

STUDENT HANDBOOK

2020/2021





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WELCOME NOTE

MESSAGE FROM THE ACADEMIC DEAN

Dear Students,

I am pleased that you decided to enrol in the Swiss School of Business and Management Geneva and we believe that our expertise in business education will allow you to acquire the needed knowledge and skills that will advance your career and contribute to your professional development. We encourage you to make the most out of your SSBM experience and the opportunities that may arise during your studies. We also advise you to take advantage of all the networking events and opportunities that you can get involved in as networking is of great importance in the business world and we continuously strive to create these occasions, either virtual or in real-life.

Significant to the excellence, innovation and diversity at SSBM Geneva is our commitment to global connectivity of our students with their peers, faculty and staff worldwide. We also strive to promote a diverse student body and foster an environment, which is free of discrimination. SSBM Geneva promotes respect within the school between all members of the community. Therefore, our core values are all interconnected in order to provide a superior learning experience and allow our students to reach their highest potential. Our renowned faculty will provide you with the needed support and guidance to succeed in your educational journey, regardless of the program that you are enrolled in.

I am confident that the new academic year will be a very rewarding experience with numerous insightful lectures, networking opportunities, guest lectures and many other successful events. In addition, we continuously aim at improving our state-of-the-art technology as we aim to provide our students with the upmost learning experience on our learning platform. We are aware of the constant innovations in the business industry and the importance of staying up-to-date in the education industry. This is why SSBM will continuously rely on the assessment of the students, employers, industries, our advisory board and other stakeholders that will be regularly invited to provide their feedback.

Once again I am pleased to welcome you to SSBM Geneva.

Sincerely,

Dr. Mario Silic



INTRODUCTION

This is your school Student Handbook. It will provide you with official information, regulations, policies and procedures as well as relevant contact details and website links that you will need during your studies at SSBM Geneva. We kindly ask you read the Student Handbook carefully due to the important information that is indicated.

The Student Handbook is essential alongside the other SSBM documents and handbooks that are related with the specific program and courses that you are enrolled in. Therefore, it is necessary to familiarize yourself with the content in the Student Handbook, which can be updated by the school from time to time and will replace previous versions.

At SSBM Geneva, we place great importance on overseeing and improving quality in order to ensure a superior learning experience for our students. Therefore, we highly value student feedback and we continuously strive to oversee student matters and ensure that the school's policies and procedures are strictly followed and maintained.

We also emphasize the significance and our interest in all aspects of the student experience and we welcome any suggestions that can be examined at SSBM's regular meetings and/or by the school's quality department.

We hope that your time as a student at SSBM is successful and pleasant. Please keep in mind that once you are admitted to SSBM you will not be alone and you will be assisted by the school's admissions team and mentor during the whole period of your education at SSBM Geneva.

ABOUT SSBM

SSBM Geneva is a global, innovative and unique school with students from all around the world. Our programs were designed with over 30 industry partners. We guarantee Swiss Quality Education and excellence by providing our expertise in business education.

SSBM takes its roots in executive education experience when its faculty and owners have provided executive education to various Swiss, European and international customers. The school faculty has been providing different types of onsite education having over twenty years of experience in the field of counselling businesses and organizations. SSBM faculty and collaborators have provided consulting, teaching and project-based service to over 70 international companies.

We believe that academic knowledge has to be in tight connection with the industry, which is the driving force for greater knowledge in today's rapidly changing environment.

We provide our expertise in business education that would enhance the students' knowledge and stimulate their learning. With our unique programs you will strengthen your strategic vision, efficiency and leadership to manage today's organizations.

Our mission statement at SSBM is the following: "We are committed to continuously provide educational excellence and our expertise in business education through our innovative cutting-edge technology and our high-quality learning experience. We encourage diversity and global connectivity between our students, faculty and business partners", (see more on our website <https://www.ssbm.ch/about-us/>).

In connection to our mission and our core values, we created our vision: "To be an internationally recognized innovative business school delivering excellence in education, innovation and premium research while having a global impact. We strive to highlight the importance of diversity as well as worldwide connectivity." It is clearly visible that we always highlight our main goals, while basing them on our mission and values.

At SSBM, we rely on five core values, which are the following:

DIVERSITY

INNOVATION

EXPERTISE

CONNECTIVITY

SWISS QUALITY

The above-mentioned core values enable us to stay engaged and focus in our mission of delivering high-quality education in an innovative way, while encouraging diversity and global connectivity. At SSBM we always strive to keep up with the latest trends as well as the changing market demands. Therefore, we have implemented and identified the 4 E's that were developed due to the environmental changes. All of the below mentioned are connected with our mission and vision and play a major role in their creation and development.

The following 4 E's are part of SSBM:

EXPERIENCE→ innovative solutions, social media, social interaction

EXCHANGE→ business education, networking, practical knowledge, industry insights, connectivity

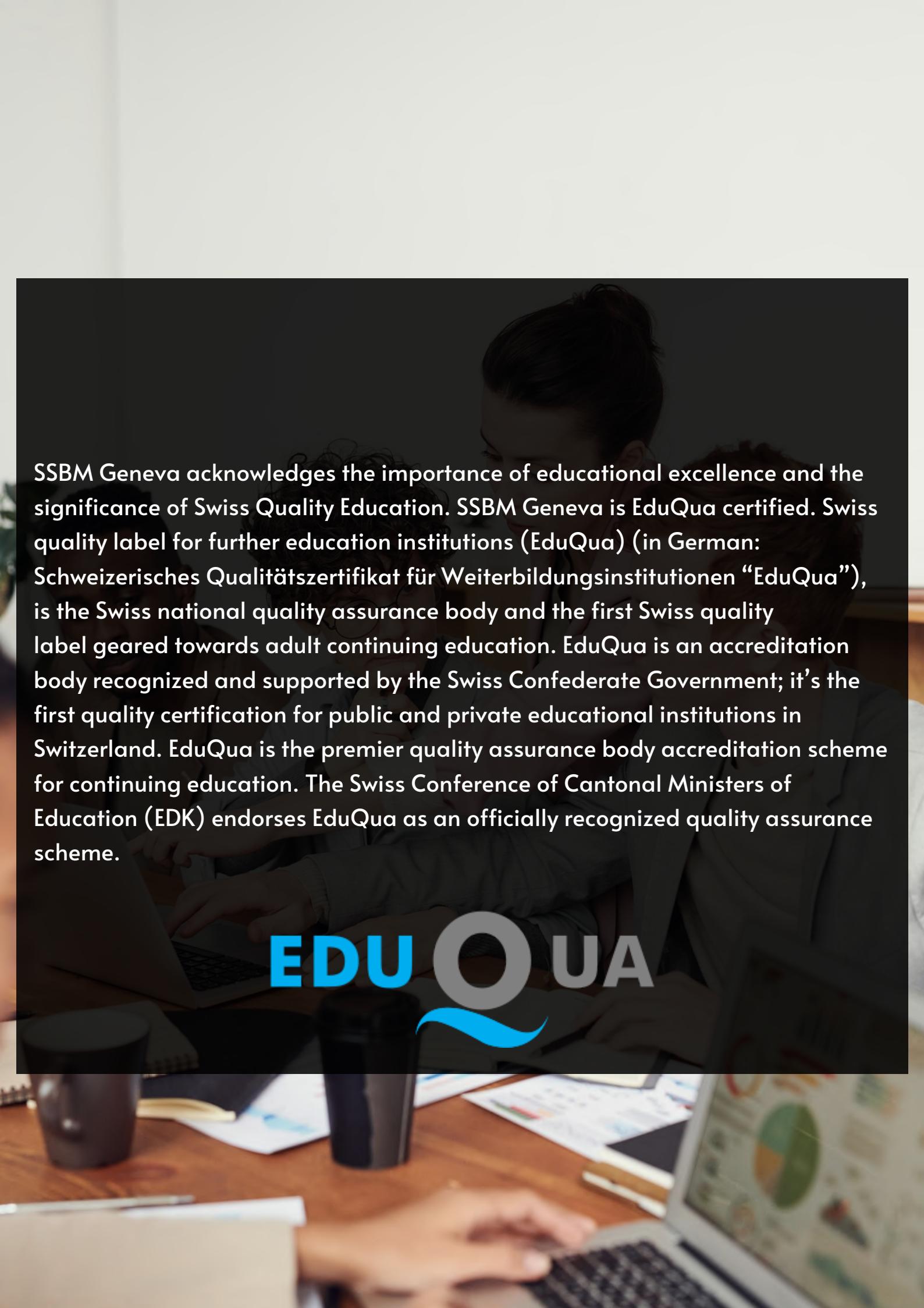
EVERYWHERE→ campus, online/distance learning, worldwide partnerships

