



**The Open  
University**

## **STUDENT HANDBOOK**

# **BSc(Hons) in International Tourism and Hospitality Management**

**2021-2022**

## **1. Welcome to the Programme**

### **1.1 Message from the Dean**

Upholding the American College of Greece tradition of providing a student-oriented educational experience, Deree School of Business and Economics delivers academic programmes that are based on quality instruction and pedagogic best practice. Blending critical enquiry with practical insight, Business and Economics curricula equip students with analytical and practical skills that are essential in today's globalized market place and, at the same time, provide excellent preparation to students who wish to pursue graduate studies in economics and business-related fields. Rigorous external review through NECHE accreditation, along with validation by the Open University UK, safeguard the quality and warrant the international relevance of our programmes.

Business and Economics programmes are delivered by friendly and accessible academic staff, who combine scholarly expertise with industry experience. The academic staff is motivated by the talented and increasingly diverse student population of the College. Together they contribute to the creation of a vibrant academic environment at Deree, helping the School of Business and Economics rise to the next level of excellence.

In the School of Business and Economics you will be offered instruction and experiences that will enable you to develop essential skills to pursue a meaningful career and contribute to business and society. You will be equipped with knowledge grounded on liberal education, economics, business foundations and functions, as well as sound specialization components. This handbook provides detailed information on the curricular structure of and the opportunities provided by the programme you have chosen.

Welcome to Deree–The American College of Greece and to the School of Business and Economics.

Annie Triantafillou Ph.D.  
Dean, School of Business and Economics

## **1.2 Message from the Department Head**

It is a pleasure to welcome you to Deree's Bachelor's programme in International Tourism and Hospitality Management (ITHM). Launched in 2009, the programme is developed to offer a purposeful combination knowledge from the tourism and hospitality industry, as well as general business knowledge.

The emphasis of the programme is on the management and entrepreneurial aspects, aiming to equip students and graduates with skills that will allow them to undertake successful careers in the wider tourism industry in different areas in Greece and internationally. Specialised modules include aspects of tourism and hospitality marketing, hospitality information systems, accounting and financial management for the hospitality industry, destination planning and development, public relations, crisis management, service quality, human resources management, sustainable management, entrepreneurship, hospitality operations, events organization, food and beverage management, and strategic issues in tourism and hospitality.

The programme also includes a compulsory internship period that offer students the opportunity for hands-on, work-based learning and research that complements their theoretical knowledge. With a wide network of high-profile companies already trusting ITHM students as interns, the programme delivers an excellent combination of management and operations theory and practice. This connection to the needs of the market ensures the curriculum's relevance and currency, and enhances graduate employability. Additionally through the internships and other educational activities, students start creating a network of contacts, with most students indeed receiving work offers for subsequent years.

In addition to first-class teaching by highly-qualified faculty, the programme also engages students and enhances their learning through the organization of guest lectures by prominent industry professionals, company presentations, site visits, educational and social events etc. Additionally, during the Business Week annual forum held by the School of Business and Economics, the ITHM Student Society actively contributes in the organization of the overall event and hosts a number of eminent speakers from leading tourism and hospitality companies.

The programme draws students from a number of nationalities and backgrounds, including exchange students from international universities. Building on its numerous strengths as well as continuously seeking opportunities to enhance the overall student experience, the International Tourism and Hospitality Management programme is set to become a premier choice for tourism and hospitality studies in Greece.

We are looking forward to working with you on your success!

With best wishes,

Dr Georgios Papageorgiou,  
Head of Department – Tourism, Hospitality and Sport

### 1.3 Deree-The American College of Greece

The American College of Greece (ACG) is a US non-profit institution. The educational system at DERE-ACG is based upon that of American institutions of higher learning. The school provides its students with a quality education of a standard equivalent to that of the most respected colleges and universities in the United States by virtue of the College's accreditation by NECHE, the oldest accrediting body in the United States. In 2010, DERE-ACG entered into a partnership with The Open University of the U.K., the largest university in Europe, for the purpose of programme validation. All the undergraduate programs offered at DERE-ACG are validated by The Open University, UK ([www.open.ac.uk/validate](http://www.open.ac.uk/validate)). Through these accreditation and validation relationships, DERE-ACG students undertake studies leading to the award of two degrees: a US Bachelor's degree, reflecting institutional accreditation by NECHE, and a UK Honour's Bachelor's Award validated by The Open University. All degree seeking students entering Deree-The American College of Greece (Deree-ACG) will be required to register for both the US, NECHE accredited bachelor's degree, and the European – UK award validated by the Open University. The following may be exempted from this rule: a) students pursuing parallel studies at Greek public universities. b) Transfer students who have transferred 92 US credits or above applicable to their program. c) Readmitted students who have interrupted their studies before 2010 will have the option of pursuing only a Deree US degree. Students who wish to be considered for these exemptions must petition the Committee on Academic Standards and Policies (CASP) through the Student Success Center during the first month after their initial registration at Deree.

### 1.4 Academic Calendar <http://www.acg.edu/academics/college-calendars>

### 1.5 Key Contacts

- American College of Greece: +30 210 600 9800
- Department Head:
- SBE Dean's Office: [sbe@acg.edu](mailto:sbe@acg.edu) ext. 1108, 1150, 1008
- Academic Advising Office: [dc.adv@acg.edu](mailto:dc.adv@acg.edu) ext. 1431
- Student Success Centre: [ssc@acg.edu](mailto:ssc@acg.edu) ext.1326, 1333
- Registrar's Office: [registrar@acg.edu](mailto:registrar@acg.edu) ext. 1331, 1328, 1449, 1445
- Validation Office: [validation@acg.edu](mailto:validation@acg.edu) ext. 1428
- Student Affairs: [studentaffairs@acg.edu](mailto:studentaffairs@acg.edu) ext. 1197, 1442
- Student Government: [dc.sgorg@acg.edu](mailto:dc.sgorg@acg.edu) ext.1373
- Library helpdesk: [libraryreference@acg.edu](mailto:libraryreference@acg.edu) ext. 1434, 1267
- SASS: [sass@acg.edu](mailto:sass@acg.edu) ext.1273, 1276
- Study Abroad Office: [studyabroadoffice@acg.edu](mailto:studyabroadoffice@acg.edu) ext. 1029, 1412
- Career Office: [career@acg.edu](mailto:career@acg.edu) ext. 1313, 1316
- Educational Psychologist: Dr. Natassa Triga, [atriga@acg.edu](mailto:atriga@acg.edu) ext. 1167
- College Nurse: Kamilioti Maria Kyriaki, [mkamilioti@acg.edu](mailto:mkamilioti@acg.edu) ext. 1500

## **1.6 Keeping in Touch**

Academic and administrative staff at ACG use your student email address to contact you. It is important that you check this account regularly. You can forward emails from your student email address to a preferred personal email address. However, spam filters needed by the College mean that emails sent from external email addresses may be delayed, blocked or deleted. It is, therefore, important that your student email address is the only email address that you use to contact College staff. We will inform you of cancelled classes / activities / course notices as soon as possible. This will be via Blackboard, an email to your student email address or, if urgent, via the mobile phone number on our contact records. Please make sure that you inform the Registrar's Office whenever you change your address and contact details. This will ensure we can always contact you in an emergency, and that you receive any important College communications that we may need to send you.

## 2. Studying on this Programme

### 2.1 Programme Philosophy and Mission

The philosophy of the ITHM programme rests upon the following foundations:

- A strong academic orientation, which is well balanced with exposure to professional practice in the tourism and hospitality industry.
- A focus on business management education, the core strength of the School of Business and Economics.
- An integrative, multidisciplinary approach to the study of tourism and hospitality, which aims to generate graduates with a comprehensive and specialized understanding of the tourism and hospitality field.
- An inherent international orientation, which is consistent with the origins of Deree College and the nature of tourism and hospitality.
- An up-to-date curriculum meeting high-quality academic standards through adherence to the benchmarks of two highly prestigious accrediting bodies, NECHE in the USA and the Open University in the UK.

