



# SSM

*Swiss School of Management*



---

THE SWISS SCHOOL OF MANAGEMENT

---

CATALOG



2021/2022

PIAZZA DEL BISCIONE 96, ROME ITALY 00186

+39 32 91608627

[INFO@SSM.SWISS](mailto:INFO@SSM.SWISS)

<https://ssm.swiss/>

## Mission

The Swiss School of Management is an International Institute of Higher Education, headquartered in Bellinzona, Switzerland, that aims to provide students with the highest quality educational experience through one-on-one leadership coaching, personal development plans, and innovative educational tools to help students develop qualities that will distinguish them as leaders. We create an innovative and intellectual environment with a focus on leadership, management and entrepreneurship which endows our students with the global business competencies required for leadership and success in the global economy. The Swiss School of Management is a Quality Certified Institution of Higher Education.

The Swiss School of Management is committed to providing excellence in international education. Through teaching methods based on the typical Swiss way of behavior, we encourage professionalism, quality thinking, and a business minded attitude. We strive to be distinguished by our innovative teaching style, quality programs and distinguished specializations which create transformational learning experiences. The Swiss School of Management is a place for those that seek knowledge, strive towards excellence, and want a better life for themselves and their fellow citizens.

## Goals and Outcomes

- Creating an intellectually rigorous learning environment and showing uncompromising dedication to those we serve
- Commitment to real knowledge delivered by professors with real life experience
- Ensuring a climate that supports diversity of cultures, ideas, and insights
- The development of students' ethical awareness
- Nurturing students to become inspirational and dynamic leaders
- Creating an atmosphere of collaboration, mutual support and genuine interest in each other's success

## State Licensure and Other Recognition

The SSM programs are fully accredited by IACBE and recognized by CHEA-Council for Higher Education. Our programs are also recognized by the Department of Veterans Affairs in the USA. SSM is a quality certified school by EduQua, the Swiss Quality Certification label (accredited by the Swiss Federal Government) for Institutions of higher and continuous education. The Swiss School of Management is also recognized by the Ministry of Education & Research in Lazio, Italy, the American Council for Higher Education Accreditation (CHEA). The Swiss School of Management is also a member of the International Association of Universities which is membership-led non-governmental organization working in the field of higher education.

## Accreditation

### **Approved by the Ministry of Education**

The Swiss School of Management is an approved institution by the Ministry of Education & Research of Italy in its headquarter of the Region of Lazio through the signing of an MOU, initiating a fruitful collaboration. Among many other points, both agree to the following:

- enhance young people's chances of entering the job market, promoting the development of soft skills throughout the educational paths;
- design and support educational integrated academic paths;
- foster closer collaboration with Italian High Schools and Colleges, in order to provide an efficient orientation to students who are on the way to completing their secondary school studies;
- support academic institutions in developing training courses aimed to enhance soft skills, in the students' orientation, and in promoting the spread of good practices throughout the chosen educational paths;
- activate educational internships by mutual consent, based on the demands of the academic institutions of the Region Lazio, which are interested in a highly professional qualification of the teachers in terms of didactics and European identity;
- meet the educational needs of the staff of the academic institutions of Regione Lazio by mutual consent, through the organization of training and advanced training courses giving value to the skills, which have been acquired through the work experience and that should fulfil the demand of updating and deepening knowledge of disciplinary, didactic and professional requirements.
- promote and endorse the active participation of School Heads and Teachers of the Region Lazio to highly qualifying training courses with the common aim of providing adequate competences and specialization to professionals working in the Adult Learning sector.

<https://www.usrlazio.it/index.php?cerca=Swiss+School+of+Management&s=1063>

### **IACBE**

**Lenexa, Kansas, USA (March 2020)** – The Board of Commissioners of the International Accreditation Council for Business Education (IACBE) is pleased to announce that, at its virtual meeting on March 30-31, 2020, the **Swiss School of Management** was granted reaffirmation of accreditation of the business and management programs.

The Swiss School of Management has undertaken a rigorous self-evaluation; has undergone a comprehensive, independent peer review; and has demonstrated compliance with the following Accreditation Principles of the IACBE:

1. Outcomes Assessment
2. Strategic Planning
3. Curriculum
4. Faculty

5. Scholarly and Professional Activities
6. Resources
7. Internal and External Relationships
8. International Business Education
9. Educational Innovation

In addition, the Swiss School of Management has demonstrated a commitment to continuous improvement, excellence in business education, and advancing academic quality in its business programs and operations.

**About the IACBE** – The International Accreditation Council for Business Education (IACBE) was founded in 1997 and is nationally-recognized by the Council for Higher Education Accreditation (CHEA). The IACBE is the leader in mission-driven and outcomes-based programmatic accreditation in business and management education for student-centered colleges, universities, and other higher education institutions throughout the world. The IACBE has hundreds of member institutions and campuses worldwide, and has accredited over 1,500 business and business-related programs in the United States, Europe, Asia, the Middle East, Central America, and South America.

The IACBE's World Headquarters are located at 11374 Strang Line Road in Lenexa, Kansas, 66215, USA. For more information, please visit the IACBE's website at [www.iacbe.org](http://www.iacbe.org).



## EDUQUA

Since the first day of operations, more than two decades ago, the Swiss School of Management (SSM) has been certified by EduQua, a **Swiss quality label for further education institutions**. The first Swiss quality label geared towards adult continuing education, eduQua is made up of over 1000 schools, institutions and academies in all of Switzerland. EduQua is an accreditation body recognized and supported by the Swiss Confederate Government; it's the **first quality certification for public and private educational institutions in Switzerland**. EduQua is the premier quality assurance accreditation scheme for continuing education (can be general education, further education, professional education).

Control group and publishers:

- SBBK Swiss Conference of VET Offices
- SECO State Secretariat for Economic Affairs

- SVEB Swiss Federation for Adult Learning
- VSAA Association of the Swiss Employment Centers

The **Swiss Conference of Cantonal Ministers of Education** (EDK) endorses eduQua as an officially recognized quality assurance scheme. EDK highly recommends the institution of higher education accredited by eduQua. In more and more cantons, the certification is a requirement for public funding. The **State Secretariat for Economic Affairs** (SECO) also endorses EduQua.

<https://ssm.swiss/wp-content/uploads/2020/01/EduQua-Certificate-2022.pdf>

### CHEA

The **Council for Higher Education Accreditation (CHEA)** is a United States organization of degree-granting colleges and universities. It identifies its purpose as providing national advocacy for self-regulation of academic quality through accreditation in order to certify the quality of higher education accrediting organizations, including regional, faith-based, private, career, and programmatic accrediting organizations.

The organization has approximately 3,000 academic institutions as members, and currently recognizes approximately 60 accrediting organizations.

CHEA is based in Washington, DC. CHEA is a member of International Network for Quality Assurance Agencies (INQAAHE).

Swiss School of Management is recognized by CHEA-Council for Higher Education Accreditation.

# Council for Higher Education Accreditation

[Home](#)	[About CHEA](#)	[Government Relations](#)	[Database of Institutions and Programs](#)	[CHEAnew Room](#)	[Directories](#)
[Informing the Public](#)	[Recognition](#)	[Research & Publications](#)	[CHEA International Quality Group](#)	[Degree Mills](#)	
[CHEA Board of Directors](#)	[The CHEA Chronicle](#)	[Upcoming Events](#)	[Site Map](#)		

## ***Database of Programs Accredited By Recognized U.S. Accrediting Organizations***

**Swiss School of Management-Rome**  
**Swiss School of Management-Rome**  
*Accredited Program: Business*

*Contact Information:*

Piazza del Biscione 95

Rome 00186

Italy

Phone: + 39-338-778-44-37

Fax: + 39-065-196-04-05

Web: <http://www.ssmrome.com>

Accredited by the *International Assembly for Collegiate Business Education (IACBE)*. Please click on the accrediting organization link for the specific dates of the accreditation.

[Return to Database Search Page](#)

**CHEA**®  
Council for Higher Education Accreditation

One Dupont Circle NW • Suite 510  
Washington DC 20036-1135  
(tel) 202-955-6126  
(fax) 202-955-6129  
[chea@chea.org](mailto:chea@chea.org)  
Last Modified: 10/13/2016

©2017 Council for Higher Education Accreditation. [Terms of Use](#).

## Hours of Operation

Our main offices are located at the following address

Address: Piazza del Biscione, 95, 00186 Roma RM

Hours: 9:00 CET to 17:00 CET

Phone: 06 4004 9320

Founded: 1981

Administrators, Staff, Faculty, Board, & Academic Senate

### Massimiliano Bracalè – President and Founder

Chief executive, administrative, and education officer of the Swiss School of Management derives authority from, and is responsible to, academic senate, advisory board, and school board of the Swiss School of Management. The President's primary responsibility is to provide vision for the business school and continuous leadership and direction for the planning and operation of all aspects of the school's programs and services in conformity with Board and Accreditors policies, as well as Swiss School of Management rules and regulations.

1. Developing and implementing a progressive and responsive school vision including a comprehensive strategic plan that details the institutional mission, vision, goals and objectives, priorities.
2. Developing, maintaining, and evaluating the academic programs and student services of the school and creating a climate that enhances student learning, stimulates creative approaches to teaching and learning, and motivates staff, faculty, and students to optimum achievement;
3. Developing and maintaining an appropriate administrative organization to ensure effective and efficient management of the Swiss School of Management and its resources;
4. Maintaining and making efficient use of existing institutional resources, and creating new resources;



5. Managing the operational affairs of all boards, including being its professional advisor by analyzing implications of proposed actions and making recommendations, handling agendas, minutes, policies, and other necessary records;
6. Delegating to appropriate staff, faculty, and committees powers and duties listed above as the President deems appropriate for the administration of the school;
7. Exercising the discretionary power necessary to ensure the continuous efficient operation of the School, and deciding all other administrative matters not outlined above and for which no specific provision has been made in the law or by any board

#### Serena Managnti – Vice President

The Vice President reports directly to the President and has overall responsibility for providing college-wide leadership, supervision, guidance, and direction for all educational programs, faculty and staff, instructional policies and procedures, and for the management and supervision of university programs. The Vice President is also responsible for strategic planning and outreach. This role is also in charge of management of all web and media platforms of the Swiss School of Management.

#### Logan Pacey – Registrar & Student Affairs

The Registrar and student affairs position assists students, faculty, staff, and alumni with a variety of academic services in managing academic policies and procedures, maintaining student records, student registration, transcripts, enrollment verifications, course scheduling, commencement services, conducts degree audits, provides assessment and reporting, and ensures institutional compliance. This position also serves as a point of contact of all students for any additional support or guidance.

#### Center Directors:

- Ali A. Shah Povia
- Rejin Raja
- Stefano Anzuinelli
- Ahmed Sobhi Hamidou

The responsibilities of the center director include:

- Ensuring that everyday activities and logistics on campus run smoothly

- Ensuring campus rules and regulations compliance
- Aiding efficiency and effectiveness of the campus logistics, including classroom space and technological support
- Providing leadership, direction, supervision and accountability
- Email management for general information
- Student recruitment & interviews
- Organizing student events with international partners
- Aiding and mentoring students
- Creating and managing events, such as roundtables with major CEOs, as well as organizing guest lectures and other activities
- Learning Management System supervision
- Managing the self-study online platform & tutors
- Developing and editing SSM's promoting material, including brochures, flyers and banners
- Editing and adjourning SSM's website when necessary
- Reviewing & improving SSM courses/programs to introduce current topics
- Creating, editing and posting multimedia content for marketing purposes, including the use of professional equipment
- Interviewing, training and directing the faculty, solving any of their difficulties while ensuring contract compliance
- Supervising student services
- Training new recruits and faculty
- Enabling, supervising and improving administrative processes
- Allocating and evaluating budget for events
- Organizing company visits

### **Advisory Board**

- Enrico Frisone
- Simone Panseri
- Marco Conte
- Johann Kral
- Daniela Mancinelli

The Advisory Board provides advice and support to the Swiss School of Management on existing and proposed educational and academic programs and other activities. Specifically, the Advisory Board further has a key role in influencing the direction of the school by offering their experience and expertise to strengthen the decision-making process to support the strategic development of the school and ensure it is meeting the needs of the students.

### **Faculty**

- Leila Chentouf
- Paolo Bongarzoni

- Rebecca Chung
- Gaetano Pascale
- Nada El Shazly
- Linxi Chen
- Mohsin Kazmi
- Vijay Tandon
- Elizabeth Soliday – Naui
- Premkumar Rajagopal
- Marshall Langer
- Dr Al Khalafalla
- Flavia Muzi Falconi
- Giovanni Luigi Manente
- Bendetta Podestà
- Paolo Massafra
- Cesare Pisani
- Dr. P. Ravindran Pathmanathan
- Simona Sauto
- Vassilios Stouraitis
- Robert Pardis
- Alessandro Fiorentino
- Constantina Skenteri
- Robert Victor Goedegebuure
- Ahmed Sobhi Hamidou
- Sherif Delawar
- Hamdy Alwany
- Raymond Fraig
- Alaa Rady
- Ahmed El-Banhawy
- Nermine Fawzy
- Beethoven Tayel
- Ayman Shehata
- Ihab El Fouly
- Yasser Ghallab
- Ahmed Abou El Saad
- Seif Eldin Awni Abdelaziz
- Mohamed Rady
- Osama Soliman
- Emad Elshaer
- Ahmed Shawky
- Nadah Walid

### **Academic Senate**

Duties of the Senate:

As mandated by the School's governing body, the Academic Senate is empowered to: determine academic policies; set conditions for admission and the granting of degrees; authorize and supervise courses and curricula; and advise the administration on faculty appointments and promotions. This delegated authority makes the SSM Academic Senate unique among faculty governments.

The Academic Senate provides the organizational framework that enables the faculty to exercise its right to participate in the School's governance.

**TERMS:** The founder is elected for lifetime. All other members are elected for 7 years, with a maximum of 2 terms possible.

**MEETINGS:** The Academic Senate meets twice a year, once before the yearly graduation and a second time in mid-April.

- Dr. Premkumar Rajagopal
- Dr. Leila Chentouf
- Dr. Massimiliano Bracalé
- Dr. Paolo Bongarzoni
- Dr. Robert T. Gharios

## **Staff**

Staff ensure the smooth running of each learning center and offer support and guidance where needed:

- Ayesha Luxchmee Jugganaikloo
- Jacqueline Dettling
- Giusy Negro
- Maria Silvia Arcuti
- Maryam Mahdy
- Mona El Shazly

## **Academic Calendar**

The academic year runs from the first of September to July 31<sup>st</sup> each year with final thesis presentations taking place in September. Before the start of each program students will receive a calendar outlining the start of each module as well as all holidays and breaks.

## **Technology Requirements**

- Ability to use email to correspond

- Ability to access, create, and save documents in MS Word or standard.rtf (rich text format)
- Ability to browse the Web
- A reliable broadband Internet connection, either cable or DSL of at least **3 Mbps download speed (constant)** for adequate audio-video quality
- An email address that will accept all emails, including attachments, from the domain name **alu.edu**
- Note: Students are presumed to receive the messages sent to designated email addresses. It is the responsibility of the student to ensure that messages from ALU are not blocked and that the mailbox is not too full to receive messages.
- **CPU Processor:** 1.86Ghz Intel Core 2 Duo or faster processor (or equivalent)
- **RAM:** 4GB or highest recommended for the operating system
- **Hard drive:** 1GB of available space or highest recommended for the operating system
- **Operating System:**
  - Windows 10 (64-bit)
  - Only genuine, U.S.-English versions of Windows Operating Systems are supported
  - Alternate versions of Windows 10, such as Windows 10 (32-bit), Windows RT, and Windows 10 S, are NOT supported.
- **Browser:**
  - Google Chrome (v70.0 & above), Mozilla Firefox (v65.0 & above) and Edge (Chromium) (v79.0 & above)
  - *ALU Recommend using Google Chrome*
- **Screen resolution:** Must be 1024×768 or higher
- **Media:** Web camera, microphone and speakers
- **Account Permission:** Administrator-level account permissions are required
- **Software:**
  - A word processor that can create files with any of the following extensions: .doc (MS Word 2003), .docx (MS Word 2007 or higher), or a standard .rtf (rich text format)
  - Adobe Reader version 9, 11, or DC (free download is available on the Internet)

- **ALU does not support Mobile Phone or Tablet devices other than Surface Pro as detailed below.**

## **Surface Pro Requirements**

- **Surface Pro, Surface Books, and Surface Laptops are supported** (Non-Pro Surface devices are NOT supported).
- **Must be running a supported Operating System** (See Windows Requirements).
- **Input Device:**
  - External Keyboard (USB or Bluetooth) required. Bluetooth keyboards must be paired before launching the exam.
- **Hard Drive:** Minimum of 1GB available space.
- **Browser:**
  - Google Chrome (v70.0 & above), Mozilla Firefox (v65.0 & above) and Edge (Chromium) (v79.0 & above)
  - *ALU Recommend using Google Chrome*
- **Screen resolution:** Must be 1920×1080 or higher
- **Media:** Web camera, microphone, and speakers
- **Account Permission:** Administrator level account permissions is required
- **Software:**
  - A word processor that can create files with any of the following extensions: .doc (MS Word 2003), .docx (MS Word 2007 or higher), or a standard .rtf (rich text format)
  - Adobe Reader version 9, 11, or DC (free download is available on the Internet)

## **MAC OS Requirements**

- **CPU Processor:** 1.83 GHz Intel Core Duo or faster processor
- **RAM:** 4GB or highest recommended for the operating system
- **Operating System:**
  - macOS 10.13 High Sierra
  - macOS 10.14 Mojave
  - macOS 10.15 Catalina
  - The server version of Mac OS X is not supported
- **Hard drive:** 1GB of available space or highest recommended for the operating system
- **Browser:**
  - Google Chrome (v70.0 & above), Apple Safari (v12.0 & above), Mozilla Firefox (v65.0 & above), and Microsoft Edge (Chromium) (v79.0 & above)

o *ALU Recommend using Google Chrome*

· **Screen resolution:** Must be 1024×768 or higher

· **Media:** Web camera, microphone, and speakers

· **Account Permission:** Administrator-level account permissions are required

· **Software:**

o A word processor that can create files with any of the following extensions: .doc (MS Word 2003), .docx (MS Word 2007 or higher), or a standard .rtf (rich text format)

o Adobe Reader version 9, 11, or DC (free download is available on the Internet)

· **The Swiss School of Management does not support iPad or iPhone devices**

## Privacy & Confidentiality

The Swiss School of Management will only use your personal data on a lawful basis to fulfill a legitimate interest of the Swiss School of Management. The Swiss School of Management may use information collected from your visit to this website to:

- Manage and improve the user experience and preferences associated with this website and Swiss School of Management communications;
- Track how often people gain access to or read the Swiss School of Management e-library content and publications;
- Foster further communications and manage your subscription(s) to Swiss School of Management publications;
- Invite and/or register you (upon request) to events that may be of interest to you;
- Optimize and personalize your online interactions with the Swiss School of Management;
- Fulfill your online requests for goods or services;
- Conduct online research, education, training, or surveys;
- Identify anomalies in web traffic in order to help protect personal and Swiss School of Management institutional information; and
- Exercise the Swiss School of Management's legal rights, defend against legal claims, or respond to subpoenas, court orders, or other legal processes.

