

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

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1. Distance learning studies

The FFHS is a distance learning institution and works with digital communication tools across a wide range of areas. For example, a variety of study-related information is communicated via the Internet. Students must therefore have an Internet connection, an e-mail account and a notebook/laptop (detailed and supplementary requirements can be found in the document 'Minimum Technical Requirements' www.ffhs.ch/de/ffhs/fuer-studierende/reglemente-und-studienordnungen), as examinations are only conducted online, either on campus or home-based. The e-mail account provided by the FFHS is to be used exclusively for communication between the FFHS and students. This also applies to dispatching invoices. Students are required to set up the FFHS e-mail account after enrolment and to check it regularly.

2. Legal basis

By registering to study, students expressly accept these General Terms and Conditions. They also accept the Framework and Study Regulations as well as other regulations and directives. All regulations and specifications can be found on the FFHS website at www.ffhs.ch/de/ffhs/fuer-studierende/reglemente-und-studienordnungen. Additional admission regulations apply to the consecutive Master's degree (see 'Organisational matters, admission, documents' on the MSc in Business Administration website). For additional regulations for the Practice-integrated Bachelor's degree (PiBS), please refer to the corresponding Study Regulations.

Students submit the documents cited in the registration process digitally. These are used to determine admission to study programmes. In particular, submission of a passport photo and a copy of an identity card (ID) are mandatory.

Prospective students who have not submitted a completed application to the FFHS can be contacted by the FFHS by e-mail at a later date for follow-up. In the follow-up email, prospective students have the option to unsubscribe from further contact by the FFHS.

Students newly enrolled in a BSc or MSc programme must complete and submit the personal information sheet for determining the canton liable for payment and the corresponding enclosures (original documents) by post upon the e-mail request from the FFHS.

The FFHS reserves the right to amend the General Terms and Conditions at any time. In the event of significant amendments to the GTC, the FFHS will send the amended version by e-mail to the students' e-mail accounts. The currently valid version can be found on the FFHS website (www.ffhs.ch).

The FFHS also reserves the right to amend all other regulations and instructions (Framework Regulations, Study Regulations, Examination Regulations, Appeal Regulations, etc.) at any time. The currently valid documents can be found 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 jurisdiction

Any disputes shall be governed by Swiss law. Exclusive jurisdictions are Brig and Zurich.

4. Insurance

Students bear full responsibility for concluding accident and liability insurance as well as cancellation insurance. The FFHS assumes no liability. In particular, the FFHS assumes no liability for student effects (notebooks, etc.) at the study locations.

5. Data protection and confidentiality

5.1. Data protection

1. Responsibility

The FFHS is responsible for the processing of students' personal data and undertakes to carry out all processing in accordance with the applicable data protection regulations (DSG and cantonal regulations).

Purpose of processing
 Data is processed primarily for the organisation and implementation of educational services and to

comply with legal obligations. In addition, the data may be used – with the prior consent of the students – for research, marketing and analysis purposes.

3. Automated processing

Automated analyses (e.g. for audit safety or research) are only carried out to the extent that they are necessary for the respective purpose. Affected parties may appeal and have decisions reviewed.

4 Data transfer

Personal data is only transferred to carefully selected third-party providers. Data transfers to countries without equivalent data protection are only effected with appropriate protective measures (e.g. standard contractual clauses).

5. Students' rights

- access to their data;
- o correction or deletion of inaccurate data;
- objection to processing (e.g. marketing).

5.2. Confidentiality

During the course of study, confidential information will be exchanged between students, teachers and other participants in connection with courses and achievements. Students undertake to maintain confidentiality regarding confidential information vis-à-vis third parties, even after completion of their studies.

Further confidentiality agreements between students, teachers and the FFHS may be contractually agreed in individual cases (for example in the case of strictly confidential work).

