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University

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Caerdydd



Cardiff Metropolitan University

**PERROTIS COLLEGE**

Student Handbook

2017-18

**BSc International Business**



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## **GENERAL INFORMATION**

### ***HISTORY***

#### ***THE AMERICAN FARM SCHOOL***

Founded in 1904, the American Farm School (AFS) today serves students at the primary, secondary, post-secondary and adult levels, providing formal scientific and agricultural education as well as technical and professional training. It endeavors to prepare students for leadership roles in community life and to foster individual initiative, a spirit of enterprise, an appreciation of excellence, a lasting attitude of inquiry and the ability to work cooperatively.

#### ***PERROTIS COLLEGE***

Perrotis College of Agriculture, Environment & Life Sciences, a division of the American Farm School, was founded as a Laboratory of Free Studies in 1995 through an endowment from Mrs. Aliko Perroti in order to offer higher education programmes for careers in the food and agricultural industries. In 2007, through a partnership with the CARDIFF MET (CARDIFF MET) in the UK, the College began offering BSc (Hons) degrees.

### ***MISSION***

As an institution of higher education, Perrotis College provides degree programmes that are both research-based and practically oriented, and which respond to the public's social, economic and environmental concerns. Serving students from rural and urban Greece, southeastern Europe, the European Union, the United States and worldwide, Perrotis College pursues the following educational goals:

- To enable students to learn and critically analyze contemporary information, methods and technology, and to share and apply their learning in the pursuit of professions rising out of agriculture, business, tourism and the food industry;
- To develop in students a strong theoretical and practical foundation in the agricultural, tourism and business disciplines in order for them to pursue graduate study or advanced training;
- To develop student skills and abilities in interpersonal leadership, communication, entrepreneurship, creativity, problem – solving and critical thinking;
- To foster in students an awareness of contemporary global issues, and sensitivity to cultural diversity and interdependence;
- To encourage graduates to become an integral part of their communities in order to offer contemporary learning, build networks and foster sustainable, productive living and working environments; and
- To encourage the pursuit of learning beyond the traditional college years in order to provide ongoing access to and dissemination of information, knowledge and skills that can contribute to an abundant food and fiber supply; promote the wellbeing of individuals, families and communities; and enhance the sustainability of agricultural and economic systems.

### ***ACCREDITATION***

All credits, degrees and certificates awarded by Perrotis College are validated by the CARDIFF MET (CARDIFF MET), which, for more than a century, has been one of the most distinguished institutions of higher education in the United Kingdom.

## ***QUALITY ASSURANCE AGENCY***

As with all higher education institutions in the UK, CARDIFF MET gains its accreditation through regular review by the Quality Assurance Agency (QAA), an independent body charged with the responsibility of ensuring that "sound standards of higher education qualifications" are maintained in all officially recognized universities and colleges and encouraging "continuous improvement in the management of the quality of higher education".

As a partner institution of CARDIFF MET, Perrotis College is subject to the same standards and regular review process that the QAA applies to all UK universities and colleges and their affiliates. As a result of this stringent quality control, all degrees conferred through Perrotis College are recognized anywhere in the world that UK university degrees are recognized.

Perrotis College also meets all the standards and stipulations of the Greek Ministry of Education, Lifelong Learning and Religious Affairs

## ***EQUAL OPPORTUNITY POLICY***

Perrotis College, as a division of the American Farm School, promotes equal opportunity for all students and employees, as well as for all applicants for admissions or employee positions, regardless of race, religion, gender or ethnicity.

Moreover, as a collaborating institution of the Cardiff Metropolitan University, Perrotis College adheres to the following equal opportunity policy:

The CARDIFF MET recognizes that discrimination is unacceptable in any form and is committed to equality of opportunity for staff and students in all aspects of its activities as an employer, a provider of Higher Education and as a community resource.

CARDIFF MET is committed to providing a working and learning environment free from any form of harassment, intimidation, victimization or discrimination on the grounds of nationality, sex, race, color, ethnic or national origin, disability, religion, sexual orientation, age or marital status, language, social origin, political opinion, property and birth of status. All individuals will be treated with dignity and respect and valued for their contribution.

CARDIFF MET fully accepts its statutory responsibilities and is committed to extending the principles laid down in law of any individual or groups who are discriminated against or treated unfairly.

CARDIFF MET will ensure that it is fully aware of its responsibility towards the promotion of Equal Opportunities and is properly equipped to take account of diverse needs of particular groups when providing services.

All staff and students are responsible for ensuring that the Equal Opportunities Policy is put into practice.

## INTRODUCTION

The purpose of this handbook is to tell you something about the programme on which you are enrolled. It provides you with a written record of the programme philosophy, structure and content, as well as key procedures and rules which the programme team have developed to facilitate the success of you and your fellow students.

This handbook should be read in conjunction with the Cardiff Met Academic Handbook which contains the following additional information:

Your status as a Cardiff Met student

The Cardiff Met Student Charter

Academic Regulations and Conduct of Examinations

Unfair Practice Procedure

Mitigating Circumstances Procedure

Data Protection and Freedom of Information

Transfer to Cardiff Metropolitan University

Cardiff Met's Student Union

Complaints and Appeals

Disciplinary Procedures, Codes of Conduct and Ethics

Health and Safety and Health advice

<http://www.cardiffmet.ac.uk/Search/Pages/results.aspx?k=Academic%20handbook>

## ***OVERVIEW OF THE DEPARTMENT***

**Campus Mailing Address:**

Perrotis College, American Farm School,  
P.O. Box 23

551 02 Thessaloniki, Greece

Marinou Antipa 54

551 34 Thessaloniki, Greece

+30-2310-492-800

+30-2310-492-815

**Street Address:**

**Telephone:**

**Fax:**

**Email:**

**Web Page:**

[perrotiscollege@afs.edu.gr](mailto:perrotiscollege@afs.edu.gr)