The collection and use of personal information for any other purpose than described herein requires supplemental and more specific notification or consent. Please see Swiss School of Management website for specific examples.

## Disclosure or Sharing of Information

The Swiss School of Management may use third party service providers and suppliers to facilitate this website or the services the Swiss School of Management provides. Those

providers and suppliers may have access to the information the Swiss School of Management collects in order to fulfill their obligations to the Swiss School of Management. For full details please see our websites below:

<https://www.iubenda.com/privacy-policy/13761172>

<https://www.iubenda.com/privacy-policy/13761172/cookie-policy>

### **Collection Methods**

The Swiss School of Management may use various technologies such as cookies, applets, scripts, server logs, custom URL parameters, tracking images, information and correspondence, or web analytics to collect information. Depending on your browser you may be able to disable certain collection methods. This may limit your ability to use some features of this website.

### **Non- Swiss School of Management Websites**

The Swiss School of Management may provide links on this website to other non- Swiss School of Management websites. The Swiss School of Management may also partner with third parties to place Swiss School of Management related ads on non- Swiss School of Management websites. Your use of non- Swiss School of Management websites is subject to the terms and conditions or privacy statements of the providers of those websites.

### **Data Protection**

The Swiss School of Management strives to protect information through measures described in the websites below:

<https://www.iubenda.com/privacy-policy/13761172>

<https://www.iubenda.com/privacy-policy/13761172/cookie-policy>

### **Additional Rights You May Have Regarding Your Data**

Applicable laws may give you additional rights to request access to, or to request the erasure, correction or transfer of, your data. For example, the European Union's General Data Protection Regulation (EU GDPR) provides certain rights to persons who were/are residing in the European Union when data were/are collected. If the EU GDPR applies to your data then you may ask to see your data or request, to the extent allowed by law, to



have your data corrected or erased. You may also object to or request restrictions on how your data will be processed. You may ask that your data be forwarded or transferred to another organization. Finally, to the extent allowed by law, you may withdraw consent you have given to certain data processing, without penalty. If you do decide to withdraw consent at a later date, your withdrawal will not affect the legality of the processing of your data up to that point.

Course/Programs offered:

**Bachelor of Business Administration (3-year program 180 ECTS)**

**Introduction**

The Bachelor's Degree is designed to give a broad knowledge of the functional areas of a company, and their interconnection, while also allowing for specialization in a particular area. BBA programs expose students to a variety of "core subjects" and allow students to specialize in a specific academic area. The degree also develops the student's practical managerial skills, communication skills and business decision-making capability. Many programs incorporate training and practical experience, in the form of case projects, presentations, internships, industrial visits, and interaction with experts from the industry.

The Bachelor of Business Administration (BBA) is a full-time, 180 ECTS program that is divided into three years. Classes are lectured by qualified faculty with an international curriculum. Students also participate in internships, company visits and excursions, forums and symposia, guest speaker presentations/webinars, e-conferences and much more.

The program culminates with the submission and defense of a thesis, on a business-related subject of the student's choosing. Students who successfully complete the program are awarded the degree of Bachelor of Business Administration from the Swiss School of Management.

We utilize an innovative approach to team-based online learning, as we strongly believe that this approach reflects today's progressive workplace. The Swiss School of Management's Bachelor of Business Administration is the program that will open the door to international career opportunities by preparing students for the world of global business.

**Quality Assurance**

The SSM BBA Degree is fully accredited by IACBE and recognized by CHEA-Council for Higher Education. Our BBA degree is also accredited by the Department of Veterans Affairs in the USA. SSM is a quality certified school by EduQua, the Swiss Quality Certification label (accredited by the Swiss Federal Government) for Institutions of higher and continuous education. The Swiss School of Management is also recognized by the Ministry of Education & Research in Lazio, Italy, the American Council for Higher Education Accreditation (CHEA).

#### Specifications:

Each course mentioned in the list below, fulfills the following criteria:

- Minimum of 36 lecture-based class hours, plus homework, and individual and group assignments, and project work
- Final exams consist either of a Case study or a project presentation with a minimum duration of 2-3 hours.
- The final grade for each course depends upon the evaluation of the professor; however, attendance and participation plays an important role in the final grade.
- Each course grants 4ECTS

#### Blended Method:

The program is made available in person or online through our blended method of study. Every class session is live streamed online and recorded onto our online platform, allowing our students to have all the tools they need to be successful in their program.

**Year 1 in Bachelor of Business Administration (BBA): duration one year (60 ECTS) part of three-year program**

#### Introduction:

The first year of your Bachelor of Business Administration degree explores in depth and in complex contexts how businesses design and operate internal structures and systems that support a businesses' goals which ensures that they gain and maintain a competitive advantage. This program is equivalent to the Junior (sophomore/freshman) level of the three-year Bachelor of Business Administration Program. The program awards 60 ECTS.

The three-year course begins with the fundamentals in business administration which positions students for the advanced options later in the program. The Swiss School of Management's undergraduate curriculum is designed to give students the maximum degree of choice and flexibility, while also providing insights into all the major fields and functions of management. Students will take business courses from many different disciplines and have the opportunity to concentrate in one or several major fields in the third year of study,

the first year allows students to gain experience in these disciplines before they choose their concentrations

This first year is divided into different modules. The program provides an educational environment where students can:

- Build an up-to-date knowledge base and develop skills that will prepare them in the field of Business Administration and in the related markets at all operational level;
- Acquire professional skills and competencies through a balance between practical and lecture-based learning environments;
- A guided learning environment, based on sound acquisition of technical skills and training to guide participants to acquire a work ethic that is typical from Swiss Culture. Furthermore, the practical learning-based approach offers opportunities to acquire lifelong skills such as teamwork, leadership, interpersonal communication skills and time management.

**Year 2 Bachelor of Business Administration (BBA): duration one year (60 ECTS) part of three-year program**

**Introduction:**

The second year of the three-year program students expand on the fundamentals that they have learned in the first year of study. Students will take a critical and practical approach to the core concepts of business administration and management. This is when students begin to move past foundational knowledge and dive deep into the concepts. At the end of the academic year, second-year students have the opportunity to apply their knowledge in real life situations through required internships which facilitates students to have a skillset beyond just theory, but real-life practical skills sought after in the job market today.

This program provides more advanced knowledge, understanding and skills that will enable students to:

- Develop an understanding of the professional world through real case studies and field research; and

- Build an up-to-date knowledge base of management skills applicable to Business Administration within a context of understanding the wider industrial and economic interests.

- 

**Year 3 Bachelor of Business Administration (BBA): duration one year (60 ECTS) part of three-year program**

**Introduction:**

The objective of the final year of the program leading to the Bachelor of Business Administration degree is to provide the participant with a solid and well-rounded education in Business and Business Administration. A basic core curriculum provides a foundation in accounting, management, marketing, and economics. This core is augmented by specialized courses, to meet individual goals and career objectives. Special emphasis is given to the personality development to become a competent manager or entrepreneur. It concludes with the student submitting a thesis paper presenting the results of research and analysis of a business problem. The basic philosophy of this program is to train the student to become a mature, conscientious, and responsible individual who is sincere in his desire for education. The final year of the program advances participants in Business Administration from a basic understanding to a specialized foundation by providing opportunities to students to:

- Construct and elaborate creative thinking skills - such as reflective thinking, critical thinking and realistic thinking;
- Develop a strong sense of entrepreneurship; business ownership and financial acumen that prepares students to perform in a competitive economic environment;
- Experience a genuine personal development path that is intended to ultimately help situate, plan and set realistic career goals for achieving a fulfilling personal and professional pathway.

**The Master of Business Administration (MBA): duration 1 year**

**Introduction:**

The Swiss School of Management 1-year international accredited MBA Degree Program is designed to equip students with the tools and analytical framework required for a successful career. The interactive community of faculty and students in an international

setting provides students with globally relevant material in today's ever-changing economy.

The SSM MBA Degree is fully accredited by IACBE and recognized by CHEA-Council for Higher Education. The MBA degree is also accredited by the Department of Veterans Affairs in the USA. SSM is a quality certified school by EduQua, the Swiss Quality Certification label (accredited by the Swiss Federal Government) for Institutions of higher and continuous education. The Swiss School of management is also recognized by the Ministry of Education & Research in Lazio, Italy, the American Council for Higher Education Accreditation (CHEA).

Throughout the MBA program, students will study leadership, business, entrepreneurship, and management philosophies that can be applied to any management role across varied industries. This business school gives students hands-on, applicable experience leading groups and classroom discussions which is essential in providing an interactive, dynamic, and effective program to students.

The program features international lectures, corporate visits, visiting speakers, self-assessment exercises and resume/internship counseling. The goal of the Swiss School of Management is to start growing students' networks from the moment they arrive.

### **MBA Course Structure**

The Master of Business Administration Degree program consists of 15 courses subdivided into 12 core courses and a specialization module comprised of 3 courses. It is mandatory to submit a final project/thesis or business plan in order to graduate, which will be accounted for one additional core course of 4 credits. Most courses are worth 4 credit points and are assessed by either an examination, assignment, or a combination of both. The Master of Business Administration (MBA) degree is granted to participants who achieve 60 ECTS (European Credit Transfer System).

### **Course Delivery**

Each course must have a minimum of 34 front-class hours and another 30 hours of assignments, course work, individual or group projects and a minimum three-hours final exam as explained above.

### **Blended Method:**

The course is made available in person or online through our blended method of study. Every class session is live streamed through online and recorded onto our online platform, allowing our students to have all the tools they need in order to be successful in their program

## **Doctoral Studies**

### **Doctorates**

Doctoral studies or doctorates of the DBA are academic research qualifications aimed at the contribution and to the extension of existing knowledge in specific subject areas. The objective is to provide scientific contributions through superior levels of academic empirical research relevant in the fields of economic sciences. This may comprise of; but is not limited to, the development and/or contribution to theory or to understand organizational practice, economics, decision-making, regulations, policies, and so on.

Students' DBA research and studies may adopt a fully theoretical orientation, but outstanding and evidence-based research in the understanding of applied sciences are equally accepted. However, if applied sciences are a major constituent, the scientific orientation still remains in the foreground of the doctoral research and its thesis.

### **Target Audiences**

Swiss School of Management research program's mission is to educate its doctoral students in scientific research producing and delivering outcomes of empirically evidence-based improvement for sustainable progress of economics, but also for society. Consequentially they should have a particular focus on relevant issues within dynamic and challenging contemporary contexts. However, they represent a specifically targeted program of doctoral studies in economic sciences, which is driven by curiosity, and students' depth of critical thinking. It equally respects ethical and moral concerns guiding students' doctoral research within studies' scientific and academic orientation.

The Degree and the research objectives are aimed at candidates of whom have a good and cognate Master's Degree awarded by an acknowledged Higher Education Institution as a compulsory prerequisite for the admittance to these studies. Equally admitted, but subject to specific requirements, are graduates who have been awarded with a high-level Bachelor Degree of at least 240 ECTS credits or nationally equivalent credits.

Applications are equally welcomed from individual candidates or from individuals sponsored by their existing employers. The doctoral program can be studied full-time, but equally while candidates continue to pursue their professional responsibilities.

Swiss School of Management strictly follows internationally requested standards forming and constituting doctoral studies to support the widest international recognition of its doctoral degrees. It is emphasised that the Higher Education is part of the Process of Higher Education in Europe. Swiss School of Management therefore applies highest academic standards in all phases of doctoral studies with the support of a seasoned body of doctoral supervisors.

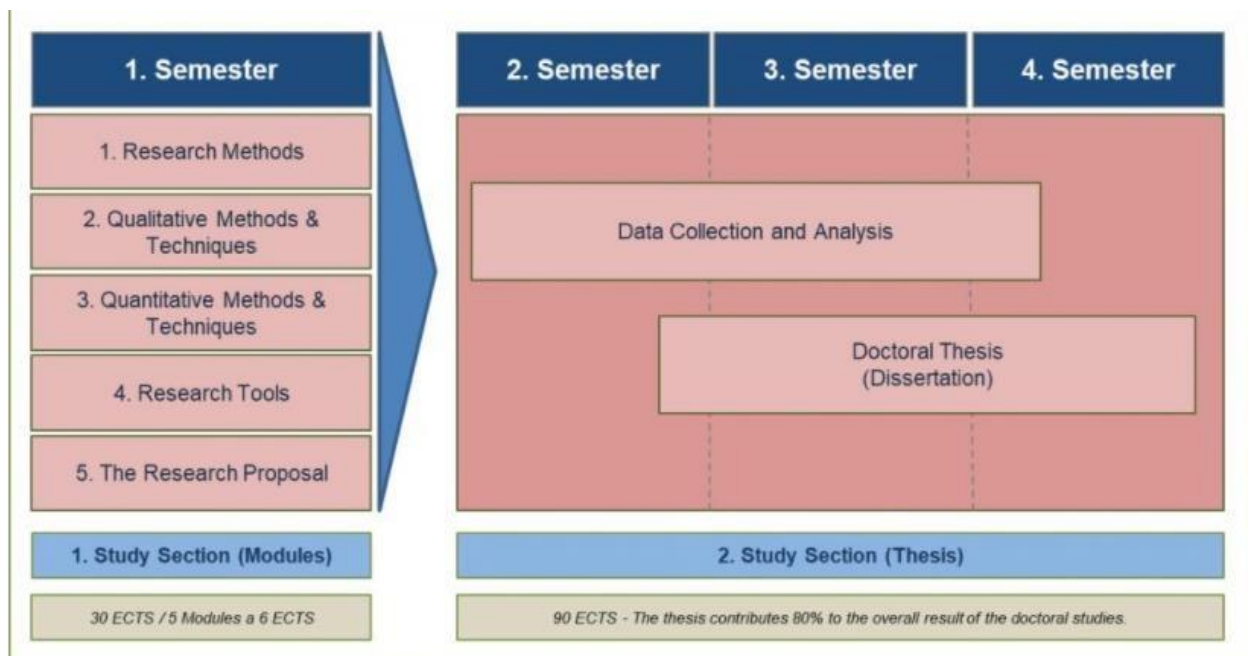
### **Program Structure and General Delivery**

In the spirit of diagnostic oriented learning, the program will not overload you with coursework rather, we will take your initial research idea as the starting point. The first stage (coursework) consists of modules, which are a highlight of the program and provides a fantastic opportunity for networking and collaboration with academics with fellow DBA students.

During this time, you will develop the skills required to undertake your own, supervised research. Online coursework and workshop training in the research process, will equip you with the knowledge and skills that will not only underpin your studies but will equip you for a career in academic, public, or private sectors.

As your research progresses from idea to methodology, to data collection, and to finally analysis; you will be guided in learning about the appropriate tools and techniques that you need. Guidance comes from your dedicated supervisor, your mentor, and from our network of experts.

The DBA program is structured as follows:



*Figure: Time Frame Program Structure DBA*

The second stage of your program (Data Collection and Analysis) usually takes 12 months to complete. Having developed your research proposal in consultation with your supervisor, you are ready to begin work on the actual research.

