

STUDENT CONTRACT - CONTINUING EDUCATION COURSES

By accepting the offer of EHL Haute Ecole SA (hereinafter: “EHL”), I (hereafter “the Student”) accepts the following terms and conditions of the Continuing Education Course.

These terms and conditions binds both the EHL and the Student once both parties accept the offer made by EHL.

The parties acknowledge and agree to the terms stated in this Contract.

This Contract is made between:

- (1) EHL Haute Ecole SA (EHL)
Route de Cojonex 18
1000 Lausanne 25
Switzerland
- (2) **The Student**

1. COURSE INFORMATION AND FEES

- 1.1 EHL will deliver the Short Continuing Education Course (hereafter “**the Course**”) as set out in Schedule A to the Student, towards conferment of the stated qualification upon successful Course completion, provided that the outcomes are dependent on the student’s work.
- 1.2 EHL confirms that no amendments will be made to the structure of the Course as set out in Schedule A.
- 1.3 The Course Fees payable are set out in Schedule B
- 1.4 EHL considers payment made 1 day after the scheduled due date(s) in Schedule B as late.

2. REFUND POLICY

2.1 Refund for Withdrawal Due to Non-Delivery of Course:

- a) EHL will notify the Student in due time upon knowledge of any of the following:

It does not commence the Course on the Course Commencement Date;

It terminates the Course before the Course Commencement Date;

It does not complete the Course by the Course Completion Date;

It terminates the Course before the Course Completion Date; or

It has not ensured that the Student meets the course entry requirement as set by the organisation stated in Schedule A;

- b) The Student should be informed in writing of alternative study arrangements (if any).

- c) The Student has a right to withdraw as a result of the above cases and must share this decision in writing to EHL. The Student will be entitled to a refund of the entire Course Fees already paid.

2.2 Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1, the refund policy set forth in Schedule C is applicable.

3. ADDITIONAL INFORMATION

- 3.1** The laws of Switzerland will apply to how this Contract will be read and to the rights the parties have under this Contract.
- 3.2** If any part of this Contract is not valid for any reason under the laws of Switzerland, this will not affect any other part of this Contract.
- 3.3** In case of a dispute, legal remedies are set out in the regulations. In the event that no specific legal remedy exists in a concrete case, any dispute arising out of, or in connection with the concerned case, shall be exclusively settled, by the competent Courts of Canton de Vaud, Switzerland.
- 3.4** If there is any other agreement between EHL and the Student that is different from the present terms and conditions, then the terms and conditions set out in the present document will apply.
- 3.5** If this Contract is also signed or translated in any language other than English and there is a difference from the English language copy of this Contract, the English language copy will apply.
- 3.6** The Student is responsible for having a correct visa / right to study in the course location.

4. DATA PRIVACY

The Student acknowledges that he has read and understood the Privacy Policy (available at: <https://www.ehl.edu/en/privacy>). As an applicant, willing to study at EHL, the Student understands that the personal data he/she has provided will be transferred to EHL, in order to ensure his/her student registration and studies there. The personal data he/she has provided may be used by EHL Group entities or third parties. These EHL Group entities or third parties are or may be located outside of Switzerland to carry out some of the processing, administrative and educational functions for EHL.

The Student consents to allow EHL to disclose and process his/her personal data to E.H.L Holding SA and all entities part of the EHL Group or third-party service providers, which are or may be sited outside of Switzerland, to carry out some of the processing, administrative and educational functions for EHL.

SCHEDULE A
COURSE DETAILS

1) Course Title	Service Innovation by Design
2) Course Duration	3 days (+ preparatory self-study)
3) Full-time or Part-time Course	Full-time
4) Course Commencement Date	19 November 2021 Preparatory self-study starting Nov. 8th
5) Course Completion Date	21 November 2021
6) Date of Commencement of Studies if later than Course Commencement Date <i>Note: "N.A." if both dates are the same</i>	N/A
7) Qualification <i>(Name of award to be conferred on the Student upon successful Course completion)</i>	<i>Certificate of Achievement in Service Innovation by Design</i>
8) Organisation which develops the Course	EHL Haute Ecole SA (Ecole hôtelière de Lausanne)
9) Organisation which awards/ confers the qualification	EHL Haute Ecole SA (Ecole hôtelière de Lausanne)
10) Course entry requirement(s)	General requirements: <ul style="list-style-type: none"> - A Bachelor's degree - At least 10 years of work experience (of which 4 years managerial) - Professional experience in business management or aspiring business leaders (i.e. those moving from operational to strategic roles) - Advanced English level (C1 equivalent), for non-native speakers

11) Course schedule

Daily schedule for onsite days:

- 9AM – 12PM class session
- 12–1 PM lunch break
- 1–6 PM class session

Day 1 - Value Creation

Garnering an in-depth understanding of the customer for consequential innovations:

- Empathize with the customer, end user, or other stakeholders in the value network to uncover meaningful tensions and opportunities for service innovations.
- Define and reframe customer-centric problem statements

Value creation topics and concepts:

- Non-judgmental data collection
- Vignette development
- Persona development
- Pains and gains development

Day 2 - Value Delivery

Driving the creative development of innovation options to pursue:

- Ideation focus on the creation and prioritization of valuable service innovations
- Prototyping builds on quick and agile innovation option development

Value delivery topics and concepts:

- Convergent and divergent thinking
- Hypothesis-based innovation development
- Participatory design methods
- Agile prototyping

Day 3 - Value Capture

Focusing on the refinement and selection of innovations to expose to real life testing:

- Test prototypes and embrace failure to generate innovation that effectively respond to customer needs
- Refinement through short-cycle adaptation that drives innovation towards implementation
- Iteration to address feedback by revisiting prior concepts and prototypes

Value capture topics and concepts:

- Usability testing
- Pivoting and adaptation
- Business modelling

12) Scheduled holidays (public and school) and/or semester/term break for course	N/A
13) Examination and/or other assessment period	21 November 2021
14) Expected examination results release date	6 th of December 2021
15) Expected award conferment date	21 st of December 2021

SCHEDULE B
COURSE FEES

Fees Breakdown	Total Payable (with GST/VAT, if any)
Tuition fees	1'900 CHF
Total Course Fees Payable:	1'900 CHF
Discount for eligible participants	As stated in the offer
Discount for Singaporeans and Singapore residents	400 CHF
No of Instalments:	1

INSTALMENT SCHEDULE

Instalment ¹ Schedule	Amount (with GST/VAT, if any)	Date Due ²
1 st instalment without discount	1'900 CHF	6 th of November 2021
Total Course Fees Payable without discount:	1'900 CHF	
1 st instalment with discount for eligible participants	<i>As stated in the offer</i>	6 th of November 2021
Total Course Fees Payable with discount for eligible participants:	<i>As stated in the offer</i>	
1 st instalment with discount for Singaporeans and Singapore residents	1'500 CHF	6 th of November 2021
Total Course Fees Payable with discount for Singaporeans and Singapore residents:	1'500 CHF	

SCHEDULE C
REFUND TABLE

% of the [aggregate amount of the fees paid under Course Fees as defined under Schedules B]	If Student's written notice of withdrawal is received
[100%]	More than [30] days before the Course Commencement Date
[50%]	Between [30] days and [15] days before the Course Commencement Date
[0%]	[14] days or less before the Course Commencement Date