[www.perrotiscollege.edu.gr](http://www.perrotiscollege.edu.gr)

**IMPORTANT NUMBERS**

Associate Dean for Accreditation, Assessment and Business Development:	2310-492-814	<a href="mailto:krotsi@afs.edu.gr">krotsi@afs.edu.gr</a>
Administration Officer:	2310-492-708	<a href="mailto:santon@afs.edu.gr">santon@afs.edu.gr</a>
Registrar's Office:	2310-492-818	<a href="mailto:tkarak@afs.edu.gr">tkarak@afs.edu.gr</a>
Administrative Assistant:	2310-492-800	<a href="mailto:abizbi@afs.edu.gr">abizbi@afs.edu.gr</a>
Accounting Office:	2310-492-741	<a href="mailto:egjolt@afs.edu.gr">egjolt@afs.edu.gr</a>
Enrollment Office:	2310-492-854	<a href="mailto:gsouga@afs.edu.gr">gsouga@afs.edu.gr</a>
Library:	2310-492-889	<a href="mailto:dkouts@afs.edu.gr">dkouts@afs.edu.gr</a>
Residence Life Coordinator:	2310-492-844	<a href="mailto:phantz@afs.edu.gr">phantz@afs.edu.gr</a>
Director of Student Life:	2310-492-874	<a href="mailto:lpenna@afs.edu.gr">lpenna@afs.edu.gr</a>

**IMPORTANT INFORMATION**

Admissions Requirements:	Enrollment Office
Course Offerings:	Enrollment Office
Financial Aid Requirements:	Enrollment Office
Academic Issues & Absences:	Registrar's Office
Degree Requirements:	Registrar's Office
Tuition & Boarding Fees:	Accounting Office & Administration Office
Student Life:	Student Services Center

**CHANGES INFORMATION**

The policies and regulations presented in this publication are not meant to form a contract or to constitute an offer of one. The information presented refers to the offerings and requirements in effect at the time of publication. They may be subject to subsequent change. Students are encouraged to contact the Registrar's Office for the latest policies.

## **TERMS AND IMPORTANT DATES**

### ***ENROMENT / MODULE SELECTION AND YEAR 1 INDUCTION***

The weekend before the first week of classes of the fall semester, an event is held by the College's administration. Students are enrolled in their courses provided with the weekly class schedule and academic calendar. Students are introduced to the College's academic programmes by the Department Heads and informed regarding the Perrotis College administrative structure, regulations, rules, obligations and responsibilities and depicted below in the present Programme Handbook.

ACADEMIC CALENDAR

<b>ACADEMIC CALENDAR 2017 – 2018</b>	
<b>BSc Programs &amp; Foundation – FALL SEMESTER</b>	
<b>FALL 2017 SEMESTER BEGINS: 2nd of October 2017</b>	
Week 1	2-6 October
Week 2	9-13 October
Week 3	16-20 October
Week 4	23-27 October (Public Holiday: 26th of October)
Week 5	30 October - 3 November
Week 6	6-10 November
Week 7	13-17 November (No classes: 17th of November)
Week 8	20-24 November
Week 9	27 November - 1 December
Week 10	4-8 December
Week 11	11-15 December
Week 12	18-22 December
<b>CHRISTMAS BREAK</b>	
Study Week	15-19 January
Fall Semester Final Examinations (& resits)	22-26 January
Exam Board	Mid-February

<b>ACADEMIC CALENDAR 2017 – 2018</b>	
<b>BSc Programs &amp; Foundation – SPRING SEMESTER</b>	
<b>SPRING 2018 SEMESTER BEGINS: 29th of January 2018</b>	
Week 1	29 January - 2 February
Week 2	5-9 February

Week 3	12-16 February
Week 4	19-23 February (Public Holiday: 19th of February)
Week 5	26 February - 2 March
Week 6	5-9 March
Week 7	12-16 March
Week 8	19-23 March
Week 9	26-30 March
<b>EASTER BREAK: 2-13 April</b>	
Week 10	16-20 April
Week 11	23-27 April
Week 12	30 April - 4 May (Public Holiday: 1st of May)
Study week	7-11 May
Spring Semester Final Examinations	14-18 May
Resits	21-25 May
Exam Board	July

On successful completion of the programme you will be awarded the title of International Business as a Cardiff Metropolitan University student studying at its partner institution, Perrotis College, your award will be made by Cardiff Metropolitan University. You will receive a certificate and academic transcript detailing your achievement and bearing the Cardiff Metropolitan University crest.

## **ACADEMIC ORGANIZATION & GOVERNANCE COMMITTEES**

Perrotis College is the higher education branch of the American Farm School. The Dean of the College is responsible for its ongoing administration under the authority of the AFS President. Assessment of all degree programmes is carried out in conjunction with the CARDIFF MET and the Quality Assurance Association of the United Kingdom.