Finally, you will defend your thesis at the ‘viva’ to justify your assumptions, data, and outcomes. Your research may be suitable for publication, as journal articles or books.

The normal period of study is two years, based on full-time studies. If the research is progressing and contributing to the goals of the program, students can extend their studies. Tuition and supervision are charged per semester. Extending the duration of the program must be approved by your supervisor, and the Academic Director.

## Listings with Program

### UNDERGRADUATE OFFERINGS:

#### Prerequisites

Must be a confirmed and actively enrolled student in the Swiss School of Management through the Bachelor of Business Administration and must have paid the enrollment or the first installment of their total tuition fee.

COURSE NUMBER	COURSE TITLE	COURSE TYPE	TOTAL COURSE CREDIT/CLOCK HOURS
BUS 200	INTRODUCTION TO BUSINESS	Core/Required	4
BEN 201	BUSINESS ENGLISH	Elective	4
FIN 210	INTRODUCTION TO FINANCE	Core/Required	4
MKT 210	INTRODUCTION TO MARKETING	Core/Required	4
STA 210	MANAGERIAL STATISTICS	Core/Required	4
COM 210	COMMUNICATION SKILLS	Core/Required	4
MIS 210	MANAGEMENT INFORMATION SYSTEMS	Core/Required	4
ACC 210	MANAGING ACCOUNTING COSTING AND BUDGETING	Core/Required	4
MGT 210	MANAGEMENT	Core/Required	4
MAT 210	MATHEMATICAL TOOLS FOR BUSINESS	Core/Required	4
COR 210	COMMERCIAL CORRESPONDENCE	Core/Required	4
ECO 210	ECONOMICS	Core/Required	4
TQM 210	TOTAL QUALITY MANAGEMENT	Core/Required	4
SMG 220	SALES MANAGEMENT	Core/Required	4
ITA 210	BASIC ITALIAN	Elective	4
CHE 210	BASIC CHINESE	Elective	4
LAW 220	BUSINESS LAW	Core/Required	4
LEA 220	LEADERSHIP	Core/Required	4
INT 220	INTERNSHIP	Capstone	4

NB. All Courses offered by the Swiss School of Management are delivered in 40 contact hours plus 20 hours of self-directed learning, research, and homework.



**The Swiss School of Management reserves the right to change the programs and subjects at any time, to keep up with the current changes in technologies and market needs.**

**2 Year -Bachelor of Business Administration (60 ECTS)**

**Prerequisites**

Students must have completed the first year of the Bachelor of Business Administration program (60 ECTS) or equivalent.

COURSE NUMBER	COURSE TITLE	COURSE TYPE	TOTAL COURSE CREDIT/CLOCK HOURS
ACC 310	ADVANCED ACCOUNTING	Core/Required	4
FIN 300	VENTURE CAPITAL AND PRIVATE EQUITY	Core/Required	4
MIS 300	MANAGEMENT INFORMATION SYSTEMS: DECISION SCIENCE I	Core/Required	4
HRM 300	HUMAN RESOURCE MANAGEMENT	Core/Required	4
MKT 300	PRINCIPLES OF MARKETING	Core/Required	4
MBK 300	MONEY AND BANKING BUSINESS	Core/Required	4
MKT 310	CONSUMER BEHAVIOR	Core/Required	4
ECO 300	INTERNATIONAL ECONOMICS	Core/Required	4
MIS 301	MANAGEMENT INFORMATION SYSTEMS: DECISION SCIENCE II	Core/Required	4
FIN 310	PRINCIPLES OF FINANCE	Core/Required	4
MGT 310	INTERCULTURAL MANAGEMENT	Core/Required	4
LEA 310	LEADERSHIP & CHANGE MANAGEMENT	Core/Required	4

FOL 300	FOREIGN LANGUAGE	Core/Required	4
INT 310	INTERNSHIP	Capstone	8

### Duration of the Programs

The duration of the programs normally extends for one year (40 academic weeks) of study.

NB. All Courses offered by the Swiss School of Management are delivered in 40 contact hours plus 20 hours of self-directed learning, research, and homework.

**The Swiss School of Management reserves the right to change the programs and subjects at any time, to keep up with the current changes in technologies and market needs.**

### FOL300: Foreign Language

In the second year of your Bachelor Studies you will learn another new language and culture.

### 3 Year -Bachelor of Business Administration (60 ECTS)

#### Prerequisites

Students must have completed the first and second year of the Bachelor of Business Administration program (120 ECTS) or equivalent.

#### Program Requirements

60 ECTS which includes the writing and presenting of a thesis project and internship.

### Duration of the Programs

The duration of the programs normally extends for one year (40 academic weeks) of study.

COURSE NUMBER	COURSE TITLE	COURSE TYPE	TOTAL COURSE CREDIT/CLOCK HOURS
FIN 410	INTERNATIONAL FINANCE	Core/Required	4
MKT 430	STRATEGIC MARKETING	Core/Required	4
ICT 410	INFORMATION SYSTEMS	Core/Required	4
ITM 410	MANAGING IT IN THE DIGITAL ECONOMY	Core/Required	4
FOL 400	FOREIGN LANGUAGE	Elective	4
FIN 420	FINANCIAL PLANNING & BUDGETING	Core/Required	4

MGT 410	ORGANIZATIONAL BEHAVIOR	Core/Required	4
LEA 450	STRATEGIC LEADERSHIP AND CHANGE	Core/Required	4
GLB 410	BUSINESS IN A WORLD ECONOMY	Core/Required	4
INT 410	INTERNSHIP	Core/Required	6
GRD 499	THESIS	Capstone	6

NB. All Courses offered by the Swiss School of Management are delivered in 40 contact hours plus 20 hours of self-directed learning, research, and homework.

**The Swiss School of Management reserves the right to change the programs and subjects at any time, in order to keep up with the current changes in technologies and market needs.**

**Specializations:**

<b>GLOBAL MANAGEMENT</b>			
MGT 420	NEGOTIATION SKILLS	Emphasis	4
MGT 430	COMPETITIVE STRATEGY	Emphasis	4
MKT 450	CASES IN MARKETING	Emphasis	4
FIN 450	CASES IN FINANCE	Emphasis	4
<b>INTERNATIONAL MARKETING MANAGEMENT</b>			
MKT 310	CONSUMER BEHAVIOR	Emphasis	4
LMG 410	LOGISTICS MANAGEMENT	Emphasis	4
MKT 425	NEW PRODUCT DEVELOPMENT	Emphasis	4
MKT 435	SERVICES MARKETING	Emphasis	4
<b>ENTREPRENEURSHIP</b>			
MGT 435	FAMILY BUSINESS MANAGEMENT	Emphasis	4
MGT 440	CASES IN ENTREPRENEURSHIP	Emphasis	4
MGT 445	ADVANCED CASES IN ENTREPRENEURSHIP	Emphasis	4
FIN 460	MERGERS AND ACQUISITIONS	Emphasis	4
<b>FINANCE</b>			
FIN 420	CONTEMPORARY CORPORATE FINANCE	Emphasis	6
MGT 415	STRATEGIC MANAGEMENT	Emphasis	4
FIN 425	COST CONTROLLING & FINANCIAL PLANNING	Emphasis	6

**The Swiss School of Management reserves the right to change the programs and subjects at any time, in order to keep up with the current changes in technologies and market needs.**

## GRADUATE OFFERINGS

COURSE NUMBER	COURSE TITLE	COURSE TYPE	TOTAL COURSE CREDIT/CLOCK HOURS
GLB 555	GLOBALIZATION	Core/Required	4
LSP 555	LEADERSHIP 360 DEGREES	Core/Required	4
AFM 555	ACCOUNTING & FINANCIAL MANAGEMENT	Core/Required	4
LAW 555	INTERNATIONAL LAW & ETHICS	Core/Required	4
GMF 555	GLOBAL MICROECONOMICS & INTERNATIONAL FINANCE	Core/Required	4
MDG 555	MANAGEMENT IN THE DIGITAL ECONOMY	Core/Required	4
THS 555	FINAL THESIS & RESEARCH METHODOLOGIES	Capstone	4
NGS 555	NEGOTIATING GLOBALLY	Core/Required	4
OBM 555	HRM & ORGANIZATIONAL BEHAVIOR	Core/Required	4
CPS 555	COMPETITIVE STRATEGY	Core/Required	4
INM 555	INVESTMENT MANAGEMENT	Core/Required	4
MKT 555	STRATEGIC MARKETING & SOCIAL MEDIA PLANNING	Core/Required	4

NB. All Courses offered by the Swiss School of Management are delivered in 40 contact hours plus 20 hours of self-directed learning, research, and homework. The Independent Research Project/Thesis will ask for more time.

**The Swiss School of Management reserves the right to adjust the programs and subjects at any time, to keep up with the current changes in technology and market needs.**

**Specializations:**

<b>GLOBAL MANAGEMENT &amp; LEADERSHIP</b>			
GML 590	MANAGING AND LEADING IN DIFFERENT COUNTRIES	Emphasis	4
GML 591	INDIVIDUAL AND ORGANIZATIONAL LEADERSHIP SKILLS	Emphasis	4
GML 592	MANAGING BUSINESS ETHICS	Emphasis	4
<b>FINANCE</b>			
FIN 590	INVESTING & PRIVATE EQUITY	Emphasis	4
FIN 591	MERGERS & ACQUISITIONS	Emphasis	4
FIN 592	ENTREPRENEURIAL FINANCIAL MANAGEMENT	Emphasis	4
FIT 588	REGULATIONS & FINTECH	Emphasis	4
LMG 590	FUNDAMENTALS OF LUXURY BUSINESS MANAGEMENT	Emphasis	4
LMG 592	INTERNATIONAL LUXURY BRANDING	Emphasis	4
LMG 593	RETAIL AND DISTRIBUTION MANAGEMENT	Emphasis	4
<b>MARKETING</b>			
MKT 590	MARKETING RESEARCH	Emphasis	4
MKT 591	NEW MEDIA MARKETING	Emphasis	4
MKT 592	INTERNATIONAL LUXURY BRANDING	Emphasis	4

**POSTGRADUATE OFFERINGS:**

COURSE NUMBER	COURSE TITLE	COURSE TYPE	TOTAL COURSE CREDIT/CLOCK HOURS
	RESEARCH METHODS	Module	6
RQL 725	QUALITATIVE METHODS & TECHNIQUES	Module	6
RQT 725	QUANTITATIVE METHODS AND SURVEY DESIGNS	Module	6
RTL 730	ESSENTIAL TOOLS	Module	6
RPR 750	THE RESEARCH PROPOSAL	Module	6
RTH 810	DATA COLLECTION AND DOCTORAL THESIS	Capstone	90

Course Descriptions

**UNDERGRADUATE:**

**BUS200: Introduction to Business**

This course is designed as a survey course that will expose you to business terminology, concepts, and current business issues. The intent is to develop a viable business vocabulary, foster critical and analytical thinking, and refine your business decision-making skills. These skills will be acquired by the reading materials, exercises, and research assignments in this course that simulate the workplace today. By delving into the five units of this course, you will be able to fine tune your direction and choice of career in business.

A major goal of our education is to help students become a citizen who can contribute and compete in an increasingly global environment. Elements of this course will focus on multicultural aspects of markets and business. Additional elements will ask students to look at other countries and evaluate the combination of business models and country characteristics.

### **BEN201: Business English**

This course is designed to improve students' language skills as well as acquainting students with business terminology. It follows a flexible program in order to ensure that once the student joins SSM, they will be practicing various techniques of how to present themselves in a professional manner. It will include techniques of reading, writing, presenting, and debating, which are 4 key elements of communication

### **FIN210: Introduction to Finance**

This class offers the basic concepts and tools necessary to understand how financial markets work, and how financial instruments are used for sound investment decisions. This knowledge is especially important in the present environment, in the aftermath of the Financial Crisis of 2007-2009, and during the ongoing debt crisis in Europe. Topics covered include the following: models of risk and return; time value of money and net present value; market efficiency, anomalies, and behavioral finance; asset allocation and modern portfolio theory; bonds and interest rates, forwards and futures, options; the structure and performance of the money management industry: pension funds, mutual funds, hedge funds. Effort will be made to relate the course material to current financial issues and problems relevant to practitioners.

### **MKT210: Introduction to Marketing**

The aim of this unit is to enable candidates to understand the purchase decision-making process and how marketing research techniques are used to contribute to the development of marketing plans. This unit explores buyer behavior and how it is influenced by a range of factors and situations. Candidates will explore the marketing research process and assess the importance of different types of information. The approach is practical, and candidates will learn how to prepare and present a research proposal, assess the reliability of market research findings, and use secondary sources of data.

Candidates will then develop the skills needed to assess trends and carry out competitor analysis.

Finally, candidates will consider customer relationship management and how to assess levels of customer satisfaction.

The unit seeks to combine a sound theoretical framework with the development of useful business skills.

Understand buyer behavior and the purchase decision-making process

- Be able to use marketing research techniques
- Be able to assess market size and future demand
- Be able to measure customer satisfaction

### **STA210: Managerial Statistics**

Introduces students to basic concepts in probability and statistics of relevance to managerial decision making. Topics include basic data analysis, random variables and probability distributions, sampling distributions, interval estimation, hypothesis testing and regression. Numerous examples are chosen from quality-control applications, finance, marketing, and management.

### **COM210: Communication Skills**

Business communication is a term for a wide variety of activities including, but not limited to the following: strategic communications planning, media relations, public relations (which include social media, broadcast, and written communications, and more), brand management, reputation management, speechwriting, customer-client relations, and internal/employee communications.

Companies with limited resources may only choose to engage in a few of these activities while larger organizations may employ a full spectrum of communication techniques. Since it is difficult to develop such a broad range of skills, communication professionals often specialize in one or two of these areas but usually have at least a working knowledge of most of them. The most important qualifications that communication professionals may possess are; excellent writing abilities, good ‘people’ skills, and the capacity to think critically and strategically.

### **MIS210: Management Information Systems**

This unit explores the relationship between data, information, and knowledge, as well as analyzing the contribution these have towards the success of organizations. Candidates who aspire to positions in information systems management will develop the fundamental knowledge, understanding and skills necessary for such job roles.

By the end of this unit, you will be able to:

- Understand the need to manage information and knowledge within organizations
- Understand the role of ICT in information systems management
- Understand the links between knowledge management strategy and competitive advantage

### **ACC210: Managing Accounting Costing & Budgeting**

This unit provides candidates with the knowledge, understanding and skills to use cost information for budgeting and forecasting purposes in the management of business.

This unit deals with cost information, both current and future, of businesses. It investigates how cost data is collected, compiled, analyzed, and processed into information that is useful for business managers. Learners will have the opportunity to apply these principles in practice.

The unit then deals with budgetary planning and control. It looks at how to prepare forecasts and budgets and to compare these to actual business results. Learners will again also be exposed to practical experience. Finally, the unit considers different costing and budgetary systems as well as the causes of resulting variances, together with the possible implications and the corrective actions the business will need to take.

If you aspire to managerial positions in businesses, you will develop the financial knowledge, skills and understanding necessary for such job roles.

By the end of this unit, you will be able to:

- Analyze cost information within a business
- Propose methods to reduce costs and enhance value within a business
- Prepare forecasts and budgets for a business
- Monitor performance against budgets within a business

### **MGT210 Management**

Management is a process through which the goals of an organization are achieved and change in the workplace is handled. This process involves using human, financial, and informational resources. The goals of any profit or non-profit business are achieved through the four steps of management: planning, organizing, controlling, and leading. In this unit, you will discover that technical, conceptual, and interpersonal skills are essential to the management process.

### **MAT210: Mathematical Tools for Business**

These courses typically do not go into the same depth as standard courses in the mathematics or science fields. The two most common mathematics courses taken in this form are Business Calculus and Business Statistics. These courses are usually focused on problems from the business world, and the syllabus is adjusted accordingly.



**COR210: Commercial Correspondence**

Commercial Correspondence is usually a letter/email/fax or any other form of modern communication from one company to another, or between such organizations and their customers, clients, and other external parties. The overall style of letter depends on the relationship between the parties concerned. Business letters can have many types of contents, for example to request direct information or action from another party, to order supplies from a supplier, to point out a mistake by the letter's recipient, to reply directly to a request, to apologize for a wrong, or to convey goodwill. A business letter is sometimes useful because it produces a permanent written record and may be taken more seriously by the recipient compared to other forms of communication.

**ECO210: Economics**

Economics is concerned with economic issues and problems related to the business' organization, management, and strategy. Issues and problems include an explanation of why corporate firms emerge and exist, why they expand horizontally, vertically and spatially, the role of entrepreneurs and entrepreneurship, the significance of organizational structure, the relationship of firms with the employees, the providers of capital, the customers and the government and finally also the interactions between firms and the business environment.

**TQM210: Total Quality Management**

Total quality management (TQM) consists of organization-wide efforts to install, and make permanent, a climate in which an organization continuously improves its ability to deliver high-quality products and services to customers. While there is no widely agreed-upon approach, TQM efforts typically draw heavily on the previously developed tools and techniques of quality control. TQM enjoyed widespread attention during the late 1980s and early 1990s before being overshadowed by ISO 9000, Lean Manufacturing, and Six Sigma.