### 2.2 Programme Aim and Objectives

Based on the above programme philosophy and in congruence with the mission of the College, the BSc(Hons) in International Tourism and Hospitality Management aims to develop informed, critical and responsible tourism and hospitality management professionals, who will be equipped with the necessary knowledge and academic qualities to lead successful careers and businesses in the international tourism and hospitality industry and/or pursue postgraduate studies in related fields.

More specifically, the ITHM programme aims to produce graduates who are:

- Critical and creative thinkers – Students employ appropriate methodologies and tools in researching and developing an understanding of the core concepts, stakeholders, challenges, connections and thought processes involved in tourism and hospitality management. Students recognize relationships between stakeholders in the tourism industry and the environments in which tourism takes place and understand the legal, ethical, governmental and managerial implications that may arise.
- Literate and effective communicators – Students cultivate written and verbal communication, numeracy, digital literacy and information literacy skills that are essential in the professional context.
- Business-minded and entrepreneurial – Students develop a good understanding of the legal, social and commercial context within which they operate. They develop problem-solving skills and the capacity to work individually and in teams, and they gain experiences related to planning and managing tourism-related functions that will enable them to develop and manage their careers.
- Ethically, environmentally and socially conscious – Students become aware of the finite nature of resources and systems and the requisite need for responsibly addressing the tourism and hospitality industry's broader impact. ACG's highly diverse student body provides opportunities for cross-cultural dialogue, understanding and reflection on the ways the global context applies in their own communities.

## 2.3 Programme Learning Outcomes

As such, the programme's overall learning outcomes specify that upon completion of the programme, students will be able to:

1. Demonstrate knowledge and understanding of business and economics concepts and theories that are applicable to the tourism and hospitality industry.
2. Demonstrate knowledge and understanding of the historical evolution, structure, scope and functions of the tourism and hospitality industry, and of broader business environment trends that affect its development and management.
3. Explain the nature, characteristics and particularities of the demand for tourism and hospitality products and services, and the implications they create for tourism and hospitality management.
4. Discuss and analyse the broader impact of tourism development and of sustainable development principles in identifying implications for tourism policy and management.
5. Compare and contrast specialist tourism and hospitality management functions, tools and practices.
6. Synthesize knowledge from relevant parts of the programme and deploy appropriate qualitative and/or quantitative methods in conducting research in the broader field of tourism and hospitality management.

## 2.4 Programme Structure

Level 4	Level 5	Level 6
<b>EC 1000</b> Principles of Microeconomics	<b>BU 3233</b> Business Research Methods	<b>HT 4440</b> Entrepreneurship and Strategy in Tourism and Hospitality
<b>MA 2021</b> Applied Statistics	<b>MG 3034</b> Managing People and Organisations	<b>HT 4021</b> Sustainable Management in T&H
<b>MG 2003</b> Management Principles	<b>PH 3005</b> Business Ethics	<b>HT 4436</b> Information & Communication Technologies in Tourism
<b>IB 2006</b> International Business	<b>HT 3115</b> Marketing in Tourism & Hospitality	<b>HT 4117</b> Managing Service Quality and Human Resources in T&H
<b>BU 2003</b> Business Legal Issues	<b>SO 3009</b> Tourism and Leisure in Modern Society	<b>HT 4135</b> Financial Management for the Hospitality Industry
<b>HT 1001</b> Introduction to the T+H Industry	<b>HT 3113</b> Tourism Planning and Development	<b>HT 4747</b> Dissertation in Tourism and Hospitality (30 credits)
<b>HT 2011</b> Accounting for the Hospitality Industry	<b>HT 3139</b> Management of Hospitality and F&B Operations	
<b>HT 2116</b> Hospitality Information Systems	<b>One of the following:</b> - <b>HT 3037</b> Travel & Transport - <b>HT 3038</b> Destination Management and Marketing - <b>AF 3116</b> Management Accounting - <b>FN 3105</b> Financial Management	<b>One of the following:</b> - <b>HT 4045</b> Visitor Attractions Mgt - <b>HT 4234</b> PR & Crisis Mgt in T+H - <b>HT 4032</b> Events Management for the Hospitality Industry - <b>MG 4071</b> Cruise Shipping - <b>MK 4104</b> Digital & Social Media Mkg - <b>MG 4168</b> Cross-Cultural Management

## 2.5 Academic Staff

The programme team includes experts in various fields of tourism and hospitality management. Their brief CVs and contact details are listed below (alphabetically). All instructors hold office hours each week, which are published per semester in the course information materials for the courses they teach.

➤ Dr Tatiana Chalkidou (department of Tourism, Hospitality and Sport)

BSc in Physical Education and Sport Science, National and Kapodistrian University of Athens; MBA in Business Administration, University of Leicester; MSc in HRM/HRD, University of Leicester; PhD in Health, Leisure and Human Performance, Oklahoma State University. Email: [tchalkidou@acg.edu](mailto:tchalkidou@acg.edu)

Dr Tatiana Chalkidou joined the Department of International Business in 2013, subsequently moving to the Department of Tourism, Hospitality and Sport in 2016. She has a dual appointment following her working experience within the sport, recreation and tourism industry in Greece and USA. Her current teaching involves courses like the Introduction to Sport Management, Social Issues in Sports, Sports Operations and Facilities Management, and Sport Governance, Policy and Legal Issues. Furthermore, she currently teaches Introduction to Tourism and Hospitality Management, Events Management, Public Relations and Crisis Management in Tourism, and Managing Service Quality and HRM in Tourism. Her research interests include conflict management, decision-making, social issues, sport governance.

➤ Ms Despina Gavrili (department of Tourism, Hospitality and Sport)

BSc, Marketing Management, Deree – The American College of Greece; BSc, Management of Businesses and Organizations, Hellenic Open University; MSc, Tourism Marketing, University of Surrey. Email: [dgavrili@acg.edu](mailto:dgavrili@acg.edu)

Despina Gavrili has been a member of the faculty since 2005. She has taught courses in the area of Marketing Management and Tourism and Hospitality Management. Her current teaching involves such courses as Tourism Planning and Development, Hospitality Operations, Food and Beverage Management, Cultural Tourism. Her research interests lie in the areas of cultural tourism and of experiential learning, with recent publications in both areas. She is the Internship Administrator for the School of Business and Economics, responsible for the internships taken for credit. She has 15-years working experience in various managerial positions in the Wine, Tourism and Hospitality industry. She has been a member of the Association of Greek Women in Tourism, the efforts of which created the Museum of Tourism.

➤ Dr Antonios Giannopoulos (department of Tourism, Hospitality and Sport)

BA in Marketing and Management Science, Athens University of Economics and Business; MBA, Athens University of Economics and Business; PhD in Marketing and Communication, Athens University of Economics and Business. Email: [antonios.giannopoulos@acg.edu](mailto:antonios.giannopoulos@acg.edu)

Dr Antonios Giannopoulos has been a member of the Department of Tourism, Hospitality and Sports since 2019. He has taught courses in the areas of tourism marketing, services marketing and research methods. His current teaching involves such courses as Travel and Transport, Destination Management and Marketing in Tourism and Hospitality. He has published in highly ranked academic journals such as Annals of Tourism Research, Journal of Service Theory and Practice, Journal of Hospitality Marketing &



Management etc. His research interests pertain to the fields of value co-creation, market orientation, internal marketing and destination management. He has served as marketing and communication manager at Corallia with responsibilities pertaining to innovation cluster services, youth entrepreneurship and start-up initiatives. He is also founder and editor-in-chief of “the voyager voice”.

➤ Dr Gregory Katsas (department of Sociology)

BS in Behavioral Sciences, Drew University; MS & PhD, Fordham University. Email: [grkatsas@acg.edu](mailto:grkatsas@acg.edu)

Dr Gregory Katsas received his PhD degree from Fordham University and it specializes in social demography and minority integration and was awarded in 1992. He has 23 years of teaching experience, most of which at Deree-The American College of Greece. He has also taught in the United States and the Hellenic School of Military Medicine. His academic interests include migration studies, social inequality and issues related to teaching and learning. He is participating in conferences in Greece and abroad, has published numerous articles, and organizes an annual international Sociology conference with Athens Institute for Education and Research. His latest publications include a study on immigrant unemployment in Greece and an edited volume on migration and work. He has experience in quantitative research design, is listed in the Hellenic national register of academic reviewers and is a member of sociological associations both in Greece and in the USA. In his leisure time he enjoys photography.

