

PRACTICAL GUIDE

The HEAD - Genève Practical Guide brings together useful information for those who study or wish to study at HEAD. Version française : [ici](#).

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ACADEMIC ADVISOR

The Academic advisor provides help and advice to students on all pedagogical questions such as reorientation, extension of studies, failure and also preparing files for private scholarship request.

[Emilie Parendeau](#)

Bldg. E / 1st Floor / 1.11

022 558 55 84

emilie.parendeau@hesge.ch

Monday and Thursday by appointment

AGE STUDENT PORTAL

The [AGE Student Portal](#) allows you to modify personal data, to print the semester certificate of studies and ECTS transcript, and to participate to the student evaluation of courses (EEE). It also allows you to obtain the list of registrations for the current semester (description, timetable and room).

To connect, use your SWITCH edu-ID. More info on the [WIKI HES](#).

ASSOCIATIONS

FAIR Collective

Formed for the organization of the feminist strike of 14 June 2019, FAIR perpetuates and represents intersectional feminist movements.

collectiffeministehead@riseup.net

Sindycat

HEAD Student union. Sindycat is the association that brings the voice, the difficulties, and the demands of the students to the various participatory commissions of the HEAD. Meeting space in the building D.

Instagram: [sindycat.head](#)

Adresse de contact: sindy.head@hesge.ch

BACHELOR & MASTER

The Bachelor is the first degree of the basic training at university level. It requires 180 ECTS credits and normally lasts for three years on a full-time basis. The aim of a Bachelor's degree is to acquire the basic skills in a field and a working method that will enable you to successfully enter the job market.

The Master is the second degree of the basic training at university level.

It requires 120 ECTS credits and normally lasts two years on a full-time basis. It offers a deepening, in the broad sense, of the field of study and an introduction to research.

BUILDINGS

Access to the buildings is reserved for HEAD students, staff and guests. General opening hours are 8 am to 8 pm Monday to Friday.

The [reception](#) of the H and A buildings is done at the reception desk of the E building. The reception staff is available for the students to report malfunctions on the equipment. You are responsible from the moment a key, code or badge has been given to you.

We remind you that smoking is strictly prohibited inside the buildings.

CALENDAR

The [academic calendar](#) is available on the school's website.

CERTIFICATE OF STUDIES

A semester certificate of studies is issued for students enrolled in courses during the semester. It is available from the first day of the semester on the [AGE Student Portal](#).

Students on a semester leave do not receive a semester certificate of studies.

CINEMA

Head: [Nicolas Wadimoff](#)
with [Delphine Jeanneret](#)

Secretariat:
[Aurélien Haslebacher](#)
Bldg. A / 5th Floor / 5.21
aurelien.haslebacher@hesge.ch
022 558 51 97

CLAIMS & APPEALS

Students have the right to contest all academic or administrative decisions and must therefore follow a [specific procedure](#).

CONTACTS

HEAD staff email addresses are in the format:
name.surname@hesge.ch

The [directory](#) lists the email addresses and telephone numbers of teachers and all administrative and technical staff.

CULTURE

All the cultural events organized by HEAD are listed on its online [agenda](#).

HEAD students have access to [courses and cultural activities of the University of Geneva](#): dance, writing, theater, music, film club, orchestra, choir, free tickets for shows, concerts and exhibitions, etc.

DISCRIMINATIONS & HARASSMENT

HEAD intends to actively promote a work climate of respect and tolerance. In the event of discrimination (of all kinds) or harassment (psychological, sexual, digital...), it is important

to break the silence and obtain advice and support in resolving the problem.

The HES-SO Genève provides a free and confidential listening and support service. No information is communicated to a third party, whoever it is, without any explicit consent being given. The permanence is open on working days from 8.30 am to 6.30 pm and appointments are made, in French and English, by a person totally independent of the institution: personnedeconfiance@humancp.ch / 022 736 33 07.

[HES-SO Genève > Discomfort / Harassment / Violence](#)

ECTS

ECTS credits (European Credit Transfer System) measure any work provided during the studies to meet the requirements of the curriculum. One full-time semester is equivalent to 30 ECTS credits. One credit

corresponds to 25-30 hours of work, including personal work. This system promotes international mobility and the recognition of learnings and qualifications.