**SMG220: Sales Management**

Sales management is a business discipline which is focused on the practical application of sales techniques and the management of a firm's sales operations. It is an important business function as net sales, through the sale of products and services, and resulting in profit, drive most commercial business. These are also typically the goals and performance indicators of sales management.

**FOL210: Foreign Language**

At least two foreign languages are mandatory to pass the first year of study. Studying and living in Italy will push you to gain additional language skills in Italian. The second language offered depends on each year.

### **LAW220: Business Law**

Business law consists of many different areas including the following: Contracts, the law of Corporations and other Business Organizations, Securities Law, Intellectual Property, Antitrust, Secured Transactions, Commercial Paper, Income Tax, Pensions & Benefits, Trusts & Estates, Immigration Law, Labor Law, Employment Law and Bankruptcy. It is a branch of law that examines topics that impact the operation of a business.

### **LEA220: Leadership, Motivation, & Group Dynamics**

The objective of this unit is to help students acquire and develop skills in relation to effective leadership within organizations. Students will understand and compare different approaches, theories and methodologies about leadership and will practice leadership behaviors through class exercises and assignments.

- Understand the principal components of a leader's contribution to high performance working
- Understand the different ways in which leadership has been defined, assessed, and appreciated in the academic and managerial context
- Practice different behavior indicators related to leadership skills in a working environment
- Evaluate elements of key leadership and management theories and translate theoretical constructs to practical applications
- Have a personal development plan which includes the development of key leadership behaviors.

### **INT220: Internship**

You are requested to bring a proof of at least two months of Internship experience in local (or virtual-remote) business. An alternative to an internship would be a Study-Abroad experience which will also be accepted. For the latter option you need to produce a certificate of attendance or an academic transcript from the host-institution.

### **ACC310: Advanced Accounting**

Get a comprehensive understanding of consolidated financial statements and how to prepare them. Focus on the accounting principles, methods and techniques that relate to types of business and nonbusiness entities, including corporations, partnerships, government units, estates and trusts, and nonprofits. Limited time is devoted to exploring certain tax aspects of consolidated financial statements.

### **FIN300: Venture Capital & Private Equity**

Venture capital (VC) is money provided to seed early-stage, emerging and growing companies. Venture capital funds invest in companies in exchange for equity in the companies they invest in, which usually have a novel technology or business model in high technology industries, such as biotechnology and IT. The typical venture capital investment may occur from a seed funding round as the first round of institutional capital to fund growth (also referred to as Series A round) in the interest of generating a return through an eventual exit event, such as an IPO or trade sale of the company. Venture capital is a type of private equity.

In finance, private equity is an asset class consisting of equity securities and debt in operating companies that are not publicly traded on a stock exchange.

A private equity investment will generally be made by a private equity firm, a venture capital firm, or an angel investor. Each of these categories of investors has its own set of goals, preferences, and investment strategies; however, all provide working capital to a target company to nurture expansion, new-product development, or restructuring of the company's operations, management, or ownership.

### **MIS300: Managing Information Systems 1**

This course is the second part of Managing Information Systems (MIS) 1. This is not a technology course, although we do explore several core technologies used in modern enterprises; nor is it designed to teach you how to use computers effectively, although we certainly take advantage of a range of software applications in our analysis.

Instead, the focus is on how to leverage information systems to effectively operate and grow an enterprise. Whether the organization is a new entrepreneurial start-up, an established business, a non-profit, or a government enterprise, its ability to deliver its mission and implement its strategy could be significantly impeded without knowledgeable individuals to guide the design, acquisition, effective use and support of the information systems that provide the foundation for the organization.

Because the role of MIS is critical for many organizations, it has become an exciting career choice that allows you the flexibility to apply the skills you develop through your study of management information systems to a broad range of disciplines. An organization is made up of four key components: technology, data, processes, and people. A career in MIS can offer you many options, such as taking a strategic approach and becoming a systems or enterprise architect who is an expert in integrating across these components, or becoming a specialist in data analytics, process redesign, or technology management. What distinguishes MIS from other types of information technology is the recognition of the role and the importance of people in both enabling and constraining organizations.

The guiding principle behind this course is that for an enterprise to run efficiently, its information systems need to work efficiently. Modern organizations are simply too complex, with too many people and too much data for work to be done manually or inefficiently.

### **HRM300: Human Resource Management**

Human resource management is a function in organizations designed to maximize employee performance in service of an employer's strategic objectives. HR is primarily concerned with the management of people within organizations, focusing on policies and on systems. HR departments and units in organizations typically undertake a number of activities, including employee benefits, design and recruitment, "training and development", performance appraisal, and rewarding (e.g., managing pay and benefit systems). HR also concerns itself with industrial relations, i.e. the balancing of organizational practices with requirements arising from collective bargaining and from governmental laws.

### **MKT300: Principles of Marketing**

Marketing is about communicating the value of a product, service or brand to customers or consumers for the purpose of promoting or selling that product, service, or brand. The oldest, and perhaps simplest and most natural form of marketing is 'word of mouth' (WOM) marketing, in which consumers convey their experiences of a product, service or brand in their day-to-day communications with others. These communications can of course be either positive or negative.

### **MBK300: Money & Banking Business**

Banking in its modern sense evolved in the 14th century in the rich cities of Renaissance Italy, but in many ways it was a continuation of ideas and concepts of credit and lending that had their roots in the ancient world. In the history of banking, several banking dynasties — notably, the Medicis, the Fuggers, the Welsers, the Berenbergs and the Rothschilds — have played a central role over many centuries.

The money supply of a country consists of currency (banknotes and coins) and, depending on the definition used, one or more types of bank money (the balances held in checking accounts, savings accounts, and other types of bank accounts). Bank money, which consists only of records (mostly computerized in modern banking), forms by far the largest part of broad money in developed countries.

### **MKT310: Consumer Behavior**

This course introduces the theory of consumer behavior and relates it to the practice of marketing. It will present relevant material drawn from psychology, anthropology, social and behavioral sciences within the framework of the consumer decision process and its main influencing factors.

### **ECO300: International Economics**

International economics is concerned with the effects upon economic activity from international differences in productive resources and consumer preferences, as well as the international institutions that affect them. It seeks to explain the patterns and consequences of transactions and interactions between the inhabitants of different countries, including trade, investment, and migration.

### **MIS301: Managing Information Systems 2**

Any specific information system aims to support operations, management and decision making. An information system is the information and communication technology (ICT) that an organization uses, and the way in which people interact with this technology in support of business processes.

### **FIN310: Principles of Finance**

In Financial Accounting, we learned that firms are required to keep detailed financial records so that organized reports can be distributed to managers, shareholders, and government regulators. Principles of Finance will focus on what these managers, investors, and government agencies do with this information. It is an introductory course to various fields of finance and is comparable in content to courses that other institutions label as “corporate finance” or “financial management.”

Finance is a broad term. You will find that both managers that compile the financial reports we discussed in financial accounting and stockbrokers working on Wall Street will claim that they work in finance. So, what exactly is finance? Finance is the science of fund management. It is distinct from accounting in that. As accounting aims at organizing and compiling past information, finance is geared towards deciding what to do with that information.

In this course, you will be exposed to several different subfields within finance. You will learn how to determine which projects have the best potential payoff, to manage investments, and even to value stocks. In the end, you will discover that all finance boils down to one concept: return. In essence, finance asks: “If I give you money today, how much money will I get back in the future?” Though the answer to this question will vary widely from case to case, by the time you finish this course, you will know how to find the answer.

You will learn how to use financial concepts such as the time value of money, pro forma financial statements, financial ratio analysis, capital budgeting analysis, capital structure, and the cost of capital. This course will also introduce bonds and stocks. Upon completion of this course, you will understand financial statements, cash flow, time value of money, stocks

and bonds, capital budgeting, ratio analysis, and long-term financing, and apply these concepts and skills in business decisions.

### **MGT310 Intercultural Management**

The globalization of the economy, with increased cross-border alliances, ventures, and global relocations, as well as the advent of e-commerce, has brought about major changes in the field of international customer relations and intercultural diversity management. This has led to an increased appreciation by companies that managing cultural differences properly can be a key factor in getting things done effectively across borders. With increased contact of personnel and customers from diverse cultural backgrounds, there is a growing demand for businesses to understand and manage the diverse values, perceptions, business worldviews and behavior of corporations, staff, and its customers. Intercultural communication and management are an interdisciplinary human resources field concerned with facilitating communication, management and effective interaction of personnel and customers across borders.

### **LEA310: Leadership & Change Management**

During your first-year studies, you have learned to use Leadership as a way to structure and plan the future. You were designing your roadmap for the future. In the second year, you will use your leadership skills to motivate and lead others to change or to make a change.

### **FIN410: International Finance**

This course focuses on international financial management and international trade. Topics in financial management, viewed primarily from the perspective of managers doing business overseas, include the management of foreign exchange exposure, foreign direct investment decisions, and multinational capital budgeting. Other topics covered include trends in international banking, the balance of payments, the determination of exchange rates, the LDC debt crisis, and the Asian meltdown.

### **MKT430: Strategic Marketing**

This course examines the development and implementation of marketing strategies by providing a framework from which to identify and evaluate strategic options and programs. Topics: forecasted and contextual possibilities, product-market definition, relationships with channels of distribution, relationships with customers, competitive analysis, financial models for marketing strategists, portfolio models, strategic assessment of offerings, marketing strategy implementation systems. This course requires that students have a strong foundation of marketing knowledge gained from Introduction to Marketing (in particular a knowledge of market segmentation).

### **ICT410: Information Systems**

This course will give you the following insights:

- Demonstrate and gain overview of IT Systems relevant for Business Management including ERP systems
- Overview of Projects and Project Management
- Methods in the content of IT Systems
- Display a critical awareness of best practice in relation to information systems development projects.
- Demonstrate an appreciation of information systems used at different levels, and systems that span different business areas.
- Demonstrate a deep understanding of the impact of centralized information systems on a variety of business divisions.
- Conduct appropriate research into the use of information systems; understand the full life cycle of an integrated system.

### **FOL400: Foreign Language**

For the third year in a row, you will be facing a new challenge by getting to approach a new language among the following: German, Italian, Russian, Chinese, Hindi or Spanish.

### **FIN420: Financial Planning & Budgeting**

This course will give you the following insights:

- Understand the strategic planning process
- Translate strategic plans into financial plans and budgets
- Appreciate the significance of the complementary roles of both budget approvers and holders
- Distinguish among various types of budgets, and apply budget variances for controlling costs
- Realize the impact of financial plans and budgets on the business's cash flow management
- Explain the step-by-step preparation of the master budget
- Apply capital budgeting techniques to assess the viability of capital investment projects

### **MGT410: Organizational Behavior**

This case and experience-based course focuses on behavioral aspects of the firm and its employees. It strives to trace a path that is informed by various science-based disciplines (most notably social psychology) and is directly relevant to the practice of management in firms of today and tomorrow.

The course is organized into four modules:

- Leadership and Transformation
- Motivation, Incentives, and Organizational Control Systems

- Team Effectiveness
- Decision Making

The first three are extensive and in-depth, while the last is shorter. The readings and class assignments are serious and challenging. It is not simply a master class on steroids, but a rigorous and demanding graduate level course.

### **LEA450: Strategic Leadership & Change**

The goal of this course is to help you develop a mental map of how to think about businesses and organizations strategically. The emphasis will be on exerting influence through strategy, organizational design, organizational culture, and leading change efforts. F2F leadership influence is addressed in Tactical Leadership. More specifically, this course is intended to help you:

1. Develop a set of mental maps about strategic thought, organizational culture, and leading strategic change.
2. Practice strategic thinking and strategic change planning.
3. Enhance your model of leading and managing change.
4. Develop a charter for an organization.

### **GLB410: Business in a World Economy**

Today, business participates directly or indirectly in the global economy. Purely domestic markets have almost ceased to exist. In your career, you will be interacting with businesses and managers across the world. International Business is a survey of the global business environment and its effects on the operation of service and product organizations. The subject examines the impact of international economic activities and financial institutions on international management, as well as the challenges of the global environment including governments, customs, and cultures.

### **INT410: Internship**

You are requested to bring proof of at least two-months of internship experience in local (or virtual-remote) business. An alternative to an internship would be a Study-Abroad experience which will also be accepted. For the latter option you need to produce a certificate of attendance or academic transcripts from the host-institution.

### **GRD499: Thesis**

By the end of the BBA program, you will be able to apply what you have learnt to your company and elaborate your own business project. You will raise your own questions, decide which methods can be used and, by a comprehensive analysis, conclude your own recommendations. The summary of the business project, or thesis, should present an



original argument, business case or business plan that is carefully documented from primary and/or secondary sources.

The thesis must have a substantial research component and a focus that falls within the scope of topics studied during your specialization. It must be written under the guidance of an advisor who is knowledgeable in this area of study. As the final element in the bachelor's degree, the thesis gives you an opportunity to demonstrate expertise in the chosen research area. The thesis should present and investigate a hypothesis or a research question.

Alternatively, you can construct a business plan. A business plan is a formal statement of a set of business goals, the reasons that are believed attainable, and the plan for reaching those goals. It includes a description of a company or small business, its services and/or products and how the business will achieve its goals.

The plan includes the overall budget, current and projected financing, a market analysis and its marketing strategy approach. In a business plan, a business owner projects revenues and expenses for a certain period of time and describes operational activity and costs related to the business.

### **Specializations:**

#### **BBA in Global Management**

##### **MGT420: Negotiation Skills**

Students will learn how to navigate national cultures when negotiating deals, resolving disputes, and making decisions in teams. Rather than offering country-specific protocol and customs, Negotiating Globally provides a general framework to help negotiators anticipate and manage cultural differences, incorporating the lessons of the latest research with new emphasis on executing a negotiation strategy and negotiating conflict in multicultural teams. We explain how to develop a negotiation planning document and show how to execute the plan, how the cultural environment affects negotiators' interests, priorities, and strategies, how to distinguish good deals from poor ones and good negotiators from poor ones as well as how resolving disputes is different from making deals, as well as emphasizing on how negotiation strategy can be used in multicultural teams.

##### **MGT430: Competitive Strategy**

The course intends to demonstrate that decisions affecting the expansion of the firm are neither obvious nor totally determined by the technological or economic forces generally associated with globalization. The course focuses on the concepts of Porter as well as SWOT analysis. Comparisons are drawn between the differences of the fundamental

economic, financial, and political factors affecting the international expansion of the firm from purely domestic factors. The course studies that the internationalization of the firm is a sequential decision-making process operating at the country, industry, corporate, business, and subsidiary levels of analysis. This course introduces students to the subject of strategy and helps them understand more thoroughly the overall impact of internal and external influences on the firm. The basic purpose of the course is to provide the student broad insights into the practice of strategic management, and its real significance in contemporary multi-national corporations

### **MKT450: Cases in Marketing**

This course leads you through different Marketing case studies of real businesses using the Harvard Business School Case method.

### **FIN450: Cases in Finance**

This course leads you through different Finance case studies of real businesses using the Harvard Business School Case method.

### **BBA in International Marketing Management**

### **MKT310: Consumer Behavior**

This course introduces the theory of consumer behavior and relates it to the practice of marketing. It will present relevant material drawn from psychology, anthropology, social and behavioral sciences within the framework of the consumer decision process and its main influencing factors.

### **MGT425: Small Business Retail Strategy**

You will learn from the ground up how a business is run, getting principles you can later apply to your own business projects. Coursework focuses on ownership philosophies, business regulation and structures that can be applied to create well-managed businesses. Special topics include employment hierarchies and management structures.

### **MKT425: New Product Development**

Innovation and new product development are critical to the success of organizations and nations alike. In increasingly dynamic environments, being first to market with innovative goods or services is essential. The interplay between creative, market and technical requirements is an extremely complex process whether the innovation is new to the world or an incremental development of existing products. Specific outcomes of this course are:

- develop familiarity with models of innovation and the marketing and technology interface

- understand the importance of new product development to firm performance
- learn methods of generating, evaluating and testing product ideas
- identify relevant components and plan a product launch
- learn methods of evaluating and monitoring the success of a launch.

### **MKT435: Services Marketing**

Theoretical foundations and practical application of marketing of services examined. Topics include the nature of services, marketing framework and the marketing mix for services, service encounter, human factor and service quality. This course focuses on the key elements (culture, communications, strategy, operations, people and technology) that marketers must integrate to establish and sustain service excellence and provide customer value. While the course examines broad issues in managing service businesses and the service component of manufacturing firms, a core theme is how customer value is created. Topics include nature of service products, consumer behavior in service settings, service quality and satisfaction, developing service strategies, managing customer service, services cape strategies, service recovery and service technologies.

### **BBA in Entrepreneurship**

#### **MGT435: Family Business Management**

Family-owned enterprises face special challenges. The Family Enterprise Challenge is designed to help you address the universal issues as they apply to your own business and family. It combines rigorous learning with practical workshops.

#### **MGT440: Cases in Entrepreneurship**

This course leads you through different Marketing case studies of real businesses using the Harvard Business School Case method.

#### **MGT440: Advanced Cases in Entrepreneurship**

This course leads you through different Marketing case studies of real businesses using the Harvard Business School Case method.