➤ Ms Joanna Konstantinou (department of Management Information Systems)

BSc in Computer Information Systems and Marketing Management, Deree – The American College of Greece; MSc in Total Quality Management, Cranfield University; MSc in Leadership, Deree – The American College of Greece, PhD candidate, Sheffield University, UK. Email: [joan@acg.edu](mailto:joan@acg.edu)

Joanna Konstantinou has been a member of the Deree faculty since 2000. She currently teaches courses such as Technology Innovation and Entrepreneurship in the Management Information Systems program, Information Systems and Entrepreneurship courses in the International Hospitality and Tourism Management program. She is also a Leadership Coach and Consultant working with leading teams of businesses of an international spectrum. She is a PhD candidate at Sheffield University exploring HR Practices in a Crisis Context.

➤ Dr Stylianos Kotsias (department of Accounting, Economics and Finance)

BSc, Technological Institute of Piraeus; MSc, University of Portsmouth; MSc, PhD, Heriot Watt University, Edinburgh. Email: [steliokotsias@acg.edu](mailto:steliokotsias@acg.edu)

Dr Stylianos Kotsias joined Deree in 2009, and has taught accounting and finance courses. Since January 2013, Dr Kotsias has served as Head of the Accounting and Finance Department of the School of Business. He holds both his PhD in Accounting and MSc in International Accounting and Financial Standards from the University of Heriot Watt in Edinburgh, UK. His research interests focus on the areas of accounting and accountability reforms in the Greek public sector, accounting education, strategic management accounting and corporate governance, subjects on which he has participated in various conferences on the subject. Dr Kotsias has been awarded a Scholarship of the Greek State Scholarship Foundation (IKY), and of the Edinburgh Centre of European Studies.

➤ Dr Georgios Papageorgiou (department of Tourism, Hospitality and Sport)

BA Tourism Business Administration, Technological Educational Institute of Athens; MSc and PhD Tourism Policy and Management, University of Birmingham; PGCert Academic Practice, University of Surrey; PCert Critical Thinking and Critical Reading, Universidad del Sagrado Coraçon; PDip Digital Marketing, ALBA Graduate Business School; PDip Transformational Coaching, Animas Centre for Coaching. Email: [gpapageorgiou@acg.edu](mailto:gpapageorgiou@acg.edu)

Dr Papageorgiou is the Head of the Tourism, Hospitality and Sport Department, and lectures in the areas of tourism and hospitality management. Before joining Deree, Dr Papageorgiou was a Lecturer in Tourism at the University of Surrey, and the Academic Dean at Alpine Center in Greece. Dr Papageorgiou has published in refereed journals and edited books, and is the co-editor of the volume 'Lifelong Learning for Tourism: Concepts, Policy and Implementation', published by Routledge. His experience focuses on academic quality assurance in the areas of tourism and hospitality, and his research interests include destination management and marketing, tourism education, and the relationship between tourism and popular culture – in particular literature and music. Dr Papageorgiou also serves as the advisor to the Deree Music Club.

➤ Ms Karolina Siskos (department of Accounting, Economics and Finance)

BSc, Business Administration, Deree – The American College of Greece; MSc, Finance, Lancaster University; Professional Qualification, Association of Chartered Certified Accountants (ACCA). Email: [ksiskos@acg.edu](mailto:ksiskos@acg.edu)

Karolina Siskos has been a member of the Deree faculty since 1996 and has taught across the Accounting & Finance curriculum. She currently teaches courses in financial and managerial accounting, mathematics and principles of finance, international financial reporting as well as accounting for the hospitality industry. She has work experience in small business administration and accounting. She also has an auditing background, having been employed for several years by one of the Big Four audit companies in Greece. Her research interests are in the area of international financial reporting. She serves as a steering committee member for the Deree Business Week.

## 2.6 The ITHM Academic Society

Academic Societies offer students the opportunity to engage and collaborate with faculty in an academic discipline, attend lectures and seminars and participate in a wide range of activities that provide deeper engagement in a particular subject area. Consisting of members elected annually, the Governing Body of the ITHM Society represents ITHM students for academic matters and the organization of extra-curricular events. They communicate with the faculty and administration. We would like to encourage all new and existing ITHM students to get involved with the Society so as to make the most of the academic and extra-curricular opportunities offered by the programme.

ITHM Society Facebook group: <https://www.facebook.com/groups/142530879183158/>

ITHM Society Instagram account: [https://www.instagram.com/deree\\_ithm\\_society/](https://www.instagram.com/deree_ithm_society/)

## 2.7 Description of Modules

### EC 1000 PRINCIPLES OF MICROECONOMICS – LEVEL 4

Introduction to economics and the economy. Product markets, elasticity, and consumer theory. Costs, production and the theory of the firm. Pricing and output determination in various market structures.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

### MA 2021 APPLIED STATISTICS – LEVEL 4

A comprehensive introduction of statistics for business and economics. Descriptive and inferential statistics, regression analysis and analysis of variance (ANOVA).

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

### MG 2003 MANAGEMENT PRINCIPLES – LEVEL 4

Nature, functions and responsibilities in the management of organizations. History of management thought, theories, concepts and practices. The managerial functions of planning and decision-making, organizing, leading and controlling.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

### IB 2006 INTERNATIONAL BUSINESS – LEVEL 4

Essentials of international business and the international business environment, including its socio-cultural, political, legal, economic and ethical dimensions. International trade and foreign investment theories. Emerging markets. Implications for the future international business manager.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

### BU 2003 BUSINESS LEGAL ISSUES – LEVEL 4

Introduction to basic concepts and principles of company law, intellectual property law, contract law, tort law and employment law, and overview of selected emerging legal issues.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

### HT 1001 INTRODUCTION TO THE TOURISM AND HOSPITALITY INDUSTRY – LEVEL 4

Introduction to the nature, scope, structure, functions and interrelations of key sectors within the tourism and hospitality industry, with emphasis on how distinctive features of tourism supply and demand affect management and policy decision-making.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

HT 2011 ACCOUNTING FOR THE HOSPITALITY INDUSTRY – LEVEL 4

Basic principles, concepts and procedures of accounting for the hospitality industry. Preparation, interpretation and analysis of financial statements.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/1/3

HT 2116 HOSPITALITY INFORMATION SYSTEMS – LEVEL 4

The application and use of information systems in the hospitality industry. Support of tourism and hospitality operations through a Property Management System (PMS) solution.

Prerequisites: CS 1070

UK Credits: 15

US Credits: 3/1/3

BU 3233 BUSINESS RESEARCH METHODS – LEVEL 5

The Business Research process, the Research Report and the Proposal. The Research problem, the Literature Review and Research Questions. Research Design and Methodology. Data Collection methods. Quantitative and Qualitative Data Analysis.

Prerequisites: MA 2021 or equivalent

UK Credits: 15

US Credits: 3/1/3

MG 3034 MANAGING PEOPLE AND ORGANIZATIONS – LEVEL 5

Major theories of organizational behavior and the emergence of strategic human resource management as a mechanism for managing people at work. Implications for managers in enacting work and people management activities.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

PH 3005 BUSINESS ETHICS – LEVEL 5

Introduction to major theories and basic moral problems in the domain of business. The use of reasoning in moral assessment of business practices. Application of moral theories to specific cases of corporate conduct ranging from the individual to society in general, in the local and the international context.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

SO 3009 TOURISM AND LEISURE IN MODERN SOCIETY – LEVEL 5

Tourism as activity and as a global industry analyzed from a social science perspective. The role of culture in the development of hospitality, leisure and travel in modern society. The socio-cultural impacts of tourism and the boundaries of hospitality.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

#### HT 3113 TOURISM PLANNING AND DEVELOPMENT – LEVEL 5

Theoretical, managerial, geographical, governance and other perspectives in relation to tourism development. The role of various stakeholders and the challenges involved in planning tourism development in different destination areas.