At the end of each semester, an ECTS transcript is issued on everyone's [AGE Student Portal](#).

EEE

The student evaluation of courses is a process that aims to improve the quality of the teaching at HEAD. Each semester, students are invited to assess a series of courses taken during the semester via the AGE Student Portal. The evaluation is done either by answering a single question on overall satisfaction, or through an in-depth questionnaire. The participation of students in this process is crucial, anonymity is guaranteed, and the results are published each semester on the [HES-SO Geneva intranet](#).

EMAIL ADDRESS

Students' HEAD email addresses are in the format:
name.surname@etu.hesge.ch

The HEAD email inbox is the official channel of communication, to be checked regularly and used for any contact with teachers, assistants or administrative services: [outlook.office.com](#)

To connect, use your loginHES@hes-so.ch and the password of your [HES account](#).

The HEAD email address remains valid for two months after graduation.

EMERGENCIES

In the event of an accident, loss, theft or assault, contact the following emergency numbers:

Police: 117

Fire dept: 118

Medical Emergencies: 144

Psychiatric Emergencies: 022 372 38 62

[Viol-Secours](#) : 022 345 20 20

EQUAL OPPORTUNITIES

The “[HES-SO Genève sans obstacle](#)” program allows study programs for students with special needs (disability, chronic illness) to be arranged. An ad hoc committee processes the requests. Information available at the [Academic advisor](#) and the Delegate of Diversity and Inclusion.

HEAD cares about its community and its duty to set an example. It believes in its collective capacity to work for an inclusive school that is strong in its diversity. HEAD is committed to fighting racism, validism, sexism, classism or any form of discrimination related to gender identity and sexual and affective orientation. The Delegate of Diversity and Inclusion is the person in charge of implementing the institutional policy on inclusivity and the concrete transversal actions aimed at fighting against discrimination. The Delegate of Diversity and Inclusion is available to students and staff:

[Nayansaku Mufwankolo](#) (they/zey)
Bldg. E / 1st Floor / 1.11
nayansaku.mufwankolo@hesge.ch

EQUIVALENCES

Equivalences may be accorded at the beginning of the curriculum upon written request by the student for one or more teaching units, or even one or more modules for which he or she can justify having already acquired prior knowledge.

This request must reach the secretariat of the department concerned no later than three weeks after the beginning of the first semester of study. The decisions are sent by email to the concerned students and teachers.

EVALUATIONS

Any student registered in a course is automatically required to complete the assessment (examination, jury) to validate the [ECTS credits](#).

Any absence from an assessment must be justified within 48 hours by a [medical certificate](#) or proof of force majeure, to be sent to the [Students office](#) or the department secretariat.

EXMATRICULATION

Students wishing to permanently discontinue their studies must send a reasoned written request (email) to the Dean of studies.

If the abandonment is communicated within the first two weeks of the semester, the semester is not counted in the duration of the studies. The tuition fees for the semester started remain due.

Any exmatriculated student wishing to re-enter the school must undergo the full admission process (online registration, application and interview) without guarantee of success.

Dean of studies: [Aurélie Elisa Gfeller](#)

Bldg. E / 1st Floor / 1.10

aurelie.gfeller@hesge.ch

022 558 68 42

FINE ARTS

Head: [Charlotte Laubard](#)

Deputy: [Katrin Kettenacker](#)

Bachelor

Construction: [Katharina Hohmann](#)

Information/fiction: [Frank Westermeyer](#)

[Inter]action: [Cindy Coutant](#)

Représentation: [Niels Trannois](#)

Re/Production: [Didier Rittener](#)

Secretariat:

[Marion Pecnard](#)

Bldg. A / Ground Floor / R.04

marion.pecnard@hesge.ch

022 558 61 57

Master

CCC: [Federica Martini](#)

TRANS –: [Olivier Desvoignes](#) and [Marianne Guarino-Huet](#)

Work.Master: [Marlie Mul](#)

Secretariat:

[Carole Lauk](#)

Bldg. A / Ground Floor / R.04

carole.lauk@hesge.ch

022 558 52 93

GOVERNANCE

The [HEAD – Genève](#) is part of the [HES-SO Genève](#) (University of Applied Sciences and Arts of Western Switzerland), which brings together six uni-

versity-level institutions of higher education, offering training programmes focused on professional practice and recognized internationally.