#### **MGT445: Mergers & Acquisitions**

The primary objective of the course is to develop a comprehensive understanding of mergers and acquisitions (M&A) from the perspective of the corporate executive. This course will cover all major elements of the acquisition process including corporate strategy, valuation, due diligence, financing decisions, transaction structures, restructuring

options, takeover defense and integration. It will also use cases and real-world applications to develop skills necessary to prepare and evaluate the rationale for a proposed transaction.

### **BBA in Finance**

#### **FIN420: Contemporary Corporate Finance**

The objective of this course is to help students by further developing their skills in some important aspects of Corporate Finance. In particular, students will learn about the structure of the Financial Marketplace, how to evaluate Bonds and Common Stocks, the techniques of capital structure and intermediate term financing.

#### **MGT415: Strategic Management**

This course introduces students to the subject of strategy and helps them to better understand the overall impact of internal and external influences on the firm. The basic purpose of the course is to provide the student broad insights into the practice of strategic management, and its real significance in contemporary multi-national corporations.

#### **FIN425: Cost Controlling & Financial Planning**

The objective of this course is to help students to acquire skills in the correct use of Cost Accounting aimed to support corporate decisions. In particular students will learn how to work with Cost Configurations, allocate Costs, develop Profitability Analysis, calculating process/product costs and the Activity-Based Costing methodology. Finally, students will learn some fundamentals of Planning / Budgeting together with principles of Variance Analysis.

### **BBA in Early Childhood Education Management ECE400:**

#### **Early Childhood Education**

At the end of this module, the student can:

- Name and systemize current educational programs and plans in Germany
- Describe the background of reforms in early education in pedagogy, psychology, and neurobiology
- Explain similarities and differences of the educational plans and programs

#### **ECE410: Learning Psychology**

This course introduces students to the subject of strategy and helps them to better understand the overall impact of internal and external influences on the firm. The basic

purpose of the course is to provide the student broad insights into the practice of strategic management, and its real significance in contemporary multi-national corporations.

### **ECE420: History of Early Childhood Education**

At the end of this module students are able to:

- Name, describe, and systemize three classical concepts of early education
- Describe the underlying ideas behind childhood development and education in classical early childhood pedagogy
- Picture the development of early education through the ages

### **ECE430:**

At the end of this module the students can:

- Explain basal structures of modern concepts in early education
- Connect those theoretical concepts and the conceptions of their institutions
- Add theoretical background to their own conceptions and continue their development according to daily practical necessities

## **Graduate Level Course Descriptions**

### **GLB555: Globalization**

This course focuses on and facilitates further discussion of the implications of globalization for businesses and investigations of the primary economic dimension connected with the proliferation of globalization. The main objective of this class is to familiarize students with ideas, concepts, and ways of analyzing globalization as well as the encouragement of thinking about the future agenda for global leaders in such a changing environment.

### **LSP555 Leadership 360 Degrees**

The objective of this course is to help students acquire and develop skills in relation to effective leadership within organizations. Students will understand and compare different approaches, theories and methodologies about leadership and will practice leadership behaviors through class exercises and assignments.

Furthermore, students will go through the process of the “Personal Success Profile”, which is a personal goal achieving process featuring the Leadership Day at the Adventure Camp in Ostia

Goals of the course:

1. Understand the principal components of a leader’s contribution to high performance working

2. Understand the different ways leadership has been defined, assessed and appreciated in the academic and managerial context
3. Practice different behavior indicators related to leadership skills in a working environment
4. Evaluate elements of key leadership and management theories and translate theoretical constructs to practical applications
5. Have a personal development plan, which includes the development of key leadership behaviors.

### **AFM555 Accounting & Financial Management**

Students are taught the basic topics in accounting and financial management.

**Accounting:** Topics include accrual accounting, financial statement analysis, tax accounting, backup schedules, ratio analysis, public filing (10-K) review and other selected accounting topics. The principal focus is on those aspects of accounting most in use by decision-makers, and most useful to students.

**Financial management:** Topics include the function of financial markets, analysis of risk and return, time value of money, valuation of financial assets (stocks, bonds, derivatives), capital structure capital budgeting and other select corporate finance topics. The principal focus is on those aspects of analysis most in use by decision-makers, and most useful to students.

### **LAW555 International Law & Ethics**

This course will introduce students to the basic concepts and problems of public international law, ethics and of the international legal system. The course will cover main topics in this field, such as the sources of international law, the jurisdiction of the States, international law and use of force, and the relationship between international law and the internal law of the States. It will also address more specific issues such as the international law of human rights and international criminal law. In addition, this course will review and discuss a number of international tribunals, as well as certain treaties, resolutions and other international legal instruments of importance.

### **GMF555 Global Macroeconomics & International Finance**

In this course students assess theories of international monetary relations (often termed by economists as global macroeconomics) and international finance concepts.

- **Global Macroeconomics:** Topics covered include international trade, monetary theory, international finance, foreign exchange markets, balance of payments (and trade deficits), capital mobility, government fiscal and monetary policies,

international macroeconomic cooperation, economic crises, and the role of international institutions.

- **International Finance:** Students learn international finance concepts and develop skills to analyze business potential in emerging markets. We study various international finance tools including hedging, forward and futures markets, exchange rates. Political, economic, social, and legal frameworks, among others, are studied and discussed. Emphasis is put on the impact of the financial sector on economic development, performance, and crises.

### **MDG555 Management in the Digital Economy**

Permanent innovation, disruptive technological, social and economic changes. We are in the Technological Cambrian, a unique period of digital diffusion, comparable in terms of typology and importance to the Geological Cambrian where life has exploded in today's variety and diversity. Recognizing the uniqueness of this period is the first step in not succumbing to it. Riding it is the next one. Opportunities are immense for people, organizations and businesses. The course will help to understand the digital economy dynamics and acquire the tools to excel in such environment.

### **NGS555 Negotiating Globally**

Students will learn how to navigate national culture when negotiating deals, resolving disputes, and making decisions in teams. Rather than offering country-specific protocol and customs, Negotiating Globally provides a general framework to help negotiators anticipate and manage cultural differences incorporating the lessons of the latest research with new emphasis on executing a negotiation strategy and negotiating conflicts in multicultural teams. We explain how to develop a negotiation planning document and how to execute the plan, how the cultural environment affects negotiators' interests, priorities and strategies, how to distinguish good deals from poor ones and good negotiators from poor ones as well as showing how resolving disputes is different from making deals, emphasizing on how negotiation strategy can be used in multicultural teams.

### **OBM555 HRM & Organizational Behavior**

This course leads the student to understand the core management principles which apply to individuals, as well as medium and large organizations. We will cover some concepts and theories related to human resource management and organizational behavior. The field of organizational behavior is the study of human behavior within organizations. This includes what people think, how they feel and why they think, feel and act in a certain way. If we can find answers to the above questions, we can exercise better control over human behavior and create a more motivated, efficient and effective functioning organization. In this course, we will study individuals singularly, as well as in the form of teams and groups, and we will

try to gain an understanding of individual characteristics and group dynamics that shape individual attitudes and behaviors. In addition, we will also talk about some system level components, including organizational culture and major management functions. The main idea behind this course is to equip students with the knowledge to understand, predict and control human behavior, and help their current or future organizations by becoming more efficient and effective managers. Furthermore, we will go into the core tasks of a Human Resource Manager and understand the daily routine in the HRM department.

### **CPS555 Competitive Strategy**

The course intends to demonstrate that decisions affecting the expansion of the firm are neither obvious nor totally determined by the technological or economic forces generally associated with globalization. The course focuses on the concepts of Porter as well as SWOT analysis. Comparisons are drawn between the differences of the fundamental economic, financial, and political factors affecting the international expansion of the firm from purely domestic factors. The course examines the internationalization of the firm as being a sequential decision-making process, operating at the country, industry, corporate, business, and subsidiary levels of analysis. This course introduces students to the subject of strategy and helps them better understand the overall impact of internal and external influences on the firm. The basic purpose of the course is to provide the student broad insights into the practice of strategic management, and its real significance in contemporary multi-national corporations.

### **IM555 Investment & Wealth Management**

This course is designed to introduce students to the investment environment in the role of a private or professional investor. This course does not cover pricing, which is a major part of the Corporate Finance course. Instead, it emphasizes the use of pricing theory in investment management. It aims to:

- provide an overview of institutional details linked to financial markets and the trading process
- provide an overview of historical trends and innovations in financial instruments and trading processes
- provide an overview of various financial instruments
- provide insight into the use of finance theory in investment management
- provide a guide to the measurement and analysis of risk of financial investments
- provide a guide to the measurement of performance of fund management address key issues in risk management

### **SMSMP555 Strategic Marketing & Social Media Planning**



Marketing and social media are an inseparable pair. The digital world today is simply the world: but with new rules, codes, languages and dynamics. The countries that populate this 2.0 world are called social channels.

Being on Twitter, Instagram, Facebook, LinkedIn and YouTube means opening your micro-universe to the infinite one of opportunities and exchanges. effective approach to obtain data of defendable quality being able to contribute to knowledge.

The module aims to deliver knowledge and ability to students allowing them to build their own network of professional contacts to optimize relationships, exchanges and sales.

### **Course Learning Objectives**

At the end of this module students will have studied to:

- create profiles on all platforms
- use multimedia platforms and suites
- know and interpret the main KPI metrics
- Perfecting the use of image-editing apps
- Understanding how to set up an advertising campaign on Facebook, Google, Twitter
- Fully evaluate the rules of image semiotics and new media
- Analyze with effective tools the competence, reliability and depth of a content written for social channels
- Choose which social channels to set up your campaign with and start it independently

### **THS555 Final Thesis & Research Methodologies**

By the end of the MBA program, you will be able to apply what you have learnt to your company, and elaborate your own business project. You will raise your own questions, decide on methods that can be used and, by a comprehensive analysis, conclude to your own recommendations. The summary of the business project, called thesis, should present an original argument, business case or business plan that is carefully documented from primary and/or secondary sources.

The thesis must have a substantial research component and a focus that falls within the scope of topics studied during your specialization. It must be written under the guidance of an advisor who is knowledgeable in this area of study. As the final element in the master's degree, the thesis gives you an opportunity to demonstrate expertise in the chosen research area. The thesis should present and investigate a hypothesis or a research question.

Alternatively, you can construct a business plan. A business plan is a formal statement of a set of business goals, the reasons they are believed attainable, and the plan for reaching those goals. It includes a description of a company or small business, its services and/or products and how the business will achieve its goals.

The plan includes the overall budget, current and projected financing, a market analysis and its marketing strategy approach. In a business plan, a business owner projects revenues and expenses for a certain period of time and describes operational activity and costs related to the business.

## **SPECIALIZATIONS:**

### **MBA in Global Management & Leadership**

#### **GML590/HRM 590 Managing and Leading in Different Countries**

Capturing the rising influence of culture and the seismic changes throughout many regions of the world, this course, over the years, is now covering more than 60 countries and every major region in the world. It continues to break new ground. The 21st century will be crunch time for Western managers in terms of meeting fierce and unrelenting competition (especially from Asia) and in attempting to gain a share of the mammoth markets that rapidly changing demographics will create in India, China, Pakistan, Indonesia, Bangladesh, Nigeria and Brazil (in 2050 their total population will be four and a half billion). One of the goals of this course is to keep pace with these emerging and changing markets.

#### **GML 591/Individual & Organizational Leadership Skills**

In today's globalized business world, successful leaders need a global mindset. This course takes the complexity out of leadership and is based on one of the most respected leadership books written which illustrates, through inspiring stories, what research continues to reveal and how leaders understand that leadership is a relationship. Discussions range from the toughest organizational challenges leaders face today to changes in how people work and what people want from their work. Our goal is to create distinctive managers with a unique leadership-oriented career opportunity.

#### **GML 592/NPM 592 Managing Business Ethics**

This course is designed to equip students with a pragmatic approach. They need to identify and solve ethical dilemmas, understand their own and others' ethical behavior, and promote ethical behavior in their organization. We prepare students for a range of roles in the business world across business functions. We assess how a business is doing, and how it should affect our individual and social lives, and ask what role business and its values (could) play in our society as a whole. This course presents the concept of Corporate Social Responsibility, and explores its relevance to ethical business activity, as well as considering the moral obligations of businesses to the environment and to people in other countries.

## **MBA in Luxury Management**

### **LM 590 Fundamentals of Luxury Business Management**

This course is designed to provide students with a deep understanding of luxury culture in a global and dynamic perspective and to give them all the necessary skills and know-hows to successfully manage luxury companies. A solid strategic approach coupled with a creative out-of-the-box attitude are key for business leaders and luxury experts. Main topics will include not only the study of the customer and of the key players of the industry, but also the fundamentals in operating in this very special sector.

### **LM 592/MKT 592 International Luxury Branding**

This course will specifically analyze brand power as the main challenge for luxury industry. Through case histories, best practices and business models, we will focus on the marketing issues related to branding in an industry where this has a very strong impact on the strategic and business decisions. Consumer attitudes, product knowledge, brand image and many other relevant topics will be faced in order to develop a superior knowledge of the world of international luxury.

### **LM 593 Retail and Distribution Management**

This program will focus on issues related to International Distribution defining all the tools that are necessary to enter, expand, understand, and succeed in the glamorous world of luxury retail. Retail experience and management will be examined in all the different aspects of quality and service support, including the Customer Relationship Management, key to a successful customer experience and sales optimization. A special attention will be dedicated to digital business as in the last years, also the internet has become an important channel of distribution in the luxury arena.

## **MBA in Finance**

### **FIN 590 Investing & Private Equity**

This course offers an introduction to understanding and managing investment portfolios. It examines investment valuation, investor objectives, risk and return, sources of information, security analysis, and portfolio theory with a focus on Equity investments. This course will also expose the student to the difference between public investing and Private Equity. Specifically, students should understand the essentials of portfolio theory, differentiate between the major types of equity investments, understand how the stock market works and know how to purchase securities, understand the determinants of risk and return, and understand the difference between different sectors of Private Equity and raising equity by the end of the course.

### **FIN 591 Mergers and Acquisitions**

This course focuses on the primary valuation methodologies currently used on Wall Street: comparable companies analysis, precedent transactions analysis, discounted cash flow analysis, and leveraged buyout analysis. The goal of the course is to cover key aspects of the M&A business process including corporate strategy, target selection/screening, deal negotiation/valuation, and due diligence. We will focus our study on current M&A best practices including the key tools, techniques and trends embraced by the modern dealmaker. The course will seek to apply basic finance principles and analytical techniques to actual problems likely to be encountered by senior management of major corporations or those who are the advisors to such management in the context of an M&A transaction. At the end of the course, the student will have gained an appreciation for the role M&A plays on today's corporate landscape, as well as forming an opinion as to whether or not an M&A transaction "makes sense" for the firm.

### **FIN 592/ENT 592 Entrepreneurial Financial Management**

In this course, students are taught the financial aspects of entrepreneurship. These include drafting of the business plan and its essential sections – financial, operational, markets. Additionally, students learn methods to build and manage entrepreneurial ventures. Specific topics include new venture creation, business development, finance for startups, and Marketing, Management and HR specific to new ventures. Other financial-related areas are also studied, including the operating agreement, forms of organization, venture capital, other financing sources and valuation. Students form and develop a new business idea, a business plan and operating agreement.

### **MBA in Marketing**

#### **MKT 590 Marketing Research**

In this course, students explore the role of marketing research in the overall marketing effort, the research process and the most common approaches & techniques used. Marketing research is critical to helping marketers make decisions. Students explore the information needs of marketers, develop the research process, and discuss sampling techniques and data collection methods of primary data. Particular emphasis is placed on explorative research: the first key step into marketing research. Students will analyze company cases to evaluate if, when and how to use marketing research tools and they will work to complete a marketing research project. The course is aimed at allowing students to grasp the relevance and contribution of marketing research within the overall marketing and management decision making processes.

#### **MKT 591 New Media Marketing**

This course discusses and analyses how digital media technology has changed the way people and organizations communicate, and offers perspectives on how these new technologies can be used to communicate an idea or to "sell" a product. During the course, we will analyze some of the most important and common new media, describing their

nature, the reason why they exist and the kinds of messages they communicate. We will critically evaluate various forms of new media and determine their uses, benefits and drawbacks to understand the importance of clear and “perfect” knowledge about the idea or product, including its identity. We will also analyze different types of public and learn how to communicate with them depending on the message or product, distinguishing between new media rules, conventions, ethics and “best practices”, as well as planning a new media strategy to communicate with the target public.

### **MKT 592/LM 592 International Luxury Branding**

This course will specifically analyze brand power as the main challenge for luxury industry. Through case histories, best practices and business models, we will focus on the marketing issues related to branding in an industry where this has a very strong impact on the strategic and business decisions. Consumer attitudes, product knowledge, brand image and many other relevant topics will be faced in order to develop a superior knowledge of the world of international luxury.

#### **POSTGRADUATE:**

#### **RESEARCH METHODS:**

Professional and academic research are vital necessities for modern management to forge ahead. Research is the process of asking the right and relevant questions and of gathering and analyzing the necessary data in a systematic and methodologically sound manner. An important aspect of sound professional and academic research is to embed the research within the body of existing knowledge (applied research) and to add to it (generating new knowledge).