Various aspects of the College's governance are carried out by ad hoc and standing committees meet on a regular basis to discuss issues of concern to the College and its constituents and to make policy recommendations to the administration. Responsibilities and members of the standing committees are as follows:

### ***PROGRAMME COMMITTEES TERMS OF REFERENCE***

1. To monitor, review and evaluate the programme and act upon issues arising from such monitoring, review and evaluation with regards to all aspects including entrance criteria, organisation, teaching strategies used, and quality of teaching such as to promote enhancement in quality and standards.
2. To liaise with learning resources staff as necessary in relation to the appropriateness of learning materials and the availability of such materials.
3. To ensure that programme documentation, to include the programme document, the Programme Handbook, are kept up-to-date and fulfil the requirements of the Academic Handbook and Charter Systems Manual, that they meet the requirements of Validation and Review conditions and (as appropriate) of accrediting bodies and of benchmark standards.
4. To ensure that any changes to programmes are made only through approved processes and that such changes are submitted to the Quality and Standards Unit (QSU) for approval by the Academic Quality & Standards Board, and that thereafter they are incorporated into the definitive programme document, copies being deposited with the QSU.
5. To comply with the requirements of the Academic Registry in ensuring appropriate arrangements for the registration, examination, assessment of students and tracking of modular data.
6. To implement the University's regulations and procedures, and to ensure the required involvement of the External Examiners (and Moderator, where appropriate), also ensuring that such Examiners (and Moderator) are nominated in a timely and appropriate manner for presentation to the relevant committees.
7. To present information and reports pertaining to the programme as required by the School Director of Learning & Teaching for his/her use in compiling reports to the Learning & Teaching Board, and other CARDIFF MET personnel.
8. To provide an Annual Programme Review (APR) Report in accordance with the requirements of the University's quality assurance procedures.
9. To implement mechanisms which ensure the currency of the programme and its content with respect to employers and/or practitioners.

### ***FREQUENCY OF MEETINGS***

At least once per semester.



## ***MEMBERSHIP***

Programme Director – Chair

All programme lecturers, representatives of students and programme-associated support staff

Student representatives comprising at least one student from each year of each programme covered by the Committee (such representatives to be elected by the student cohort).

This committee regularly monitors and assesses curriculum for degree programmes, hears student appeals, review financial aid awards for continuing students and provide recommendations regarding these areas to the College administration. It is also charged with identifying the means by which the academic quality of the programme will be assessed, developing instruments for measuring quality and incorporating the results of assessments into programme planning and development.

## ***SCHOOL STAFF-STUDENT LIAISON COMMITTEE***

### **PURPOSE**

The purpose of Committee meetings shall include providing a forum for an exchange of views between students and staff in relation to any aspect of the work of the School.

### **FREQUENCY OF MEETINGS**

Formally on at least two occasions in the session.

### **MEMBERSHIP**

Membership of the Student-Staff Liaison Committee shall be as determined by its Dean of School and as approved by Academic Board:  
at least one member of the School Management and Planning Team; (Chair)

at least four members of academic staff nominated by the Dean of School to represent both taught programmes and research degrees at each programme level (sub-degree, undergraduate, postgraduate, research degree) and for each mode of study;

at least eight students elected by the student body of the School, to represent both taught programmes and research degrees at each programme level and for each mode of study.

## ***MITIGATING CIRCUMSTANCES COMMITTEE***

The Mitigating Circumstances Committee considers claims for mitigating circumstances in the light of supporting evidence and makes recommendations to the Examining Board. The Committee is meeting according to the Terms of Reference in the Academic Handbook. It considers mitigation and judges whether or not the circumstances forming the basis of a claim were exceptional, were outside the control of the claimant and have had an effect on the claimant's academic performance and makes recommendations to the Exam Board. The minutes of the meetings are made available to the Link Tutor and the Chair of the Exam Board. The Link Tutor has the authority to confirm or reject the recommendations of the Committee.

### **FREQUENCY OF MEETINGS**

To be convened at least once per term.

## **MEMBERSHIP**

- School Director of Learning and Teaching (Chair)
- 2 to 5 other members of academic staff nominated by the School Management and Planning Team (this would normally include Chairs of Examining Boards and Heads of Departments within the School)
- A representative of the Academic Registry.

A representative of Student Services may be co-opted to the committee for appropriate cases.

## **DEPUTY CHAIR**

In the temporary absence of the Chair, the Committee may elect a Deputy Chair from amongst its members.

## **CONSIDERATION OF MITIGATION**

Decisions on requests for extension of the submission date for an assignment of up to four weeks may be taken by Programme Directors. Otherwise, all Mitigating Circumstances Forms must be considered by the relevant School's Mitigating Circumstances Committee.

The School's Mitigating Circumstances Committee will consider all Mitigating Circumstances Forms and supporting evidence submitted by candidates before the relevant Examining Board.

If Mitigating Circumstances Forms are submitted at times when the Mitigating Circumstances Committee is not scheduled to meet, the Chair shall be empowered to have discretion to take decisions on behalf of the Committee, taking advice from other members of the Committee if appropriate. All decisions taken by the Chair shall come before the next meeting of the Committee for ratification.

## ***STUDENT SERVICES COMMITTEE***

This committee's function is to identify the services the College should provide in order to cover the academic, social and psychological needs of students throughout their time at Perrotis College. Such services include arranging for student advising (including career counseling), developing referral services for psychological and learning disability counseling, overseeing the student work-study programme, identifying and implementing Student Council Provisions, and coordinating the formation and functioning of student clubs and organizations and other campus life activities. The committee also coordinates the student service programme. Committee members include one faculty member, the Director of Student Life, the Head of the Human Resources Department, the Student Life Department Monitor, the Dean, the Associate Dean and the Student Council Vice-President.

## ***LIBRARY STEERING COMMITTEE***

This committee is charged with implementing and overseeing the library acquisition plan for required and recommended readings, advising the Library and the College on other issues regarding electronic and print sources available in the Library and the College, and discussing relevant matters and student problems. Members include the Library Coordinator, and the Heads of Departments

## ***ADMISSIONS COMMITTEE***

This committee reviews all applications for admissions and financial aid and advises the administration regarding the granting of financial aid awards to new students. Committee members include the Director of Enrolment, the Dean, the

Associate Dean, the Marketing and Recruiting Coordinator, and one faculty member.