6. Use of internal mailing lists

- (1) Use of the 'ffhs_all' mailing lists and other mass-receipt e-mail addresses is reserved for FFHS employees.
- (2) These e-mail addresses are exclusively intended for sending FFHS information to students or teachers.

7. Submission and deadline forms

All submissions (registration, application for leave, withdrawal of registration, de-registration, etc.) must be made in writing in the corresponding specified form.

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

The regular deadlines for the registration deadline with guaranteed study places and other dates can be found in the academic calendar.

8. Costs and fees

The fees for services provided by the FFHS are governed by Section 21 et seq. of the GTC. In principle, the fee for a service provided by the FFHS must be paid even if the liable person does not use the services or does not use them in full. Notwithstanding this principle, the FFHS reserves the right to charge students only for those modules that they have actually attended. In this case, the fee is based on the proportion of the full semester study fee corresponding to the modules actually enrolled in, in relation to the full number of modules per semester.

The semester fee as well as all other fees pursuant to Sect. 21 et seq. must be paid within 20 days from the invoice date. Advance payment of multiple semester fees is not possible.

Even if tuition fees are paid by the employer, the invoice will be sent to the student's e-mail address. Students are responsible for forwarding invoices to the employer and for their payment.

9. Payment in instalments

Tuition and other fees may be paid in a maximum of four instalments for a total invoice amount of CHF 1700 or more. Payment by instalments shall be excluded for invoice amounts below CHF 1700. For students residing abroad, semester fee payment by instalment is not possible. 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 levied as a service charge. If an instalment (including service charge) is not paid on time, the entire invoice amount shall become due immediately.

10. Late payment and reminder fees

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

11. Study location, study day and minimum number of students

The study programme is offered at locations in Basel, Bern, Brig, St. Gallen, Zurich and online. Newly enrolled students of a degree programme and a cohort shall be allocated in groups to a study location and study day by the FFHS. Each group must have a minimum of ten students. Requests for a particular study location and study day can only be granted if a sufficient number of registrations for the location and day in question, (at least ten students) have been received for the location in question and the corresponding infrastructure is available.

Newly enrolled students shall receive notification of group allocation, study location and study day no later than 31 July for the Autumn semester and no later than 15 January for the Spring semester. If the assignment does not correspond to their first or second choice of study location and/or study day, students have the right to de-register from the study programme within seven days of the publication of the study location and study day by sending an e-mail to the Programme Director. There are no other costs outside of any registration fee or fees for aptitude assessments.

If the size of a group at a particular study location and study day falls below the minimum number of ten students during the course of the programme, the FFHS reserves the right to allocate the remaining students to a parallel group at another study location and study day for the following semester. Students who do not consent to this have the right to unsubscribe from the study programme with no financial consequences except the registration fee within seven days of the publication of the study location and study day by sending an e-mail to the Programme Director.

The FFHS reserves the right to not organise a group at any time even if the number of enrolled students is sufficient (ten students). In such cases, the course fee shall be refunded in full. Newly enrolled students will be refunded the registration fee if no offer is made at any of the study locations or study days.

Regardless of the location of a group or a study day, the FFHS reserves the right to hold events (training sessions, simulation games, practical laboratory courses, visits to companies, future workshops within the MSc in Business Administration, etc.) at a different location and study day. In such cases, the students shall bear all expenses incurred as a result (accommodation, meals and travel expenses).

12. Modules, groups, elective modules and specialisation

If elective modules, specialisations or similar are offered as part of a degree programme, the responsible Programme Director may stipulate a minimum number of participants as a prerequisite. If fewer than 10 students opt for a particular elective course or specialisation or similar at a particular study location or study day, it shall be taught at a location / study day determined by the FFHS.

Some modules are conducted entirely online or in hybrid format. Related information is listed on the website for the relevant degree programmes and in the student portal. For hybrid courses, students must select either on-site or online participation at the beginning of the semester. Choosing is mandatory for all hybrid event dates in the semester. Changes are subject to application (https://www.ffhs.ch/de/fuer-studierende/antraege). In line with the FFHS blended learning model, the Programme Director may define individual face-to-face sessions as on-site sessions.

