



Student Handbook

US-authorized / US-accredited

**Executive
MBA**

**The Alba
MBA**

**MBA with
Shipping**

**MSc in
Shipping
Management**

A graphic for the MSc in Entrepreneurship program featuring a bar chart with three bars in blue, orange, and green, overlaid with a grid of small squares in various colors.

**MSc in
Entrepreneurship**

**MSc in
International
Business and
Management**

**MSc in
Finance**

**MSc in
Strategic
HRM**

**MSc in
Marketing**

**MSc in
Tourism
Management**

**Double
Degree MSc
in Supply
Chain
Management**

As a condition of enrolment at Alba Graduate Business School, every student is required to comply with the **Academic Regulations of Alba** and the **Student Code of Conduct of The American College of Greece**. Students are expected to familiarize themselves with these regulations, and an assertion of ignorance of their provisions cannot be accepted as a basis for an exception to them. No student or group of students should expect to be warned individually to conform to any of the Academic Regulations and Student Code of conduct contained in this publication.

AGBS reserves the right to make any additions or changes to the following Academic Regulations at any time should the need arise.

The Student Handbook is effective as of October 2024 for all currently registered students.

The American University of Greece is accredited by the New England Commission of Higher Education.

The American University of Greece (AUG) was founded in 2022 and in 2023 NECHE recognized AUG as an accredited institution, an accreditation that included ACG's operations in Greece by means of a validating agreement between AUG and ACG, supplementing the ACG/OU validation agreement. ACG continues to operate from its Greek headquarters, offering undergraduate and graduate degrees at Deree - The American College of Greece, in Aghia Paraskevi, and graduate business degrees through The Alba Graduate Business School (AGBS) in downtown Athens.

Table of contents

Student Handbook.....	1
1. Code of Ethics	5
• 1.1 Preamble and Mission Statement.....	5
1.1.1 Reporting misconduct.....	5
• 1.2 Specific Standard.....	6
1.2.1 Academic Pursuits.....	6
1.2.2 Examinations' Rules and Procedures.....	7
1.2.3 Examinations' Code of Conduct.....	7
1.2.4 Assignments.....	8
1.2.5 Guidelines and Policies on the Use of Generative AI in Academic Assignments.....	8
1.2.6 Alba Graduate Business School Institutional Review Board (Alba IRB).....	10
1.2.7 Policy concerning copyright and the use of images for Students.....	11
2. Academic Regulations	11
• 2.1 Academic Advising	11
• 2.2 Total Year Schedule and Program Structure.....	11
• 2.3 Course Credit.....	11
• 2.4 Workshops, Guest Lectures and Other Academic Activities	12
• 2.5 Registration and Pre-registration.....	12
• 2.6 Course Duration and Fees.....	12
• 2.7 Transferring of Courses.....	13
• 2.8 Dropping and Changing Courses*	13
• 2.9 Course Auditing.....	14
2.9.1 For Students.....	14
2.9.2 For Alumni.....	14
2.9.3 Evolving Learners Certificate Program for Alumni.....	15
• 2.10 Course Requirements.....	15
• 2.11 Class Attendance.....	16
• 2.12 Teamwork	17
• 2.13 Peer Evaluation	17
• 2.14 Thesis Submission to the Institutional Repository.....	17
• 2.15 Participation in Exchange Programs	17
• 2.16 Internship Opportunities for ALBA Students.....	18
2.16.1 Internship: Definition and Overview.....	18
2.16.2 Characteristics of the Internship Candidates.....	18
2.16.3 Characteristics of the Internship.....	19
• 2.17 Grading System	19
• 2.18 Incomplete for exams and their equivalents.....	20
• 2.19 Fail	21
• 2.20 Academic Probation.....	21
• 2.21 Dropping out of the Program.....	22
• 2.22 Student Transcripts	22
• 2.23 Requirements for Scholarships and Grants	22
• 2.24 Graduation Requirements	23
• 2.25 Course Evaluations.....	23
• 2.26 Program Evaluations/ Exit Feedback Survey	23
• 2.27 Election of Class Representatives	24
3. Tuition Fees	24
• 3.1 Policy	24
• 3.2 Tuition Payments	24

• 3.3 Scholarship / Financial Aid	24
• 3.4 Students with Delinquent Accounts	24
• 3.5 Tuition Refund Policy	24
4. Exceptions to the Rules	25
5. Career Services	25
• 5.1 Career Office	25
5.1.1 Mission.....	25
5.1.2 Policy Statement.....	25
5.1.3 Services for Students.....	25
5.1.4 Career Coaching.....	25
5.1.5 Career Preparation Workshops.....	26
5.1.6 Career Development Events.....	26
• 5.2 Career Forum	26
• 5.3 Inform Student Community & Liaise between Students & Companies.....	26
• 5.4 For-Credit Internships	27
• 5.5 Alba Affiliation on LinkedIn Profile Guidelines.....	27
• 5.6 Alumni	28
• 5.7 Lifelong Learning	28
5.7.1 AGBS library.....	28
5.7.2 ACG campus.....	28
5.7.3 Alumni Office.....	28
5.7.4 AHEAD – Alba Hub for Entrepreneurship and Development.....	29
5.7.5 Alba Alumni Networking Platform.....	29
5.7.6 AGBS Alumni Association.....	29
6. Library Services	29
• 6.1 Print Collections	29
6.1.1 Main Collection.....	29
6.1.2 Serial Publications.....	30
6.1.3 Reference Collection.....	30
6.1.4 Grey Bibliography.....	30
• 6.2 Electronic Resources	30
• 6.3 Searching and Accessing Resources.....	30
• 6.4 Library Regulations.....	30
6.4.1 Access rights.....	30
6.4.2 Borrowing rights and Regulations.....	30
6.4.3 Reading room regulations.....	31
• 6.5 Alumni	31
7. Computer Services and More	31
• 7.1 General Information.....	31
• 7.2 Computer Department Regulations	32
• 7.3 Study Rooms	32
8. INTERNATIONAL OFFICE SERVICES	32
• 8.1 International Student Services Office	32
• 8.2 AGBS Furnished apartments	32
9. AHEAD – Alba Hub for Entrepreneurship and Development	33
• 9.1 Introduction	33
• 9.2 Student Services	33
• 9.3 Student Support	33

1. CODE OF ETHICS

1.1 Preamble and Mission Statement

The Mission of the American College of Greece (ACG) is to add distinctive and sustainable value to our students, Greece, American Education, Hellenic Heritage and the global community through transformative teaching, scholarship and service.

The mission of Alba Graduate Business School (AGBS) is to become a leading centre of research and teaching excellence in postgraduate business education, in the region, through an emphasis on the generation of actionable knowledge and its effective application. It aims at fostering a new generation of executives who will be catalysts of change — individuals who embrace the new and affect change both within their organisations and the wider social environment in which they operate.

All members of the AGBS community (students, alumni, staff and faculty) are expected to demonstrate its norms of moral responsibility. Students in particular are expected to note and understand the ethical dimension of their actions. Fulfilling this mission is a collective responsibility of the AGBS community. Consequently, AGBS has adopted the Student Code of Conduct of The American College of Greece, the aim of which is to promote adherence to the highest standards of academic integrity and ethical conduct.

Each member of the community is expected to take individual responsibility for their behaviour and to participate actively in maintaining standards of ethical conduct in order to foster an environment of honour and trust within the school. Adhering to such standards will help students develop a professional attitude, enhance the quality of educational experience and strengthen the wider image of AGBS, all of which, in turn, will increase the value of the AGBS degrees.

1.1.1 Reporting misconduct

To promote transparency, fairness and shared accountability, all students are encouraged to report their concerns about cases of suspected misconduct internally, either openly, or in confidence, or anonymously, in the knowledge that such concerns will be taken seriously and investigated appropriately. Even if such concerns turn out to be mistaken, students should feel able to raise them without fear of reprisals, in the spirit of upholding the community values of AGBS.

This procedure covers cases of breach of the regulations described in this document (AGBS Academic Regulations). Other offenses are addressed by the policies of The American College of Greece (e.g. the ACG Non-Discrimination, Anti-Harassment, Sexual Misconduct, Relationship Violence and Stalking Policy).

Students are encouraged to raise their concerns by completing an incident report form which is found at the Student Code of Conduct and submitted to incident@alba.acg.edu

Upon receipt of the incident report, the Associate Dean and the Director of the Academic Programs will oversee the whole process of handling the case according to the Student Code of Conduct that applies to AGBS students (page 37 – 38).