Prerequisites: HT 1001

UK Credits: 15

US Credits: 3/0/3

#### HT 3115 MARKETING FOR HOSPITALITY AND TOURISM – LEVEL 5

A managerial approach to hospitality and tourism marketing. Examines the implications of the Tourism and Hospitality industry on the Marketing theory (7-Ps approach).

Prerequisites: HT 1001

UK Credits: 15

US Credits: 3/0/3

#### HT 3139 MANAGEMENT OF HOSPITALITY AND F&B OPERATIONS – LEVEL 5

The functions, managerial aspects and operational requirements of various departments within the hospitality sector, including in the food and beverage (F&B) division.

Prerequisites: HT 1001

UK Credits: 15

US Credits: 3/0/3

#### HT 3037 TRAVEL AND TRANSPORT – LEVEL 5

The role of transport in tourism and its impact on the development of tourist destinations. Focus on components of the travel industry and tourism intermediaries.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

#### HT 3038 DESTINATION MANAGEMENT AND MARKETING – LEVEL 5

Recent developments and complexities of destination management and marketing; the role of the various stakeholders involved, including destination management organizations and local authorities.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

#### AF 3116 MANAGEMENT ACCOUNTING – LEVEL 5

Generation and preparation of information provided to decision-makers for optimal planning and control of an organization's routine operations and long-range organizational goals. Focus on the use of accounting information in cost accumulation, profitability analysis, planning and decision-making in business organisations.

Prerequisites: AF 2007 or equivalent

UK Credits: 15

US Credits: 3/0/3

#### FN 3105 FINANCIAL MANAGEMENT – LEVEL 5

The course provides the basic knowledge and skills required for the valuation of shares and bonds and the implementation of investment appraisal techniques for unleveraged and leveraged firms.

Prerequisites: AF 2007 or equivalent

UK Credits: 15

US Credits: 3/0/3

#### HT 4021 SUSTAINABLE MANAGEMENT IN TOURISM AND HOSPITALITY – LEVEL 6

The application of sustainable development principles in tourism and hospitality. Industry, consumer and policy perspectives and priorities in managing tourism and hospitality in a sustainable manner.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

#### HT 4117 MANAGING SERVICE QUALITY AND HUMAN RESOURCES IN TOURISM & HOSPITALITY – LEVEL 6

Examines the importance of service quality and quality of the visitor/guest experience in tourism and hospitality and the role of people in the delivery of the tourism and hospitality product. Explains the service delivery process and its management and discusses implications for human resource management (HRM).

Prerequisites: MG 3034

UK Credits: 15

US Credits: 3/0/3

#### HT 4135 FINANCIAL MANAGEMENT FOR THE HOSPITALITY INDUSTRY – L6

Essential financial management techniques used in the operation of a contemporary hospitality organization for profit management, performance measurement, capital investment decision-making and hotel valuation purposes.

Prerequisites: HT 2011

UK Credits: 15

US Credits: 3/0/3

#### HT 4436 INFORMATION AND COMMUNICATION TECHNOLOGIES IN TOURISM – LEVEL 6

Impact and benefits for the tourism industry from the implementation of information and communication technologies. Operational and strategic issues of IT. Current industry practices, use of internet technologies and e-commerce applications in travel and tourism.

Prerequisites: CS 1070 HT 1001 HT 2116 HT 3115

UK Credits: 15

US Credits: 3/0/3

#### HT 4440 ENTREPRENEURSHIP AND STRATEGY IN TOURISM AND HOSPITALITY – LEVEL 6

Examination of principles and practices of entrepreneurship, business planning and strategy. Research-based decision-making and strategic planning in the context of tourism and hospitality venture creation.

Prerequisites: HT 1001 HT 2011 HT 3115 HT 4135

UK Credits: 15

US Credits: 3/0/3

#### HT 4747 DISSERTATION IN TOURISM AND HOSPITALITY – LEVEL 6

Independent study dissertation-based course for graduating ITHM students. The course does not include classroom contact and is supervised by selected members of the ITHM programme team. The course extends over two terms of study, typically Fall and Spring of the last year of studies.

Prerequisites: HT 1001 MA 2021 BU 3233 HT 3113 HT 3115 HT 3139 MG 3034

UK Credits: 30

US Credits: 6/0/6

#### HT 4045 VISITOR ATTRACTIONS MANAGEMENT – LEVEL 6

The role of visitor attractions for tourist destinations. Visitor attraction types and particularities. Key theoretical perspectives on visitor attraction management. Focus on management functions and potential issues and challenges.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

#### HT 4234 PUBLIC RELATIONS AND CRISIS MANAGEMENT IN TOURISM AND HOSPITALITY – LEVEL 6

Public Relations in tourism and hospitality, with special emphasis on the role of PR activities in crisis management. The needs of different PR audiences, PR as part of an integrated communications strategy, PR as a vital tool in managing different types of crisis events.

Prerequisites: HT 1001 HT 3115

UK Credits: 15

US Credits: 3/0/3

#### HT 4032 EVENT MANAGEMENT FOR THE HOSPITALITY INDUSTRY – LEVEL 6

Overview of the events industry and of key management components including event organization, marketing and promotion, customer satisfaction and event evaluation. Emphasis on the emergence of the experience industry and the design of the event experience within the hospitality industry.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

#### MG 4071 CRUISE SHIPPING – LEVEL 6

Overview of the cruise industry and its history. Demand and supply dynamics. Cruise tourism. Economic, social, legal, and environmental contexts. Security and risk assessment of cruise ships.

Prerequisites: NONE

UK Credits: 15

US Credits: 3/0/3

#### MG 4168 CROSS-CULTURAL MANAGEMENT – LEVEL 6

Cross cultural management principles and the impact of national cultures on management practice. Managerial perspective of cross-cultural interaction, communication, conflict resolution, leadership and culturally diverse teams.

Prerequisites: MG 2003 or MG 3034

UK Credits: 15

US Credits: 3/0/3

## MK 4104 DIGITAL AND SOCIAL MEDIA MARKETING – LEVEL 6

Study of marketing on the Internet; how marketers can take advantage of the opportunities made possible by digital platforms such as websites, search (paid and organic), mobile and social media.

Prerequisites: MK 2030 or equivalent

UK Credits: 15

US Credits: 3/0/3

### 2.8 Programme Resources

#### Library Help

Your department liaises with JS Bailey Library staff to ensure physical and electronic information resources for your subject are available. Library staff are available to support you personally and will work with you throughout your time at the College. If you have any questions about using the Library, such as logging-in, printing or using our various databases you can get help:

- from the front desk on the ground floor of the JS Bailey Library
- online: <http://library.acg.edu/help>
- by phone: +30 210 600 9800 ext. 1434

The JS Bailey Library's website [library.acg.edu](http://library.acg.edu) provides access to thousands of resources and information about Library services. You can also access key services via your smart phone or tablet.

#### Multimedia resources

- Microsoft Office: 750 licenses currently in operation. Licenses are per machine and are renewed every 5 years.
- SPSS: 100 licenses currently in operation. Licenses are concurrent and are renewed annually.
- E-VIEWS: 20 licenses currently in operation. Licenses are per machine and are renewed annually.
- STATA: 25 licenses. Licenses are concurrent and are renewed annually.
- MATLAB: 30 licenses. Licenses are concurrent and are renewed annually.
- NVIVO: 20 licenses. Licenses are per machine and are renewed annually.
- QUALTRICS: The institutional license is renewed annually.
- REFINITIV THOMSON REUTERS EIKON DATASTREAM: 15 licenses. Licenses are concurrent and are renewed annually.
- BLOOMBERG: 12 licenses. Licenses are concurrent and are renewed annually.
- Blackboard platform: The institutional license is renewed annually.
- Turnitin Plagiarism Detection software: The institutional license is renewed annually.
- Premiere editing suite: installed on lab computers for teaching and student use.