13. Examination location

All examinations are held at locations determined by the FFHS. The examination locations need not be identical to the study location or study day (see Examination Regulations Art. 9).



14. Changing study programme, module or group

Changing the study programme or the modules (substitution or reduction of modules) or a change of group in the same year with the same modules (same or different study location or study day, on-site or online participation in hybrid lessons), is possible at no charge until 30 June (Autumn semester) / 15 December (Spring semester). If the course starts before 30 June (Autumn semester) / 15 December (Spring semester), the change must be reported at least 14 days before the start of the course. After 30 June, (Autumn semester) or 15 December (Spring semester), an administration fee of CHF 200 will be charged. After 31 July (Autumn semester) / 15 January (Spring semester), or after the start of the course, if this is before these cited dates, course, group or module changes are no longer possible, and the entire tuition fee for the semester shall remain due.

An exception is the future workshop of the MSc Business Administration, which takes place in the spring semester. The last date for changing the future workshop free of charge for the following Spring semester is 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 withdrawal after 1 September shall be subject to a fee of CHF 270.

Students will be registered for the deferred modules or modules not attended in the next semester in which the module is offered.

15. Holiday semester

Students may apply for a holiday semester no later than 30 June (Autumn semester) or 15 December (Spring semester) via the student portal using the corresponding online form (www.ffhs.ch/de/fuer-studierende/antraege). A holiday semester fee of CHF 200 will be charged.

Holiday semesters shall not exempt students from the obligation to fulfil repeat examinations or assignments. The holiday semester fee shall also be due if students only fulfil repeat examinations and assignments.

Students of continuing education programmes (EMBA/MAS/DAS/CAS) pay CHF 200 per semester from the second holiday semester. For these students, a semester is considered a holiday semester if they do not fulfil any modules. Students are exempt from the holiday semester fee if the module to be completed is not conducted by the FFHS.

After 30 June, (Autumn semester) or 15 December (Spring semester), an administration fee of CHF 200 shall be charged in addition to the holiday semester fee. From 31 July (Autumn semester) or 15 January (Spring semester), students may no longer apply for a holiday semester and the entire tuition fee for one semester shall be due.

16. Withdrawal from or termination of studies (including preparatory and refresher courses and other courses) by the student

Students who wish to withdraw their registration for a programme or to discontinue their studies must notify the FFHS by 30 June (Autumn semester) / 15 December (Spring semester). If the course starts before 30 June (Autumn semester) / 15 December (Spring semester), de-registration from study programmes must occur at least 14 days before the start of the course.

For de-registration after the above deadlines, an additional administration fee of CHF 200 will be charged. From 31 July (Autumn semester) / 15 January (Spring semester) or after the start of the course, if this is before these dates, the entire tuition fee for one semester is due and the students have the right to complete an examination attempt (only on the regular examination date).

Students who wish to withdraw their registration for the aptitude assessment (BSc Nutrition & Dietetics and BSc Osteopathy) must notify the FFHS by 15 January. After this deadline, the costs for the aptitude assessment will be invoiced.

Notification of withdrawal or 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 is observed, no further costs will be incurred besides any applicable registration fee.

17. Exmatriculation by the FFHS

Students shall be automatically exmatriculated on the date on which they are awarded their diploma or certificate.

In the following cases, the respective Programme Director reserves the right to exmatriculate a student:

(1) If the fees due are not paid.

If the semester fees as well as all other fees pursuant to Sect. 21 et seq. of the GTC have not been paid to the FFHS within the stipulated payment period (i.e. 20 days after the date of invoicing, with the exception of instalment payments pursuant to Section 9), the Programme Director reserves the right to deny the student proof of achievement and at the same time to exmatriculate the student. In this case, no proof of achievement, diploma or diploma certificate will be issued. The student will receive the decision to deny student proof of achievement and the accompanying exmatriculation by registered letter. Semester fees paid after these deadlines do not result in automatic enrolment. The student must actively re-enrol.