The [governance](#), [pedagogical](#) and [administrative and technical](#) charts are available online.

HEAD has various participatory commissions in which students, teachers and administrative and technical staff are represented. In order to guarantee the good running of the institution, students are actively invited to participate.

The [Joint Commission](#) can deal with all the questions that the administration, the staff or the students wish to address jointly.

The [Academic Council](#), made up of 12 members (8 external personalities and 4 school representatives), aims to strengthen the social, economic and cultural fabric of the HEAD.

[HES-SO Genève > Cadre institutionnel](#)

HEALTH

For any health problems or problems related to food, sexuality or addictions, students can contact the [General Internal Medicine Consultation for students at the HUG](#).

For psychological problems (stress, burn out, depression, etc.), students can contact the [Health and Psychological Service](#):

4, rue de Candolle
psychologique@unige.ch
022 379 13 33

HES ACCOUNT

The HES account is a personal account that allows you to access the [HEAD email inbox](#), the [HES-GE Intranet](#), the Eduroam [Wi-Fi](#) network and to connect to school computers. The login and password are provided to each new student when entering HEAD.

In case of issue with your HES account:

support@hesge.ch
022 558 58 58

HOUSING

The HES-SO Genève offers three students houses: [Foyer Champel](#), [Foyer Dassier](#), [Foyer Pinchat](#).

The [Cité Universitaire de Genève](#) is reserved for students aged 18 to 35 years maximum, of all nationalities.

[La Ciguë](#), a non-profit co-operative, provides low-cost community housing for students. It promotes ecology and operates on self-management principles.

Links to other housing offers:

[HES-SO Genève > Student life](#)

[HES-SO Genève intranet > Logement](#)

IMMATRICULATION

Each new student entering HEAD must be immatriculated. Everyone receives a convocation by email which specifies what information and documents must be provided.

Immatriculation is done only once, upon entry to HEAD.

INFOLAB

The [InfoLab](#) welcomes students, by appointment, for IT technical support, in particular through the loan of equipment (Macs Mini, iPads, MiniMads, screens, accessories, etc.).

Bldg. E / 1st Floor / 1.01

infolab.head@hesge.ch

022 558 54 10

INSURANCES

Third party liability insurance (RC Insurance)

Students are insured for third party liability during courses, events and study trips, organized by the HEAD. Students are not insured when traveling to or from school, or for damage caused during an internship. The school therefore recommends taking out third party liability insurance covering the loss, theft and deterioration of equipment from others or borrowed from HEAD.

Health insurance

Health insurance is compulsory for everyone living in Switzerland, even temporarily. The student must insure him/herself against the risk of illness for the entire duration of his/her studies, and also during an internship.

Accident insurance

Insurance against accident risks is compulsory, unless the student regularly works more than 8 hours per week and is insured by his/her employer against occupational accidents.

Repatriation insurance

It is recommended that you take out repatriation insurance to cover any medical, hospital or repatriation costs incurred during trips abroad as part of your studies at HEAD.

[HES-SO Genève > Student life](#)

[Unige > Social Service](#)

[Service de l'assurance maladie de Genève](#)

INTERNATIONAL MOBILITY

Mobility stays allow students to have a study experience abroad for one or two semesters. The lessons taken during the mobility are validated in the course of study.

[List of partner schools and useful information](#)

Head of International Relations: [Géraldine Roh-Merolle](#)

Exchange Coordinator: [Anne-Laure Minh Beuret](#)

Bldg. E / 1st Floor / 1.09

international.head@hesge.ch

022 558 51 38

Monday / 11 am – 1 pm

INTERNSHIPS

Some departments organize internships included in the study plan, which are subject to an agreement and allow ECTS credits to be validated. When these internships are held in foreign companies, students can benefit from mobility grants.