Anonymous complaints may be filed but anonymity may limit the College's ability to respond and may preclude disciplinary action. Hopefully, all students will share responsibility in sustaining the values of the AGBS community by openly raising their concerns.

Those students who are worried about potential reprisals should feel safe to report their concerns by requesting confidentiality. In these cases, their identity will be shared with those who will investigate the facts of the case, with the prior consent of the reporting student(s). Students who do not feel safe reporting their concerns under the above confidentiality protection, are still encouraged to report anonymously, even though anonymity tends to make fact finding harder.

Students raising concerns of suspected misconduct will be treated fairly, with respect for their request for confidentiality or anonymity and will be supported throughout the process. Students are expected to raise genuine concerns in good faith for the advancement of the integrity of the AGBS academic environment, even though they may turn out to be mistaken. However, if it turns out that allegations are malicious or motivated by personal gain, the alleging student may be subject to disciplinary action.

1.2 Specific Standards

1.2.1 Academic Pursuits

AGBS students are expected to represent their academic work honestly and fairly. No student will deliberately use any dishonest method to gain an unfair advantage over other students in academic pursuits, especially by, but not limited to:

- Giving or receiving any unauthorized aid by physical or electronic means on an assignment or exam, including working in groups on any assignment that has been designated as individual by the instructor;
- Communicating with a fellow student during exams, or any attempt to use course material (class notes, books, etc.) not allowed during the exam
- Misrepresenting the originality of one's work (plagiarism), particularly by failing to reference the contributions of others; submitting substantially the same work for credit in more than one class, except with prior approval of the instructor; submitting work that is substantially the same as that submitted on a previous occasion, in another institution (self-plagiarism) (see paragraph 1.2.4);
- Signing up on behalf of a classmate or signing up and not entering the classroom.
- Leaving the class after having signed on the list, without reporting it to the program office. This is an offence of knowingly misrepresenting the truth.

In all the above cases, when a breach of the code of ethics has been determined and admitted by the student, the student fails the course with a final F (course grade) and needs to repeat the course (if it is a core course) or take another elective course (if it's an elective course) and loses his/her merit based scholarship for the rest of the program and will be excluded from any honors/distinctions in graduation. The student will be given a letter of reprimand stating that, if caught again, the student will be dismissed from the program.

In case that a student is found to have submitted work for assessment that is produced by a third party, with or without a payment, for the whole or part of individual or group assignment (contract cheating), the student will be automatically dismissed from the school.

A special note should be made concerning:

- Company projects undertaken by managers who attend AGBS programs. If at any point the instructor has grounds to believe that work submitted is not original and was not prepared specifically for the course, the student(s) will receive a final F.
- Team work per course. All team members must make some identifiable contribution to all course assignments and division of labor per course must be equitable. There can, however, be no trade-off between courses. It is expressly prohibited for students to trade their participation in group work in one course for that in another (see also paragraph 2.12). Students should behave

responsibly, collegiately and fairly within a team. Systematic failure to do so may result in disciplinary action for some or all team members.

In cases of severe misconduct (e.g. contract cheating or extensive plagiarism or self-plagiarism) the Associate Dean may request that the review team also checks assignments previously submitted by the same student even if they have received a final grade.

In case the student does not admit the breach of the code of ethics, the matter goes to the Ethics Committee for evaluation and decision.

1.2.2 Examinations' Rules and Procedures

Written, in-house examinations are a standard method of evaluating individual performance on a course.

The exam date is clearly specified in the term timetable and all students are expected to be present, unless they have an approved petition for "Incomplete", as described below.

In any other case, students automatically receive an F for that exam, and must take the make-up exam offered by each course.

Students should NOT be late for the exam. In cases of emergency, which result in the student's delay in arrival, students will be accepted in the examination room ONLY during the first thirty (30) minutes of the exam and not later than that. NO extra time will be provided at the end of the exam for the students who are late.

The examination time is specified by the instructor and the Program Office. Students with medically supported learning disabilities must contact the Program Office for appropriate arrangements.

The school reserves the right to use appropriate online examination methods and appropriate remote proctoring software in case the circumstances require it.

1.2.3 Examinations' Code of Conduct

- Switch off mobile phones and smart watches and place them in their bags.
- Move their bags and jackets in front of the invigilator's desk.
- Except pens, exam paper, and answer sheets, nothing else is allowed on students' desks, nearby desks, and seats.
- Speaking is not allowed throughout the exam.
- Looking at other students' papers is prohibited.
- Bathrooms use is not allowed during the exam.
- Questions are allowed only during the first 10 minutes of the exam. If there is any question, students should raise their hands.
- Students cannot leave the room during the first 30 minutes and last 15 minutes of the exam.
- Only bottled water is allowed during the exam.

Failing to adhere to any of the above will result in an immediate F grade. Also, any merit-based scholarship will be discontinued for the rest of the program, and students will be excluded from any honors/distinctions in graduation.

In case of emergency (e.g. fire alarm), the invigilator should make sure that the students leave the examination room orderly and without removing anything from the room. Subsequently, students should remain at one place until a decision is made regarding whether they should return to the examination room.

1.2.4 Assignments

Students are allowed to use Turnitin a maximum of two times prior submitting their final papers, in order to check and correct their assignments for plagiarism, and make sure that they follow appropriate referencing throughout their paper (i.e., use of quotes, referencing using APA style for in-text citations, and end of text list of references., etc.)

Students are committed to the following:

- To read and understand the Academic Regulations and I am aware of the potential consequences of committing plagiarism/cheating.
- To ensure that this work is theirs, in accordance with the Academic Regulations on plagiarism, self-plagiarism, collusion, and contract cheating.
- All external references and sources are clearly acknowledged and identified within the contents.
- No substantial part(s) of the work submitted here has also been submitted in other assessments for accredited programs of study.
- In case the piece of work raise concerns requiring investigation in relation to the points above, it is possible that other work submitted for assessment will also be checked, even if the marking process has been completed.
- Alba Graduate Business School expects all students who use proofreading services (with or without pay) to retain responsibility for compliance with the Academic Regulations on plagiarism, self-plagiarism, collusion, and cheating.
- To understand that Alba Graduate Business School may make use of plagiarism and/or A.I. detection software.

Any failure to meet any of the above is considered as a breach of the Academic Regulations and will result in a disciplinary action.

1.2.5 Guidelines and Policies on the Use of Generative AI in Academic Assignments

Introduction

Generative AI technologies, like LLMs (e.g., ChatGPT), are swiftly becoming instrumental in academic settings. These tools offer a vast array of opportunities for enhancing research and academic work but necessitate an ethical and responsible approach.

Understanding Generative AI

Generative AI models, trained on an extensive array of content, can deliver valuable insights across diverse fields. However, it's vital to grasp that while they adeptly predict textual progressions, they lack genuine understanding and can produce inaccuracies.

Benefits

Generative AI tools can:

- Facilitate preliminary research, providing expansive insights on topics.
- Assist in framing and outlining arguments.
- Summarize vast datasets and articles efficiently.
- Provide proofreading and language enhancement suggestions.

Shortcomings of current Generative AI tools

- **Fabrication:** AI can generate plausible yet incorrect information. Always verify facts.
- **Inherent Biases:** Due to their training data, AI models might propagate biases. Recognition and rectification are vital.
- **Limited Depth:** AI might not capture the depth and nuances critical to academic work.
- **Inconsistency:** The same prompt may yield different results at various times.

Use of Large Language Models (LLMs) at Alba (e.g., ChatGPT, Perplexity, Gemini, Copilot, etc.)

Acceptable Use:

- **Ideation at the early stages of an individual or group project:**
You can use LLMs to brainstorm ideas or develop initial concepts for your project. This includes gathering insights, suggestions, or diverse perspectives to shape the early framework of your work.
- **Literature review of the existing academic research in the field:**
LLMs can assist in exploring and summarizing relevant academic research, helping you identify important studies, theories, and debates within your chosen field. This can streamline the process of compiling key references and sources.
- **Guidance on how to perform statistical data analysis, or the creation and use of synthetic data to test models:**
LLMs may offer instructions or advice on conducting statistical analysis, helping to clarify methods or approaches. Additionally, they can assist in generating synthetic data, which can be useful for testing and refining statistical models.

Unacceptable Use:

- **Writing up parts or the entire assignment report:**
LLMs should not be used to compose any portion of your written assignment, including the drafting of sections or the entire report. The integrity of your work depends on it being your original creation.
- **Correcting for language (e.g., grammar, syntax, etc.):**
Utilizing LLMs to proofread or improve the language of your report, such as correcting grammar or syntax errors, is not allowed. This ensures that your writing reflects your own skills and capabilities.