#### External Examiner

The External Examiner assures that you are assessed fairly in relation to other students on the same programme and that your award is of the same standard as similar programmes offered by other UK higher education institutions. The External Examiner for this programme is Dr Ioannis Pantelidis, University of Brighton, UK.



## **Work-Related Activities**

While you may gather a great deal of information in your courses, there is no substitute for direct experience in a professional environment. Work-related activities allow you to get “hands-on” experience and, therefore, constitute a pertinent learning tool.

The internship option in your programme provides opportunities for the development of practical skills in contexts where professional criticism is both immediate and constructive. It also furnishes you with opportunities to observe and understand connections between coursework and skills needed to perform effectively in a professional environment. Internships aid in the identification of knowledge and skills essential to doing well in a particular profession, give you the opportunity to demonstrate your professionalism and, therefore, increase the credibility of your degree.

In addition, because the internship experience requires a great deal of personal responsibility, it enhances your professional confidence and provides an important step in your personal and professional maturation process. The industry placement is in essence your first step towards a professional career. It gives you valuable experience in preparation for employment, provide entry into a professional network and occasionally lead directly into employment opportunities. Contacts made through the internship can be invaluable sources of information for securing eventual employment.

The work-based learning component is managed by the Internship Administrator, M. Despina Gavriili ([dgavrili@acg.edu](mailto:dgavrili@acg.edu)).

## **2.9 Opportunities for Graduates**

The emphasis of the programme is on the management and entrepreneurial aspects, aiming to equip students and graduates with skills that will allow them to undertake successful careers in the wider tourism industry in Greece and internationally. Indicatively target sectors include several specializations in accommodation, visitor attractions, transportation, tourism distribution and events organization. Upon completion of the program, students will also possess the specialized knowledge, academic skills, and personal and professional competencies to successfully pursue postgraduate studies.

### **3. Assessment and Feedback**

#### **3.1 Assessment**

##### **Assessment Strategy and Procedure**

Although courses may employ assessment instruments which perform only a diagnostic or formative function, credit for the completion of a course can only be obtained on the basis of one or more summative assessments. A summative assessment provides a measure of the extent to which a student has achieved the intended learning outcomes of a module. The assessment of a student's academic performance requires a judgment of the quality of his or her work. In all cases, this assessment are governed by criteria that are explicit and communicated to students. More information on the assessment strategy and the general grading criteria of the College can be found in Student Resources.

##### **Examination Regulations and Procedures**

Examination regulations apply to in-class assessments, such as examinations, laboratory tests etc., for all students registered in Deree courses and aim at promoting academic honesty through appropriate conduct. More information on procedures for exam security and invigilation is provided in Student Resources.

##### **Student Identity**

Students must carry with them their DEREED ID card in the examination room. For details on Checking of Student Presence Procedure, please visit *myACG*.

##### **Entering and Leaving the Exam**

Students who arrive late may be admitted to the exam but no additional time will be given. Students should be allowed to enter and take the exam up until a quarter of the allotted time has passed. Students should not be allowed to leave before a quarter of the allotted time has passed. Students should bring as little as possible to the examination room. Any bags, books, notes, should be placed underneath the chair. Food and drink (including coffee) are not permitted in the exam room with the exception of clear bottles of water.

##### **Exam Conduct**

Students should bring their own pens, pencils, approved calculators, and other materials needed for the examination. All exams should be written legibly in black or blue ink. Pencil may only be used for diagrams, graphs, etc. Exam answers written in pencil are not acceptable. Entry/leaving

##### **Mobile Phones and Electronic Devices**

Mobile phones and electronic devices must be switched off – not on “silent” – in clear view and placed underneath the chair. If students use or attempt to use their phone / electronic device during the exam it will be regarded as a disciplinary offence. Students will be held responsible if their mobile phone / electronic device rings / vibrates during the exam. Any student caught using Bluetooth or any electronic device in the exam will be asked to leave immediately and will face disciplinary action.

### **Student Answers/Examination Paper**

All answers must be legibly written on exam paper provided by the exam proctor. Students are not permitted to write answers on the question paper. Students must clearly cross out any (rough) work that is not to be graded. If extra exam paper is needed, it will be provided by the exam proctor. The only paper that can be used is the paper provided by the College and should all be returned to the proctor at the end of the exam.

### **Return of Exam Papers**

Students must put the exam question paper and all answer papers together and submit both to the exam proctor. Failing to do so will result in failure in the exam.

### **Assessment Schedule**

Please note the exam/assessment periods in the academic calendar and make sure that you are available during that period.

### **Examination Schedule**

The examination schedule is published on *myACG*. Please keep checking for updates.

### **Coursework**

Where a module is wholly or partly assessed by coursework, the submission date and method of submission will be clearly stated on the Course Information Packet circulated to students by the instructor on the first day of classes and posted on the course Blackboard container.

When you submit an assignment it is important that you ensure the following information is on the assignment front sheet:

- Your name
- Year and semester
- Name of the instructor for whom the assignment has been done
- Name of the module for which the assignment has been done

Your responsibilities:

- Keep a record of your work
- Keep copies of all assignments
- Ensure your work is handed in within the deadlines

Each piece of assessed work will receive a mark and feedback. The method and form of feedback for each module will depend on the assessment method.

## Assessment Method Mapping

The following tables present the type and weight of assessment components within each module for each level of study.

### Level 4

Module	Assessment 1	Assessment 2 (if applicable)	Final assessment
HT 1001	40% midterm examination		60% final examination
HT 2011	40% lab-based project		60% final examination
HT 2116	40% individual project		60% final examination
EC 1001	40% midterm examination		60% final examination
MG 2003	40% midterm examination		60% final examination
BU 2003	40% midterm examination		60% final examination
MA 2021	40% midterm examination	10% portfolio	50% final examination
IB 2006	50% individual project		50% final examination

### Level 5

	Assessment 1	Assessment 2 (if applicable)	Final assessment
HT 3113	40% midterm examination		60% individual assignment
HT 3115	30% group presentation		70% individual assignment
HT 3139	40% midterm examination		60% individual assignment
PH 3005	30% midterm examination	10% portfolio	60% final examination
MG 3034	50% individual project		50% final examination
BU 3233	40% midterm examination		60% group project
SO 3009	40% individual assignment	10% portfolio	50% final examination
HT 3037	40% midterm examination		60% individual assignment
HT 3038	40% group presentation		60% final examination
AF 3116	40% midterm examination		60% final examination
FN 3105	40% midterm examination		60% final examination

### Level 6

	Assessment 1	Assessment 2 (if applicable)	Final assessment
HT 4021	30% group presentation		70% individual assignment
HT 4117	30% midterm examination		70% individual assignment
HT 4135	50% individual project		50% final examination
HT 4440	30% midterm examination	10% portfolio	60% individual project
HT 4436	30% midterm examination	10% portfolio	60% individual project
HT 4747			100% dissertation
HT 4045	30% group presentation		70% individual assignment
HT 4234	40% midterm examination		60% individual project
HT 4032	30% midterm examination		70% individual project
MG 4071	60% individual project		40% final examination
MG 4168	70% group project		30% final examination
MK 4104	40% individual project		60% final examination

### **3.2 Giving your Feedback on This Programme**

We are keen to work with you to enhance your programme. Opportunities for you to feedback to us formally include student participation in the Programme Committee, the Academic Society, Student Course Evaluation, Senior Exit Surveys, meetings with the Dean, meetings with the Provost, and other student surveys. Informal feedback is also welcome at any time either via your instructor or your department head.

#### **School of Business and Economics Programme Committee**

The School of Business and Economics Programme Committee is responsible for the routine monitoring of programmes, including the consideration of student feedback, performance data and external examiners' reports. Proposals approved by the Committee are forwarded to the Deree Curriculum Committee and Academic Council. The Programme Committee is chaired by the Academic Dean of the School. Committee membership includes all Department Heads and Programme Coordinators, as well as the president of each student academic society of the School. This ensures that the student community has a voice in decisions about curriculum, teaching and learning, and the development of the School of Business and Economics.

