) Students who exceed the limit of the maximum number of ECTS points billed: Bachelor max. 210 ECTS, Master max. 150 ECTS. ECTS already invoiced by another university of applied sciences (according to the accounting sheet) will be added to this limit.

22. Fees for MAS, EMBA, DAS and CAS programmes and other courses/seminars

Transitional regulations regarding the amount of fees for registrations until 31 August 2023.

(1) In the case of courses which have been started in HS 23/24 at the latest and which at the same time have a scheduled duration of more than 1 semester, the amount of the tuition fee at the time of registration shall be decisive and shall remain unchanged for the regular duration of the course.

(2) After termination or withdrawal from the programme by the student, the price guarantee in accordance with para. 1 shall not apply and the current tuition fees shall apply.

(3) In the event of an interruption of the scheduled duration of studies pursuant to para. 1, a distinction shall be made as follows:

3.1 If the reason for the interruption of the scheduled duration of studies is an inability to study as a result of accident, illness, pregnancy, childbirth, parenthood, military or civilian service, the price guarantee pursuant to para. 1 shall apply after the resumption of studies.

3.2 If the reason for the interruption of the scheduled duration of studies is an inability to study due to personal reasons of the student other than those listed in paragraph 3.a. (e.g. holidays, longer stay abroad, change of residence or place of work or other reasons not listed in paragraph 3.a.), the price guarantee pursuant to paragraph 1 shall not apply after resumption of studies and the current tuition fees shall apply.

Fees for MAS, EMBA, DAS and CAS programmes and other courses/seminars	Amount from HS 24/25 for registrations until 31.8.23	Amount as of HS 24/25 for applications as of 1.9.23
Tuition fee for each CAS worth 10 ECTS credits*	CHF 4,400	CHF 5,500
Tuition fee for each CAS worth 15 ECTS credits*	CHF 6,600	CHF 8,250
Fee for attending an additional module (worth 5 ECTS credits)*	CHF 2,200	CHF 2,750
Tuition fee for master's modules (master's thesis and compulsory module) worth 10 ECTS credits*	CHF 4,400	CHF 5,500
Tuition fee for master's modules (master's thesis and compulsory module) worth 15 ECTS credits*	CHF 6,600	CHF 8,250
Fee for attending a training block or elective module in the CAS in eDidactics (1 ECTS credit)*	CHF 440	CHF 550
Tuition fee CAS Generative Artificial Intelligence	CHF 5,500	CHF 5,500
Tuition fee CAS Digitalisation and Ethics in Health Care	CHF 5,500	CHF 5,500
Tuition fee CAS New Organisation Development	CHF 5,500	CHF 5,500
Registration fee**	CHF 200	CHF 200
Fee for semesters of leave (for each semester of leave)	CHF 200	CHF 200
Administrative fee	CHF 200	CHF 200
Fee for one re-sits (for each re-sit) (Re-sits of failed partial, subject or module examinations or for taking examinations out of session in the case of an unexcused absence on the regular examination date)	CHF 150	CHF 150
Fee for re-sits of oral examinations involving external participants (for each 15-minute slot)	CHF 150	CHF 150
Fee for resubmitting a failed master's thesis (worth 10 ECTS credits)	CHF 4,400	CHF 5,500
Fee for resubmitting a failed thesis for the CAS in eDidactics (worth 2 ECTS credits)	CHF 880	CHF 1,100
Fee for re-sitting a failed oral master's thesis	CHF 500	CHF 500
Fee for changing the topic of the master's thesis	CHF 500	CHF 500
Fee for an extension of the master's thesis deadline	CHF 100	CHF 100
Fee for submitting a revised master's thesis	CHF 500	CHF 500
Blocking fee for the confidential handling of a master's thesis	CHF 500	CHF 500
Fee for a duplicate diploma	CHF 50	CHF 50

(*) incl. online support and learning platform, access to the virtual library and regular examination fees.

(**) In the event of exmatriculation and subsequent re-enrollment, the registration fee is owed again