When uncertain about how to use LLMs at Alba:

- **Seek guidance from your course instructor:**
If you are unsure about the acceptable boundaries of LLM use in your course or project, it is essential to reach out to your instructor for clarification. They can provide specific instructions on what is permitted.
- **Clearly describe your use of LLMs in your report:**
When you do employ LLMs, ensure transparency by detailing how you used them. This includes specifying the purposes for which LLMs were used and what prompts or inputs you provided during the process.

Plagiarism and AI Plagiarism

All submitted coursework will be scrutinized for traditional plagiarism and AI plagiarism. AI plagiarism refers to the direct use of AI-generated content without proper attribution or presenting AI-generated work as original content. Tools like Turnitin and similar platforms will be employed for this purpose. Violations will lead to disciplinary action in accordance with existing policies on academic integrity as these are outlined in the Alba Student Handbook.

Note on Individual Instructor Syllabi

Each course's syllabus may contain distinct guidelines regarding generative AI use. As the academic realm determines the optimal applications of this technology, students must adhere to the guidelines presented in their respective syllabi.

Policy Evolution

This policy document is dynamic and will evolve as generative AI technologies and Alba's learning and assessment practices advance. Always refer to the most recent version for the best guidelines. When you are not certain about the potential use or misuse of generative AI tools, you are advised to speak to the respective course leader or the academic director of your program.

Conclusion

Generative AI holds significant potential but requires ethical and judicious use. Students are encouraged to utilize these tools while upholding academic integrity's highest standards.

1.2.6 Alba Graduate Business School Institutional Review Board (Alba IRB)

Any student planning to conduct either primary data collection (e.g., survey research, experiments, interviews, focus groups, observation, etc.) or secondary data collection as part of an individual/group assignment or dissertation, must first consult with the course Instructor to assess whether approval of the data collection process needs to be secured by the Alba Graduate Business School Institutional Review Board (Alba IRB).

The Alba IRB is an administrative body established to promote and protect the rights, welfare, and privacy of human research subjects recruited to participate in research activities conducted under the auspices of the institution with which it is affiliated. The IRB is responsible for reviewing, prior to initiation, but also during execution if the need arises, all research involving human participants, regardless of funding. The Alba IRB strives to ensure that research methods to be employed are ethical, that the risks for the participants are minimized by using procedures that are consistent with sound research design and do not expose study participants to unnecessary risks, that informed consent processes apply, and that appropriate procedures exist to debrief and provide psychological treatment to research participants whenever necessary. It has the authority to approve, exempt, disapprove, monitor, and require modifications in all research activities that fall within its jurisdiction.

1.2.7 Policy concerning copyright and the use of images for Students

Students are required to comply with copyright laws and the applicable legislation on personal data, regarding use of images. Disregard for intellectual property and privacy issues constitutes infringement of ethical standards and violation of laws, involving potential legal action. "Copyright-protected works" range from literary works, to recordings, musical scores, plays, films, visual works of art, choreographic works, typographical works, photographs and more. As not everything available on the web is free to use, students must keep in mind that images are likely protected by copyright. It's better not to use images whose copyright has not been ascertained.

We encourage students to use images which are in the public domain or available through subscription resources. However, there is less rigidity involved when material protected by copyright is used for educational purposes especially in non-profit institutions. This is referred to as 'fair use': students may exceptionally use relevant material for a class project, but must acknowledge the source and the creator/author if appropriate. Fair use does not apply when the project is made known to parties other than the instructor and classmates e.g. through social media or publications. Images in the public domain are not subject to copyright laws. Ethical issues should be taken into consideration when manipulating/changing an image. Furthermore, fair use is not free of any limits whatsoever, e.g. students cannot photocopy their entire textbook(s). Generally, one may make one copy of up to 10% of a book or one chapter.

In addition, students must secure written permission/consent from:

- a) anyone who has been the subject in a photograph, video or other medium even taken/made by the student who intends to use this material in an educational or other manner
- b) anyone who has participated in a performance should the student wish to publicize, record or display such recordings to others.

Students are required to fill out the relevant release and consent forms and obtain signatures by all parties involved.

2. ACADEMIC REGULATIONS

2.1 Academic Advising

The Academic Director of each Program is the Academic Advisor of the students of the Program. Academic Advisors never make decisions on behalf of students; their role is rather to support and advise the students on matters relating to their studies.

2.2 Total Year Schedule and Program Structure

In the continuous pursuit of AGBS's vision to become a leading center of research and teaching excellence in postgraduate business education, the total year schedules of AGBS's MBA and MSc programs are subject to change. The school reserves the right to re-examine the structure, the courses, and the content of all academic programs and proceed to any necessary changes, in order to add more value to our students' knowledge and experience through their studies at AGBS.

2.3 Course Credit

To receive credit for a course, participants must comply with all academic requirements outlined by the instructor of the course. This includes, but is not limited to, the submission of assignments by the date announced, taking all tests and/or examinations and generally complying with all assessment requirements of the course.

The equivalence between US credits and the ECTS credits is the following:

1 US credit = 2.5 ECTS

The completion of each program of study requires a minimum number of credits as specified in the “Total Year Schedule” upon registration.

2.4 Workshops, Guest Lectures and Other Academic Activities

In addition to the regular courses, each program may contain workshops, guest lectures and other related academic activities. These activities constitute part of the academic program and must be attended by all students. Most workshops will have an individual assessment. The grading system for workshops is, in most cases, on a Pass or Fail basis; alternatively, it may follow the one applied to regular courses. Please note that participation in student induction sessions such as Teambuilding, Welcome classes and Introduction Presentations, etc. is obligatory and cannot be deferred.

2.5 Registration and Pre-registration

Registration for term courses takes place 15 days approximately before the term begins.

The time and pre-registration process for elective courses is specified by the respective program office.

It is the responsibility of each student to register in time using the appropriate electronic platform available for this purpose. The academic office and the school have no obligation, nor responsibility to implement this task on behalf of the student. In case the student has not registered in time, ignoring three written warnings sent by the school, will lose the scholarship for that term.

Students who have not registered properly in a course are not allowed to attend it physically or remotely, and in any case the student will not earn any credit from that particular course even if the student has signed on the attendance list of classes, physically or electronically.

Students who default on their payment schedule will not be allowed to register for additional courses or have their work graded while payment is outstanding. Transcripts, certificates or other official records will not be issued until financial obligations are met.

2.6 Course Duration and Fees

The standard duration of each program is defined in the “Total Year Schedule” at the time of registration.

The School reserves the right to re-examine the structure of all academic programs and proceed to any necessary changes in the total year schedules.

At the time of registration, the minimum number of credits and the tuition fees are specified and will not change during the period of study which cannot exceed the maximum allowed period of four (4) years. Students may adopt a customized program of study (scenarios) without any change in their total tuition fee.

Books, where necessary, are not included in the total tuition fees of our Academic Programs with the exception of the AGBS Executive MBA Program.

AGBS and ACG alumni who wish to pursue any AGBS program for which they are qualified, are eligible for a discount offered and approved by the Enrollment office of the College. Moreover, both AGBS students and alumni will be granted a 20% discount to all open-enrolment seminars, organized by the Executive Development Programs Department.

2.7 Transferring of Courses

Students may request to have courses transferred* under the following conditions:

1. A similar course was taken at masters' level during the last five years prior to registration at AGBS.
2. An official description and a detailed outline of the prior course are submitted to the respective Program office.
3. The Academic Director, in consultation with the respective instructor, examines the application of transfer on the basis of sufficient equivalence – in content, learning outcomes and duration – between the prior course and its AGBS equivalent.
4. Even if the above conditions are met, the transfer of the course might not be approved by the Academic Director in case the grade earned in that course is particularly low (e.g. lower than an equivalent grade of C+)
5. If the transfer is approved, the AGBS transcript shows the AGBS course with grade “TR” indicating a transfer of credits.
6. The maximum number of transfers allowed is the equivalent of 3 (three) full courses.
7. Students are not charged tuition for the credits approved for transfer.

*The AGBS Executive MBA program is exempted from course transferring.

Alba Graduate Business School alumni who wish to pursue a second degree from another AGBS program for which they are qualified are subject to the aforementioned rule. In special cases, the Academic Director of the program may allow for an exemption of this rule with the approval of the Associate Dean of Academic Programs.

Transferring of a course is valid only for the core courses.

CFA charter holders are eligible to transfer courses in Economics, Finance and Investments depending on the curriculum of each program and after ratification from the respective Academic Director. Transfers to CFA charter holders apply only to core courses.