ENGAGEMENT→ SSBM Connect

The 4 E's strictly follow the trends in the market as well as one of our core values, which is innovation. Quality requirements must be evaluated periodically as they assure the quality of our programs.

In order to ensure this high level of quality, different procedures and processes are put in place at SSBM to make sure that not only do we keep the high level of quality assurance commitment, but also that we try to exceed it when delivering the educational programs. To maintain and improve quality, equity and efficiency of our organizational program offerings, we have implemented the following procedures: self-evaluation, internal and external audits, the evaluation of teachers, student assessments, benchmarking and various surveys (e.g., feedback) on existing processes.

We are committed to continuously provide educational excellence and our expertise in business education through our innovative cutting-edge technology and our high-quality learning experience. We encourage diversity and global connectivity between our students, faculty and business partners.



SSBM Geneva acknowledges the importance of educational excellence and the significance of Swiss Quality Education. SSBM Geneva is EduQua certified. Swiss quality label for further education institutions (EduQua) (in German: Schweizerisches Qualitätszertifikat für Weiterbildungsinstitutionen “EduQua”), is the Swiss national quality assurance body and the first Swiss quality label geared towards adult continuing education. 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 body accreditation scheme for continuing education. The Swiss Conference of Cantonal Ministers of Education (EDK) endorses EduQua as an officially recognized quality assurance scheme.



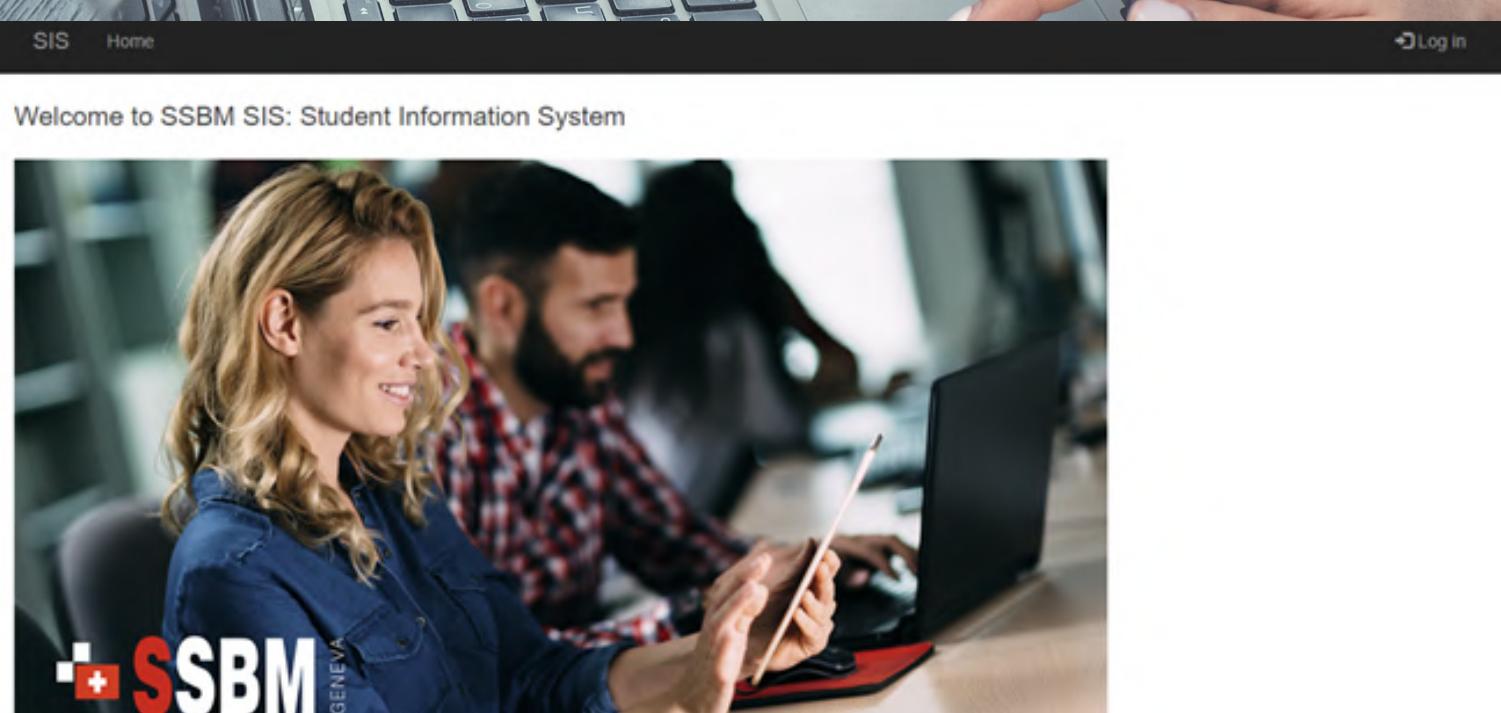
SSBM'S ONLINE FACILITIES

At SSBM we provide numerous online facilities that facilitate the students' education, teaching methods, learning tools, information exchanges etc.

SSBM's Student Information System (SIS)

System (SIS) is a student management system that manages student data. The students will receive an automatic e-mail that will provide them with their login details to access the online Student Information System (SIS).

They can use SIS to access all their registration information and the general student information, such as the course marks, final grade point average as well as their payment plan and their next installment due dates. SIS also allows student to download any certificate that they need stating their current enrollment in the program that is needed by their workplace or other institutional bodies. Student Information System (SIS) can be accessed here (<https://sis.e-ssbm.com/>).