In all courses, students can carry out internships during the summer holidays. These internships do not allow validation of ECTS credits but can be agreed by HEAD.

More information at the [Students office](#).

IT

Computers

Computers are available with free access in the library or in the computer rooms of several buildings.

Students can purchase a laptop at a discounted price through the Poseidon or Neptun offers. To find out about current offers, go to the [InfoLab blog](#). Some hardware manufacturers offer discounts for students and staff of universities. More information on their website, Education offers.

IT support

For all IT problems, contact the HES-SO Genève IT support or hotline:

helpdesk@hesge.ch

022 558 58 58

OneDrive and Switch FileSender

OneDrive allows you to have a personal cloud space and share files. Each user has 1 To of space available, accessible from any network, even outside of school.

Switch FileSender allows files up to 50GB to be transferred and the link remains valid for 20 days.

To use these services, go to the [WIKI HES](#).

JOBS

HEAD students have access to the [Career Center of the University of Geneva](#). It delivers legal information relating to taking up employment and manages an [online platform for job and internship offers](#).

LANGUAGE COURSES

The [Maison des Langues of the University of Geneva](#) offers language and support courses at attractive prices.

Two platforms offer students the opportunity to learn and practice a foreign language, free of charge and according to the availability of each user: edu.e-tandem.ch and tandems.unige.ch

LAWS & REGULATIONS

All the regulations and charters that govern the operation of HEAD are available on the HEAD website, [Regulations and instructions](#) section.

The [Code of ethics and professional conduct for the Geneva institutions of higher education](#), as well as the documents [HEAD – Genève: rules, practices and values](#) and [Art or design works and projects: deontological principles and regulatory reminders](#) recall the principles and values on which the HEAD community is founded.

Students must sign the IT Charter upon entering the school in order to gain access to professional software.

LEAVE OF ABSENCE

Sick leave, accident, maternity, military service

Proven long-term absences (minimum one semester) due to illness, accident, maternity or military service are not counted as study time. These absences must be justified, as soon as possible, by providing medical certificates or official documents to the [Students office](#). A reduced fee of CHF 150.- is then required.

Personal leave

Students who wish to interrupt their studies with the intention of returning to them at a later date must submit a written request for a leave of absence to the [HEAD Dean of studies](#) within the first three weeks of the semester at the latest. A reduced fee of CHF 150.- is then required.

The total cumulative duration of the leave cannot exceed two years (4 semesters).

LIBRARY

More than 40'000 books, 4'000 DVDs and 180 magazines are available for consultation or borrowing. Browse all the collections on the [swisscovery | HES-SO platform](#).

The [Library blog](#) provides available electronic resources, research guides and a purchase suggestions form. The library also has an [instagram page](#).

Bldg. E / 2nd Floor
biblio.head@hesge.ch
022 558 51 88

MEDICAL CERTIFICATE

Any absence from an exam must be justified within 48 hours by giving a medical certificate or proof of force majeure. The original of the certificate must be sent to the [Students office](#) or the department secretariat.

MILITARY AND CIVIL SERVICE

Wherever possible, military obligations are fulfilled before the start of studies. See the procedure for requests of service postponement: [HES-SO Genève > Student life](#)

At HEAD, please contact Marine Ben Hassel, who is in charge of conciliation between studies and military or civil service.

[Marine Ben Hassel](#)

022 558 61 51

MONEY CARD

The money card is distributed during the welcome session for new students. To make it work, you need to activate your money card via this link: <https://app.hesge.ch/badges/>

The card allows payment, without cash, for the use of photocopiers as well as the services or materials made available at all points of sale of school buildings: [Wood](#), [Metal](#) and [Prototyping & CNC](#) workshops, [Library](#), [CERCCO](#), [Printing & publishing pool](#), and Fabric shop.

Charging can be done either [online](#) or at the charging station located in building A (Wood workshop / Mezzanine).

In case of loss, please contact the [Students office](#), replacement is charged CHF 20.-

PHD

The PhD is a research training program that leads to the defense of a thesis. It follows the completion of a Master's degree. The HEAD offers the PhD only in the framework of partnerships with other universities or colleges.