This module will guide you through the research process, from the formulation of the topic to critically detecting and reviewing relevant literature, designing the research project and choosing appropriate methodologies, collecting and analyzing the data and writing the report. This workshop will offer a helicopter view of the approaches that researchers use to answer research questions especially for those who are new to research. The other workshops will zoom in on specific parts of the research process and on specific methodologies that can be employed.

#### **Learning Objectives**

- Formulate research topic in clear terms.
- Formulate research objectives and questions, hypotheses and propositions.
- Carry out a critical review of literature relevant to the topic at hand.
- Essential skills in reviewing literature: search for recent and relevant articles in (electronic) libraries and on the Internet; using tools to structure the review; know how to use systematic referencing; summarize the review concisely.
- Understand the key methodologies used in modern research. Understand the advantages and disadvantages of quantitative and qualitative approaches. Creatively combine various approaches to generate relevant data.
- Have a good knowledge of the various methods of data collection.

- Be familiar with statistical concepts like sampling, and hypothesis testing. Have an understanding of the main statistical (descriptive and inferential) techniques used to analyze data.
- Know how to structure the report, and the main requirements of a high quality professional or academic report.
- Be familiar with ethical considerations in research, including the concept of plagiarism.

#### Assessment

The assessment will be based on one assignment. The assignment consists of two parts. In part one you will be asked to evaluate parts of a sample research proposal written by somebody else. In the second part you are invited to draft a rough plan for your own research project.

In the assignment you are asked to:

- Clearly describe the topic;
- Formulate research objectives and questions;
- Identify and summarize at least five articles relevant to the study;
- Design your research (in terms of approaches; methodologies; and strategies), and to motivate why the chosen design is effective in meeting the research objectives.

#### **RQT 725 - QUALITATIVE METHODS & TECHNIQUES:**

Numbers play an important role in research. Statistical skills are critical to understanding a lot of what goes on in society. Many of us find statistics hard.

One reason is that understanding statistics requires mathematical skills. The mathematical skills needed seldom go beyond operations that all students are familiar with – adding, subtracting, multiplication and division. This module will introduce basic and advanced statistics in an intuitive way. Concepts are introduced using examples that students will easily recognize from daily life. Although we refrain from discussing advanced topics in statistics, the workshop paves the way to exploring more advanced statistics.

A second reason why some students have a fear of statistics is the gap that exists between understanding the statistical concepts on the one hand and applying the concepts to reality. This workshop introduces the student to descriptive and inferential statistics. All techniques will be illustrated with easy-to-understand examples.

In the process, this workshop will zoom in on important topics in survey design: sampling techniques; validity and reliability; and data cleaning.

#### Learning Objectives

- Ability to design a survey (sample; questionnaire)
- Understand basic descriptive statistics
- Understand the concepts used in inferential statistics
- Understand which statistical tests and techniques can be used in a variety of settings
- Be able to perform, interpret and report statistical tests.

#### Assessment

Students will be assessed through one assignment.

The assignment will challenge the candidate to draft a plan of analysis, for his or her research, based on a draft of the data collection instrument to be used in the research.

### **RQT 725 - QUALITATIVE METHODS & TECHNIQUES:**

This workshop is designed to help qualitative researchers with all aspects of their qualitative research project from the beginning to the end. It discusses the key philosophies underpinning qualitative research and design – with a focus on research in management – and assesses the key advantages and disadvantages of the different approaches.

We will zoom in on aspects of research design for qualitative studies. The core part of the workshop elaborates qualitative research methods that have been touched upon in the workshop on research methods: action research; case study research; ethnographic research; grounded theory; interviews; participant observation; and document analysis. All techniques will be examined to discuss the various approaches of that technique, along with strengths and weaknesses, using examples.

In a separate block, the workshop will discuss the analysis of qualitative data, which is fundamentally different from analyzing quantitative data. After an overview of the various methods and techniques that can be used when analyzing qualitative data – including the use of dedicated software – the principles of hermeneutics, semiotics and narrative analysis will be taught and trained.

In a concluding block, the workshop will address issues of write-up and publication, with a focus on the differences from writing up non-qualitative studies.

#### **Learning Objectives**

- Familiarize the participants with the fundamentals of qualitative research
- Understand the pros and cons of qualitative research as compared to quantitative research
- Have a sound understanding of the various methods and techniques in qualitative research
- Ability to use the various methods and techniques of qualitative research
- Obtain the various skills needed for carrying out qualitative research: formulating and asking questions; listening; summarizing; analyze qualitative data; write-up.

This course will not make use of software dedicated to analysis of qualitative research. The use of Nvivo is the topic of an elective course.

#### **Assessment**

The assignment will be based on the application of various methods and techniques of qualitative research to one's own research (even if the study will be mainly quantitative).

### **RTL 730 - ESSENTIAL TOOLS:**

The module will introduce you to essential tools for doing research at doctoral level. The toolbox offers a rich set of tools. The focus will be on STATA. The STATA package is one of

the main packages used by researchers doing serious research. A fully operational permanent license for the latest version of STATA is included in the study fees.

### **RPR 750 - THE RESEARCH PROPOSAL:**

This is a 10-page document answering the most important aspect of the intended research. SSM supplies a template for candidates to use to speed up the process. Candidates do not have to think about structure, we have provided it already. It is wise to start with the initial research proposal as soon as possible and complete this step within two weeks after enrollment. The candidate's supervisor will review and give feedback on it. During the application process, applicants write an essay of 1,000-2,000 words with the core of the initial research proposal.

### **RTH 810 - DATA COLLECTION AND DOCTORAL THESIS:**

Candidates are requested to submit and defend a doctoral thesis.

The topic of the thesis has to be one of the following broad field of research:

- Strategic Management
- Functional Areas of Business
  - Finance
  - Human Resource Management
  - Marketing
  - Production and Operations Management
  - Logistics Management
- Business Environment
- Public Policies
- Specific Sectors of the Economy

Admissions Criteria:

### **Bachelor Degree Program:**

Students must have a High School graduation or equivalent or demonstrate the ability to succeed in undergraduate level study.

### **English Requirements:**

Applicants for the Undergraduate program BBA/BBM are exempted from an English exam provided they completed their last schooling year (Baccalaureate or any of its equivalence listed in the entry criteria) at a recognized school where the medium of teaching is English.

In case this condition is unmet, then, the applicant needs to sit for one of the listed English exams

- Test of English as a Foreign Language (TOEFL PBT) – minimum score: 57
- Internet Based Test (iBT) – minimum score: 61



- International English Language Test (IELTS) – minimum score: 6.0
- Pearson Test of English Academic Score Report – minimum score: 44
- Duolingo English Test – minimum score: 95
- 4-skill Michigan English Test (MET) – minimum score: 53
- Michigan Examination for the Certificate of Competency in English (ECCE) – minimum score: 650/LP
- Michigan Examination for the Certificate of Proficiency in English (ECPE) – minimum score: 650/LP

### **Student Verification Policy**

Upon applying to join SSM for any program level students, need to submit the following documents:

- Copy of personal identification (ID or passport)
- Scanned Educational Transcripts
- 1 recent photo: passport size
- Prior to any exam or oral presentation, students show the passport page including their personal information and photo close to the cameras for verification.
- Students are supposed to enable and open their cameras during class live lectures, project presentations and exams until the activity ends.

### **Official Academic Transcripts**

After the student has been enrolled, it is required that the student have their official academic transcripts sent from their previous school directly to the Swiss School of Management Rome Learning Center:

Swiss School of Management  
 c/o University of Washington  
 Piazza del Biscione, 95  
 00186, Roma, RM  
 Italia

### **GRADUATE LEVEL REQUIREMENTS:**

Bachelor's degree or equivalent (180 ECTS)

Applicants for the Master's program MBA, are exempted from an English exam provided they completed their schooling years and/or bachelor's program at a recognized school where the medium of teaching is English.

### **English Requirements:**

Applicants for the Master's program MBA, are exempted from an English exam provided they completed their schooling years and/or bachelor's program at a recognized school where the medium of teaching is English.

In case this condition is unmet, then, the applicant needs to sit for one of the listed English exams (Serena please INSERT a drop-down arrow selection for the below):

- Test of English as a Foreign Language (TOEFL PBT) – minimum score: 60
- Internet Based Test (iBT) – minimum score: 71
- International English Language Test (IELTS) – minimum score: 6.5
- Pearson Test of English Academic Score Report – minimum score: 50
- Duolingo English Test – minimum score: 100
- 4-skill Michigan English Test (MET) – minimum score: 55
- Michigan Examination for the Certificate of Competency in English (ECCE) – minimum score: 650/LP
- Michigan Examination for the Certificate of Proficiency in English (ECPE) – minimum score: 650/LP

### **Student Verification Policy**

Upon applying to join SSM for any program level students, need to submit the following documents:

- Copy of personal identification (ID or passport)
- Scanned Educational Transcripts
- 1 recent photo: passport size
- Prior to any exam or oral presentation, students show the passport page including their personal information and photo close to the cameras for verification.
- Students are supposed to enable and open their cameras during class live lectures, project presentations and exams until the activity ends.

### **DOCTORAL ADMISSION REQUIREMENTS:**

For direct admission, candidates have to be in possession of a cognate Master's Degree; i.e., it has to be awarded by an officially acknowledged Higher Education Institution.

Equally admitted are Graduates who do not possess a Master's Degree, but another cognate Degree that is directly comparable to a Postgraduate Degree on equal level to a Master's Degree. This regulation acknowledges differences, which may exist internationally.

The additional, but not compulsory requirement, is that such Degree should be in the class of Merit or Distinction. Candidates with a higher Pass grade are equally invited to apply but may be invited to an initial personal interview (before the research interview) for assessing their qualification for doctoral studies in more detail.

#### Extended Admission

Candidates without a prior Master's Degree, but a Postgraduate Diploma or national Postgraduate equivalent (Distinction, Merit or equal on national level of issuance) are invited to apply equally.

Accepted for admission are extended Bachelor Degrees or similar nationally different Undergraduate Degrees equal to that of a Bachelor Degree. This regulation only applies, if the following requirements are fully met:

- The Bachelor Degree or national equivalent must have a minimum of 240 ECTS credits or comparable national credits (usually four years of Bachelor studies)
- Research methods have been part of these studies
- Compulsory part of such extended Undergraduate Degree had been a dissertation of significant theory-based nature, which has to be submitted together with the application for assessment (translation may be required)
- The candidate's Undergraduate Degree must be at the level of a First or Upper Second-Class Degree (or national equivalents). Lower Second-Class and Third-Class

Undergraduate Degrees (or national equivalents) cannot be considered due to the superior level of expectations on this program of studies.

- These applications will be individually assessed regarding their acceptance, since it is SSM's obligation to meet regulatory requirements, but also to assure best possibly that students can be successful in their doctoral studies.

Applicants for the Master's program MBA, are exempted from an English exam provided they completed their schooling years and/or bachelor's program at a recognized school where the medium of teaching is English.

### **English Requirements:**

Applicants for the Master's program MBA, are exempted from an English exam provided they completed their schooling years and/or bachelor's program at a recognized school where the medium of teaching is English.

In case this condition is unmet, then, the applicant needs to sit for one of the listed English exams (Serena please INSERT a drop-down arrow selection for the below):

- Test of English as a Foreign Language (TOEFL PBT) – minimum score: 60
- Internet Based Test (iBT) – minimum score: 71
- International English Language Test (IELTS) – minimum score: 6.5
- Pearson Test of English Academic Score Report – minimum score: 50
- Duolingo English Test – minimum score: 100
- 4-skill Michigan English Test (MET) – minimum score: 55
- Michigan Examination for the Certificate of Competency in English (ECCE) – minimum score: 650/LP
- Michigan Examination for the Certificate of Proficiency in English (ECPE) – minimum score: 650/LP

### **Student Verification Policy**

Upon applying to join SSM for any program level students, need to submit the following documents:

- Copy of personal identification (ID or passport)
- Scanned Educational Transcripts
- 1 recent photo: passport size
- Prior to any exam or oral presentation, students show the passport page including their personal information and photo close to the cameras for verification.
- Students are supposed to enable and open their cameras during class live lectures,

project presentations and exams until the activity ends.

### **Sample Experiential or Prior Learning Assessment Credit Evaluations**

## **BBA Level**

In case any applicant for the BBA possesses at least three years of experience in a junior-standing position in a Business field, then he/she is eligible to obtain credit transfer up to 10% of the total curriculum requirements against his/her work experience provided he/she has shown a high level of ethical and productive work behavior and conduct. The process necessitates submitting the below documents for verification and decision-making:

- a- Detailed CV
- b- Recommendation letter from employers documenting work experience
- c- Job Description
- d- Sample of supervisor evaluation
- e- Letter of motivation for continuing education
- f- Professional Certificates of courses, workshops, webinars and conferences, if available

The transferred courses should match the job description of the applicant.

## **MBA Level**

In case any applicant for the MBA possesses at least five years of experience in a senior-standing position in a Business field, then he/she is eligible to obtain credit transfer up to 10% of the total curriculum requirements against his/her work experience provided he/she has shown a high level of ethical and productive work behaviour and conduct. The process necessitates submitting the below documents for verification and decision-making:

- a- Detailed CV
- b- Recommendation letter from employers documenting work experience
- c- Job Description
- d- Sample of supervisor evaluation
- e- Letter of motivation for continuing education
- f- Professional Certificates of courses, workshops, webinars and conferences, if available

The transferred courses should match the job description of the applicant.

## **Satisfactory Academic Progress Policy**

Recipients of merit-based discount must maintain satisfactory academic progress towards the completion of a degree program.

The progress standards within are determined in accordance with a student's current primary curriculum in a degree program.

Satisfactory academic progress for financial aid recipients in degree programs is determined using a student's cumulative academic history at the school, by means of Cumulative Grade Point Average (qualitative) and Cumulative Pace (quantitative) components. The academic progress is measured on monthly matching the module cycle. A student must successfully complete the designated pace percentage (earned credits/attempted credits) according to their program of study. For discount purposes, all attempted credits resulting in either an academic grade or administrative transcript notation will be included in the quantitative calculation. Incomplete courses, course withdrawals, course repetitions and noncredit remedial courses (with appropriate credit equivalency evaluation) are also included in this assessment.

Transfer credits are counted as both attempted and earned credits in the calculation for determining satisfactory academic progress.

For students who change majors or change between degree programs, a cumulative academic history is still considered and assessments will be performed based on the primary program of study.

A student's cumulative academic history will be evaluated at the end of each payment period and prior to the subsequent term's financial aid disbursement. This policy will be used to evaluate all students uniformly, regardless of their enrollment level. In order to graduate, a minimum cumulative grade point average of 2.0 is required in all courses that are applicable to the program of study.

## **Transfer Credits**

Credits earned at the Swiss School of Management are transferable at the discretion of the receiving school, college or school.

## **Bachelor's Program**

Applicants aiming to join the BBA program and who have already started a bachelor's level program in an authorized institution other than SSM are subject to the below transfer policy:

- An official transcript of record showing courses and grades earned must be scanned.
- The admissions department validates the authenticity/legality of the transcript and its issuing institution.
- Once authenticity is proven, a copy the transcript is sent to the transfer committee comprised of the Academic Dean and Head of Admissions.

- The Academic Dean matches and maps the transcript courses with a passing grade against SSM's list of courses for transfer equivalence decisions. Certain courses, even though passed, might not be transferred in case they substantially differ from SSM's bachelor's courses.
- The committee then approves transfer of credits of courses that are only passed and strictly denies transferring credits of failed courses based on the Academic Dean's transfer equivalence decision.
- The number of credits to be transferred are modified so that they fit a common practice or norm used for conversion into the European Credit Transfer and Accumulation System (ECTS).
- SSM grants up to 40% credits to transferring students of the BBA program requirements at SSM; thus, students need to accomplish at least 60% of their course requirements at SSM so that they earn SSM's Bachelor's degree.

### **Master's Program**

Applicants aiming to join the MBA program and who have already started a master's level program in an authorized institution other than SSM are subject to the below transfer policy:

- An official transcript of record showing courses and grades earned must be scanned.
- The admissions department validates the authenticity/legality of the transcript and its issuing institution.
- Once authenticity is proven, a copy the transcript is sent to the transfer committee comprised of the Academic Dean and Head of Admissions.
- The Academic Dean matches and maps the transcript courses with a passing grade against SSM's list of courses for transfer equivalence decisions. Certain courses, even though passed, might not be transferred in case they substantially differ from SSM's master's courses.
- The committee then approves transfer of credits of courses that are only passed and strictly denies transferring credits of failed courses based on the Academic Dean's transfer equivalence decision.
- The number of credits to be transferred are modified so that they fit a common practice or norm used for conversion into the European Credit Transfer and Accumulation System (ECTS).