#### **Departmental Academic Society**

Students are encouraged to engage with the Academic Society of the ITHM programme for conveying, or remaining informed about, any issues and developments related to their studies or student life in general. Please also see Section 2.6 of this document.

#### **Student Course Evaluation**

Student evaluations of courses and instructors are administered by the Office of the Registrar at the end of each academic term. The online course evaluation system is easy, convenient, secure, anonymous, and confidential. The course evaluation system is administered by the Registrar's Office. Information about the course evaluation system is available through the college website or by emailing registrar@acg.edu.

#### **Senior Exit Survey**

Student feedback comprises an integral part in the continuous development and success of School of Business and Economics programmes. In that spirit, we ask prospective graduates a Senior Exit Survey. The survey includes questions on student satisfaction with the education provided by the School of Business and Economics and with their overall College experience at Deree. The aim is to identify areas of good practice as well as areas that need improvement. Based on the data collected through the Senior Exit Survey, a report is developed by an interdisciplinary School of Business and Economics faculty team. All data collected in this survey are held anonymously and securely. Responses cannot be traced back and all results are presented in an aggregated form. When you reach the final semester of study, you receive the relevant link in your student email address.

### **3.3 What Happens with your Feedback on This Programme?**

Your feedback helps us to continually enhance this programme. You can find out what actions have been taken in response to your feedback through your academic society, student government, department head or instructor. Updates on action taken are also provided through blackboard and *myACG*.

Student feedback is used in a variety of ways, including:

- Improvement of methods of Teaching and Learning
- Module Leader Reports
- Annual Performance Evaluation of academic staff

### **3.4 Getting Feedback on your Assessed Work**

According to The College has committed to a two week turnaround for feedback. Each module handbook will provide you with specific guidelines on the turnaround for feedback.

### **3.5 How do I Get my Results?**

Results from module assessments and decisions on progression to the next level or awards (if you are in the final level) are available from *myACG*. Results normally appear within ten working days after the end of the examination period. Marks on individual assessments are not finalized until the Board of Examiners' meeting (the meeting where your end of year outcome will be decided). If you are unsure about when you might receive your results or have queries relating to your results, you may contact your module instructor via email.

### **3.6 Issues with Assessment**

If you are experiencing problems which are adversely affecting your ability to study (called 'mitigating circumstances'), then you can apply providing some form of evidence of your circumstances to verify your request.

Examples of acceptable extenuating circumstances include:

- Bereavement
- Illness
- Hospitalization
- Transport cancellation, where this may be evidenced
- Court attendance
- Serious family illness where the impact on the students' ability to undertake assessment may be demonstrated
- Accident
- The following are not acceptable extenuating circumstances:
- Holidays
- Weddings
- Family celebrations
- Printing problems
- Computer failure, corrupt USB sticks
- Financial problems

- Work related problems
- Accommodation issues
- Mis-reading assessment arrangements

### **Late Submission**

You must submit work by the deadlines set in the course outline. Work submitted after but within seven days of the deadline will receive a maximum grade of C. You will fail the assessment if work is submitted later than seven days after the deadline.

### **Resits**

In the case of an initial failure of one or more assessments in a course, you have the right to be reassessed in (i.e. resit) the element that you have failed. This reassessment will normally be scheduled prior to the commencement of the following semester. Only one resit per each assessment element is allowed in each module. The maximum grade you can obtain for the reassessed component of the course is a pass (Grade C – 40%). If you fail the resit, you will not receive the credit for that course.

### **Resits in Capstone Courses**

Students who fail a coursework assessment (project/paper) with a weight of 60% or above in a capstone course may request to resit the failed assessment in the resit period following the one designated for the course. Such requests from students must include the instructor's verification that it is impossible for the student to successfully complete the assignment by the scheduled course resit period. Such an extension for the completion of specified coursework in capstone courses can only be given upon the recommendation of the student's instructor and the approval of the relevant Department Head and CASP.

### **Academic Appeals**

Students registered in a validated program, may appeal against a decision of the Board of Examiners. Students' rights of appeal are limited to two grounds:

- either that the candidate's performance in an assessment was adversely affected by illness or factors which s/he was unable, or for valid reasons unwilling, to divulge before the Board of Examiners reached its decision
- or that there has been a material administrative error, an assessment was not conducted in accordance with the current regulations for the programme or special arrangements formally agreed, or that some other material irregularity relevant to the assessment has occurred.

Disagreement with the academic judgment of a Board of Examiners in assessing the merits of an individual element of assessment does not constitute grounds for an academic appeal. Responsibility for the submission of documentary evidence in support of the appeal rests with the student. Appeals must be submitted in writing to the Registrar no later than 14 days following the publication of Examination Board results. All appeals must be submitted in writing to the Registrar by the end of the second week of the following session/semester. On receipt of the appeal, the Registrar informs the department head/area coordinator and Academic Council (through the Chief Academic Officer) and submits to them all relevant evidence and correspondence.

The Academic Dean will undertake an initial assessment of the validity of the appeal and advise the student accordingly. In the light of this advice, the student should decide whether s/he wishes to proceed with the appeal. Alternatively, the student may decide to withdraw his or her appeal and/or lodge a complaint in accordance with the College's complaints procedure. The subcommittee of the Academic Council will hear the appeal. The appellant may be called to appear before the subcommittee. The subcommittee may also require the Chair of the Board of Examiners to appear separately before it. The appellant and the Chair of the Board will not be present when the subcommittee considers the evidence and formulates its decision. The subcommittee must inform the student and the Board of Examiners of its decision within seven days of the hearing. The student has the right to subsequently appeal to the President in writing against the decision of the subcommittee. If the appellant wishes to contest the President's decision s/he has the right to lodge an appeal with the Open University. The student will obtain contact details for the President and the Open University at the Student Success Center. The Registrar's Office will keep records of outcomes for all appeals cases. The Academic Council will receive annual summary reports regarding all appeals received by the College.

### **Cheating, Plagiarism and other forms of Unfair Practice**

An academic offence (or breach of academic integrity) includes any action or behavior likely to confer an unfair advantage, whether by advantaging the alleged offender or by disadvantaging another or others. Examples of such misconduct are plagiarism, collusion, cheating, impersonation, supplying false documentation, use of inadmissible material and disruptive behavior in class or during examinations. Responsibility for reviewing breaches of academic integrity is held by the Committee on Standing and Conduct.

### **3.7 Academic Misconduct and Penalties**

Charges against a student for violating academic integrity may originate from any source: a faculty member, an administrator, a staff member, a fellow student, or from the community at large. The charges are to be submitted in writing to the chair of the Committee on Standing and Conduct. If a member of the Committee originates the charge, then that member will be recused from the decision-making process, and any other process related to the case, other than those related to the role of complainant/witness. On receipt of the allegation of a breach of academic integrity, the Chair must inform the Chair of the Board of Examiners that is responsible for the assessment. The Board should then suspend its decisions on the candidate's grade(s) until the facts have been established (see Student Resources – Regulatory Framework). Once the Committee on Standing and Conduct has considered the allegation and reached a conclusion on whether an offence has occurred, it should issue a report with a recommendation regarding the outcome for the student to the Chair of the relevant Board of Examiners. If it has been established that an offence has occurred, the Board will judge the significance of the misdemeanor and exercise its discretion as appropriate to the case. If it is established that a student has attempted to gain an unfair advantage, the examiners shall be given the authority to rule that the student has failed part or all of the assessments, and the authority to determine whether the student should be permitted to be reassessed. Independently of the assessment decisions made by the Board of Examiners on offences pertaining to validated courses/programs, the Committee on Standing and Conduct is empowered to consider a wider range of sanctions that might be applied when a student is found guilty of a breach of academic integrity.



The following list of sanctions is indicative and can be imposed by majority vote of the Committee:

**Admonishment Letter (or Letter of Warning):** The student is advised in writing that her/his behavior violates rules of academic integrity and that a recurrence will lead to more serious sanctions. The Committee will deliberate on whether the letter should or should not appear in the student's file permanently or for a lesser period of time.