***FOUNDATION PROGRAMME COMMITTEE***

This committee is charged with oversight of the Foundation Programme. In this capacity, it monitors and assesses curriculum for the programme, reviews student progress and the awarding of marks, and oversees the security of and provisions for taking and evaluating placement exams, as well as the counseling and placement of students into Foundation and Year 1 BSc modules. The committee is chaired by the Foundation Programme Coordinator, and its membership is comprised of the Dean and all faculty teaching in the programme. The Register serves as an adviser for the committee.

## **INTERNATIONAL STUDENTS**

Throughout its history, Perrotis College has promoted an atmosphere of mutual trust and respect among students from different cultural backgrounds. The Perrotis College campus is a lively, culturally diverse community comprised of students from Greece, South-Eastern Europe and elsewhere. At Perrotis, the staff and faculty understand that some students may be apprehensive about their first few days at College, especially if this involves leaving home for the first time. The college's primary goal in serving international students is to emphasize the intimate, family atmosphere of the College and its residence halls, so that all students feel at home. Another goal in servicing international students is to provide them, through New Student Orientation, with a thorough orientation to our academic and extracurricular programmes and facilities; to faculty, staff and fellow students; and to the specific necessities and international student must keep in mind while living in Greece.

### ***STUDENT VISA REQUIREMENTS***

Newly accepted students who are not EU citizens must acquire a student visa in order to enter Greece. Perrotis College will provide students with information and official documents as needed and will support students in completing the process; however, **the responsibility for obtaining visas and residence permits and tracking expiration dates is the student's.**

Obtaining a student visa can be a lengthy process, and candidates are strongly urged to begin early by contacting the appropriate Greek embassy or consulate for information and gathering all necessary documents prior to receiving the official invitation letter issued by the College. Non-EU citizens may be required to pay a deposit before their acceptance to Perrotis College can be processed. When the required deposit is received in full, the College will provide the candidate with an official invitation letter, stamped by the College, as well as by the regional authorities in Greece. The candidate must then submit to the Greek authorities-in person-this document, along with any other required documents and reports to the Greek Embassy or Consulate in their home country in order to obtain a student visa.

Students who enter Greece on a student visa must keep in mind that this kind of visa is valid for only a short period of time. Once in Greece, the holder of a student visa must apply for a Greek residence permit before his or her student visa expires.

### ***RESIDENCE PERMIT REQUIREMENTS***

As mentioned above, the procedure for obtaining a residence permit must begin once a newly accepted student has come to Greece to take up residence – and before his or her visa expires. The Greek authorities will not grant a residence permit to a student unless he or she presents a valid student visa. Any other kind of visa will not be accepted.

Orientation sessions for students who need to apply for a residence permit are held at the beginning of the semester. The College will provide students with relevant information and documents, and will assist students in completing the process. **However, the responsibility for obtaining the residence permits and tracking expiration dates is exclusively the student's.** The 150 euros residence permit processing fee (payable to municipal authorities when the application is submitted) and other related fees are in addition to the regular tuition and room & board fees and are not covered by any financial aid grant.

All non-EU students will be covered by the College's group health insurance plan which costs approximately 195 € per year (to be renewed every year in October). This coverage is mandatory and may not be replaced by any other kind of personal insurance. The cost for this insurance is in addition to the regular tuition and room & board fees and is not covered by any financial aid grant. Note: Travel

insurance, which is often required in order to obtain a student visa, is temporary and does not cover students for the entire academic year, nor can it be used for the purpose of obtaining a residence permit. Students receive information about the process of obtaining this insurance within the first few weeks of the semester.

## **TRANSFER OF CREDIT**

Students with passing-level credit from accredited universities and colleges may be able to transfer those credits toward appropriate degree requirements, through a student must complete at least a third of a certificate/degree at Perrotis College. A student must have official transcripts and supporting documents sent by the original institution directly to the Perrotis College Registrar. Once all the necessary documentation has been received, the Registrar will consult with CARDIFF MET to evaluate the credits and their equivalents to the college curriculum. Students may be asked to submit their documentation to a reliable international accreditation agency before it is accepted as valid. All decision concerning the acceptance of transfer credit is made by the CARDIFF MET Registrar. Since the process of approving credit for transfer can take up to several months, students should make their request for transfer of all applicable credits before they enter Year 1 of the BSc programme. Newly accepted students who wish to transfer university credit should make their request and submit documentation as early as possible.

## ***CREDIT THROUGH EXAMINATION***

Incoming students who can document life or professional experience that appears to provide a proficiency in the subject area of a degree programme module may apply to take a Challenge Exam and, if they pass the exam, credit for the module will be awarded. No more than two modules (20 credits) may be challenged. Modules in the Foundation Programme, as well as the following modules from the regular undergraduate level programme, may not be challenged: Learning Methods, Industrial Work Experience I and II, and Dissertation - Enterprise Project. For further information on the requirements and procedures for taking a Challenge Exam, see the "Academic Information" section of this Handbook or contact the Registrar's Office.

## ***OFFICIAL MATRICULATION***

Matriculation refers to the official enrollment of a student into a college's degree programme. While students are officially accepted into Perrotis College from the time they receive the official acceptance letter, and thus may begin taking Foundation or regular programme classes, they do not become an official member of the BSc programme until they have registered for undergraduate modules and all their transfer credit and Challenge Exam materials have been evaluated by the Registrar's office. Once a student has been officially matriculated, he or she will receive a Declaration of Matriculation, which will identify the specific module requirements the individual must complete in order to obtain the BSc degree. The date of Matriculation also indicates which year's graduation requirements apply to the individual student.