### **Disclosure Statement**

#### **Grading Policies**

##### Grading Policy

The following interpretations and numerical equivalents are associated with each letter grade. The grade F means failing work. A failed course must be repeated in order for the student to receive credit. The grade of I (Incomplete) will be assigned in cases where illness,

hospitalization, death in the family or other situations of similar gravity temporarily prevent completion of the required course work. A statement of the reasons for the non-completion, the work remaining to be completed and the expected date of completion, signed by the professor and, when possible, by the student, must be submitted to the Registrar

<b>Designation</b>	<b>Interpretation/Recognition</b>	<b>Percentage Range</b>	<b>Grade Point Value</b>
A	Excellent	94.5% - 100%	4.00
A-		89.5% - 94.4%	3.67
B+		86.5% - 89.4%	3.33
B	Good	82.5% - 86.4%	3.00
B-		79.5% - 82.4%	2.67
C+		76.5% - 79.4%	2.33
C	Satisfactory	72.5% - 76.4%	2.00
C-		69.5% - 72.4%	1.67
D+		64.5% - 69.4%	1.33
D	Poor but passing	59.5% - 64.4%	1.00
F	Failing	0 % - 59.4%	0.00
P	Pass with Credit		
TC	Transfer Credits		
I	Incomplete		
W	Official Withdrawal		

(administration staff) before the grade I will be recorded. Incomplete work must be completed by the end of the first regular semester (excluding summer sessions) immediately following that in which it was assigned. Otherwise, the grade will be administratively converted to an F. Some courses may be offered by SSM on a pass/not pass basis. In such cases a grade of P (Passing) will assigned for work corresponding in quality to a grade of C or above, and a grade of NP (Not Passing) will be awarded for a grade of C- or below. To determine a student's grade point average the following procedure is used: the quality points for each course are calculated by multiplying the numerical value of the grade by the number of credit hours of the course. The total of the quality points earned is divided by the total number of credit hours earned. Thus, a student who has taken 30 hours of work and has earned 90 quality points would have a grade point average of 3.00. In the case of repeated courses, the number of quality points and hours includes only the most recent time the course was taken.

Courses in which grades of I, P, NP or W are assigned are not included in the quality point computation, nor is work completed at other institutions. Grades are reported to students at the end of the program. Upon request from the student, SSM will also report to student's parents or to the person financially responsible for the student's education.



## **Satisfactory**

In order for an undergraduate student to be considered to be of “good academic standing”, his/her CGPA must be at least 2.00 out of the maximum possible of 4.00. For a graduate student a minimum CGPA of 3.00 is required.

## **Probation**

A four year student whose CGPA falls lower than the grade listed below will be placed on academic probation:

- At the end of the 2nd academic semester 1.00
- At the end of the 3rd academic semester 1.30
- At the end of the 4th academic semester 1.50
- At the end of the 5th academic semester 1.70
- At the end of the 6th academic semester 1.80

A two-year year student whose CGPA falls lower than the grades listed below will be placed on academic probation:

At the end of the 2nd academic semester 1.00

At the end of the 3rd academic semester 1.60

A written Academic Warning is given to students whose CGPA fall below the limits listed above. If a student receives an 'Academic Warning', one of the following alternatives is applied bearing in mind the student's preference and the advisor's suggestions:

**Charter: (STUDENT CONDUCT)**

**Student Conduct of Code**

The Charter presents the student with an integration of the values that underpin the rules of life in the Swiss School of Management community.

Students come to the Swiss School of Management to not only acquire knowledge, techniques, and competence, but also to share the "Swiss School of Management Spirit", manifestation of a philosophy which has proved its value since the inception of the school.

The demands of life in a foreign environment, the obligation to adapt to the local culture linked to the knowledge of the local language, an intensive learning rhythm: all these lead to a student's professional development and personal growth. The Swiss School of Management highlights the performance of competent, open-minded, and adaptable individuals.

Throughout a student's life at the school, he/she will be challenged to reinforce the individual values which are indispensable to her/his professional success:

- rigor, manner, cleanliness;
- punctuality, assiduity;
- motivation, dynamism; and
- Team spirit.

**LIFE STYLE**

This section introduces the human elements of the "Swiss School of Management Spirit", the first visible signs of Swiss Education.

For a visitor to the Swiss School of Management (parents, potential future employers, etc.), the first positive impression comes from two essential elements that we also find in well managed companies.

- **Cleanness & Order**
- **Professional behavior**

**Cleanness & Order**

Cleanness & order are the two main experiences people make when they arrive in Switzerland. There is no litter or garbage on the streets. The environment is clean and nice. Everything has its designated place. There are no jackets on the chairs in public rooms or in the corridor/hall. Cans and coffee-cups are not allowed in classrooms. Smoking is forbidden! Students who attend classes online must have a professional background and must be in a well-lit and clean environment. There is absolutely no smoking on camera.

### **Professional Behavior**

This is appreciated by visitors, just as it is by staff and lecturer bodies. It is therefore natural for participants to train themselves, from the beginning of the stay at the school, to greet visitors, professors, and staff cordially and respectfully. When the person's surname (family name) is known, use it; it is respectful.

The terrace or garden at the Swiss School of Management is a place to relax. A participant may eat and drink there at certain times during the day. However, please keep it clean. When outside, don't shout or make unnecessary noise – our neighbors will appreciate it. Students must not sit on the ledge or any other activity that can be perceived as dangerous or disrespectful of the space.

Students who attend classes online must have a professional background and must be in a non-distracting environment to best facilitate the learning of the student and classmates. Distractions in the background must be kept to a minimum and background noise should be kept to a minimum. Students should not attend lectures in a bus, car, or other distracting environments. Students must have their cameras on during the entire course of the lecture.

### **Social and Cultural Activities**

Individual or group initiatives to organize activities are welcomed. Provisions are made for participants to organize and obtain approval from the Program Director for special activities.

### **Behavior outside the School**

The reputation of the Swiss School of Management is also communicated by the behavior and attitude of students outside the school. Students are therefore expected to behave well even when off the institution's grounds.

Remarks or complaints about students' behavior, made by persons outside the school, if verified, may lead to an interruption of studies. Please refer to Prohibited Conduct in the section below for a complete definition of forbidden behavior both on and off campus.

## **PREMISES, FITTINGS AND EQUIPMENT**

The Swiss School of Management spirit is also characterized by the condition of its premises. The positive image of the Swiss School of Management depends on the care and attention everyone brings to the surroundings.

### **Movement**

Halls, corridors, and staircases are meant for circulating, but are also used as places to meet. In various places, chairs and tables provide social corners. People using them should be careful to allow passageway, to keep their voices down and behave discreetly.

### **Classrooms**

These premises are, in priority, reserved for scheduled courses. Access to a classroom for a group-work session must be requested. To keep them clean, students are asked not to eat or drink in them.

### **Computer Equipment**

Students have access to the internet through wireless technologies using access points in every floor and classroom. Respect for the equipment is vital to ensure the access remains available.

Licensing agreements forbid copying the Swiss School of Management's licensed software for which the school holds a license. For the same reason, users are not allowed to install other software on the school equipment. The use of workstations is strongly encouraged, but strictly reserved to the use of software provided. To prevent the spread of computer viruses, the established procedures, which will be described in computer classes, should be strictly followed.

To allow everyone to use this equipment in the best conditions, participants are asked to refrain from modifying the configurations and parameters of the computer. Students are required to install and update virus protections. Students must respect internet etiquette. The Swiss School of Management reserves the right to charge a student for any subsequent repair work resulting from misuse of equipment.

### **Paper and Rubbish**

Paper or rubbish on the ground should be picked up and discarded in a nearby garbage bin. The Swiss School of Management has a recycling policy and students are asked to co-operate in the drive to recycle.

### **Fittings and Equipment**

Maintaining operational and safety equipment in good condition is an integral part of efficient management. Everyone must take care to do so and record any malfunction in the maintenance file at the reception desk.

#### **In-house photocopy machine**

The in-house photocopy machine is not for free use. Only management, staff and faculty members are allowed to use it. If students would like to make copies, they must ask permission and will be charged per paper accordingly.

#### **Damages**

Life in a community asks for team spirit and respect for other individuals. The Swiss School of Management is the students' school. Students are therefore called upon to ensure that the school and its surroundings are kept as clean and attractive as possible. The Swiss School of Management students are future professionals in a customer-oriented-profession. Anyone damaging premises or equipment will be held responsible and disciplined.

Each student should feel personally responsible for the good upkeep of the premises and equipment. It is his/her duty to inform the Faculties Manager, or the Supervisor of any damage done or noticed, in the interests both of the party at fault (possible declaration to the insurance company) and of other students.

#### **Miscellaneous**

Life in a community demands an administrative organization to facilitate its smooth running of the programs. Please take into consideration these recommendations to make the best of your life within the school.

#### **Bulletin Boards, Emails, and Online Classrooms**

Information regarding studies, life within the school, various events organized at the institution etc., will be communicated via the notice boards, email, or through the online classrooms. Students are therefore requested to check them every day.

#### **Deposit of Personal Belongings**

During internship periods some personal belongings may be left at the school. All necessary information will be communicated within the last weeks of each semester.

Personal belongings not recovered by the owner within three months after definitive departure from the Swiss School of Management may be disposed of without notice.

## **SECURITY AND SAFETY**

### **Fire Prevention**

On each floor, there is a notice board describing the appropriate behaviors in case of alarm. In addition, upon arrival, students are informed of fire alarm procedures and of appropriate actions to be taken.

## **Visitors**

Your guests are welcome during the day. This includes parents, family and friends. For security reasons, it is essential that they are announced beforehand to the reception or duty manager and remain entertained in the reception area.

## **Use of private car to come to school**

It is not allowed to park your car in front of the school. Parking lots are rented out but use of public transportation is encouraged as parking space is limited

## **Illness and Accidents**

One of the prerequisites of our demanding profession is sound health. However, should accidents or illness take place when the student is not in School, it is vital that the school is informed without delay. During the days immediately preceding and following vacation periods, public holidays and extended weekends, medical treatment, medical certificates, or absence linked with these will not be accepted. Students who cannot attend in person due to health reasons may attend online.

## **MEASURES AGAINST ADDICTION (drugs, alcohol, medication abuse)**

Addiction to products such as drugs, alcohol, and medication is a major problem in our society and a reality to which the Swiss School of Management is very attentive.

Since it is the duty of the Swiss School of Management to protect the health of its students, a firm policy will be applied where drugs are concerned. Drugs forbidden by Italian laws are of course forbidden at the school, but no distinction is made between “soft” and “hard” drugs. The consumption, possession and dealing in any such substances, inside or outside the school, are strictly prohibited. This applies to the internship period and elsewhere as long as the participant is enrolled at the Swiss School of Management. Students guilty of breaking these rules are subject to immediate expulsion from the school and will be subject to legal action.

Medical substances must be taken with care and following a doctor's prescription. Action will be taken in the case of abuse.

Consumption of alcohol in the school is strictly forbidden. Any signs of over-indulgence will lead to action by the school management, which may result in dismissal from the program.

## **Smoking on Campus**

The Swiss School of Management is a non-smoking environment. Smoking is forbidden in all areas on campus for participants, faculty, and staff. Designated areas are clearly signposted for those adults who consistently choose to ignore the health warnings associated with smoking. There is no smoking on camera.

## **ATTITUDE AND BEHAVIOR ASSESSMENT**

Staff and faculty members are particularly charged with observing participants, in order to assess their professional attitude and help them develop in this important area. Together with the Program Directors, they will evaluate students within the categories

- Outstanding
- Satisfactory
- Positive
- Unsatisfactory

And in the domains of:

- Rigor, manners, cleanliness
- Motivation, dynamism
- Punctuality, assiduity
- Team spirit

The elements that make up a positive assessment come from the student's compliance with the spirit of the Charter, but also, for example, from individual dynamism, participation in the school community life and involvement. Repeated lack of punctuality, unkempt appearance, for example, are indications that the participant needs to make constructive progress in attitude and behavior.

A committee of academic and support staff pays attention to the student's attitude and behavior as an ongoing procedure, and eventually they meet to discuss their findings regarding each participant. A decision is made as to the category in which the student may be placed, after which, the student will be informed on his/her assessment and will be given constructive advice and assistance where necessary improvement strategies are required.

## Disciplinary Sanctions and Rules

The management and staff of the Swiss School of Management will give verbal warnings to participants, when necessary, at any time.

Depending on the seriousness of the offense, written warnings will be issued to the students who are in breach of general school policies and procedures.

Should a student receive a Final Warning Letter and subsequently breach the Swiss School of Management Policies and Procedures or commit a serious offense, then she/he can be dismissed from the school immediately. (Check Warning Letter below)

### Misconduct

Examples of Misconduct Offences include:

- Non-excused absence from academic or non-academic duties.
- Possession of alcohol in classrooms.
- Damage to the Swiss School of Management property.
- Any other offense serious enough that under the ensuing conditions the management of the Swiss School of Management classifies as misconduct.

In case of a suspected serious breach of disciplinary rules (**Gross Misconduct**), students may be placed on an interim suspension by the school's Director, while an investigation takes place.

This will involve non-attendance of classes, but the student will retain the right to remain on campus.

A copy of all written warnings will be sent to the student's parents, sponsor, or guardian.

### Gross Misconduct

**All cases involving gross misconduct could result in the student being suspended from lectures and dismissed from the school, if found guilty.**

### Prohibited Conduct

#### Academic Misconduct:

- **Cheating:** Cheating includes using unauthorized sources of information and



providing or receiving unauthorized assistance on any form of academic work or engaging in any behavior specifically prohibited by the instructor in the course syllabus or class presentation.

- **Plagiarism:** Plagiarism includes the copying of language, structure, images, ideas, or thoughts of another, and representing them as one's own without proper acknowledgment and is related only to work submitted for credit. Disciplinary action will not be taken for academic work in draft form.
- **Unauthorized possession or disposition of Academic Materials:** Unauthorized possession or disposition of academic materials includes the unauthorized selling or purchasing of examinations, class notes, term papers, or other academic work; stealing another student's work; and using information from or possessing exams that an instructor did not authorize for release to students.
- **Falsification:** Falsification encompasses any untruth, either verbal or written, in one's academic work.
- **Facilitation of any act of Academic Misconduct:** Facilitation of any act of academic misconduct includes knowingly assisting another to commit an act of academic misconduct.

**Damage:**

Any threatened, attempted, or actual damage or destruction of school property or the property of others

**Discriminatory Harassment:**

Threats, intimidation, coercion, bodily harm, or other unwelcome behavior, through any method of communication directed at an individual or individuals on the basis of sex, gender identity, gender expression, veteran status, genetic information, race, creed, color, national origin or ancestry, sexuality, age, religion, pregnancy, or disability that is so severe, persistent, or pervasive such that it has the purpose or effect of unreasonably interfering with a person's academic or work performance, or a person's ability to participate in or benefit from the school's programs, services, opportunities, or activities, when viewed through both an objective and subjective standard.

**Abusive Behavior:**

- Threatening or inflicting bodily harm upon any person or animal, or acting in a manner that creates a risk of bodily harm to any person, including oneself, or an animal.
- Threats, intimidation, coercion, or other unwelcome behavior, through any method of communication directed at an individual or individuals that is so severe, persistent, or pervasive such that it has the purpose or effect of unreasonably interfering with a person's academic or work performance, or a person's ability to participate in or benefit

from the school's programs, services, opportunities, or activities, when viewed through both an objective and subjective standard.

- Any form of abusive behavior (as listed above) specific to current or former intimate partners.
- Hazing, which includes any action that endangers the mental, physical, or emotional health or safety of a student, or which destroys or removes

**Disruptive Behavior:**

- Engaging in behavior that disrupts or interferes with teaching, classroom, or other educational interactions, residential communities, research, administration, governmental functions, or disciplinary proceedings.
- Engaging in behavior that disrupts or obstructs the right of free speech or expression of any person on campus.
- Leading, inciting, or participating in any on-campus or off-campus demonstration, riot, or activity that disrupts the normal operations of the school, freedom of movement or safe passage and/or infringes on the rights of other members of the school community.
- Behavior that is considered lewd by a reasonable person including (but not limited to) voyeurism, public urination/defecation, and public exposure of intimate body parts.

**False Information:**

- Knowingly furnishing false information to any school official, instructor, office or organization, or on any applications.
  - Intentionally initiating or causing to be initiated any false report.
  - Use or possession of false identification.
- public or private property, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or student organization, or participating in, condoning, encouraging, requiring, or allowing an opportunity for hazing. A hazing violation may occur even when the victim expressed or implied consent.

**Misuse of Alcohol:**

- Use or possession of alcohol as prohibited by law or School policy.
- Manufacturing or distribution of alcohol as prohibited by law or School policy.
- Operating any vehicle while under the influence of alcohol or while impaired by the use of any intoxicating substance.
- Excessive use of alcohol resulting in a state of intoxication that endangers oneself or others.

**Misuse of Drugs:**

- Use or possession of illegal drugs (under federal or state law) including but not limited to marijuana, methamphetamine, cocaine, opiates, LSD, mushrooms, heroin, designer drugs such as Ecstasy and GHB, or other controlled substances or any substance used for an intoxicating effect.
- Use or possession of prescription drugs other than by the person prescribed or for use other than the prescribed purpose and/or dosage.
- Manufacturing or distribution of illegal or prescription drugs.
- Possession or use of drug paraphernalia including but not limited to equipment, products, and materials used to cultivate, manufacture, distribute, or use marijuana or other illegal drugs.
- Operating any vehicle under the influence of drugs or while impaired by the use of any intoxicating substance.
- Use of drugs results in a state that endangers oneself or others.