Holders of other professional qualifications that require from its holders to have a university degree might also be eligible for transfer of credits in compliance with the above stated conditions, subject to the evaluation and proposal of the Academic Director and the approval of the Associate Dean of Academic Programs.

2.8 Dropping and Changing Courses*

Students may add or drop a course before the second session for a 14 hours course or before the third session for a 28 hours course of each semester, with the permission of the Academic Director of the respective program. All such requests must be made in writing to the respective program office. If a student discontinues classes without having officially dropped the course, that student will receive a final “F” for the course and no refund will be considered. Exception to this rule will be considered only for serious health and professional reasons upon submitting the required official documentation.

Elective courses are open to students who have pre-registered for them. Enrolling in a course for which a student has not pre-registered may be allowed only in extenuating circumstances and with the permission of the respective Academic Director. The elective selection process is described in a relevant memorandum distributed by the corresponding program office.

*This process is not valid for the AGBS Executive MBA program.

2.9 Course Auditing

2.9.1 For Students

“Auditing” a course or a workshop means attending lectures, exercises and other activities during scheduled class time, EXCEPT taking part in exams and group-work outside of scheduled class hours. Moreover, “auditing” means no credit will be offered for this particular course or workshop. The maximum number of courses audited cannot exceed the equivalent of three full courses.

The indication NC (Non-Credit) is entered on student records, provided they have adhered to the attendance policy; otherwise, the course does not appear in their records. In special cases, the Academic Director might allow the auditing of a course from other programs (electives or core) with the approval of the Associate Dean of Academic programs.

Courses are offered to auditors at 30 percent discount on the tuition fee. Other discounts from Scholarship or financial Aid do not apply. A full discount can be offered with the approval of the Associate Dean of Academic Programs.

2.9.2 For Alumni

“Auditing” a course or workshop means attending the lectures, exercises and other activities during scheduled class time EXCEPT taking part in the exams and in group-work outside of scheduled class hours. Auditors receive neither a grade nor a pass/fail mark. The participation of the alumni as auditors requires the approval of the Academic Director of the respective Program.

A student joining a class as auditor must be an alumnus from an AGBS academic program, including in-house MBAs, but excluding other executive diplomas or seminars.

In general, prerequisites do not apply, regardless of the course, the program offering it, the background and experience of the alumnus or the AGBS degree previously completed. However, in cases that special requirements apply for attending specific courses, the Academic Director of each program (in consultation with the instructor when necessary) reserves the right to review and deny an application for auditing on the grounds that relate to the class capacity or significant prior knowledge and experience on the subject is necessary in order to safeguard the academic rigor of the class.

Auditors adhering to the attendance policy set out for all students will receive a formal verification of attendance upon request.

All provisions made here apply equally to both core and elective courses, except where explicitly mentioned otherwise.

Courses are offered to auditors at 20 percent discount on the regular tuition fees.

2.9.3 Evolving Learners Certificate Program for Alumni

All AGBS graduates are eligible to participate in the Evolving Learners Certificate Program and being assessed on a Pass/Fail basis. With the successful completion of equivalent of three (3) full courses (6 credits in total), they will be awarded with the “Evolving Learners” certificate in Management studies. An official academic transcript will be issued by the Registrars’ office for the courses attended with a Pass/Fail grade. Contrary to the auditing status, the participants of the program are required to attend the lectures, exercises and other activities during scheduled class time and participate in all methods of assessment along with the regular students of the respective Academic Program. The completion of the certificate requirements should be made within two years.

Graduates are allowed to participate in the Evolving Learners scheme more than once and are eligible to continue their studies towards acquiring a degree (other than that already held) and receive an exemption for the courses taken up to two years prior the enrolment in a new Academic Program. For the MBA Programs, the requirement of three years minimum working experience applies. For Executive MBA, the requirement extends to 10 years of total work experience of which 3 years of managerial role and strong evidence of senior leadership potential, assessed by the Academic Director.

Participants of the Evolving Learners certificate program will receive an up to 30% discount relative to the current price per credit per Academic Program.

Disclaimer: Discounts do not apply for the courses of the Executive MBA program.

2.10 Course Requirements

Each instructor will distribute in class a course outline that describes the requirements and grading policy for the course. These requirements usually include homework assignments, cases, projects, business simulation games, field visits, class participation and/or term project or final exam.

Requirements are to be fulfilled, according to the instructor's guidelines, either individually and/or on a group basis.

Assignments during the course (cases, projects, etc.) should be handed in by the deadlines set by the instructor. Late submission will normally result in penalty. In particular, regarding individual or group projects, in case of late submission there will be a 5 percent reduction in the grade of the assignment per calendar day of delay. In cases of health problems or mitigating professional circumstances, this penalty will be waived only if the student submits the requisite supporting documentation and gets the approval of the Academic Director.

For late submission of individual projects or assignments that serve as the main method of assessment for a course (in place of final exam).

Under extenuating/unforeseen circumstances which may prevent students’ progression in their studies, academic programs with the approval of the Associate Dean are allowed to offer an “independent study” course. The course should be tailored to the current requirements of the curriculum and the program study schedule. The content of the “independent study” course should be approved jointly by the Academic director of the program and by the instructor assigned to teach the “independent study” course. The “independent study” course adheres to the same course requirements as all other courses. The maximum allowed number of credits for which independent study courses can be offered are four.

2.11 Class Attendance

Classes start at the time specified on the term schedule. Instructors may deny late comers' admission to the classroom until the break, in order to minimize disturbance of the teaching process.

When present, students sign their name on a class attendance list. Students are expected to comply with the AGBS Code of Ethics in declaring on the class roster their presence in class. Under no circumstances may a student sign a class list on behalf of another student. The respective program office monitors this process. In the event of student misrepresentation (i.e. one signing on behalf of someone else), the School will consider this a severe breach of the Code of Ethics and will take the appropriate disciplinary action.

Attendance on all courses is compulsory. If a student is to be absent, it is the responsibility of that student to notify the relevant program office and instructors in advance and provide the pertinent documentation in justification of the absence.

The maximum number of absences allowed can be seen in the following table:

Teaching contact hours per course	Maximum # of Absences Allowed
7 (workshop)	0
14	1
21	1½
28	2
35	2½
42	3

The student assumes responsibility for requesting assistance from instructors for making up any work missed. Missing more than the permitted maximum of class sessions will automatically result in the student obtaining a final F grade.

Important note: No absences are allowed for workshops.

For each 4-hour class session, two attendance sheets are distributed, one at the start and the other near the end. Similarly, one attendance sheet will be distributed during two-hour sessions. In all cases, each attendance sheet counts for a half-presence (or half-absence).

In case of multiple sections, students need to obtain the approval of the respective Program Office to attend, on occasion, a section other than the one for which they have registered. If the student does not seek the approval of the Program Office, or if the Program Office refuses to allow the student to attend the alternate session, the student will be expected to attend the session for which registration has been made. Failure to do so will result in class absence being marked in the student's records.

In addition to the above policies, the students across all programs and courses at Alba should also comply with the policies stated below when classes are delivered on line (synchronous):

Open cameras (and microphones):

All students who attend an online session (synchronous) of a course (class time, office hours, review sessions, etc.) should have their cameras open and their microphones closed (to eliminate background noise). They should open their microphones when they need to speak in class. Also, instructors can "cold-call" students during an online session.

Security:

For security purposes, all students enter an online session through the waiting room facility of the online platform. Only registered students in the course are allowed to enter any online session of the course.

Virtual background:

Students are allowed to use a virtual background if they wish, preferably the one of their Alba Program.

2.12 Teamwork

A substantial part of the student academic experience at AGBS is based on team work. The smooth functioning of student teams is vital to both student performance and the quality of the educational process. Team members are solely responsible for behaving maturely, collegiately, responsibly, efficiently and effectively. Any problems that may arise must initially be dealt with internally by the team and to find constructive solutions. If problems persist, team members (either collectively or individually) may ask for help from the Program Director or the Academic Director, or from both of them. The policy of AGBS is that, no matter what internal problems a team may be facing, the team should not be disbanded, but its members should strive to find mutually acceptable ways of collaboration. A team may be disbanded only in extreme circumstances and only after the approval of both the Academic Director and Program Director.

As team members, students are also responsible to operate in accordance with the Code of Ethics of the school and take any necessary action to prevent any misbehavior and malpractice from any other members. If this happens and they do not notify the Academic and Administrative Director accordingly, they will be held equally liable as explained in paragraph 1.2.4 of the Code of Ethics.