## **READMISSION**

### ***READMISSION FOR STUDENTS WHO HAVE WITHDRAWN***

A student who has withdrawn from the College and wishes to re-enroll must apply for readmission. The administration will consider the request for approval or denial. Students who have been dismissed for disciplinary or academic reasons will not be able to apply for readmission unless they receive written permission from the Dean.

## **TRANSFER OPPORTUNITIES TO STUDY AT CARDIFF MET**

### ***PROGRESSION AND TRANSFER OPPORTUNITIES***

As a student studying a Cardiff Metropolitan University programme you may be able to transfer to study some of your programme or progress onto another programme at the University's home campuses. If you are an international student and you wish to enquire about transfer opportunities to study at Cardiff Metropolitan University you should contact the International Office. Further information can be found at:

<http://www.cardiffmet.ac.uk/study/adviceforapplicants/Pages/How-to-Apply.aspx>

### **PROGRESSION OPPORTUNITIES**

Regarding the optional modules especially related to outdoor recreational activities (e.g. hiking; water and mountain environmental sports), graduates will be able to design and manage similar programmes, by learning the relevant concepts, principles and good practice theories, as well as by gaining personal, practical experience of the activities they entail (e.g. experience of base camps for hiking). Based on the hours of practical experience that they gain from the programme, students will have opportunities to claim prior learning for external vocational certification/accreditation.

## **FINANCIAL INFORMATION**

### ***FINANCIAL RESPONSIBILITY***

Every student is responsible for his or her own financial account with Perrotis College. Prior to each academic year, all students are expected to sign the Terms of Payment contract, which includes a statement acknowledging their responsibility to meet their financial obligations. Students are required, prior to each semester to deposit 500€ to the School's bank account. The College will discontinue academic and/or boarding services to students who fail to meet their financial responsibilities. It's important to note that students owing a balance will not be allowed to participate in Exams. Furthermore, the College will release transcripts and other certifications or documents (including those required for residence permit applications) only for students who have fulfilled all their financial obligations as of the date of their request. Final transcripts and degree award certificates will not be issued unless a student has met all his or her financial obligations to the College and other AFS departments. Perrotis College/AFS reserves the right to contact a student's parent, or other person (s) responsible for making payments, regarding the status of the student's financial obligations.



## FEES

Fees for the 2017/2018 academic year are as follows:

<b>Tuition Fees</b>	4,500 €
<b>Room &amp; Board Fees (if applicable)</b>	4,000 €

For 2017/2018, all students receive a subsidy and are expected to pay fees as below:

	BSc Programme €
<b>Tuition Fees</b>	4,500 €
<b>Room &amp; Board Fees (if applicable)</b>	4,000 €
<b>Bench Fees</b>	180€
<b>Residence Hall Damage Deposit*</b>	150 €

\* This deposit is a one-time fee for students who live in the residence hall. It is refunded when the student moves off campus permanently (see "Residential Life" for more details).

### ***PART-TIME FEES***

Tuition fees for students taking fewer than 45 credits in a semester are calculated on the basis of 45 € per credit. Modules count for 10 or 20 credits, but there are some exceptions (see BSc Programme Overview for modules and their credit values).

### ***AUDIT FEES***

The fee for auditing one or more modules is 80% the regular fee (see Auditing Modules for more information). Students who audit modules that add up to 45 or more credits are charged on the basis of full-time tuition fees, and students auditing the equivalent of fewer than 45 credits are charged on the basis of part-time fees (see above).

### ***AFS GRADUATE'S FEES***

AFS High School graduates are entitled to a 10% fee discount for their first year of studies. Students should maintain at least a C average in order to continue receiving the discount. Students whose academic performance and/or behavior are not up to the appropriate standard or who fail to fulfill a work assignment arranged for them by the College risk losing part or the entire discount.

### ***RESIDENCE HALL CHARGES (DURING VACATIONS, BREAKS, RESIT PERIODS)***

The AFS Dining Room and the College residence halls close during all lengthy College holidays, including Christmas, Easter, semester break and the summer months. It is the responsibility of the student to empty their rooms and find other housing during these periods of time, unless he or she has sound reasons to stay (e.g., an on-campus internship, residence permit difficulties, etc.).

Students resitting exams or redoing coursework who plan to stay on campus will be charged for room and board during their stay (see the Residence Life Manual for further information).

### ***OTHER FEES***

Other fees may be charged as follows:

**Transcript & Diploma Fee (for official CARDIFF MET transcript & Diploma)**

**£ 100**

(For additional transcripts beyond the one issued by CARDIFF MET upon graduation)

**Resit Fee (Per Module)**

**50€**

## TERMS OF PAYMENT

Students have various plans to choose from when paying academic and Residence Hall fees. The specific details of each are as follows:

### **PAYMENT PLAN #1: ONE PAYMENT FOR ENTIRE ACADEMIC YEAR**

This option is available only to full time students who enter in the Fall semester for the Academic Year 2017/18.