**Non-Compliance:**

- Failure to comply with the verbal or written directions of any School officials acting in the performance of their duties and in the scope of their employment, including failure to identify oneself to these persons when requested to do so.
- Failure to comply with the verbal or written directions of any law enforcement officers acting in the performance of their duties and in the scope of their employment, including resisting or obstructing law enforcement officers or failing to identify oneself when requested to do so.
- Violating the terms of any interim measure, no contact order, or exclusionary order imposed by the school.

**Retaliation:**

Any form of abuse, threat, intimidation, bullying, coercion, harassment, or attempt to influence or interfere with another individual or group who submits a report, cooperates with any investigation or acts as a witness in relation to an alleged violation of the Student Conduct Code, School policy, or any federal or state law or local ordinances.

**Sexual Misconduct:**

Any actual or attempted non-consensual behavior of a sexual nature including (but not limited to):

- Intentional and unwelcome touching, kissing or coercing, forcing, or attempting to coerce or force another to touch a person's intimate parts.
- Taking, sharing, or posting of videos or photographs/images of a sexual nature without consent.

- Deliberate observation of others for sexual purposes without their consent.
- Exposing one's genitals in non-consensual circumstances.
- Viewing, placing, or posting pornography in public venues; possessing, distributing or viewing illegal pornography.
- Sexual harassment that creates an intimidating, offensive, or hostile environment for another.
- Any act of sexual misconduct in violation of state or federal law or school policy.

**Stalking:**

Engaging in a course of conduct directed at a specific person or persons that would cause a reasonable person to fear for their safety or the safety of others, or suffer substantial emotional distress. Course of conduct means two or more acts, including, but not limited to, acts in which the stalker directly, indirectly, or through third parties, by any action, method, device, or means, follows, monitors, observes, surveils, threatens, or communicates to or about a person, or interferes with a person's property.

**Theft:**

Theft, attempted theft, or other unauthorized possession of School property or the property of others.

Unauthorized Use:

- Unauthorized use, entry, or occupation of another person's property or of School facilities, property, or vehicles.
- Any unauthorized possession, duplication, or use of School keys or access devices.
- Unauthorized removal or misuse of any School document, record, data, nonpublic information, identification, educational material, or property (including forgery or alteration). Violation of Law or School Policy:

Evidence of a violation of any federal or state law, or local ordinance, or School policy.

Violation of School Rules, Contracts, or Agreements:

- Violation of any rules, contracts, or agreements governing residence in or use of School owned or controlled property, or at athletic or other authorized special events.
- Violations of any rules, contracts, or agreements governing recognized student organizations.

**Weapons:**

Illegal use or possession of firearms or other weapons such as blades larger than

pocket knives; ammunition or explosives; dangerous chemicals, substances, or materials; bombs or incendiary devices; or simulated weapons; or any weapon prohibited by law or School policy. Use of any such item, even if legally possessed, in a manner that harms or threatens others is prohibited.

In the case of suspected gross misconduct, the Director or the Dean will convene a Disciplinary Board meeting, and the student will be placed on interim suspension until the meeting has convened. The disciplinary board will be composed of members of SSM management.

The disciplinary board will make a recommendation to be reviewed and implemented by the Centre Director. Should a student be found guilty of gross misconduct, then she/he will be expelled. If, however, the offense is one of misconduct, the student will be issued a warning letter.

**The school holds the right to immediately call the police in case of gross misconduct and dangerous behaviors towards SSM staff, management, guests or students.**

### **Warning Letter**

**Misconduct offences lead to the issuing of a warning letter and may (in some extreme cases) result in the student being suspended from lectures and dismissed from the school.**

Copies of warning letters will be sent to the student's parents, sponsor, or guardian. In serious disciplinary circumstances, or if a student has already received one warning letter at any point in their time at the Swiss School of Management, a final warning letter will be issued. This will inform the student that any subsequent break of the Swiss School of Management policies will lead to dismissal. No participant may hold an official post in the Swiss School of Management after receiving a warning letter in that term.

### **GENERAL RULES AND REGULATIONS (Non-Discrimination Policy)**

The Swiss School of Management is committed to providing equal access to education to all, regardless of race, color, gender, religion, national and ethnic origin, or age.

SSM reserves the right to impose probation on any participant whose conduct is unsatisfactory. The school further reserves the right, subject to procedures outlined in this document, to require a participant to withdraw at any time.

Admission of a student that is based upon inaccurate or false statements or documents is null and void upon discovery of the fraud, and academic credit previously earned by the participant is voided. Upon suspension or dismissal from the school, there will be no refund of tuition and fees. In the event that fees are not fully paid, the balance will immediately become due.

Admission of a participant to the Swiss School of Management for any academic year does not imply that such participant will be re-enrolled in any succeeding academic year.

The Swiss School of Management makes every effort to assure completeness and accuracy in the marketing process (catalog, ads, homepage, etc.). Inevitably, due to the changing nature of listings and policies, possible errors, misprints or omissions may occur for which the school shall not be held liable.

For any disputes, the applicable laws of Italy, Region of Lazio, Domicile Rome shall apply.

The provision of this handbook should not be considered as an irrevocable contract between the student and SSM. The Swiss School of Management reserves the right to change any provision or requirement, including fees, contained in this handbook at any time with or without notice.

### **Complaint/Grievance Policy**

The Swiss School of Management is aware that there may be times when students, staff, or faculty members need to file an official complaint about unjust treatment, harassment, and/or health and safety concerns in the workplace. This grievance procedure policy was created to clearly outline the process for these instances to ensure that all of our students, staff members, faculty members, shareholders, or board members. are heard and treated equally.

#### **Purpose.**

The purpose of this grievance procedure policy is to (a) explain the scope and definition of grievances, (b) outline the process for reporting and closing a grievance, (c) define the institutions' confidentiality measures, and (d) describe the disciplinary action steps for policy violations.

## Scope.

This policy is applicable to all Swiss School of Management students, staff, faculty. A grievance can be filed against any Swiss School of Management student, staff member, faculty member, shareholder, or board member. The Swiss School of Management defines a "grievance" as a formal work or study related complaint, issue, and/or objection made by any Swiss School of Management Affiliate.

## Grievance Procedure:

Before filing an official grievance complaint, the Swiss School of Management asks that all employees review the policy that directly impacts their complaint. This can be found in the student/faculty handbook. The code of conduct is applicable to all Swiss School affiliates.

The Swiss School of Management encourages all staff, faculty, and students to resolve minor disputes with the help of the center director or student affairs officer. If the informal complaint is not *fairly and constructively* resolved within 30 days, students, staff members, or students, or any other Swiss School of Management affiliates may file a formal grievance. Formal Grievances must be sent directly to Vice President Ms Serena Magnanti at the following email address:

[serena.magnanti@ssm.swiss](mailto:serena.magnanti@ssm.swiss)

The email must include the following subject line:

COMPLAINT/GRIEVANCE

## Swiss School of Management Affiliates can file grievances when:

- They have been victims of harassment within the Swiss School of Management.
- Their health and safety have been compromised.
- They've witnessed poor supervisor and/or management behavior.
- Guidelines outlined in the Student/Faculty handbook are violated
- There is a dispute between co workers, students, faculty and/or management.

The Swiss School of Management also recognizes that every case is different and this list is subject to change, depending on the definition filed in the Grievance Complaint.

## Filing a Grievance.

Formal Grievances must be sent directly to Vice President Ms Serena Magnanti at the following email address:

[serena.magnanti@ssm.swiss](mailto:serena.magnanti@ssm.swiss)

The email must include the following subject line:

#### COMPLAINT/GRIEVANCE

Once the complaint has been submitted students, staff members, or students, or any other Swiss School of Management affiliates have the right to attend meetings regarding decisions, and depending on the severity of the complaint, may refuse to attend classes or work.

When a grievance is filed against another students, staff members, or students, or any other Swiss School of Management affiliates , the accused also reserves the right to:

- View and request a copy of the official grievance complaint.
- Formally respond to the complaint after consultation
- Attend all formal meetings with a union representative or witness.
- Appeal the final decision.

#### **Institution Responsibilities.**

It is The Swiss School of Management's responsibility to:

- Accept and thoroughly investigate all Grievance Complaint Forms.
- Ensure that the grievance is resolved within 90 days, depending on the severity of each case.
- Treat all parties fairly throughout the grievance process.
- Adhere to the no-retaliation policy when students, staff members, or students, or any other Swiss School of Management affiliates file a complaint against management.
- Organize mediation meetings with the appropriate parties.
- Practice a high level of confidentiality throughout the grievance process.
- Accept and investigate all appeals.
- Ensure that the final decision is implemented.
- Maintain accurate and comprehensive records of each grievance.

#### **Confidentiality.**

The Swiss School of Management students, staff members, or students, or any other Swiss School of Management affiliates, including senior management are required to sign a Confidentiality Agreement that limits them from discussing the grievance before and after it has been resolved. All parties are prohibited from discussing the matter with any other Swiss School of Management students, staff members, or students, or any other Swiss School of Management affiliates.

#### **Policy Violations.**



If any student, staff member, or student, or any other Swiss School of Management affiliate is found to have violated the grievance procedure policy, they will be subject to disciplinary action, up to and including termination. The severity of each case will determine the type of disciplinary action, which may include a verbal or written warning, suspension, and/or termination

## Student Identity Verification

### Student Verification Policy

Upon applying to join SSM for any program level students, need to submit the following documents:

- Copy of personal identification (ID or passport)
- Scanned Educational Transcripts
- 1 recent photo: passport size
- Prior to any exam or oral presentation, students show the passport page including their personal information and photo close to the cameras for verification.
- Students are supposed to enable and open their cameras during class live lectures, project presentations and exams until the activity ends.

## Academic Policies and Procedures

### Tuition/Fees

#### Bachelor of Business Administration:

Application fee	€ 200 – due immediately
Enrollment fee	€ 3,050 – due immediately after acceptance
First Installment	€ 2,400 – due after two months
Second Installment	€ 2,400 – due after four months
<b>Total Tuition Fees</b>	<b>€ 8,050</b>

Administration fee	€ 200 – due immediately
--------------------	-------------------------

Enrollment fee	€ 3,250 – due immediately after acceptance
First Installment	€ 2,800 – due after two months
Second Installment	€ 2,800 – due after four months
<b>Total Tuition Fees</b>	<b>€ 9,050</b>

Administration fee	€ 200 – due immediately
Enrollment fee	€ 4,000 – due immediately after acceptance
First Installment	€ 3,000 – due after two months
Second Installment	€ 3,000 – due after four months
<b>Total Tuition Fees</b>	<b>€ 10,200</b>

**Master of Business Administration:**

Application fee	€ 200 – due immediately, non refundable
Enrollment fee	€ 4,600 – due after Provisional Acceptance
First Installment	€ 3,500 – due after three months
Second Installment	€ 3,500 – due after six months
Third Installment	€ 3,500 – due after nine months

**Total Tuition Fees:**

**€ 15,300**

**Doctorate in Business Administration:**

<b>Application fee</b>	<b>€ 400 – due immediately, non refundable</b>
<b>Enrollment fee</b>	<b>€ 10,000 – before starting the program</b>
<b>First Installment</b>	<b>€ 10,000 – at the beginning of the second academic year</b>
<b>Second Installment</b>	<b>€ 9,600 – on the second-half of the second year</b>
<b>Total Tuition Fees:</b>	<b>€ 30,000</b>

**Additional Costs:**

**Degree Attestation:**

<b>Country</b>	<b>Modus</b>	<b>Cost</b>
Bahrain	Apostille	€1,500
Qatar	Legalization	€2,500
Saudi Arabia	Legalization	€2,500
Kuwait	Legalization	€2,500
Oman	Apostille	€1,500
Lebanon	Legalization	€2,500
Jordan	Legalization	€2,500
Sudan	Legalization	€2,500
India	Apostille	€1,500
Pakistan	Legalization	€2,500
Syria	Legalization	€2,500
Egypt	Legalization	€2,500
Yemen	Legalization	€2,500
South Africa	Apostille	€1,500

--	--	--

### Graduation Participation:

Status	Guests included	Cost
Graduate	2	€100
Enrolled students	0	€60
Professor	0	Free
Partner	0	€50
Extra guests	-	€50

**\*Non-Graduates can bring up to 2 guests if they pay the €100 graduate price. Caps and gowns are provided for the ceremony and student will receive their official transcript and certificate if graduates have completed the program successfully including their thesis projects and their tuition fees have been paid in full. For those that have not done the above, but would like to participate in the ceremony, they will receive a temporary degree. \***

### Transcripts and Certificates:

Document Type	
Certificate with hologram stamp (1st copy)	Free
A3 Symbollic Certificate	€30
Official Transcript (1st copy)	Free
Certificate with hologram (reprint)	€100
Electronic Transcripts	Free

### WES & Degree Verification

Students who would like to have their degree sent to WES or any other degree verification, there is a flat fee of **€100** for each verification.

### Rotaract

To become a member in the Swiss School of Management Rotaract Club, there is a one time fee of **€100** per student.

The Swiss School of Management Rotaract club organizes a variety of projects and activities, depending primarily on the interests of the club members.

However, within the Rotaract program, all clubs undertake three types of activities in varying degrees: professional development, leadership development, and service projects.

Together, these three areas ensure a balanced club program and provide important experience and opportunities for the personal development of each Rotaractor.

### **Online Library Services**

The Swiss School of Management offers an online library service through Ebsco. The library service has an additional cost of €100 per user. This account must be renewed yearly in order to maintain access.

### **Advanced Fees and Deposits**

The application fee is due before the application can be processed. It is non-refundable.

The tuition deposit or the prepayment of the tuition fees due upon acceptance, is required before the SSM visa letter can be held (in the case of non-European residents) and before your place in the school can be held (in the case of all students). This advance deposit will be credited against the final tuition bill. The tuition deposit is non-refundable in case of cancellation, withdrawal, suspension or dismissal from the school. In case of deferral, it may be applied to the next term's tuition. Any prepayment (except application fee) is fully and immediately refundable in case of not getting the entry visa from the Italian Embassy.

### **Refund Policy**

**Application and Registration Fees:** Nonrefundable

**Course Materials:** Students may acquire at their own decision and cost SSM online class materials used throughout the program. These class materials may include: notes, presentations, case studies, and sample assessments exclusive of any external copyrighted textbooks. This is a one-time payment charged to students immediately upon joining their first class. If a student desires to have physical copies of such class materials, they must pay

an additional shipping charge which will vary depending on destination point (as quoted by the shipping agent). Once the material has been downloaded by students and/or shipment has been dispatched, then, no refund can be claimed.

**Tuition Enrollment Fee:** For students who desire to start their classes online from their home country or on-campus, the following refund policy governs the enrollment fee:

<b>Week after paying the tuition enrollment fee</b>	<b>Percentage refunded from the tuition enrollment fee</b>
1 <sup>st</sup> week (start of classes)	80%
2 <sup>nd</sup> week	60%
3 <sup>rd</sup> week	40%
4 <sup>th</sup> week	20%
5 <sup>th</sup> week	0%

**Disclaimer:** Students are responsible for all bank charges and transfer fees. For students who choose to leave the country and continue their studies at a different SSM Center location, the above refund policy may not apply unless the student provides evidence that they need to return to their home country due to extenuating circumstances and thus obliged to discontinue classes.

For students who receive a study visa through the Swiss School of Management, in the case of withdrawal from the program, students must report their withdrawal to the local authorities (immigration department, home office, etc.) which will then cancel their student visa.

Additional Comments and Regulations:

If a student commences studies at the Swiss School of Management and then withdraws for any reason, discontinues the course, is dismissed for continuous unexcused non-attendance of classes of more than 3 consecutive days of any subject, or is dismissed from the Swiss School of Management for reasons of misconduct or gross misconduct, **ALL fees if the participant is enrolled in the Bachelor or master's degree programs are forfeited.**

Withdrawal & Dismissal Policy

A student who wishes to withdraw from the Swiss School of Management for any reason must first meet the Academic Director or approach the management and discuss the matter thoroughly. After that, the participant must write a letter clearly outlining the reasons for the request and schedule a meeting with the School's Director. The request will be reviewed as quickly as possible, and granted, if reasonable. Requests written to other parties (agent, parents, other participants, etc.) are not accepted.

The student must produce his/her stay-permit at the time the request is granted. Final permission will not be granted until the stay-permit is received by the administration for forwarding to the police. Having received permission, the participant must then withdraw from the country according to the host countries' official immigration laws and procedures. In the case of rare exception, the administration will clearly specify the amount of time permitted for the student to close out all affairs and depart the country as long as it is done in accordance to the host countries immigration laws and procedures. In case of dismissal for reasons of gross misconduct, the period of time allowed to leave the country may be urgent. This limit may be imposed by local Authorities.

Students are financially responsible for courses for which they are registered after the last day of the drop/add period.

Students who withdraw from the housing program may have limited or no refund of housing charges. See housing refunds above.

### **Good Financial Standing**

Students will be considered to be in good financial standing at the end of each term when all accounts are cleared with the Business Manager and the Library and with all other services offered by SSM. Students not in good financial standing will not be issued grades or transcripts and may be refused re-enrollment at the school.