**First Offence File:** The student's name and a description of the offense is filed in a shared electronic folder, accessible by the Chief Academic Officer, the academic Deans, the Dean of Students and department heads. Second offences automatically result in a hearing.

**Disciplinary Probation:** The student is advised in writing that his/her behavior violates rules on academic integrity and is given a probationary period (to be decided upon by the Committee) to show by good behavior that a more stringent penalty should not be imposed. During the period of the probation, the student is required to terminate association with all extra-curricular activities and resign from any student office.

**Suspension:** The student's relationship with the College will be discontinued until the end of the semester or term. The student will forfeit any fees involved with the College.

**Dismissal:** The student's relationship with the College will be terminated indefinitely. The right to apply for readmission shall be denied. Before announcing judgment/sanctions, the Chair of the Committee on Standing and Conduct consults with the Chair of the Academic Council, who has the right to recommend other sanctions. If the Chair of the Academic Council is in agreement with the Committee's recommendations, the Chair of the Committee will inform the student and the plaintiff (in writing and within three days of the hearing) of the final judgment and the actions to be taken. If the Chair of the Academic Council proposes other or additional sanctions, the chair of the Committee must communicate these recommendations to the Committee within three days and re-deliberate. Majority vote once again determines final sanctions. Communications procedures as outlined above apply. A final written report to the Academic Council on a case-by-case basis, is prepared within 14 days, and includes the complaint, the Committee's judgment and sanctions.

Within three *working* days of receipt of the decision, either party (plaintiff or student) has the right to make a formal written appeal against the decision of the Committee. The appeal is addressed first to the Committee on Standing and Conduct. If the Committee does not deem any change to the decision is warranted subsequent to consideration of the appeal, the appeal may then be brought to the Academic Council, and subsequently to the President whose decision is final. The student may appeal against the decision of the Board of Examiners in accordance with the regulations for academic appeals (Section 9, Appendix D – Regulatory Framework).

### **3.8 Complaints Procedure**

Complaints are specific concerns about the provision of a course / module or a programme of study or related academic or non-academic service. When appropriate, a complaint is first resolved through informal discussion with the party / office directly involved. If not resolved at that level, a formal complaint is submitted by the student to the Registrar's Office within 14 days from the day the outcome of this

discussion is made known to the student. Upon receipt of the complaint, the Registrar forwards the complaint with all relevant documentation to a panel consisting of the Chief Academic Officer, the Academic Deans and the Dean of Students.

Depending on the nature of the complaint, the academic Dean or Dean of Students will undertake an initial assessment of the validity of the complaint and advise the student accordingly. In the light of this advice, the student should decide whether s/he wishes to proceed with the complaint. In the event that the student decides to proceed with the complaint, a subcommittee of the Academic Council will be convened no later than three weeks after receiving the student's decision. The membership of the subcommittee shall not include any member of faculty or the administration who has been involved in the complaint or who is a member of the relevant Board of Examiners. The subcommittee of the Academic Council will hear the complaint. The appellant may be called to appear before the subcommittee. The subcommittee may also require the relevant member of faculty and/or Administration to appear separately before it. The appellant and any member of staff against whom the complaint has been made will not be present when the subcommittee considers the evidence and formulates its decision. The subcommittee must inform the student and the Chair of the Board of Examiners (if the complaint concerns a validated course/program) of its decision within seven days of the hearing. The student has the right to subsequently appeal to the President against the decision of subcommittee. If the appellant wishes to contest the President's decision s/he has the right to lodge a complaint with the Open University. The student will obtain contact details for the President and the Open University at the Student Success Center.

The Registrar's Office will keep records of outcomes for all complaints cases. The Academic Council will receive annual summary reports regarding all complaints received by the College.

## **4. Where to Get Help**

### **4.1 Downloading College Forms**

All standard student forms are available online on [www.acg.edu](http://www.acg.edu) as well as on *myACG* → *Student Resources* → *Forms*

### **4.2 Academic Advising**

The Academic Advising Office aids students in choosing and completing their academic programs. The advising staff provides academic advice and information to undergraduate students, advising all first-year students, some second-year students, and transfer students; support for academic staff advisors; and resources for all students in need of academic advice. Once students have declared their major they participate in an advising programme that uses academic staff as advisors to handle the responsibility of advising on academic and career-related matters. International students have an additional non-academic international student advisor who assists them in their efforts to adjust to the new culture and supports them in obtaining any student visas and residence permits required by Greek law.

### **4.3 Student Academic Support Services**

The Student Academic Support Services (SASS) is open daily and offers academic assistance to all DERE-ACG students through individual learning facilitation sessions and/or workshops. SASS learning facilitators are peers who assist students in improving and strengthening academic study skills.

### **4.4 Office of Student Affairs**

The Office of Student Affairs is dedicated to promoting student development and continually improving the quality of student life. Through extra-curricular activities the College strives to provide students with opportunities parallel to the classroom experience that are consistent with its educational values, such as presentations, lectures, excursions, debates, theatrical plays, blood drives, happenings and events. The students are encouraged to explore personal and professional goals by participating in clubs, societies, organizations and athletic teams. All the student groups have an advisor, or coach, who is knowledgeable in the subject area, monitors their activity, attends their general assemblies and supports the group during the year.

### **4.5 Student Success Centre**

The Student Success Centre supports students by offering comprehensive, integrated services in the areas of academic advising, OU validation issues, student records, registration, and payments in a one-stop area. The Student Success Centre aims to create the optimum conditions so that students can follow the path to academic success. Students may visit the Student Success Centre to pay a bill, request a certificate, obtain a form, arrange to bring a visitor on campus, obtain their transcript, see an academic advisor, ask about OU validation, change a course, and obtain or replace their student ID. The SSC web page has been

set up to reflect the one-stop concept of the Centre and includes information from different departments. It may be accessed from the “Quick Links” on the ACG homepage ([www.acg.edu](http://www.acg.edu)) and it allows students to print forms or view the academic calendar, academic policies, final exams schedule, course schedule, graduation instructions, major requirements, frequently asked questions (FAQs), the email directory, and financial aid and international student information.

#### **4.6 Disability Status and Provisions**

Students are responsible for alerting the Educational Psychologist to a known or suspected disability and/or learning difference, and for providing relevant documentary evidence if available. The Educational Psychologist suggests actions to be taken to accommodate such cases, having ensured that there has been full consultation with faculty in the department(s) responsible for the assessment of that student. The accommodation is approved by the Committee on Disability and Learning Differences. This action must be endorsed by the Chair of the relevant Board of Examiners in the case of the validated award. Information, guidance and support are provided to all disabled students who declare their disabilities. Students with disabilities and learning differences may be eligible for special accommodations, such as extra time for examination completion, and receive support and educational counseling from the Educational Psychologist on campus.

#### **4.7 Career Services**

The Office of Career Services offers centralized, comprehensive and coordinated career development, through appointments, sessions and workshops, building relationships and longstanding collaborations between students/alumni and potential employers. In the past three years the Office has expanded the quality of the services offered by acquiring a Career Services Manager tool, Goinglobal, as well as the handling of the international internship positions and the work study positions, transforming it thus into a hub for career-related issues. The Office moved dynamically to the era of social media utilizing Facebook and LinkedIn. The variety of programs and services offered to students and alumni include: counselling sessions about career advising and graduate studies advising; an online test which identifies strengths and personality preferences aiming to assist the students in their selection of a major; Goinglobal, a tool offering job openings abroad; skills workshops about job search and job interview techniques; Career networking events; JobBank offering part-time and full-time positions; Career Days where the students have the opportunity to have a short interview with a company representative; International Internship program.

#### **4.8 Study Abroad**

The Study Abroad Programme not only brings US and international students to Athens, it also sends Deree students to several partner universities in the US and other countries. The International Internship and Study Abroad Programme combines and provides a first-of-its-kind career and academic programme in Greece and is open to all undergraduate students. Students have the opportunity to intern with a leading multinational company abroad and follow this up with a semester of study with an international partner

university. The College is proud to be partnering with a select number of institutions that span the globe such as Northern Arizona University, Mercy College, Texas A&M, Kingsville, University of Utah, the American University in Cairo, and Richmond – The American International University in London, to name a few.