**A 5% discount is available to students who choose this option.**

Academic Year	Payment Due Date	Tuition Fees	Room & Board*	Total (incl. 5% discount)
2017/18	Registration fee	500 €	0 €	
	28/9/2017	4.000 €	4.000 €	8.075 €

### **PAYMENT PLAN #2: TWO PAYMENTS – ONE PER SEMESTER**

Semester	Payment Due Date	Tuition Fees	Room & Board*	Sub-Total
Fall '17	Registration fee	500 €	0 €	500 €
	28/9/2017	1.750 €	2.000 €	3.750 €
Spring '18	16/1/2018	500 €	0 €	500 €
	3/2/2018	1.750 €	2.000 €	3.750 €
Estimated Total		4.500 €	4.000 €	8.500 €

### **PAYMENT PLAN #3: SIX PAYMENTS – THREE PER SEMESTER**

Semester	Payment Due Date	Tuition Fees	Room & Board	Sub-Total
Fall '17	Registration fee	500 €	0 €	500 €
	28/9/2017	750 €	920 €	1.670 €
	2/11/2017	500 €	540 €	1.040 €
	2/12/2017	500 €	540 €	1.040 €
Spring '18	16/1/2018	500 €	0 €	500 €
	3/2/2018	750 €	920 €	1.670 €
	1/3/2018	500 €	540 €	1.040 €
	3/4/2018	500 €	540 €	1.040 €

<b>Estimated Total</b>	<b>4.500 €</b>	<b>4.000 €</b>	<b>8.500 €</b>
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\*If applicable

## **LATE PAYMENT POLICY**

All students are expected to pay their educational fees according to the payment plan that they choose at the beginning of the academic year. If a student wishes to change his or her payment plan, they must coordinate this with the AFS Accounting Office.

Students are obligated to deposit each installment **by the due date specified in the payment plan that they have chosen.**

## **MAKING PAYMENTS**

Payments may be deposited into the College's bank account, the information for which follows:

### **ALPHA BANK**

Branch: Thermi (720)

Address: Alexandrou Papagou 36, Thermi, Thessaloniki

Bank Account Name: ΟΜΙΛΟΣ ΜΕΤΑΛΥΚΕΙΑΚΗΣ ΕΚΠΑΙΔΕΥΣΗΣ & ΚΑΤΑΡΤΙΣΗΣ ΑΓΣ

IBAN: GR97 0140 7200 7200 0232 0001 822

BIC: CRBAGRAA

All bank deposits must **clearly state the student's first and last name** so that the appropriate account can be credited, and a copy of the receipt should be sent to the AFS Accounting Office by fax or e-mail (fax: +30 2310-492-710, attention Ms E. Gioltzoglou, +30 2310-492-741, [egiolt@afs.edu.gr](mailto:egiolt@afs.edu.gr)).

Any and all fees or bank commissions related to the transferring of funds to the AFS bank account (e.g. bank processing fees) are the responsibility of the student (or other person making the payment) and may NOT be subtracted from the payment itself.

Perrotis College and the AFS reserve the right to change additional fees as applicable, in accordance with the procedures and policies outlined in the Programme Handbook.

## **REFUND POLICY**

Applicants who pay a required deposit to Perrotis College but are subsequently unable to obtain a student visa or are otherwise prevented from leaving their home country, and thus cannot enroll at Perrotis College, are eligible to receive a full refund on the deposit, less the registration fee, any charges incurred to Perrotis College related to receiving or returning the payment.

Up to the fourth week of the semester, students who withdraw from the College are eligible to receive a refund on their academic fees based on the number of weeks they have attended. For every week the student attended the semester from which he or she is withdrawing, he or she will be charged 7% of the semester's tuition fees. **Anyone withdrawing after the end of the fourth week of the semester will not receive a refund.** Students who move out of the residence hall at any point during the academic year – either because they are withdrawing from the College or because they choose to live off campus – will be charged 7% of room & board fees for every week they occupied the residence hall room. **Students dismissed for academic or disciplinary reasons are not eligible for a refund on academic or residence hall fees.**

## **FINANCIAL AID**

Perrotis College, as a division of the American Farm School, is a non-profit educational institution whose mission, in part, is to provide higher education

opportunities to those who would otherwise not be able to gain a college education.

Financial aid is applied to tuition fees. **Financial aid grants do NOT cover room and board fees, additional fees and deposits such as the residence hall damage deposit, add/drop fees, health insurance, residence permit fees, etc.**

Financial aid is awarded to incoming and continuing students based on the following procedures, requirements and criteria. Aside from the provisions identified below, the level of aid offered to an individual may vary according to the funds available from year to year. Financial aid awarded to students is examined by the Admissions and Financial Aid Committee once a year.

### **FIRST TIME APPLICANTS**

Any applicant wishing to apply for financial assistance must fill out the Financial Aid Application and submit this to the Enrollment Office along with the Application for Admission. Both applications are reviewed by the Admissions Committee, which makes all recommendations regarding admissions and financial assistance for new students.

First-time students are awarded financial assistance based on the following criteria:

- Amount of annual family income;
- Family status (i.e., number of dependent children or other dependents in the family); and
- Potential for success at the college level, as indicated by the individual's application material and performance on the Placement Exam, the admissions interview and/or other interviews with staff.

Those applicants who show exceptional promise and who require a more immediate response regarding their financial aid application will be given priority.

**Students whose academic performance and/or behavior are not up to the appropriate standard or who fail to fulfill a work assignment arranged for them by the College risk losing part or all of their financial aid grant.**

### **CONTINUING STUDENTS**

Continuing students are awarded financial assistance based on the quality of his or her academic performance and behavior. Students who did not receive financial assistance when they initially applied may reapply in a subsequent year if their level of need has changed. Awards may be increased or decreased based on changes in academic performance, standard of behavior, place of residence (on or off campus) and the availability of funds.

Continuing students need to maintain at least a C average in order to continue receiving or to apply for financial aid. Students whose academic performance and/or behavior are not up to the appropriate standard or who fail to fulfill a work assignment arranged for them by the College risk losing part or their entire financial aid grant.