2.13 Peer Evaluation

Courses which include group assignments should also include a process for peer evaluation. Instructors should make sure that their course outlines describe the peer evaluation process and how the peer evaluation affects individual team members' grades for their team assignment.

2.14 Thesis Submission to the Institutional Repository

ACG Sphere (<https://sphere.acg.edu>) is the Institutional Repository that The American College of Greece (ACG) uses to store and display collective research output generated by students. It contains formally organized and managed collections of scholarly and creative work in digital format, and facilitates the preservation and dissemination of the work within not only the ACG community but also the worldwide community of scholars.

As part of the thesis completion process, students are requested to submit the final version of their work to ACG Sphere. By using the ACG Network Credentials, students should sign on to the repository, start a new submission, choose their academic program, and fill in the submission form.

For more information, please visit <https://library.acg.edu/acg-sphere>, or contact the Alba library by phone at 210 8964531-8 (ext. 2246 & 2282), or by email at library@alba.acg.edu.

2.15 Participation in Exchange Programs

Students have the option to participate in exchange programs and attend courses at other collaborating business schools. All courses taken as part of an exchange program must be offered at masters level by the host institution and must be related to the subject matter of the Program attended at AGBS. Participation in such programs requires the prior approval of the Academic Director.

Courses taken by AGBS students abroad, through exchange programs, will be transferred to the AGBS student records under the following conditions:

Such courses can replace up to three courses on the basis of ECTS equivalence only if the exchange courses and the AGBS courses have equivalent content and assessment in terms of the Intended Learning Outcomes, as judged by the Academic Director of the Program.

Transferred courses will be marked as such on the student transcript and will not carry a grade unless there is a special agreement made by the school and the hosting institution.

Students may also opt for short exchange courses abroad during an academic period, by using the maximum number of allowed absences at AGBS courses and without transferring credits to their AGBS transcript. Students will simply be provided with host Universities' transcripts or certificates of attendance (summer/winter schools, webinars, online short courses, etc).

2.16 Internship Opportunities for ALBA Students

2.16.1 Internship: Definition and Overview

The purpose of the practical training (internship) is the enhancement of student learning and skills development through the enrichment of academic knowledge and training with experiential learning.

AGBS provides the opportunity to students to apply and undertake practice on business and management areas, with companies that have expressed an interest in contributing to the training of AGBS students.

The Internship may or may not be part of the curriculum of a degree program. If it is a required part of the curriculum, it carries credits and grade and is governed by the Internship syllabus, as specified by the faculty in charge, in collaboration with the respective Academic Director. If the internship is not part of the curriculum, then it is an "Over-credit Internship". Over-credit internships carry credits (four credits) but not grades (only pass/fail). For over-credit internships, students are supervised (as with for-credit internships) and, upon successful completion of their internships, they are granted additionally 4 credits appearing on their transcripts. All over-credits have an extra fee. The extra fee for over-credit internships is the 25% of the four credits.

AGBS will assist students in locating quality internship opportunities. In case students are not successful in getting an Internship, AGBS cannot commit to finding them one.

International students have special requirements to consider in order to receive authorization to pursue a for-credit or over-credit internship during their postgraduate studies in Greece. They should contact the ACG International Student Services team (ALBA-ISS@acg.edu) immediately after starting their Alba studies so as to learn the exact procedure they should follow for being eligible and thus having a good chance of getting an internship.

2.16.2 Characteristics of the Internship Candidates

1. The candidate for the internship needs to be a current (active) AGBS student.
2. The candidate should not be already elsewhere employed during the internship. In case of leaving the internship without the prior consent of the Academic Director of the program, the student will receive a final F for that course.

3. Students have the right to undertake an internship, as long as they have completed three teaching periods. For the MSc in Strategic HRM program, all core courses should have been completed before students undertake an internship (after the sixth period from the beginning of their studies).
4. Attendance of the internship is compulsory and the student cannot take more than 4 days leave of absence after the notification to and approval from the Company.
5. Students in probation or warning academic status are not allowed to participate in an internship program.
6. The candidate must have fulfilled all financial (e.g. fees), academic (e.g. English certificate/GMAT) and admission (e.g. reference letters) obligations before they take an internship.
7. In case that internship is part of the curriculum of an academic program and is not possible to be offered as planned, the Academic Director has the right to replace it with another suitable course with the same credits offered by the school, with the approval of the Associate Dean of Academic Programs.

An exemption to the above rules can be made only with the approval of the Academic Director and the Associate Dean of the academic programs.

2.16.3 Characteristics of the Internship

1. The expected duration of a typical internship is typically three (3) months.
2. Exceptions may be granted or additional requirements may be imposed at the discretion of the Academic Director, on the basis of the following three criteria: internship requirements, the courses taken by the student, and student performance.

2.17 Grading System

The Grade Point Average is calculated according to the following scale:

A (A, A-)	= Excellent
B (B+, B, B-)	= Very good - Good
C (C+, C, C-)	= Fair
D (D+, D)	= Poor
F	= Failure
P	= Pass
TR	= Transfer
I	= Incomplete
W	= Withdrawal

On a quantitative scale, and with a maximum of 4.0 points, the following correlations are assumed in calculating the cumulative point average:

A	= 4.0	C+	= 2.3
A-	= 3.7	C	= 2.0
B+	= 3.3	C-	= 1.7
B	= 3.0	D+	= 1.3
B-	= 2.7	D	= 1.0
F	= 0.0		

The grading distribution for core and elective courses is as follows:

- A, A- : no more than 20 per cent of the class
- B+, B, B- : no more than 50 per cent of the class
- C+, C, C-, D, D+, F : approximately 30 per cent; however, the F grade should not usually represent more than 5 % of the class unless it is specified that failing the exam will result in an F grade for the whole course. This condition should clearly be stated in the respective course outline.

In cases of small size classes (either for core or elective courses), a deviation from the above grade distribution might occur at the discretion of the Program Academic Director.

Students are entitled to request feedback of their tests/written assignments within 5 working days of the announcement of their grades, by making a written petition to the instructor and notifying the respective program office.

The instructor is solely responsible for submitting grades to students. Thus, second marking by another instructor is not permitted. Students cannot appeal on the basis that the result they have achieved is worse than they would have wished, or worse than they feel they deserve; that is, students cannot challenge academic judgement.

2.18 Incomplete for exams and their equivalents

The grade I (Incomplete) is given to a student who has not fulfilled all the requirements of a course (final exam or term project).

Students may submit a petition for the grade of I (Incomplete) if they have not fulfilled all course requirements (e.g. final exam, or term project), due to extenuating circumstances beyond their control. Term projects might be take-home exam, individual assignment or other individual projects that are considered to be the main method of assessment for a particular course instead of a typical final exam.

Where a petition is approved by the respective Academic Director, instructor of the course and program Director, the student MUST fulfil the course requirements, as agreed with the instructor, by a date NO LATER than the end of the following term. If the student has not fulfilled these requirements (make-up exam or term project) by the due date, the I automatically becomes a final F.

The Incomplete petition must be approved by the last day of the course or final exam. It is the responsibility of the student to acquire the necessary approvals. For term projects in particular, incomplete is granted only when there is evidence to show that the student was incapable of performing the required tasks of the particular assessment throughout the whole period of project preparation and not just on the day of submission. This means that the petition for incomplete must be made well before the date of submission when the cause of not completing the project has first appeared.

If a student does not take the final exam or not submit the term project and does not have an approved petition for Incomplete, that student automatically receives a first F for the course and should take the make-up exam and/or submit the make-up project.

There will be only one make up exam offered per course. Therefore, a student who, for any reason, did not sit the original final exam of a particular course, should take the make-up exam offered. It is the responsibility of the student to make every effort to participate in this latter exam, as scheduled by the program manager. Failure to participate in the scheduled make up exam will automatically result in a final F grade for the course, for those who have an incomplete. Also, failure to participate in the scheduled make up exam will automatically result in a final F, for those who have failed the initial exam. Finally, in cases where a student does not pass the make-up exam, that student will receive a first F, in case he/she has prior an incomplete and a Final F, in case he/she has already received a first F.

In any case that a student receives a Final F, he/she must re-register for the course whenever it is offered and pay the respective fees.

No student is allowed to receive more than two Incomplete (I) grades during the program unless there are serious issues (e.g. health problems) that the student is faced with. In that case a special permission is granted by the Academic Director with the approval of the Associate Dean of Academic Programs.

2.19 Fail

The grade of F (Fail) is given to students whose overall performance in the course is less than 50 per cent of the course grade or fail in the final exam in case it is a prerequisite to pass the course which is clearly stated in the respective course outline.