- (2) If the study programme can no longer be completed due to poor performance.
- (3) If the documents pursuant to Art. 2 of the GTC are not submitted in full.
- (4) If academic misconduct is proven pursuant to Art. 20 of the Framework Regulations.
- (5) If a student does not agree with adjustments made by the FFHS to study conditions (e.g. GTC, Framework Regulations, Study Regulations, Regulations, etc).

Further provisions to the exmatriculation procedure can be found in the Framework Regulations.

18. Auditing students

Students may audit FFHS courses, provided that they meet the admission requirements for the module(s) in question. The Programme Director shall decide on the admission of an auditing student. The cost of auditing a BSc module is CHF 1800. The price for all other modules is CHF 550 per 1-ECTS module. The registration fee is CHF 200. ECTS may be awarded to auditing students in individual cases.

19. Compensatory support

Students can apply for compensatory support for academic work and achievements. The relevant information can be found at https://www.ffhs.ch/de/fuer-studierende/antraege.

20. Entry into force

This regulation applies for all enrolled FFHS students as of its dispatch and publication date.



21. Fees for Bachelor's degree programmes (BSc)

	Amount
Tuition fee for the Bachelor's degree programme (excluding BSc Osteopathy)	
For students resident or tax resident in Switzerland, the Principality of Liechtenstein and Swiss abroad (per semester with 20 ECTS, 1 ECTS @ CHF 90)*	CHF 1800
(Long-term students *** pay an additional CHF 25 per 1 ECTS)	CHF 3800
Tuition fee for students resident or tax resident abroad (per semester with 20 ECTS, 1 ECTS @ CHF 190)*	
Tuition fee for Bachelor's degree in Osteopathy	
For students resident or tax resident in Switzerland, the Principality of Liechtenstein and Swiss abroad (per semester with 30 ECTS, 1 ECTS @ CHF 90)* (Long-term students *** pay an additional CHF 25 per 1 ECTS)	CHF 2700 CHF 5700
Tuition fee for students resident or tax resident abroad (per semester with 30 ECTS, 1 ECTS @ CHF 190)*	3 3
Tuition fee for the entrance examination preparatory course* (VbBVR: Preparatory course in Business Administration, Economics and Law CHF 450; VbDe: Preparatory course in German CHF 450; VbMa: Preparatory course in Mathematics CHF 900). Examination fee CHF 150 per examination.	CHF 1800
Tuition fee for preliminary courses Biology and Chemistry (BSc Nutrition and Health / BSc Nutrition and Dietetics) Biology, Chemistry and Physics (BSc Osteopathy)	CHF 450
Tuition fee for each refresher course in mathematics or programming	CHF 450
Fee for additional modules (for each module @ 5 ECTS credits)	CHF 450
Fee for supplementary module C in the BSc in Nutrition and Dietetics	CHF 300
Registration Fee **	CHF 200
Fee for aptitude assessment (only for BSc Nutrition and Dietetics and BSc Osteopathy)	CHF 200
Fee for a requested holiday semester (per semester)	CHF 200
Administration Fee	CHF 200
Fee for a proof of achievement (per achievement) (repeating failed partial, specialisation or module examinations or for further proofs of achievement or for taking examinations out of session in the case of an unexcused absence on the regular examination date.)	CHF 150
Fee for a repeat oral examination involving external interlocutors (for each 15-minute slot)	CHF 150
Fee for repeating a failed Bachelor's thesis (with 15 ECTS)	CHF 1350
Fee for repeating a failed oral examination for the Bachelor's degree	CHF 500
Fee for changing the topic of the Bachelor's thesis	CHF 500
Fee for an extension of the Bachelor's thesis	CHF 100
Fee for submission of a revised Bachelor's thesis	CHF 500
Blocking fee for confidential handling of a Bachelor's thesis	CHF 500
Fee for a duplicate diploma	CHF 50 (+VAT)
Advance on costs for an appeal to the Head of Department (from 01 August 2025)	CHF 500 (+VAT)
Advance on costs for an appeal to the Directorate (from 01 August 2025)	CHF 1000 (+VAT)