[IRAD – Research Institute for Art and Design](#)

Head: [Anthony Masure](#)

Assistant : [Christelle Granite-Noble](#)

Bldg. E / 2nd Floor

022 558 53 71

POOLS

HEAD is organized around different transversal pools. Placed under the responsibility of teachers, they bring together specific skills and tech-

niques. The pools support the students in the realization of their projects and offer cross-disciplinary courses or courses adapted to the curriculum of each student. They also play a key role in partnerships and in the realization of mandates.

Materials & Prototyping Pool

Heads: [Endrias Abeyi](#) and [Christian Gonzenbach](#)

[Wood workshop](#) / Bldg. A / Ground Floor

[Alexandre Simian](#)

022 558 50 53

[Metal workshop](#) / Bldg. A / Ground Floor

[Xavier Plantevin](#)

022 558 67 64

[Prototyping and CNC workshop](#) / Bldg. A / Ground Floor

[Sergio Streun](#) - Prototyping

[Clément Schlemmer](#) - Prototyping

[Frédéric Butor-Blamont](#) - CNC

022 558 65 75

[CERCCO](#) / Bldg. D / Entresol

[Isabelle Schnederle](#)

022 558 58 08

[Printing & Publishing Pool](#)

Head: [Julien Tavelli](#)

Bldg. H / Basement

022 558 71 74

[Photography Pool](#)

Head: [Aurélie Pétreil](#)

Bldg. A / 3rd Floor

headpoolphoto@hesge.ch

022 558 52 11

[Digital Pool](#)

Head: [Vytas Jankauskas \(a.i.\)](#)

Bldg. E / 1st Floor / 1.02

[Audiovisual Pool](#)

[Audiovisual shop](#)

Bldg. A / Basement / S.11

[Cathy Lopez \(Cinema\)](#)

022 558 53 12

[Toky Rabemanantsoa](#)

022 558 66 89

PRINTERS

Printers are available in each building. There are two ways to print: any type of file via the school network (Ethernet) and, for PDF files only, use of the [web interface](#).

In case of printing issue:

support@hesge.ch

022 558 58 58

PRODUCT DESIGN / FASHION, JEWELLERY AND ACCESSORY

Head: [Lutz Huelle](#)

Fashion Design Deputy: [Nina Gander](#)

Jewellery and Accessory

Head: [David Roux-Fouillet](#)

Secretariat:

[Fabiola Di Stefano](#)

Bldg. D / 1st Floor

fabiola.distefano@hesge.ch

022 558 56 43

RECEPTION

The reception of the H and A buildings is done at the reception desk of the E building (Valérie Lehaguez and Aimeric Baumann). There is no reception desk in these two buildings.

Bldg. E / Châtelaine 5

[Valérie Lehaguez](#)

[Aimeric Baumann](#)

022 558 50 20

Bldg. H / Châtelaine 7

[Helder Dos Santos](#)

079 269 57 04

Bldg. A / Franchises 2

[Aimeric Baumann](#)

022 558 50 20

Bldg. D / James-Fazy 15

[Stéphane Lacour](#)

022 558 66 24

RESIDENCE PERMIT & VISA

Foreign students not domiciled in Switzerland must complete the visa and residence permit procedures on their own to settle in Geneva.

[HES-SO Genève > Student life](#)

The procedures for obtaining a residence permit are handled at the [Cantonal Office of Population and Migration \(OCPM\)](#).

SCHOLARSHIPS

Students in difficult financial situations can benefit from scholarships, loans or ad hoc assistance. These financial aids are granted either by the [Canton](#) (study allowance and cantonal scholarship), or by the [Financial Service of Unige](#) (scholarship and ad hoc assistance), or by private funds. Thanks to two private foundations, 50 scholarships are awarded to HEAD students each academic year.

[HEAD > Financial help](#)

[HES-SO Genève > Student life](#)

SOCIAL AND FINANCIAL SERVICE

Within the frame of an agreement with the University of Geneva, HEAD students benefit from the [Financial Service](#) and the [Social Service](#) of Unige.