A student with an initial (of first) F grade in a course is allowed to take a make-up final exam or submit (once) a make-up final project for that course based on the initial course method of assessment, at a time to be agreed with the instructor and the respective office, but no later than the end of the following term. In cases where a student achieves a pass in a make-up exam/project for a specific course, the actual grade awarded cannot be higher than the lowest grade of the students who have already passed the course. This means that, where a student is awarded a pass grade lower than the lowest grade of the course, this grade will be kept as the final one. Where a student fails the make-up exam/project, the course is graded F (final) and that student has to register and pay for the course again when it becomes available.

A student cannot be awarded a degree unless all program requirements are fulfilled. A student will be dismissed from the program where a final course grade of F is received in more courses than the equivalent of two full courses (four credits), regardless of the reason for receiving this grade. Furthermore, no student can take in total more than three make up exams due to the initial failure of any course. Where a student is asked to leave the program for the aforementioned reasons, that student will not be allowed to remain as auditor in the classes.

2.20 Academic Probation

Students whose cumulative GPA falls under 2.5 are considered to be in poor academic standing and receive a warning letter, while students with cumulative GPA under 2.3 receive a probation letter. In both cases, they are strongly encouraged to consult the Academic Director of the respective Academic Program at an appointment arranged by the Program's office. The purpose of that meeting is to discuss alternatives and remedial measures available.

Valid for the MBA Programs → Students who, after completing 3/5 of the program, have a CI lower than 2.3, will be **dismissed** from the program. The minimum requirement in order to **graduate** is **2.3**. If the CI is below 2.3 upon completion of the program, the student will receive a certificate of attendance.

Valid for the MSc Programs → The minimum requirement in order to **graduate** is **2.3**. If the CI is between 1.7 and 2.29 upon completion of the program, students will receive a diploma. If the CI is below 1.7 upon the completion of the program, students will receive a certificate of attendance.

Students are not allowed to take extra courses to improve their C.I.

2.21 Dropping out of the Program

In cases where a student withdraws or is asked to drop the program (due to poor academic performance or misconduct), fees paid will not be refunded. Students who wish temporarily to withdraw from the program reserve the right to continue their studies within a two-year period from the date of withdrawal, but, in any case, the total length of studies should not exceed four years. Beyond this period, a student must re-apply to the program.

In order for a student to withdraw either permanently or temporarily from the program, the student must submit in written a request to the respective program office within 10 working days from the commencement of the course; otherwise, an F grade will be received for each course on which that student is currently registered.

2.22 Student Transcripts

At the end of each term, all students have access to a transcript with the grades received for the courses on which they were enrolled during that term given that no financial obligation towards the School exists.

2.23 Requirements for Scholarships and Grants

All students receiving Scholarships on the basis of merit and/or need, either in full or in part, are expected to maintain a Cumulative Index (CI) of 3.0 and above. The CI corresponds to the average grade of all course grades that have been reported. If the CI of scholarship recipient drops below 3.0, for all courses that have been completed and grades that have been announced through myACG portal, the scholarship will be discontinued until such time as the CI rises to 3.0 and above and reinstated after petition. In such cases, the student will become personally liable for payment of tuition fees corresponding to the teaching period that follows right after the announcement of all grades of the preceding term, in which the CI have been reported below 3.0. This rule does not apply to the first teaching period of all Academic Programs.

All students receiving Financial Assistance - Grant are expected to maintain a Cumulative Index (CI) of 2.3 and above. The CI corresponds to the average grade of all course grades that have been reported. If the CI of grant recipient drops below 2.3, for all courses that have been completed and grades that have been announced through myACG portal, the grant will be discontinued until such time as the CI rises to 2.3 and above and reinstated after petition. In such cases, the student will become personally liable for payment of tuition fees corresponding to the teaching period that follows right after the announcement of all grades of the preceding term, in which the CI have been reported below 2.3. This rule does not apply to the first teaching period of all Academic Programs.

All reductions awarded will be validated before the beginning of the 3rd and 5th period using the grades of the 2nd and 4th period and will be based on each reduction requirements. In case that a grade has not been submitted, the validation will be performed with existing ones.

The Financial Aid Department is responsible for monitoring and implementing School's policy on Scholarship and Financial Assistance and students should address any request/petition to this department.

2.24 Graduation Requirements

In order to graduate and receive the degree certificate on completion of the studies, students must:

- Complete all required credits;
- Have their file complete with all documents and certificates (English Language Tests, GMAT, etc.) required for admission in conditional offer they might have received from the school.
- Successfully complete (i.e. with a passing grade) all the courses on which they have enrolled;
- Have a CI of **2.3 by completion of the Program** or higher;
- Fulfil all outstanding obligations such as tuition fees, accommodation fees, and any other financial liability to the School; library and other charges for any service provided by AGBS and the ACG
- Submit the Graduation Application Form and receive clearance from the respective program office.
- Pay the Graduation fee of €50.
- Complete and submit the Exit Feedback questionnaire sent by the Quality Department of the School.

Students with a cumulative point average of 3.5 and above will graduate with Honors; the student with the highest cumulative point average of the whole class of a particular Academic program will graduate with Highest Honors.

NOTE: Participation in Commencement and a name appearing on the lists included in this program do not necessarily constitute fulfillment of graduation requirements. Academic distinctions, i.e. honors and highest honors announced in the commencement, are based on students' c.i., as recorded every May. However, these academic distinctions may change depending on grades of remaining courses for the completion of studies.

* Cumulative Index (CI) is computed on all grades a student received while pursuing a degree.

2.25 Course Evaluations

Students are expected to participate in the course evaluation process, as this assists the School in its efforts to achieve continuous improvement in the selection of faculty as well as in course content and focus.

At the last class of each course, the instructor is required to inform students of the course evaluation process. Course evaluations are passed to the instructors following submission of their grades to the respective program offices.

2.26 Program Evaluations/ Exit Feedback Survey

Students are expected to participate in the overall Program evaluation process, as this assists the School in its efforts to achieve continuous improvement of quality. Moreover, it provides feedback regarding the content of each program and the relevance between theoretical knowledge, skills enhancement and practical application in contemporary business environment.

With the conclusion of the last term of each program, the Quality Department sends to the students of each graduating class an electronic Exit Feedback questionnaire. The results of Program evaluations are then given to the Associate Dean of Academic Programs, the Academic and Administrative Program Directors for further elaboration, discussion and action planning.

2.27 Election of Class Representatives

Each class should elect class representatives, in order to facilitate communication flow and feedback from the class to the respective program office. It is the responsibility of the class to elect its representatives within the first three weeks of each program.

3. TUITION FEES

3.1 Policy

Tuition is billed according to the credits a student is registered at the beginning of each academic period. Students are charged at the rate at which they entered the program.

3.2 Tuition Payments

A non-refundable registration deposit is payable upon admission. This fee is part of the total cost of each academic program. No student can attend classes without the payment of the non-refundable registration deposit. Tuition for each teaching period is payable one week in advance of the start of the period. Students sponsored by companies for their studies are responsible for notifying their employers for the fulfillment of their financial obligations.

3.3 Scholarship / Financial Aid

Scholarships and Financial Aid are applicable only to that portion of tuition fees paid by the student. If part or all of tuition is paid by a company, the company cannot benefit from Scholarship or Financial aid. Similarly, discounts offered to companies apply only to that portion of total tuition paid by the company and not to the portion of tuition paid by the student.

3.4 Students with Delinquent Accounts

Student accounts that are not paid in full until the end of the first week of the teaching period the latest, will be deemed delinquent. These students will not be allowed to attend classes for the specific period of studies, will be denied access to the systems (Blackboard, etc.) and will not receive grades, transcripts, diplomas or any other service, until their account balance is paid in full. Please note that all deadlines are relative to the start of the teaching period, not to the start of sessions of any individual course (which may start later).

In all cases, absences marked while a student account is delinquent, cannot be revoked under any circumstances after the balance is fully paid.

Any exceptions to the above should be justified in writing to the Dean and are subject to his approval.

3.5 Tuition Refund Policy

The non-refundable deposit of tuition fees at registration is valid for up to two (2) year after admission. If no enrollment in courses will be made by that time, then the non-refundable deposit of tuition fees at registration should be repaid. AGBS students who withdraw a course within ten working days of the beginning of each semester will be fully refunded for this course.

4. EXCEPTIONS TO THE RULES

Students are expected to abide by these rules at all times. Occasionally, however, extenuating circumstances can and do arise. In these rare cases, the Administrative Director of the Academic programs, The Academic Director, the Associate Dean will examine the case and the Dean of the School will decide on the matter in due time. The decision will be final and cannot be further appealed.