^(*) including online support and learning platform, access to the virtual library and regular examination fees. (**) In the case of exmatriculation and subsequent re-enrolment, the registration fee will be charged again.

New registration for training or continuing education after at least one semester of interruption (does not apply to holiday semesters pursuant to Section 15).

No re-registration fee is payable in the following cases:

Students who register without interruption for new training or continuing education with the FFHS.

A re-registration fee is payable in the following cases:

Students who must interrupt their studies because the corresponding subsequent courses are not offered in the current semester at the FFHS.

(***) Students who exceed the maximum number of calculated ECTS credit points: Bachelor's max. 210 ECTS, Master's max. 150 ECTS. The ECTS already credited by another university of applied sciences (itemised on a credit deduction sheet) are included in this limit.

22. Fees for consecutive Master's programmes (MSc)

	Amount
MSc Business Administration	
For students resident or tax resident in Switzerland, the Principality of Liechtenstein and Swiss abroad (per semester up to 24 ECTS, 1 ECTS @ CHF 90)*	CHF 2160
(Long-term students *** pay an additional CHF 25 per 1 ECTS)	CHF 4560
Tuition fee for students resident or tax resident abroad (per semester up to 24 ECTS, 1 ECTS @ CHF 190)*	
MSc Osteopathy	
For students resident or tax resident in Switzerland, the Principality of Liechtenstein and Swiss abroad (per semester up to 25 ECTS, 1 ECTS @ CHF 90)* (Long-term students *** pay an additional CHF 25 per 1 ECTS)	CHF 2250 CHF 4750
Tuition fee for students resident or tax resident abroad (per semester up to 25, 1 ECTS @ CHF 190)*	OIII 4700
MSc Business Informatics (Cooperation Degree Programme)	
For students resident or tax resident in Switzerland, the Principality of Liechtenstein and Swiss abroad	CHF 900
(per semester with 18 ECTS, 1 ECTS @ CHF 50)*	CHF 3420
Tuition fee for students resident or tax resident abroad (per semester with 18 ECTS, 1 ECTS @ CHF 190)*	
Fee for each additional module	by request
Registration Fee **	CHF 200
Fee for a requested holiday semester (per semester)	CHF 200
Administration Fee	CHF 200
Fee for a proof of achievement (per achievement) (repeating failed partial, specialisation or module examinations or for further proofs of achievement or for taking examinations out of session in the case of an unexcused absence on the regular examination date.)(Does not apply to MSc Business Informatics)	CHF 150
Fee for repeating a failed Master's thesis	
For MSc Business Administration	CHF 1350
(per semester with 15 ECTS, 1 ECTS @ CHF 90)*	
(Long-term students *** pay an additional CHF 25 per 1 ECTS)	
For MSc Osteopathy (20 ECTS, 1 ECTS @ CHF 90)*	CHF 1800
(Long-term students *** pay an additional CHF 25 per 1 ECTS)	
For MSc Business Informatics	CHE 750
(per semester with 15 ECTS, 1 ECTS @ CHF 50)* (Long-term students *** pay an additional CHF 25 per 1 ECTS)	CHF 750
Fee for a change of topic of the Master's thesis (Does not apply to MSc Business Informatics)	CHF 500
Fee for an extension of the Master's thesis (Does not apply to MSc Business Informatics)	CHF 100
Fee for submission of a revised Master's thesis (FX) (Does not apply to MSc Business Informatics, MSc Osteopathy)	CHF 500
Blocking fee for the confidential treatment of a Master's thesis (Does not apply to MSc Business Informatics)	CHF 500
Fee for withdrawing from the future workshop (Does not apply to MSc Business Informatics, MSc Osteopathy)	CHF 270