Financial Service

4, rue de Candolle

aides-financieres@unige.ch

022 379 77 79

SOCIAL NETWORKS

Follow HEAD's activities on social networks:

[facebook](#) / [instagram](#) / [youtube](#) / [twitter](#) / [linkedin](#)

Informal info, job offers, housing, etc. posted by students:

[Facebook Group HEAD – Genève](#)

[HEAD Newsletter](#)

SOFTWARES

HEAD provides with software from the Adobe Creative Cloud Suite and Microsoft Office Suite to students and HEAD staff. The signature of the IT Charter is mandatory to benefit from this service.

To use them on a personal computer, go to the [WIKI HES](#).

SPACE DESIGN

Interior Architecture Bachelor and Master

Head: [Javier Fernandez Contreras](#)

Deputy: [Valentina de Luigi](#)

Space and Communication Master

Head: [Arno Mathies](#)

Secretariat:

[Lucie Landenbergue](#)

Bldg. H / 1st Floor

lucie.landenbergue@hesge.ch

022 558 70 84

SPORTS

HEAD students have access to the [courses and sports activities of the University of Geneva](#). Many courses are free and others are accessible at attractive rates.

STUDENT CARD

The student card certifies that you are immatriculated at HEAD. It is distributed during the [immatriculation](#) session. In case of loss, please contact the [Students office](#), the replacement is charged CHF 20.-

Each semester, you must obtain the sticker for the current semester from the [Students office](#) or the department secretariats.

STUDENT GUIDANCE

The [Academic advisor](#) is available to students for any orientation question within the HEAD.

For any questions about career and study paths, the [Cité des métiers du Grand Genève](#) offers free and confidential individual consultations, without appointment, and the website orientation.ch lists all university courses in Switzerland.

STUDENTS OFFICE

The Students office staff issues student cards and money cards, inform applicants about admissions, issue internship agreements and answer questions relating to registration for modules/courses and the [AGE Student Portal](#).

Fine arts and Cinema

Bldg. E / 1st Floor / 1.13

[Maeva Mourlan](#)

maeva.mourlan@hesge.ch

022 558 60 75

Monday – Friday / 8:30 am – 12 pm

**Visual communication, Space design,
Product design / fashion, jewelry and accessories**

Bldg. E / 1st Floor / 1.12

[Marine Ben Hassel](#)

lise-marine.benhassel@hesge.ch

022 558 61 51

[Céline Bingöl](#)

celine.bingol@hesge.ch

022 558 53 35

Monday – Friday / 8:30 am – 12 pm

STUDY PLAN

The study plan details the entire training course and specifies which modules (courses, seminars, workshops, etc.) must be validated each semester.

The [Studies and Research](#) section of the HEAD website gives access to the study plans for each Bachelor's and Master's course and to the detailed descriptions of all the modules.

TUITION FEES

Every student in training at HEAD must pay a tuition fee of CHF 500.- and an administrative fee of CHF 75.- each semester. There is no possibility of exemption or spread payment at HEAD.

Non-payment of these fees on time lead to exmatriculation.

A reduced fee of CHF 150.- per semester is charged to students on leave of absence.

[Nicolas Rivet](#)

Bldg. E / 1st Floor / 1.03

nicolas.rivet@hesge.ch

022 558 63 19

VISUAL COMMUNICATION

Head: [Dimitri Broquard](#)

Deputy: [Raphaël Widmer](#)

Illustration Bachelor

Head: [Clément Paurd](#)

Media Design Master

Head: [Alexia Mathieu](#)

Secretariat:

[Sabine De Matteis](#)

Bldg. H / 2nd Floor

sabine.de-matteis@hesge.ch

022 388 66 81

WI-FI

A Wi-Fi network is available in all HEAD buildings: Eduroam.

To connect, use your login [HES@hes-so.ch](#) and the password of your [HES account](#).

In case of connection issue:

support@hesge.ch

022 558 58 58

WIKI HES

The [WIKI HES](#) is an online guide that contains a lot of information concerning all the IT tools made available: the [HES account](#), the [HEAD email inbox](#), the [AGE Student Portal](#), the [WI-FI](#), the [money card](#), the [printers](#), the Teams platform, the [cloud spaces](#) and the HES-SO Genève [intranet](#).