## **5. What to do if you.....**

### **5.1 .....are absent for more than one day**

You must notify your instructor(s) if you are absent for more than one day. If you are going to apply for Mitigating Circumstances you will need to provide written evidence of the reason for your absence (see section 3.6).

### **5.2 .....are ill**

If you are absent through illness on the day of an examination or assignment deadline and you intend to apply for mitigation, you must also provide us with details and any available evidence as soon as possible. Contact the Student Success Centre to get a copy of the appropriate Mitigating Circumstances form.

### **5.3 .....have a comment, compliment or complaint**

We are committed to providing a quality, student-centered experience for all our students. We welcome comments and compliments from students, and find them valuable for on-going improvements. Comments and compliments about your course can be raised with your instructor(s) and/or Department Head. If you have a specific complaint about an act or omission of the College you may be able to make a formal complaint in writing under the Complaints Procedure (see section 3.8).

### **5.4 .....are considering withdrawing from the course**

You must consult with your advisor if you wish to defer your studies, withdraw from a course, or to transfer registration from one course or award (major) to another. Applications for deferral, withdrawal or transfer should then be lodged with the Registrar's Office. Applications are subsequently considered by the Committee of Academic Standards and Policies (CASP). CASP decisions are governed by the following regulations:

- Students are permitted to change a course within the first two days of teaching.
- Beyond this period, students may withdraw from a course within the first two weeks of teaching whilst retaining the right to re-enroll in the said course in the future.
- Changes after this deadline will only be considered in exceptional circumstances.
- Students shall not be permitted to withdraw and then subsequently re-enroll in a course after the submission or completion of the first summative assessment.

### **5.5 .....need a reference letter**

If you need a reference letter from one or more of your instructors, fill in the Reference Request Form from *myACG* (→ *Student Resources* → *Forms*), stating the reason why you need the reference, as well as the number of hard and/or electronic copies requested.

## **6. Other Relevant Policies**

### **6.1 Attendance Policy**

Class attendance is mandatory. Attendance and performance in class are closely correlated. Lack of attendance necessarily means that a student has not achieved the desired learning experience that course requires.

For purposes of mitigating circumstances, such as illness or other serious matters, the College allows students to miss up to 20% of class time. This applies to all courses. For certain courses instructors could take absences into account and lower a student's grade based on the marking criteria and learning outcomes of the course.

Absence from a class does not exempt a student from completing the work for that class. Students who have exceeded the 20% threshold of absences for serious mitigating circumstances will be referred by the instructor to the Registrar's Office. The Registrar will in turn inform the Committee on Academic Standards and Policies (CASAP) which, in the light of any evidence of extenuating circumstances supplied by the student, will decide whether the student must withdraw from the course (and/or receive an F grade).

The only mitigating circumstance related to health, acceptable for excusing absences beyond the maximum is hospitalization. It is the student's responsibility to be aware of the number of absences in each course or module.

### **6.2 Student Punctuality Policy**

It is the responsibility of students to be in class on time, and the responsibility of instructors to begin their class on time and end it on time. Students are considered absent and will be recorded as such, if they arrive to class 10 minutes (or more) later than the scheduled class starting time.

### **6.3 Turnitin Policy and Student Guidelines**

The College is using Turnitin software to assist in the detection of plagiarism. If a case of cheating is proven, disciplinary procedures will be followed, as described in sections 3.6 and 3.7. More information about the College's Turnitin Policy can be found in Student Resources.

Guidelines for Student Use of Turnitin:

- Students are only permitted to submit their own work and only for assignments created by DEREЕ faculty for DEREЕ courses.
- Students are not allowed to submit the work of others.
- Students are not allowed to have their own work submitted by others.
- Students are responsible for submitting assignments to Turnitin on time.
- Work submitted to Turnitin remains in a large database of papers against which future papers are scanned.

#### **6.4 Transfer of credits**

Students who transfer must be in Good Academic Standing at their previous institution. Students who wish to transfer from US institutions must have a cumulative index (CI) or overall Grade Point Average (GPA) of 2.75 or above. Transfer students must contact the Academic Advising Office and the Validation Office after they are admitted to the College.

#### **6.5 Evaluation of Transfer Credits**

The transfer credit process begins immediately after the student's first registration and only after the student has submitted both the official transcript(s) and the course syllabi or descriptions of substantial length from official publications of the institution. Course syllabi may be required for a better evaluation of the student's completed prior academic work. All submitted documents not in English or Greek must be accompanied by certified English or Greek translations and must be submitted to the Validation Office before the end of the student's first semester. The assessment process of the student's prior academic work will be completed no later than two months (excluding vacation period) after the student has submitted a complete folder of the required documents as stated above. Students cannot be granted credit (or be exempted from) courses at Level 6 and/or for more than 4 courses (i.e. 12 US credits or 60 UK credits) at Level 5. All transfer credit requests are handled by the Validation Office.

#### **6.6 Credit by Assessment for Professional Experience**

Credit by assessment may be earned for experiential learning (professional experience) by experienced professionals\* who wish to begin or complete their studies. Such credit may fulfill up to 36 US credits required for a degree. No credit by assessment can be awarded for Level six (6) courses, except for validated internship courses. No credit by assessment can be awarded for more than four (4) Level 5 courses. The method of assessment, the number of credits to be earned as well as the course(s) for which experiential credit will be given will be decided by the relevant academic department(s) depending on the disciplines for which credit has been requested. The academic department of the student's declared major will report the results of the assessment to the relevant School Dean for approval. The Office of the Dean will send the final approved evaluation to the Registrar's Office.

\*Students must submit an application in order to take advantage of the Credit by Assessment program. The application includes an updated resume and a statement that describes knowledge and skills gained through experience-based learning and how they relate directly to course(s) for which credit requested. Students may also submit certificates of training, work samples, and other documents appropriate as evidence of equivalent to college learning. Once the application is approved a fee of 90 Euros per credit hour to be assessed will be charged to the student.

#### **6.7 Student Matriculation**

For the US NEASC accredited degree students have the right to complete their studies in accordance with the educational programs and requirements in effect at the time they were first admitted to the College.



The maximum period of matriculation for a US NEASC accredited degree is 10 years. If the degree requirements should change during the student's period of studies at the College, the student may choose to complete those degree requirements in effect upon entry or any other set of requirements introduced subsequently and prior to graduation; all the specified requirements for the particular degree chosen must be met. Students must observe all current prerequisites for courses. Students may stay informed about current prerequisites/co-requisites of courses by consulting annually the latest on line College Catalog. Re-admitted students are required to follow the programme requirements in effect of their re-admission.

## **6.8 Safety, Health and Wellbeing**

The College committed to providing a vibrant and sustainable working environment that values wellbeing and diversity. This commitment exists alongside our wider legal and moral obligations to provide a safe and healthy working environment for our staff, students and members of the public who may be affected by our activities.

### **Special Needs**

You are expected to declare any special needs that would affect your safety in the event of a fire or earthquake, e.g. hearing impairment or the use of a wheelchair. Students with special needs must declare their special need, to the College, for it to be taken into consideration.

### **Accident and Incident and Reporting**

All accidents and incidents and dangerous occurrences, must be reported to, and recorded by College staff. In case of accident or medical emergency, you need to contact the College nurse. ACG First Aid Protocol and Medical Emergency Flow Charts are given in Student Resources.

### **Smoking**

According to Greek law, smoking is prohibited in all educational institutions. All types of smoking, including vaping, are prohibited in all indoor and outdoor College areas.

### **Additional documentation:**

- The **Undergraduate Online Catalog** (including Regulations for Validated Awards of the Open University) can be found at: <https://www.acg.edu/undergraduate/undergraduate-programs/>
- The **ITHM Programme Specification** document is accessible via BlackBoard.