### **STUDENT SERVICES**

Perrotis College offers a wide range of services to its students, including Library and Internet Technology (IT) resources, career counseling, personal and learning disability referral services, academic advising, student life activities and more.

### **NEW STUDENT ORIENTATION**

At the beginning of each academic year, New Student Orientation is held for all incoming students. This orientation is primarily aimed at familiarizing students with the College campus and its facilities, with the College procedures and policies, and with the American Farm School. Another aim is to help students adjust to this significant transition in their life and to enable them to get to know the persons – fellow students as well as faculty and staff – with whom they will share the next few years of their life. More information about specific activities is provided to new students prior to New Student Orientation.

Students who live on campus are further oriented by the Student Life staff. Those enrolled in the Learning Methods module are introduced to Library and IT facilities during the first weeks of classes.

## **LIBRARY AND INFORMATION TECHNOLOGY SERVICES**

### ***LIBRARY RESOURCES & SERVICES***

Dimitris & Aliko Perrotis Library maintains a collection of over 10000 print books, CDROMs and DVDs, subscribes to 30 Greek print journals as well as databases which comprise of eBooks and electronic journals. In addition, the Library houses the Historical Archives of the American Farm School. Access to the Library's collections is available through the Online Public Access Catalogue (OPAC) Koha (<http://librarycatalog.afs.edu.gr>).

The following library services are available to Perrotis College students on an ongoing basis:

- Library Orientation, as coordinated through the New Student Orientation Program;
- Information Literacy and Bibliographic Instruction sessions for new students in their first year of their studies
- Reference services;
- Audio-visual services;
- Bar-coded Student cards, with borrowing privileges;
- Photocopying, printing and scanning services
  - Classroom and computer lab facilities, including the following:
  - Computer Lab (20 computers for teaching purposes),
  - Amphitheater (29 computers for teaching purposes),
  - Edmund & Mary Keeley Computer Room (8 computers),
  - Reference Area Collection (4 computers),
  - Front Desk computer (1 computer) at the Circulation Desk,
  - Wireless connection throughout the Library.

Classroom and computer lab facilities, including the following:

- Computer Lab (20 computers)
- Edmund & Mary Keeley Computer Room (8 computers)
- Reference Area Collection (4 computers), Circulation Desk (1 computer)
- Amphitheater (29 computers, for teaching purposes)
- Wireless connections throughout the Library.

### ***OPERATING HOURS***

During the regular academic year library hours are as follows:

- Monday through Thursday      07:30 – 22:00
- Friday                                      07:30 – 17:30
- Saturday                                    11:00 – 13:00

The Library is closed on national and religious holidays.

### ***BORROWING POLICY***

Perrotis College students can use their student id cards and borrow print library materials based on the following circulation policy:

- Reference books do not comprise a part of the collection that is made available for full circulation. This material remains in the library and is used only in the premises.

- The Circulating Collection material is comprised of books which are borrowed from the Library. Up to three items from this collection may be borrowed for a period of 14 days . Renewals depend on timely return and availability.
- The Reserve Collection includes Perrotis College required readings, which may be borrowed out of the Library as follows: Monday – Thursday from 7.30am until 9.00PM the following day. Fridays from 2pm until Monday 8am (you can keep it for the weekend). Books from the Reserve Collection may not be renewed. Requests for books and materials on Reserve are made to the Circulation desk.
- Up to three back issues of magazines may be borrowed for 7 days. The most recent issue of a periodical received by the Library may be used only in the premises.

### ***OVERDUE BOOKS***

- In the event that a book is more than one month overdue, the library will consider it lost, and will charge the student the cost of replacement.
- Overdue books that have been requested by others: Students who have overdue books and have been notified that a particular title has been requested by someone else have 24 hours to return the book. After that time the student will be charged 5€ per day, until the book is returned.
- Students who do not return books will be reported to the College administration for disciplinary action.
- Students who return books and/or other Library material that has been damaged will be charged for the cost of replacing them, along with processing fees.

### ***PHOTOCOPYING AND PRINTING***

- One Xerox photocopier/printer is available for student use in the Library. This copier is equipped with a card-feeder, which operates with a photocopy card.
- Students may purchase new photocopy cards for 3€ at the Circulation Desk (100 photocopied/ print pages).
- The charge for photocopying/ printing is 0.03€ (black & white) and 0.20€ (color) per page. Students are required to have their photocopy card.
- Transparent page protectors cost 0.10€ each.
- Spiral binding for assignments cost 0.10 per spiral.

### ***SCANNING:***

- Scanning is performed without the use of a photocopy card. For instructions, please refer to the library staff.

### ***POLICES ON SMOKING, FOOD & DRINKS***

Smoking is prohibited in all library spaces.

Water, coffee and light lunch bags are allowed in all library spaces except the: Amphitheater, Conference Room and Computer Lab.

### ***CARDIFF MET LEARNING RESOURCES***

Through the College's collaborative arrangement with the CARDIFF MET students enrolled in BSc programme modules have access to the CARDIFF MET library's extensive electronic resources, which include over 80 electronic databases. All new students eligible for CARDIFF MET electronic library privileges are provided

with instructions and access information in order to take advantage of these additional resources <https://tsr.cardiffmet.ac.uk/pages/student.aspx>.

## **IT RESOURCES**

As indicated above, students at Perrotis College have access to over 60 computers, as well as printing and photocopying services in the Library, and wireless internet access there as well as in each of the rooms of the residence halls. In addition they have access to Moodle learning services. A distance learning lab in the College's main classroom building enables students to participate in video conferencing and internet education activities anywhere in the world.