SSBM'S ONLINE FACILITIES

SSBM Connect

To further improve the “global connectivity” aspect, we launched “SSBM CONNECT” – a unique online space and innovative online platform that features a discussion board/forum for our students worldwide, regardless of the program that they are enrolled in. SSBM Connect enables you to connect and network and also to seek for job opportunities from our partners and many other exciting features.

The platform allows you to socialize / exchange / engage and communicate with current students, alumni, professors and industry partners around the world in order to interact and stay connected globally. Students can find access and register here (<https://connect.e-ssbm.com/intranet/>).

The screenshot shows the homepage of the SSBM Connect platform. At the top, there is a navigation bar with links for Main intranet, Leaderboard, Activity, Forum, Groups, Members, News, Contact Us, and a search bar. Below the navigation, a large yellow graphic features the text "Welcome to SSBM Connect" and "Get connected with others!". To the right of this graphic is a photograph of a person swimming in a pool. A small caption below the photo reads "Introducing the MBA in Sports Management". Below the main graphic, there is a section titled "Community Groups" with six categories: "SSBM" (Active 1 week ago, 12 members), "Jobs" (Active 2 months ago, 10 members), "MBA" (Active 3 weeks ago, 10 members), "General Discussion" (Active 3 weeks ago, 10 members), "Non-Educational" (Active 3 months ago, 8 members), and "DBA" (Active 2 months ago, 7 members). The "Popular" filter is selected for the group list.

SSBM'S ONLINE FACILITIES

Online Learning Platform

The online learning platform is designed as a virtual “classroom” where students can access the courses that they are enrolled in and listen to the lectures in any order that they wish due to the flexible structure of each program. At SSBM learning contents are appropriately and meaningfully structured and prepared to suit the receiver in an up-to-date manner as well as they are listed in detail on SSBM’s Online Learning Platform.

SSBM’s online learning platform is customized for each Bachelor, MBA and DBA program depending on the program that the student enrolls in. The students use the online learning platform to access their online courses, case studies, videos, presentations, extra materials, coursework, library, course syllabuses as well as program information, such as the schedule.

SSBM’s different platforms include uploaded documentation that is needed for customers, industries, staffing, faculty and other stakeholders.

Main portal: <https://www.e-ssbm.com/>

Geneva campus portal: <https://geneva.e-ssbm.com/>

Zagreb Campus portal: <https://zagreb.e-ssbm.com/>

DBA portal: <https://dba.e-ssbm.com/>

BBA portal: <https://bachelor.e-ssbm.com/>

SSBM'S ONLINE FACILITIES

SSBM has its own website since its establishment, which provides general information about the study programs and the overall school. The information is regularly updated and available to the public and all interested visitors. The students and lecturers at SSBM use the platform with different access codes. The system operates in a way that the students, lecturers and the administrative staff use their personal password-protected portals. They contain all relevant information related to the program of the study, schedule and teaching materials.

The aforementioned information system facilitates the communication between all the participants in the curriculum and the administering of teaching. The students have all the information compiled in one place. The teachers have the opportunity to publish learning materials that are available to students at all times. In this way, the e-learning classes are conducted in terms of technology improved studying. SSBM is also present on social networks through the SSBM page on Facebook, Instagram and LinkedIn.

The admissions team will notify the student once they are registered to the courses and will provide them with the registration details and link to access the online learning platform.

The screenshot shows the SSBM Learning Portal homepage. At the top, there's a banner featuring several students sitting on a brick wall outdoors. Overlaid on the banner is a white box containing the text "SSBM Learning Portal". To the right of the banner are two buttons: "Register" and "Sign in". Below the banner, there are four course cards arranged in a grid. Each card includes a small image, the course title, a status indicator, and a start date. The courses are:

- COMPLIANCE**
ONLINE
AML01
AML Compliance for Managers
Starts: Jan 4, 2018
- MANAGING INNOVATION**
ONLINE
BIO1
Business Innovation
Starts: Jan 4, 2018
- Business Strategy**
ONLINE
BSO1
Business Strategy
Starts: Jan 4, 2018
- Cybersecurity Fundamentals**
ONLINE
CF01
Cybersecurity Fundamentals
Starts: Jan 4, 2018

A "LEARN MORE" button is located in the top right corner of the main content area.

GENERAL INFORMATION

SSBM ALUMNI



Contacts and continuous cooperation are highly valued at SSBM. Therefore, we always encourage our former students to stay in touch with us and inform us about their career development and professional paths. Our goal is to continuously share success stories of our current and former students and see how our programs have helped them in advancing their careers.

SSBM Alumni network stimulates and encourages various networking opportunities and potential collaboration between students, regardless of their location. We also strive to organize various events where our current and former students can meet and exchange their experiences and ideas with each other.



We believe that global connectivity and networking are an important aspect of the business community.

The SSBM Alumni works in a diverse range of companies worldwide. Some of them are currently employed in: INA, Gideon Brothers, Storck, Drager, American British Tobacco, OTP Bank, Deloitte Advisory Group, KPMG, IKEA, Novo Nordisk, Amazon, Johnson & Johnson, FOREO, Addiko Bank, Alcon, Pfizer, Grand Circle Corporation, UPS, Korean Air, Erste Bank etc.

GENERAL INFORMATION

CAREER CENTRE



SSBM can assist students in finding an internship or job placement worldwide. The Career Centre can notify students of any job openings if they are interested in. We also provide job placements after the completion of the program at SSBM if any are available. SSBM organizes various networking events where students can meet potential employers and company representatives.

Students are also welcome to contact the SSBM team for any questions or to book individual consultations by contacting us at: contact@ssbm.ch.



Most of our faculty is from the corporate world and they actively observe many students for potential jobs in their companies. The SSBM Advisory board is also looking for potential SSBM students for job placements in their big international companies. The SSBM career centre is continuously receiving many job proposals for its students from the corporate world.

Therefore, the Career Centre may contact students for potential job opportunities during and after the education at SSBM.

GENERAL INFORMATION

ACCOMMODATION

SSBM does not have its own dormitories, however, the Student Centre can assist you in finding accommodation in any SSBM campus location. We can help you find an apartment or room, either for the whole period of the program or solely for the days of the lectures if you are arriving from a city close to the campus. Contact us for accommodation assistance at: contact@ssbm.ch



SSBM understands the financial burden that studying may impose on students. Therefore, we offer various financial support and flexible payments to students. In addition, for every intake we offer scholarships that are available to students. You can apply for a scholarship at: scholarships@ssbm.ch. At SSBM we are very understanding to social issues of our students. The school has established connections with different donators and sponsors with the aim of developing a special fund dedicated to help students with lower financial standards.

SCHOLARSHIPS



GENERAL INFORMATION

FINANCE

We accept single payment installments where we grant a 10% reduction in the total tuition fees or payments in multiple installments as we understand the financial burden that some may need to undertake. You may pay in a number of installments; however, the total tuition fee must be paid until the end of the program completion or graduation.



The refund policy applies to students that are currently enrolled in the program and have completed the single payment or first installment of the total tuition fee. The student has 30 days after they have been enrolled and have undertaken the program to receive a refund back , unless otherwise stated in the contract. If a student for some reason decides to unroll from the program, the student is required to contact the admissions office. The finance department will process the refund and the student will receive the refund back within 10 business days.

REFUND POLICY

GENERAL INFORMATION

VERIFICATION

An enrollment verification can be issued upon request of the student, which serves as a document that states that the student is currently enrolled in the program. The enrollment verification can also be provided in an electronic format and can be found and downloaded on the Student Information System (SIS) in the student's account.



An official document that contains a record of all the courses that are taken by the student in each semester, the final marks and the grade point average. The official transcript is given to the student at the graduation or can be sent by postal mail upon request of the student. The official transcript is also available to the students in an electronic format and can be requested at: admissions@ssbm.ch. It will not be issued to the student if there is an outstanding financial obligation and the re-issuance of the transcript may include additional costs.

TRANSCRIPT

GENERAL INFORMATION

STUDENT TESTIMONIALS

We strive to provide all of our students with a superior learning experience. That is why student feedback is very important to us and we highly appreciate it. We continuously monitor the quality of our staff as well as the quality of the courses and the overall program. Therefore, we continuously try to provide prospective students with our "Student Testimonials" that can be found at www.ssbm.ch/student-experience.



Stay updated by continuously checking our news (<https://www.ssbm.ch/ssbm-news/>) and blog (<https://www.ssbm.ch/ssbm-blog/>) posts. We try to share any important information that would be interesting for our students, business partners and faculty in order to create awareness of our business school experience.



SSBM NEWS AND BLOG

SSBM GENEVA ADVISORY BOARD

The SSBM Geneva Advisory Board advises on strategic objectives and seeks to enhance SSBM Geneva's links with the corporate world. The Board consists of high-level executives that are selected for their exceptional stature and their commitment to the Swiss School of Business and Management Geneva. The contribution they make is crucial to our continued success and future development. The Advisory Board supports SSBM Geneva in achieving transformational and innovative education and provides a productive link between students, educators and industry practitioners.

Ivan Paic

Vice President at Schneider Electric

Ivan is VP at Schneider Electric with 16 years of experience that includes successfully delivering of high-profile projects, developing business expansion strategy and establishing strong relationships with customers in top countries.



Francois Swanepoel

Director at Deloitte

Francois is an experienced M&A Transaction Services professional with a demonstrated history of working in the financial services industry in Central Europe and South Africa around the world.



Tomislav Miletic

Managing Director Peugeot | Citroën (Emil Frey Swiss Group)

Experienced Manager with a demonstrated history of working in the automotive industry.



Ludovic Coquillet

Managing Partner at Alexander Hughes Executive Search

He is an experienced head-hunter with expertise in logistics, HR and profit centers' management.



SSBM ADVISORY BOARD

Jonathan Cooper

CFA, CEO at Bright Entertainment

Investment banking professional with over 18 years' experience in Central and Eastern Europe, the Middle East, and the US as a private equity / venture capital fund manager, and M&A adviser.



Morris Zand

CEO at Zand

Highly experienced in international marketing, PR and advertising. Skilled in strategy development, media and presentation training, market research, fundraising and sponsorships. MBA Columbia University.



Ken Ip

Group Head of Marketing, B.S.C. Group

Ken is the Group Head of Marketing at B.S.C., overseeing all brand and marketing activities within its group of companies. An award-winning brand specialist, author, columnist and keynote speaker on Digital Marketing.



Dario Silic,

PhD, CEO at Bina Istra concession s part of French Bouygues Group Chief Executive Officer of concessionaire Bina-Istra d.d. within French concession group Bouygues construction. Huge international project finance experience in many countries. Professor at SSBM on MBA and DBA levels. Specialized in Financial management, corporate finance, M&A, financial modelling etc.





SSBM Policies and Procedures

EQUAL ACCESS

This policy applies to all SSBM student. SSBM does not discriminate. SSBM promotes and values diversity within its workforce, student body and business partners and provides equal opportunity to all individuals regardless of race, color, creed, age, marital status, gender, religion, sexual orientation, gender identity, gender expression, national origin, veteran status or disability. SSBM is a fully inclusive school and we believe in our established values of respect, diversity, inclusiveness and fairness.

EVACUATION PROCEDURE/ FIRE SAFETY POLICY

Zagreb and Geneva campus:

In the event of a fire, alarms will be activated in the entire building. You are asked to lead students in the process of evacuation. Please follow the evacuation signs on the walls and evacuate the building immediately. To exit the building, you will be able to use two staircases: the main staircase at the center of the building and the stairs outside the emergency exits.

In case of a small fire, instructors and staff should be able to extinguish the fire after they undergo the training process. In any event, the building should be evacuated. Do not re-enter the building until told it is safe to do so.

DATA PRIVACY

WHERE DO WE PROCESS YOUR PERSONAL DATA?

In the course of our business activities, we may transfer your personal data also to recipients in countries outside of the European Economic Area ("third countries"), in which applicable laws do not offer the same level of data protection as the laws of your home country. When doing so we will comply with applicable data protection requirements and take appropriate safeguards to ensure the security and integrity of your personal data, in particular by entering into the EU Standard Contractual Clauses. You may contact us anytime using the contact details below if you would like further information on the above.

YOUR DATA PROTECTION RIGHTS

Subject to certain legal conditions, you may request access to, rectification, erasure or restriction of processing of your personal data. You may also object to processing or request data portability. In particular you have the right to request a copy of the personal data that we hold about you. Please refer to Articles 15–22 of the EU General Data Protection Regulation for details on your data protection rights.

For any of the above requests, please send a description of your personal data concerned stating your name, your SSBM Student ID number and your date of birth as proof of identity to the contact details below. We may require additional proof of identity to protect your personal data against unauthorized access. We will carefully consider your request and may discuss with you how it can best be fulfilled.

You have given us your consent (in Student Contract) for the processing of your personal data, but you can withdraw the consent at any time with future effect, i.e. the withdrawal of the consent does not affect the lawfulness of processing based on the consent before its withdrawal. In case consent is withdrawn, we may only further process the personal data where there is another legal ground for the processing.

If you have any concerns about how your personal data is handled by us or wish to raise a complaint, you can contact us at the contact details below to have the matter investigated. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the competent data protection supervisory authority in your country.

DATA PRIVACY

ARE YOU REQUIRED TO PROVIDE PERSONAL DATA?

As a general principle, you will provide us with your personal data entirely voluntary. However, in certain circumstances we are required to collect certain personal data for legal purposes, for example because this personal data is required to register you in certain courses, carry out a legally required compliance screening or provide evidence of legally required training or qualifications. In these cases, if you do not provide us with your personal information, we may be unable to properly administer your student registration process, assign certain tasks to you or permit you to participate in certain activities or services offered in connection with your student enrollment.

HOW LONG DO WE STORE PERSONAL DATA?

Your personal data will be deleted when it is no longer reasonably required for the business purposes or you withdraw your consent (where applicable) and we are not legally required or otherwise permitted to continue storing such data. Please refer to our data retention policies for further details.

UPDATES OF THIS DATA PRIVACY INFORMATION

This Data Privacy Notice was last updated in May 2018. We reserve the right to update and change this Data Protection Notice from time to time in order to reflect changes to the way in which we use your personal data or changing legal requirements. Any amended information Data Privacy Notice will apply from the date it is posted on SSBM notice boards or otherwise made available to you.

HOW TO GET IN TOUCH WITH US

If you have any questions regarding your rights or if you have any specific requests relating to your personal data please contact us at: contact@ssbm.ch

GRADING POLICY

SSBM uses the A – F letter grade system for grading along with term and cumulative GPA (Grade Point Average). Grades are considered confidential and cannot be shared in any form with anyone other than the individual student without prior consent for release of information.

Letter grades generally correspond to the following percentages and Grade Points:

Letter Grade	Percent Grade	4.0 Scale
A	90-100	4.0
B	80-89	3.0
C	70-79	2.0
D	60-69	1.0
F	< 60	0.0

A- Excellent; all expectations met or exceeded; explicitly demonstrates thorough understanding

B- Good; most or all expectations are met; explicitly or implicitly demonstrates good, if not thorough, understanding

C-Satisfactory; directions are followed, most expectations are met but with at least one significant shortcoming; despite any shortcomings, demonstrates basic level of understanding

D-Passing, but less than satisfactory; directions only partially followed; more than one significant shortcoming

We strongly advise students to complete all the courses and the lectures within each course (without skipping) as stated in the syllabus, as there is a logical classification of each topic. This means that each new topic is based on the previous one.

In order to be able to pass the course in the first deadline, the students will have to ensure a minimum of 51% on the exam (out of 100%).

Cheating will not be tolerated and all students that are caught cheating during the work preparation will be subjected to a disciplinary procedure in accordance with the rules of SSBM.

The exam is passed in the first deadline if the total number of points equals to or is above 51.

Students are encouraged to actively participate in discussions with professor or through web interactive forum.

EXAM

REGULAR EXAM DEADLINES

If the student fails the 1st exam deadlines, he/she can attend the next 2 regular examinations. The students will be informed in advance about the exact form of the exams.

The grade that is achieved on the exam is considered to be the final grade of the student.

- Students who do not pass the exam in the 1st deadline take the next regular exam.
- The number of times the student can take the exam is 3+1, where the last one is considered as a commission exam. If the student fails the commission exam, she/he has to enroll in the course one more time.
- The commission exam is held through the commission.
- The commission exam cannot be canceled.
- The grade achieved on the exam is considered to be the final grade of the student.

If the student decides to refuse the grade achieved on the exam, he/she is obligated to communicate his/her decision to the head of the course, and take another exam.

STUDENT OBLIGATIONS

- Respect the obligations from Student contract with SSBM
- Self-registration on SSBM web portal
- Frequently read announcements on SSBM web portal. Students are required to use SSBM web portal regularly, read e-mails and announcements, activity calendar and to respect given deadlines concerning assignments and exam registration.
- Read the SYLLABUS in detail
- To have word, excel and power point on computers for all lectures and seminars.
- All written assignments, lectures and communication should be in line with academic professional standards.

STUDENT CONTESTING GRADES

Grading at SSBM is transparent. Students are encouraged to look at the grades on the assignments and to question the instructor if they do not understand the grade or think there is a mistake. In the case of an error, you are expected to notify the change the grade. If the student thinks that professor graded unfairly after consultation with professor, student can contact quality Department as SSBM who will check the evaluation criteria's and overall grades.

If the student, after receiving the explanation from Quality department continues to believe the grade is unfair, he or she can contest the grade with the Dean. The Dean has the final word in all contested cases.

COURSE EVALUATION

SSBM has implemented two evaluation forms that serve as feedback from the students regarding each course. We believe that feedback during the course is vital for us in order to understand how we could improve the course before it is completed. Therefore, we created a questionnaire that is sent to each student during the course with the aim of gathering information regarding the course itself and the lecturer. Each form is anonymous, which gives students the freedom to answer freely and honestly and this allows us to take the feedback and implement the needed changes and improvements.

The “Evaluation During Course” questionnaire is short, however, concrete, which allows us to generally understand the situation of the class, course and the lecturer. We want to start with the students rating their overall course experience, which takes into consideration both the teaching experience as well as the overall course experience. Afterwards we want the students to answer the hereafter two questions with a short answer, which allows us to gain feedback of the area that still needs to be improved and what should be added or removed from the teaching method that we could implement afterwards and improve the course.

The course professor and the Quality department receive the compiled evaluation data after final grades have been posted on SIS. Corrective actions afterward's are taken if necessary, to consider students feedbacks.

PROGRAM EVALUATION

After the successful completion of the program, each student is encouraged to complete a survey about their overall program experience. This allows us to gain feedback about the student's overall experience regarding the courses, campus experience, lecturers and online learning experience. In return, this will allow us to improve the quality of our programs and the overall learning experience.

QUALITY DEPARTMENT

The main role in the process of evaluating the quality of the courses is done by the quality department. The quality department monitors the quality of the courses based on predefined audits. The audits are done by the quality internal audits. The aim of the quality department is to build various mechanisms for systematically evaluating and coordinating initiatives and procedures that are related to monitoring the improvement of the study quality and courses at SSBM with the enduring purpose of promoting high standard of educational and professional development of students in all fields of activity of SSBM.

SSBM's educational courses have predefined learning objectives that are part of the overall quality assurance system at SSBM. SSBM courses are organized in the form and quality to respect SSBM's mission and strategy. The quality department at SSBM is guided by technological developments and innovation with the end objective of constant improvements of learning outcomes.

The findings of the evaluations are examined in detail in order to identify the necessary steps for improvement and how they will be implemented in the future. However, we always highlight the importance of market changes, as we aim to constantly keep up-to-date with the latest trends in order to stay effective and innovative. Consequently, Quality department regularly examine all processes in SSBM in order to understand whether all the teaching topics are in line with the latest trends and whether the teaching methods are being used in a beneficial manner for the students. If found necessary in the feedback that is given by the students or teachers, we will hold meetings with the lecturer and discuss potential learning opportunities and which areas need to be improved in order to achieve a high-quality learning/teaching experience.

In this context, the quality assurance is based on three pillars represented by the educational program curriculum, students and lecturers where each of the three areas is undergoing rigorous assessment and continuous improvement. If there are any critical factors that need improvement, the students will be notified of all changes and undertaken measures, as we highly value open communication and we want to inform our students of any changes that we implement as a result of their feedback and evaluation. Moreover, at SSBM we place great importance on our students and their thoughts and we strive to take into consideration all the given feedback.

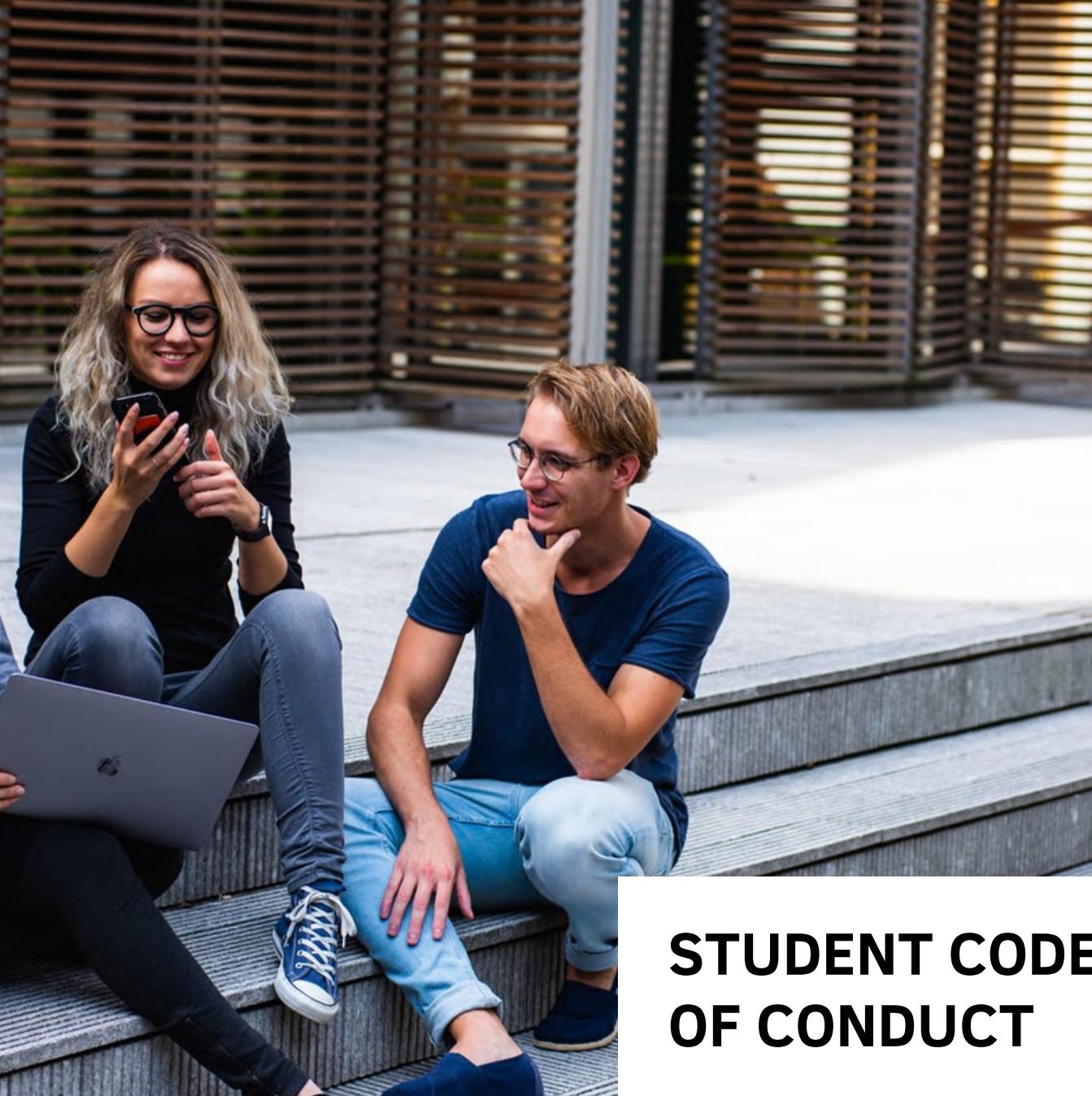
PERSONAL ADVISOR

When a student is registered on the online learning platform as well as the Student Information System (SIS), the admissions team will dedicate a personal advisor to him/her. The personal advisor is someone from the SSBM team that will provide guidance and support to the student. The student may send an e-mail and contact the personal advisor for any administrative questions as well as questions regarding the platform.

The personal advisor will try to get back to the student with the answer as soon as possible. The student can also provide feedback to the personal advisor at any time. We also highly encourage student feedback regarding any aspect of the program and the overall institution.

GRADUATION

When the student has met the requirement for the award of the degree this will be officially confirmed by SSBM's committee. Once this has been confirmed, you will receive information about the successful completion of the program and the process of receiving your final diploma. All students are welcome to attend the graduation regardless of the program delivery (campus/blended/online).



STUDENT CODE OF CONDUCT

The Student Code of Conduct indicates standards of conduct that are expected from the students. It holds individuals responsible for the consequences of their actions. Therefore, the failure to follow these standards may result in varies sanctions as well as withdrawals of certain privileges. The Student Code applies to any student that is currently enrolled in one SSBM's programs or Dual-Degree programs.

BUILIDING RULES AND REQUESTS

- Smoking cigarettes, electronic cigarettes and/or vapor cigarettes is not permitted inside the building or in the area immediately surrounding the building
- Pets are not allowed in the building
- Eating and drinking is not allowed in class, the computer labs or the library
- No advertising materials should be put on the bulletin boards without the permission of the SSBM
- Materials of any kind may not be taped to the walls
- Please make every effort to keep the noise level low as classes are in progress throughout the day
- Due To traffic in front of the building, please exercise caution when leaving the building.
- When opening windows or shutters, please make sure that they will not slam shut due to a draft
- If the windows or shutters are open, please close them before you leave the space
- Please turn off your computer, the lights and the AC when you leave the space you were using
- Please leave the classroom when the lecture is finished
- Please take your personal things with you after the lectures as School will not be responsible for losing them

ALCOHOL, DRUGS, WEAPONS AND DANGEROUS INSTRUMENTS

The Student Handbook gives details about the alcohol and drug policy and weapons and dangerous instruments policy. Since we have a “Zero Tolerance” policy on alcohol and drugs as well as weapons and dangerous instruments, you are asked to cooperate with these policies in the following ways:

1. By not consuming alcohol or drugs
2. Reporting to the school any student(s) who smell of alcohol or act as if they have consumed drugs or alcohol.
3. Not having any weapons or dangerous instruments on SSBM property or at SSBM functions

DRESS CODE POLICY

As a career-focused academic institution we are preparing students for their careers upon graduation, so in our positions as professors and administrators we are role models for these students. All students are expected to come to the classroom (if they attend campus-based lectures) in appropriate attire and maintain a hairstyle that gives an appearance of neatness and decorum.

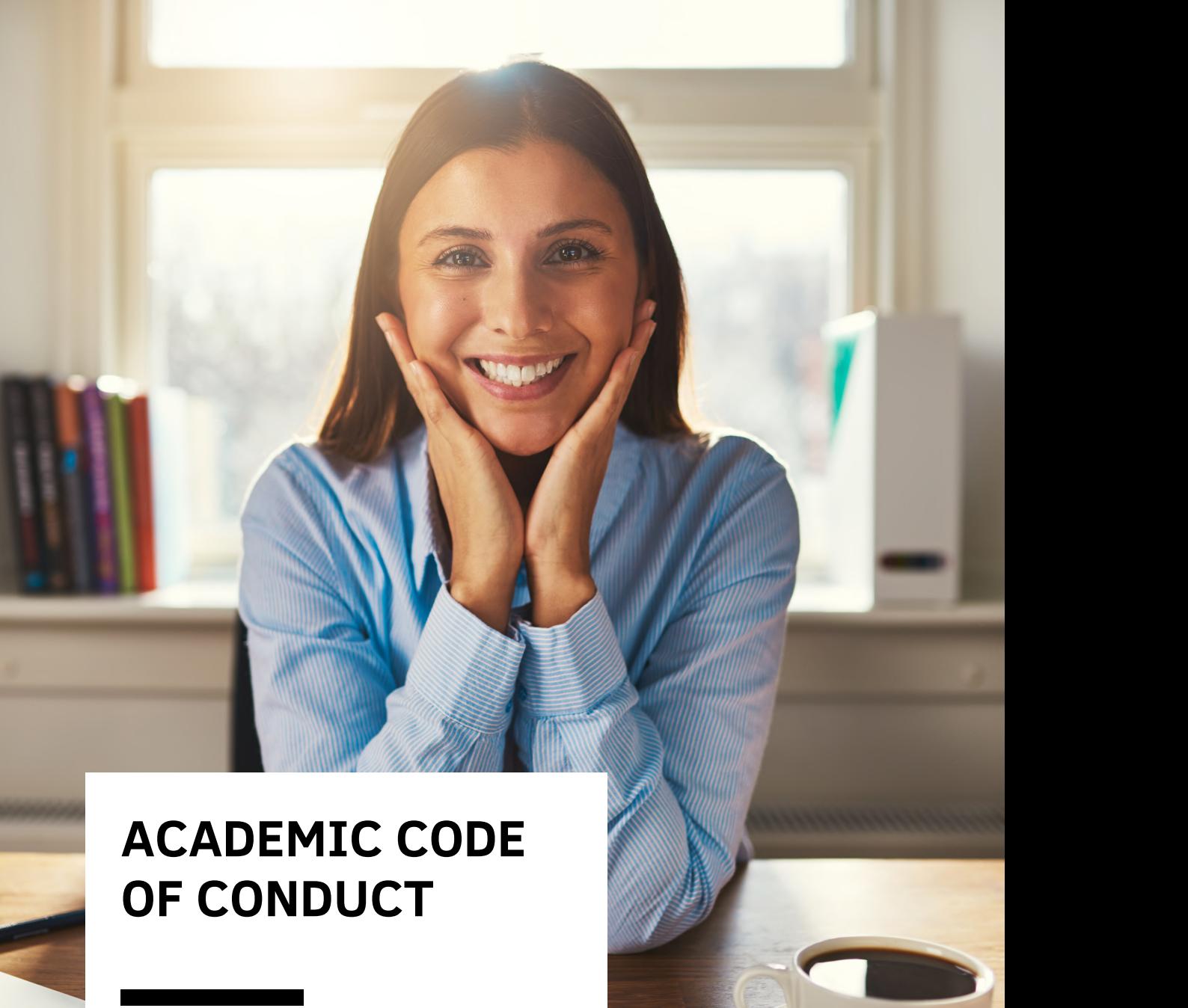
This would fall under the category of not appropriate:

- Clothing that exposes your midriff, chest, upper thigh or shows your undergarments and low-cut tops
- Clothing that is transparent (see-through)
- Strapless, halter tops, tube tops, tank tops or spaghetti straps
- Short skirts and shorts

POLICY FOR USING CELL PHONES IN CLASS (FOR STUDENTS ATTENDING CAMPUS-BASED LECTURES)

In general, students are expected to keep their personal communication devices silent and out of use during class time, unless specifically instructed or invited by the professor to use them for a learning activity that is related to the course. When the class begins, the students should make sure that their mobile phones and other devices are switched to silent mode, and put completely away in a pocket or bag for the duration of the class.

Any misuse of mobile phone cameras, electronic capture devices, or unauthorized audio or video recording, in an area where the expectation of privacy exists, or to facilitate plagiarism, including but not limited to tests, or otherwise improperly compromise the intellectual property rights of others.



ACADEMIC CODE OF CONDUCT

The Academic Code of Conduct serves as guidelines for students, lecturers and administrators for the various processes and expectations that are involved when academic misconduct happens. Different regulations and procedures are set out and apply equally to all students at SSBM. These regulations should be strictly followed.

ACADEMIC HONESTY

A breach of Academic Honesty falls into three basic areas: cheating, duplicate submission and plagiarism.

A. Cheating: Cheating is any form of a fraudulent or deceptive academic act, including, but not limited to, falsifying of data, and possessing, providing, or using unapproved materials, sources, or tools for a work submitted for credit. Specifically, cheating includes copying other student's work, solutions or ideas for assignments or during tests, quizzes, and exams or making your work available to be copied. It is the student's responsibility to protect their work so that others cannot see what they have written. Copying work, solutions or ideas from another student is considered cheating as is making it available to someone else. If an instructor notices the similarity between two student deliverables, both will be considered cheating. In addition, in the case of academic dishonesty in a team assignment, all team members will face the consequences of the offense.

B. Duplicate Submission: Duplicate submission is the submitting of work for credit that was already used elsewhere. Such behavior is dishonest because the student has not done original work. In some cases, an instructor might give students permission to build on work they did for another course or for another personal project. This exception does not constitute a breach of Academic Honesty, as long as the instructor provided an explicit permission for reusing the work.

C. Plagiarism: Plagiarism is the representation of other's ideas as one's own without giving proper credit to original authors. Plagiarism occurs when students copy direct phrases or organizational structure from any existing source (e.g. books, journals, internet) and do not provide quotation marks and citations, or when students paraphrase or summarize those ideas without giving credit to the authors through use of in-text references. In all cases, if such information is not properly and accurately documented with appropriate credit given, the student is guilty of plagiarism.

Two additional types of action fall into the category of plagiarism. One is submitting a work for credit that was written for you by someone else (another student, friend, family member, internet source, etc.). The issue of payment or non-payment is irrelevant as the act itself constitutes Academic Dishonesty since the student is not the actual author of submitted work. The other action includes written papers, projects, or exams for other students with the purpose of them submitting that writing as their own. Once again, whether a student received money for this activity or did it pro bono is irrelevant in making it an act of Academic Dishonesty.

CONSEQUENCES OF ACADEMIC DIHONESTY

The consequences of Academic Dishonesty depend on the number of offenses accumulated by the student, as follows:

- A. First offense:** Zero points will be given for that particular assignment (paper, project, quiz, exam, etc.) and the offense will be recorded on the Academic Dishonesty List in the office of the Dean.
- B. Second offense:** This will result in the student failing the course in which the Academic Dishonesty offense occurred and the offense will be recorded on the Academic Dishonesty List in the office of the Dean. The student will not be able to continue with the course, unless he or she chooses to contest the allegation, and there will be no refund of tuition for the course.
- C. Third offense:** This will result in the student being expelled from the institution without opportunity to finish the courses the student was currently enrolled in. The student that has been expelled cannot receive a refund of tuition. The expelled student can appeal for the re-enrollment at SSBM, but not sooner than one calendar year after being expelled. If the student commits another offense after being re-enrolled, she or he will be permanently expelled from the institution without any future opportunity to return, to finish the courses the student was currently enrolled in, or to receive a refund of tuition.

All consequences of final decisions are effective immediately. Appealing the decision does not defer motioning the resulting actions. If the Academic Honesty Process is not finalized before the end of the semester, the Associate Dean will notify all the instructors involved that the student should be issued an incomplete grade, pending the final decision. This includes the instructor for the course where an alleged breach of Academic Honesty has been made, and, in case of a third offense, all instructors for the courses in which the student is enrolled for the current semester. In addition to the above stated outcomes, placement on the Academic Dishonesty List may result in ineligibility to apply for SSBM scholarship and/or Dean's List status, as defined in respective policies.

PROCEDURES FOR HANDLING ALLEGED BREACHES OF ACADEMIC HONESTY

The course instructor bringing the allegation forward is responsible for assembling evidence and setting the procedure for handling alleged breaches of Academic Honesty to a motion. English is defined as the official language to be used except if otherwise stated. All meetings can be done face to face or through technology. Emails are considered an acceptable form of communication for all contact regarding a breach of Academic Honesty. If a student is not responding to email communication within five business days, an additional message will be sent and an effort will be made to reach the student via phone and in person. If the student would not respond within five business days after that additional email message has been sent, the matter will be closed as if the student agreed that the Academic Dishonesty occurred.

The procedure for handling alleged breaches of Academic Honesty has two distinct options:

A. The student is present at the scene when an instructor becomes aware of a potential breach of Academic Honesty (e.g. when a student uses unapproved materials during an exam, or copies exam answers from a colleague). In this scenario, the instructor should, at the earliest convenience, send an email to the Associate Dean with an official Dishonesty Report that includes the title of the course and an explanation of the Academic Honesty offense. The Associate Dean then sends an email to the student with an invitation for a Dishonesty Report Meeting. The meeting should be scheduled the earliest five working days following the date when the invitation was sent.

B. The student is not present at the point when an instructor becomes aware of a potential breach of Academic Honesty (e.g. when an instructor starts to grade an uploaded student paper or student exam and discovers a potential breach). In this scenario, the instructor should, at the earliest convenience, send an email to the student and the Associate Dean inviting them both for a meeting. The meeting should be scheduled the earliest five working days following the date when the invitation was sent. In this scenario, a student has the chance to explain their actions to the instructor, and receive appropriate explanations for the rationale behind the possible Dishonesty Report. During this meeting, if the instructor decides to pursue a report, the meeting at that point becomes an official Dishonesty Report Meeting and an instructor prepares a Dishonesty Report that includes the title of the course and an explanation of the Academic Honesty offense. If the instructor, after hearing the student, decides that the allegation was false or misinterpreted (for example a student was able to show that they had the approval to use their previous work or a student is able to show a study guide that listed a specific example that students used in their answers at the exam), the meeting is adjourned with no further action.

In both scenarios, the student has an opportunity of discussing the allegations during the Dishonesty Report Meeting. If the student accepts the allegations the matter will be documented and closed, and the resulting actions will be motioned (as described in Part II on Academic Honesty). If the student chooses to contest the allegation, the Associate Dean will convene the Academic Honesty Committee, following the procedure described below.

Upon the decision of the Academic Honesty Committee, the Associate Dean will provide the official notification of the Committee's decision to the student and the instructor (via email), within five business days of the hearing. This letter will include the resulting actions to be motioned (as described in Part II on Academic Honesty), and the process to file an appeal.

Upon conclusion of the Dishonesty Report Meeting, and where applicable upon the conclusion of the Academic Honesty Committee Hearing and Academic Honesty appeal, all documentation regarding the Academic Honesty will be stored at the Associate Dean Office and maintained for a period of two years.

ACADEMIC HONESTY COMMITTEE

The Academic Honesty Committee shall hear cases involving an alleged breach of Academic Honesty. Should any question arise as to the nature of an allegation or the committee to hear the case, the Associate Dean shall be consulted for guidance.

Roles in the Academic Honesty Committee are:

- A. Dean:** The Dean is called upon to facilitate and manage the hearing process and attend hearings as a non-voting member of the Academic Honesty Committee.
- B. Academic Honesty Committee Voting Members:** The Committee shall consist of four members: three instructors and the Associate Dean for Academic Affairs. Instructors should belong to the same field/program as the course in which an offense has been made, unless the nature of the offense is such that it is deemed unnecessary. Faculty members must recuse themselves based on case involvement or bias and alternates will be appointed.

ACADEMIC HONESTY HEARING

The Academic Honesty Hearing is a procedure for Academic Honesty Committee to hear the students' cases involving an alleged breach of Academic Honesty. The Academic Honesty Hearing is not a court of law and legal rules of evidence and procedure do not apply. At hearings involving more than one student, the Associate Dean, in their discretion, may permit hearings concerning each student to be conducted separately or simultaneously. While the Academic Honesty Hearing process is underway the student will be allowed to attend all classes until the final decision is rendered. The student will be provided written notification of the date, place, and time that their case will be heard by the Academic Honesty Committee at least five business days prior to the hearing. The notification will also include a description of the alleged breach, and the specific college policies, rules or regulations allegedly violated.

All Academic Honesty Hearings will be conducted in private. The Dean facilitates the hearing process and only the Academic Honesty Voting Members, student, instructor, and witnesses involved in a particular case may be present. Other persons who might be present at the hearing include those providing necessary access services. Specifically, practicing lawyers are not permitted to participate in the Academic Honesty Hearing as a representative of either the student or faculty. Also, parents/guardians are not permitted to participate in or be present during the Academic Honesty Hearing unless the involved student is under the age of 18. In those instances, the parent/guardian can observe the hearing process and give their son or daughter quiet counsel. Witnesses called by either the student or the instructor will be permitted to speak during the hearing; however, no walk-in participants will be permitted to speak. Presenters may not speak more than five minutes, and times will be strictly enforced. Names and contact information for anyone presenting information must be submitted in advance of the meeting and in time to be documented in hearing materials. The college maintains the right to limit the number of meeting presenters and attendees.

Written statements may be submitted to the committee in lieu of attendance at the hearing.
Written statements must be read aloud for the purposes of acknowledging the content.

ACADEMIC HONESTY APPEALS

Either the student or the instructor may file an appeal on the Academic Honesty Committee's decision. An appeal must be filed within seven business days from the date of the mailing of the Academic Honesty Committee's decision. Filing an appeal does not defer motioning the resulting actions from the Academic Honesty breach.

The Academic Honesty Appeal is submitted for the consideration to the Dean. The Dean may decide that the original sanctions be dismissed, or upheld. The decision rendered by the Dean is final. While the Academic Honesty Appeal process is underway the student will be allowed to attend all classes until the final decision is rendered.

The determination of the Dean will be mailed to the student, instructor, Associate Dean and the Academic Honesty Committee members within fourteen business days of the written appeal, thus effectively closing the Academic Honesty Process.





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