5. CAREER SERVICES¹

5.1 Career Office

5.1.1 Mission

The mission of the AGBS Career Office is to provide all students and graduates with excellent support and guidance, in order for them to pursue a career according to their goals, competencies and personal values. These efforts are founded upon the School's extensive knowledge of the job market and close links with the business community.

In order to accomplish its mission, the Career Office closely monitors the needs of students and graduates, maintaining close links with the Greek and international job markets and promoting a strong relationship between AGBS and its graduates.

5.1.2 Policy Statement

For ethical and professional reasons, AGBS does not directly support the placement efforts of students who are fully or partly sponsored by their employers. An exception is made for students who are employed in a business controlled by their family, unless they have received the Next Generation Family Business Scholarship.

AGBS alumni have access to job market information resources, career advice and coaching.

5.1.3 Services for Students

The Career & Alumni Office offers a wide range of services to assist students of all academic programs in their career planning and professional development. Specific services include:

- Career Coaching
- Career Preparation Workshops
- Career Development Events
- The Career Forum
- Informing Student Community and Liaising between Students & Companies

5.1.4 Career Coaching

On-going career coaching is offered to students wishing to discuss specific career issues. The purpose of Career Coaching is to understand the individual needs of students and to prepare and empower them to make the right decision about their career.

¹ Career services are primarily targeted to early and mid-career professionals and not to C-level professionals. Participants of company-specific degree programs are exempted from career services.

5.1.5 Career Preparation Workshops

Throughout the academic year, the Career Office hosts various workshops so as to enhance students' understanding of the recruitment process, strengthen their skills and overall prepare them for entry into the job market. The following workshops are indicative of what are offered:

- **Simplify Your Job Search:** A workshop that shows students how to formulate a job search action plan and target specific companies.
- **CV Preparation:** A workshop that teaches students how to write a well-presented CV so that it highlights their achievements and gives the recruiter a clear indication of why they should be considered for their company.
- **Interview Skills:** A workshop that prepares students for future interviews with recruiters. The main objective is to provide them with an in-depth understanding of the selection process and help them improve their skills as interviewees.
- **Effective Networking:** A workshop in which students will gain valuable networking knowledge and tips on how to expand your sphere of influence.
- **LinkedIn:** A workshop on how to create a competitive LinkedIn profile and how to best use the platform for career progression.

5.1.6 Career Development Events

The Career Office hosts a variety of career development events throughout the academic year, so as to introduce students to key players in the Greek and international job markets and familiarize them with the major companies operating in Greece and abroad. These events include:

- Company presentations
- Company visits
- Recruitment days
- Senior Professional talks

5.2 Career Forum

The focal point of the Career Office's activities is the Career Forum. This is the time and the place for potential recruiters to meet with students and explore employment possibilities. AGBS's annual Career Forum takes place once per year on campus and/or online.

- Students sponsored by companies may not participate unless their companies provide us with written consent.
- Students may participate up to three times.

5.3 Inform Student Community & Liaise between Students & Companies

The Career Office offers students eligible for direct placement support (see policy statement) individual assistance and guidance, in order to provide the business community with the right employee in the right position.

- We help students contact potential employers and assist them in evaluating job offers.
- A variety of support services are offered to all students and graduates wishing to gain extensive, up-to-date information about the job market.
- Specific job vacancies submitted to AGBS, can be found throughout the year in the various career platforms available to students and alumni.

5.4 For-Credit Internships

The dedicated team of the AGBS Career Office offers a variety of resources and opportunities to assist students in their search for locating a credited internship.

- Placement in an internship is not guaranteed. Each company runs its own assessment process before making an offer to a student.
- If you source an independent (through your personal contacts) internship, students should inform via an email the Career Office within the given deadlines. They will also need to submit to their Academic Director a detailed description of the internship and the contact details of the internship provider in order to ensure that it meets specific quality standards.
- Students who pursue a for-credit internship have priority over those pursuing an over-credit internship when applying for openings offered by the Career Office.
- International students have special requirements to consider in order to receive authorization to pursue a for-credit internship during their postgraduate studies in Greece. They should contact the ACG International Student Services team (ALBA-ISS@acg.edu) immediately after starting their Alba studies so as to learn the exact procedure they should follow for being eligible and thus having a good chance of getting an internship.

5.5 Alba Affiliation on LinkedIn Profile | Guidelines

In order to effectively represent their association with the School and optimize the impact of their profile **on LinkedIn**, students should follow specific guidelines. The objectives through these guidelines are to:

- ensure consistency across Alba community,
- strengthen the School's branding efforts,
- enhance their networking opportunities,
- and foster alumni engagement

The guidelines:

- **Display the School name and tag the School**

School name: Alba Graduate Business School

By tagging the School, the students' profile becomes discoverable to recruiters, alumni, and fellow students associated with our institution, enhancing their chances of being found by relevant professionals.

- **Display the Degree level**

Degree: Master of Business Administration - MBA, or Master of Science -MS

- ***(for the MSc Students)* Specify the program you pursue/d**

Field of study:

- Entrepreneurship
- Finance
- Strategic HRM
- International Business & Management
- Marketing
- Shipping Management
- Supply Chain Management
- Tourism Management

- **(for the MBA with Shipping and Online MBA Students) Specify the program you pursue/d**
Field of study: Shipping Management
Supply Chain Management
Digital Transformation
- **Specify the period**
Period: start date: month/year
End date (or expected end date): month/ year of graduation

5.6 Alumni

At present the AGBS alumni body consists of about 6,000 members who are currently key players in the Greek and international markets, many of whom are also in the process of forging challenging careers, while at the same time enhancing AGBS's reputation in the Greek and international business communities.

The relationship between the alumni and AGBS does not end upon graduation; rather, the alumni remain close to the school and enjoy close links with each other. Moreover, they enthusiastically support the school's objectives, and contribute to its mission through a variety of social and professional activities. They act as intermediaries between their companies and AGBS, encouraging and actively promoting new forms of collaboration.

5.7 Lifelong Learning

As a strong supporter of life-long learning, AGBS encourages the professional development of its alumni, by offering them special discounted rates in the following:

- tuition fee reductions for Academic Programs: 10% reduction
- executive development programs: 30% discount
- public events: 30% discount

5.7.1 AGBS library

Alumni may continue to use the AGBS Library and take advantage of its resources and services.

Registration is needed for membership at the library.

A registered alumnus/a, will be able to:

Borrow up to two books for a period of two weeks. A valid library card must be presented along with a photo ID in order to check out library material.

Access our databases on campus or on library computers. Due to publisher restrictions, alumni are not eligible for off-campus access.

Request articles from other libraries through document delivery

5.7.2 ACG campus

Alumni also have access to the state-of-the art sports facilities at the ACG Aghia Paraskevi campus.

5.7.3 Alumni Office

The Alba Alumni Office, a vital part of the broader ACG Alumni Community, plays an active role in organizing networking and social events that bring the community together. These events offer alumni the opportunity to reconnect with classmates, expand their professional networks, and stay engaged with the Alba Graduate Business School. From industry-specific networking sessions and panel

discussions to more casual social gatherings, the Alumni Office ensures that alumni have ample opportunities to build relationships, exchange ideas, and collaborate. These events not only foster a sense of community but also support alumni in their personal and professional growth.

5.7.4 AHEAD – Alba Hub for Entrepreneurship and Development

Alumni have access to exclusive services that AHEAD, the Alba Hub for Entrepreneurship and Development, offers to the Alba community. These services include support to new venture creation, business founders and owners, and family business members.

AHEAD also celebrates the entrepreneurial activity of Alba alumni and students through the #AlbaEntrepreneurs campaign. You can read more about the services that AHEAD offers to the Alba community in the respective section of this handbook.

Alba alumni are more than welcome to support AHEAD by volunteering as trainers, mentors and coaches for any of the outreach programs it delivers.

5.7.5 Alba Alumni Networking Platform

Students and alumni may join our alumni-networking platform: The ALBA Networker Group at ACG Connect: <https://acgconnect.org/> a dedicated group exclusive for Alba alumni which we also extend to our students for networking purposes. Students and alumni may log in with their LinkedIn account (or create a new profile) and:

- Connect with Alba alumni as well as members from the wider Alba/ACG ecosystem. This expanded network opens doors to new professional relationships and collaborations.
- Access a curated list of job opportunities tailored specifically for Alba graduates. Whether seeking your next career move or recruiting top talent, ACG Connect is your resource.
- Engage in our dynamic mentorship program to either guide others or seek valuable advice from experienced professionals.
- Receive invitations to exclusive events such as networking sessions, workshops, and industry seminars, designed to provide valuable insights and foster meaningful connections.