Fee for a duplicate diploma	CHF 50
Advance on costs for an appeal to the Head of Department (from 01 August 2025)	CHF 500 (+VAT)
Advance on costs for an appeal to the Directorate (from 01 August 2025)	CHF 1000

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

New registration for training or continuing education after at least one semester of interruption (does not apply to holiday semesters pursuant to Section 15).

No re-registration fee is payable in the following cases:

Students who register without interruption for new training or continuing education with the FFHS.

Students who must interrupt their studies because the corresponding subsequent courses are not offered in the current semester at the FFHS.

(***) Students who exceed the maximum number of invoiced ECTS credit points: Bachelor's max. 210 ECTS, Master's max. 150 ECTS. The ECTS already credited by another university of applied sciences (itemised on a credit deduction sheet) are included in this limit.

^(**) In the case of exmatriculation and subsequent re-enrolment, the registration fee will be charged again. A re-registration fee is payable in the following cases:



23. Fees for MAS, EMBA, DAS, CAS and SAS as well as courses/seminars

Tuition fees for MAS, EMBA, DAS CAS and SAS as well as courses/seminars		
Tuition fee per SAS @ 5 ECTS* (for SAS with 3-6 ECTS - 1 ECTS = CHF 550)	CHF 2750	
Tuition fee per CAS @ 10 ECTS*	CHF 5500	
Tuition fee per CAS @ 15 ECTS*	CHF 8250	
Fee for attending an (additional) module (@ 5 ECTS)*	CHF 2750	
Fee for Master's modules (Master's thesis, Master's semester) @ 10 ECTS*	CHF 5500	
Fee for Master's modules (Master's thesis, Master's semester) @ 15 ECTS*	CHF 8250	
Fee for attending a training block or elective module in CAS eDidactics (per 1 ECTS)*	CHF 550	
Registration Fee **	CHF 200	
Fee for a holiday semester (per semester from the 2nd holiday semester)	CHF 200	
Administration Fee	CHF 200	
Fee for a proof of achievement (per achievement) (Repetition of failed partial, specialisation or module examinations or for further proofs of achievement or for taking examinations out of session in the case of an unexcused absence on the regular examination date.)	CHF 150	
Fee for a repeat oral examination with external interlocutors	CHF 150	
(per 15 minutes)		
Fee for repeating a failed Master's thesis (@ 10 ECTS)	CHF 5500	
Fee for repeating a failed thesis in CAS eDidactics (2 ECTS)	CHF 1100	
Fee for repeating a failed oral examination for the Master's thesis	CHF 500	
Fee for a change of topic of the Master's thesis	CHF 500	
Fee for an extension of the Master's thesis	CHF 100	
Fee for submission of a revised Master's thesis	CHF 500	
Blocking fee for the confidential handling of a Master's thesis	CHF 500	
Fee for a duplicate diploma	CHF 50 (+VAT)	
Advance on costs for an appeal to the Head of Department (from 01 August 2025)	CHF 500 (+VAT)	
Advance on costs for an appeal to the Directorate (from 01 August 2025)	CHF1000 (+VAT)	

^(*) including online support and learning platform, access to the virtual library and regular examination fees. (**) In the case of exmatriculation and subsequent re-enrolment, the registration fee will be charged again.

New registration for training or continuing education after at least one semester of interruption (does not apply to holiday semesters pursuant to Section 15).

No re-registration fee is payable in the following cases:

Students who register without interruption for new training or continuing education with the FFHS.

Students who must interrupt their studies because the corresponding subsequent courses are not offered in the current semester at the FFHS.

A re-registration fee is payable in the following cases: