General Terms and Conditions (GTC)

of the Swiss Distance University of Applied Sciences (FFHS)

of 1 May, 2026

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I. General Terms

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 (https://www.ffhs.ch/reglemente), 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. The use of the IT systems provided by the university is governed by the applicable IT security and data protection policies (https://www.ffhs.ch/reglemente).

2. Legal basis

By registering to study, students expressly accept these General Terms and Conditions. They also accept the Framework and Study Regulations, the Code of Ethics, the educational agreement (Patto formative) and any other regulations and directives. All regulations and specifications can be found on the FFHS website at https://www.ffhs.ch/reglemente. Additional admission regulations apply to the consecutive Master's programmes (MSc), as well as the BSc in Nutrition and Dietetics and the BSc in Osteopathy, in accordance with the programme regulations and the admission criteria on the website. Further details regarding the practice-integrated Bachelor's programme (PiBS) can be found in the relevant programme 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 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.

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

The FFHS processes students' personal data in accordance with the applicable data protection regulations (the Federal Act on Data Protection and relevant cantonal regulations) for the purposes of administering the course of study, fulfilling legal obligations and, where consent has been given, for other purposes. Processing may be carried out by carefully selected third parties. Any data transfers abroad will only take place subject to appropriate data protection safeguards. Students have the statutory data protection rights in accordance with the FADP.

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).

II. Enrollment, Studies, Withdrawal

6. 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.

7. 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 any selection process fee.

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).

8. 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/ antraege). In line with the FFHS blended learning model, the Programme Director may define individual face-to-face sessions as on-site sessions.

9. 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), by submitting the application via the online form (https://www.ffhs.ch/antraege). 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 15 September. Students are required to register for or withdraw from the workshop by 15 September. 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 15 September the module fee is payable.

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

10. 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/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. A holiday fee shall also be due if no modules are being taken and only resits are being sat

Students on continuing education programmes (EMBA/MAS/DAS/CAS) are exempt from the holiday fee if the module or course they are due to take is not being run 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.

11. 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 selection process (BSc Nutrition & Dietetics and BSc Osteopathy) must notify the FFHS by 15 January. After this deadline, the costs for the selection process 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/antraege). If this deadline is observed, no further costs will be incurred besides any applicable registration fee.

12. 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. 17 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 18), the Programme Director reserves the right to deny the student proof of achievement and at the same time to exmatriculate the student. . If there are outstanding financial obligations, the university may refuse to issue certificates. In all cases, the issue of diplomas, certificates and academic transcripts is subject to the full settlement of all financial obligations. 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.

13. 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.

III. Examinations

14. 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).

15. Digital examination supervision systems (SMOWL)

The FFHS uses the digital examination supervision systems (SMOWL) for online examinations. The nature and scope of the technologies used, as well as the personal data processed, depend on the examination format chosen by the students (on-campus examinations or home-based examinations). The choice of the examination format is generally made as part of the course registration process. Details regarding the examination formats, organisational conditions and data protection aspects are set out in the Examination Regulations and the ExamMoodle Privacy Policy. These documents form an integral part of the contractual relationship.

16. Compensation for disadvantages

Students may, upon application, be granted compensation for disadvantages in relation to coursework and assessment. The relevant information is set out in the Regulations on Compensation for Disadvantages (NTA) (https://www.ffhs.ch/reglemente). Applications can be submitted online (https://www.ffhs.ch/antraege).

IV. Costs and Fees

17. Costs and fees

The fees for services provided by the FFHS are governed by Section 17 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. 17 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.

18. Payment in instalments

Payment of tuition or other fees in instalments is possible as follows:

- up to 3 instalments for invoices totalling at least CHF 1,300
- up to 4 instalments for invoices totalling at least CHF 1,800

Instalment payments are not available for invoices totalling less than CHF 1,300.

For students residing abroad, payment in instalments is not possible. The application for payment in instalments must be submitted within 14 days of receiving the invoice via the student portal using the online form (https://www.ffhs.ch/antraege).

19. 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.

20. 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)*	CHF 2700
(Long-term students *** pay an additional CHF 25 per 1 ECTS)	CHF 5700
Tuition fee for students resident or tax resident abroad (per semester with 30 ECTS, 1 ECTS @ CHF 190)*	
Tuition fee for the entrance examination preparatory course* Examination fee CHF 150 per examination.	CHF 1800
Tuition fee for each refresher course in mathematics, programming or natural sciences	CHF 450
Fee for additional modules (for each module @ 5 ECTS credits) (Fee for additional ECTS credits: CHF 90 per 1 ECTS)* (Long-term students*** pay an additional CHF 25 per 1 ECTS; students whose place of residence or tax domicile is abroad pay an additional CHF 100 per 1 ECTS)	CHF 450
Fee for **supplementary module C in the BSc in Nutrition and Dietetics**	CHF 300
**Registration Fee ** **	CHF 200
Fee for **the selection process** (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 or practical examination involving external interlocutors** (for each 15-minute slot)	CHF 150
Fee for **repeating a failed Bachelor's thesis** (with 15 ECTS) (Fee for additional ECTS credits: CHF 90 per 1 ECTS)* (Long-term students*** pay an additional CHF 25 per 1 ECTS; students whose place of residence or tax domicile is abroad pay an additional CHF 100 per 1 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 academic work**	CHF 500
Fee for a **duplicate diploma**	CHF 50 (+VAT)

Advance on costs for an **appeal to the Head of Department**	CHF 500 (+VAT)
Advance on costs for an **appeal to the Directorate**	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.
A re-registration fee is payable in the following cases:
New registration for training or continuing education after at least one semester of interruption (does not apply to holiday semesters pursuant to Section 10).
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 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.

21. 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)* (Long-term students *** pay an additional CHF 25 per 1 ECTS)	CHF 2160 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
Tuition fee for students resident or tax resident abroad (per semester up to 25, 1 ECTS @ CHF 190)*	CHF 4750
MSc Business Informatics (Cooperation Degree Programme)	
For students resident or tax resident in Switzerland, the Principality of Liechtenstein and Swiss abroad (per semester with 18 ECTS, 1 ECTS @ CHF 50)* (Long-term students *** pay an additional CHF 25 per 1 ECTS)	CHF 900
Tuition fee for students resident or tax resident abroad (per semester with 18 ECTS, 1 ECTS @ CHF 190)*	CHF 3420
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 a **repeat oral or practical examination involving external interlocutors** (for each 15-minute slot) (Does not apply to MSc Business Informatics, MSc Business Administration)	CHF 150
Fee for **repeating a failed Master's thesis**	
For MSc Business Administration (per semester with 15 ECTS, 1 ECTS @ CHF 90)* (Long-term students*** pay an additional CHF 25 per 1 ECTS; students whose place of residence or tax domicile is abroad pay an additional CHF 100 per 1 ECTS)	CHF 1350
For MSc Osteopathy (20 ECTS, 1 ECTS @ CHF 90)* (Long-term students*** pay an additional CHF 25 per 1 ECTS; students whose place of residence or tax domicile is abroad pay an additional CHF 100 per 1 ECTS)	CHF 1800
For MSc Business Informatics (per semester with 15 ECTS, 1 ECTS @ CHF 50)* (Long-term students*** pay an additional CHF 25 per 1 ECTS; students whose place of residence or tax domicile is abroad pay an additional CHF 100 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 an academic work** (Does not apply to MSc Business Informatics)	CHF 500
Fee for **withdrawing from the future workshop after 15 September** (Does not apply to MSc Business Informatics, MSc Osteopathy)	CHF 270
Fee for a **duplicate diploma**	CHF 50 (+VAT)
Advance on costs for an appeal to the Head of Department	CHF 500 (+VAT)
Advance on costs for an **appeal to the Directorate**	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.
A re-registration fee is payable in the following cases:
New registration for training or continuing education after at least one semester of interruption (does not apply to holiday semesters pursuant to Section 10).
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.

22. 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	**Amount**
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
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 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** (per 15 minutes)	CHF 150
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 an academic work**	CHF 500
Fee for a **duplicate diploma**	CHF 50 (+VAT)
Advance on costs for an **appeal to the Head of Department**	CHF 500 (+VAT)
Advance on costs for an **appeal to the Directorate**	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.
A re-registration fee is payable in the following cases:
New registration for training or continuing education after at least one semester of interruption (does not apply to holiday semesters pursuant to Section 10).
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.

V. Final Provisions

23. Entry into force

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