5.7.6 AGBS Alumni Association

The AGBS Alumni Association was founded in 1993. Since then, it has become a valuable source of information and contacts for every graduating class. New graduates can become part of an expanding network which offers them career guidance as well as an array of opportunities for employment and professional support.

6. LIBRARY SERVICES

The ALBA Library is an academic library aiming to support the information needs of both faculty and students of the ALBA Graduate Business School.

Below is a brief guide to the ALBA Library collections and services.

6.1 Print Collections

6.1.1 Main Collection

The Library possesses more than 5.000 titles available for loan, covering aspects of philosophy, psychology, the social sciences and economics, tourism, law, shipping, accounting and management –

including financial management, human resources management, strategic management, information management, project and quality management, change management – marketing, advertising, etc.

6.1.2 Serial Publications

The Serial Publications collection consists of:

- Back-files of nearly 170 titles of international academic journals and magazines, covering a multitude of topics as seen and examined from a variety of perspectives ranging from the academic to the everyday.
- Around 15 Greek periodicals.
- 2 domestic newspapers.

6.1.3 Reference Collection

A small collection of reference books containing directories, encyclopedias, dictionaries, etc.

6.1.4 Grey Bibliography

A selection of about 400 past projects conducted by ALBA students available for consultation only.

6.2 Electronic Resources

The Library provides access to a wide range of electronic resources covering all academic disciplines emphasizing the areas of Business, Management, Economics, Law, Marketing and Shipping. ALBA Library users can enrich their learning experience by searching and finding articles, e-books, statistical data and a great variety of content on more than 50 databases, including Clarksons Research – Shipping Intelligence Network (SIN), FactSet Academic, EBSCO databases, Emerald Insight, Financial Times, JSTOR, Trade Winds, ProQuest Ebook Central, Harvard Business Publishing Collection, ScienceDirect and more.

6.3 Searching and Accessing Resources

You may search all available resources of the college libraries using the Discovery Tool located at the [Library's Resources Page](#).

When you are accessing the electronic resources on campus you do not need to log in.

When you are off-campus you will be asked to log in using your ACG Network Username and Password.

This applies to all resources available on our site unless otherwise stated.

6.4 Library Regulations

6.4.1 Access rights

All students registered at ALBA are entitled to use the information resources and services of both ALBA and Deree College Libraries.

6.4.2 Borrowing rights and Regulations

All registered students have the right to borrow a maximum of 15 books for a period of 2 weeks. Students are also entitled to 2 renewals for another 2 weeks each, provided that no other user has placed a hold on the borrowed book(s), and 8 holds.

Each user is personally responsible for returning the books she or he has borrowed in the same condition they were when taken from the Library. In case of loss, misuse or defacing with pen or pencil marks, underlining, turning down page edges, removal of pages, etc. the user will have to pay the cost of the replacement.

Journals, newspapers, reference material, and grey bibliography are **not** for borrowing. Borrowing rights are strictly personal and not transferable.

The Library reserves the right to suspend the borrowing privileges of any user when:

- They do not follow Library regulations in general.
- Borrowing regulations are systematically ignored.
- Lost or defaced material is not replaced.

Please remember: Library clearance is required for graduation.

6.4.3 Reading room regulations

Patrons should put their cell phones in silent mode when in the Library.

Library material of any kind (books, newspapers, journals, etc.), that has been used should always be left on the tables. It is the responsibility of the librarians to return items to their shelves.

All users are asked to refrain from noisy or any other distracting behavior.

6.5 Alumni

Alumni of the American College of Greece are welcome to use the libraries of the college and take advantage of their resources and services.

Registration is needed for membership at the library.

A registered alumnus/a, will be able to:

Borrow up to two books for a period of two weeks. A valid library card must be presented along with a photo ID in order to check out library material.

Access our databases on campus or on library computers. Due to publisher restrictions, alumni are not eligible for off-campus access.

Request articles from other libraries through document delivery

ALBA Library working hours: Monday: 12:00-20:00, Tuesday-Friday: 10:00-20:00, Saturday: 10:00-15:00

7. COMPUTER SERVICES AND MORE

7.1 General Information

Local Area Network (LAN) consists of more than 150 PCs running under Windows 10 operating system and configured with the latest versions of software. About eighty (80) of them are located in study rooms and laboratories where networked, high-speed, laser, mono and colour printers are also available.

Computer systems are available at the library for book and periodicals management. Also available are information retrieval systems for databases and libraries world-wide.

Students are given their own login name and password in order to logon to the network. The network provides the user with access to the Internet and a personal e-mail account. It is **absolutely forbidden**, however, to install and run any software other than that provided by the School or to abuse the systems in any way.

In case of loss of the ID card, students have to contact the registrar's of Alba (DTC). They should complete the "Student ID form" (uploaded on Blackboard) & submit it to the registrar's office of Alba (DTC), whereas a fee of €10 will be charged at the Cashiers department.

If the student was a victim of a robbery, he/she need to submit to the ACG Student Success Centre the "Student ID form" completed along with an official letter from the Police, stating that the student had been robbed. In that case the student is exempted from the replacement fee of €10.

7.2 Computer Department Regulations

- The normal opening hours of the laboratories (107 & 306) are 9.00 a.m. to 19.00 p.m. The study room is available to students 24 hours a day.
- Any tampering with the equipment or software provided by the school is **strictly forbidden**.
- Problems regarding the computer hardware and/or software should be reported to the Computer Department.

7.3 Study Rooms

- The study rooms are provided to the students of AGBS in order to facilitate their group studies and various assignments while on campus.

8. INTERNATIONAL OFFICE SERVICES

8.1 International Student Services Office

The International Student Services Office provides support and guidance to all international students, such as:

1. Assistance with visa process prior to arrival (i.e. documents, communication with Greek Consulates if needed etc)
2. Assistance with residence permit process upon arrival (i.e. guidance and legal assistance through our lawyers)
3. Orientation presentation during first days
4. Support and guidance in case of medical need
5. General support and assistance

8.2 AGBS Furnished apartments

AGBS International Office offers a limited number of furnished apartments to International students, which are located at walking distance from the campus. Students interested in staying in the apartments are provided with the necessary information from the Housing and Residential Services office. Students staying at the furnished apartments will be expected to follow the ACG Housing Regulations. Exchange students may also stay at AGBS apartments if there are vacancies.

9. AHEAD – ALBA HUB FOR ENTREPRENEURSHIP AND DEVELOPMENT

9.1 Introduction

AHEAD - The Alba Hub for Entrepreneurship and Development is the hub that brings together all activities dedicated to entrepreneurship at Alba. AHEAD was established in 2009 with the mission to advance innovative venture development by the creation, communication and celebration of entrepreneurial knowledge and activity for all forms of venturing, such as:

- Start ups and New Venture Creation
- Family Businesses
- Social Enterprises
- Intrapreneurship and Corporate Venturing

The two main focal points of AHEAD's activities are start-ups and new ventures, and family businesses. AHEAD is embedded in the Greek entrepreneurship ecosystem and well-connected both locally and internationally through synergies and partnerships. AHEAD's activities reach the wider community, and it delivers a variety of inclusive outreach programs. AHEAD is also active throughout Greece, with several of its activities being connected to local communities. You can read more about AHEAD's project's [here](#).

AHEAD can be contacted by email at ahead@alba.acg.edu.

9.2 Student Services

AHEAD supports Alba Students (and Alumni) by providing the expertise, support and connections needed to become effective entrepreneurs. This is mainly achieved through the following exclusive services:

- 1 to 1 consultation meetings
- Specialized events
- Networking opportunities
- Promotion of ALBA entrepreneurs. #AlbaEntrepreneurs are celebrated and featured on Alba's website. You may check the growing list [here](#).

Student and alumni entrepreneurs also can participate

- in consulting projects by Alba or international students with their business
- events and panel discussions organized by AHEAD
- outreach programs that support entrepreneurs in various stages (such as [VentureGarden Athens](#))
- in the [NextGen Mentoring](#) program for family business members.

9.3 Student Support

AHEAD supports Students in their studies in several ways. It also supports other partner organizations with bespoke Alba scholarships addressed to their beneficiaries or members.

AHEAD offers ongoing support to Alba faculty by introducing guest speakers for their classes and cases for student projects. AHEAD can also support students with classwork related to entrepreneurship through introductions to entrepreneurs, investors, incubators, accelerators etc.