## ***STUDENT EMAIL ACCOUNTS***

All incoming students are provided with a personal AFS/Perrotis email account for their use while enrolled at Perrotis College. Students enrolled in the BSc programme also have an email account through CARDIFF MET. Every account is protected by a password, and email account and password information is provided to students during the first weeks of the semester.

**Important academic, financial and other information is sent to students via their e-mail accounts.** For this reason, students are expected to check their Perrotis College/ CARDIFF MET email accounts regularly and are held responsible for all information that is sent to them via these accounts.

Students are expected to respond promptly and appropriately as requested by College staff through messages sent to their AFS or CARDIFF MET account. This includes meeting requests as well as other requests such as confirmations that a message has been received and understood.

For further information regarding student rights and responsibilities in using the CARDIFF MET and AFS Web Mail systems see "Student Rights and Responsibilities."



## **COUNSELING SERVICES**

### ***ACADEMIC ADVISING***

An integral part of the College programme, academic advising enables students to be well informed of their academic requirements and options. All students are assigned an academic adviser. Every effort is made to assign advisers who know the student's area of interest. For this reason, after the second semester, when a student has chosen a course (major), he or she will be assigned an adviser from that subject area. Again, before beginning Level Six, when a student has chosen a pathway (specialization), he or she will have as adviser the Pathway Coordinator for that specialization. Please note that in order to ensure the quality of your studies no pathway (specialization) will be offered if less than 5 students express their interest. For further information on faculty advising, see "Academic Information."

### ***CAREER OFFICE***

The career office assists students in obtaining information concerning potential careers in areas relevant to their studies, as well as information on post-graduate study opportunities. The Career Office helps students in finding information, contacting employers and academic institutions, filling out applications and CVs, preparing for relevant exams, obtaining certifications, etc. Since the College maintains collaborative relationships with universities, business firms and corporations, both locally and abroad, the Career Office can often help bring students into direct contact with potential employers or graduate school representatives.

### ***PERSONAL & LEARNING DISABILITIES COUNSELING REFERRAL SERVICE***

Students who experience emotional or learning difficulties may consult the Counseling Referral Coordinator, who can refer the student to appropriate professionals for further assistance. By virtue of the community atmosphere of the College, Student Life and other College staff members often spend time informally with students who are experiencing difficulties. The College Dean and/or faculty members may also discuss specific issues with a student's parents when it is considered appropriate and potentially helpful.

### ***STUDENT LIFE***

The Perrotis College Department of Student Life strives to advance the educational purposes of Perrotis College by sponsoring a wide range of extracurricular activities that complement the regular curriculum, enrich the student experience and provide students with a voice in College policies and procedures. Student Life staff also seek to facilitate the personal and interpersonal development of students by creating a campus environment that is both challenging and supportive.

### ***STUDENT COUNCIL***

All students are represented by an annually elected Student Council (SC), whose purposes are as follows:

1. To improve the quality of student life;
2. To help the Residence Life Coordinator to solve problems in the best possible manner;
3. To represent the various class levels and the off-campus students regarding academic and other issues;
4. To propose educational trips and events for the students; and

5. To encourage student involvement in College governance and activities.

### ***ELECTION PROCEDURES***

1. Early in the fall semester, the Residence Life Coordinator will provide students with a list of students identifying their class levels (i.e., Foundation Programme, Level Four, Level Five and Level Six), as well as those students who live off campus. The election date deadline for receiving nominations will also be announced at this time.
2. For purposes of the elections, a student's level is determined by the level of modules he or she is taking in the fall semester (regardless of what level they will be taking in subsequent semesters). Bridging students who are taking both Level Four and Level Five modules will be considered Level Five students.
3. Students are eligible to nominate up to three names each for President, Vice President and members of their specific class level. Student living off campus may also nominate up to three names from the list of off-campus residents.
4. At least one week before the elections, the Residence Life Coordinator will submit the names of nominees to the Student Services Committee for approval. Only students in good standing may run for office. A student in a "good standing" is one who is not on academic or disciplinary probation and who exhibits behavior consistent with the goals and values of the American Farm School and Perrotis College, as determined by the discretion of the Student Services Committee.
5. On the day before the elections, an Election Council (EC), consisting of two Election Coordinators (the two student life interns) and three students, chosen by the Residence Life Coordinator, is established. No one running for office may be a member of the EC. The purpose of the EC is to ensure fair elections.
6. The SC consists of seven members:
  - President (BSc Student)
  - Vice-President (BSc Student)
  - Level Six Representative
  - Level Five Representative
  - Level Four Representative
  - Foundation Programme Representative
  - Greek Programme Representative
  - Off-Campus Representative
7. A student may be nominated for more than one position, but may not hold more than one office. If a candidate is elected to more than one SC office, he or she will choose the position he or she want to keep. The nominee who received the next largest number of votes will assume the vacated position.
8. Every student has the right to vote for one candidate for President, one candidate for Vice-President and a candidate from his or her class level. In addition, off-campus students have the right to vote for one candidate for off-campus representative.
9. When voting has been completed, the EC will count the votes under the supervision of the Residence Life Coordinator. The winner will be the candidate who received the most number of votes for each position. In case of a tie, a run-off election will be held on the earliest possible date.

The same rules apply to voting in run-off elections as apply in the initial election process.

10. If there are no nominees for a specific position, the elections will take place as scheduled and a special election will held (at the same time as a run off, if any) based on a new list of nominees. The same rules apply to voting in this special election as apply in the initial election process.
11. Once the election resulting are publicly announced, the new Student Council must hold its first meeting before five working days have passed. Their first order of business should be to choose a Treasurer, a Recording Secretary and a Correspondence Secretary from the elected members. Beyond the duties identified for the President and Vice President below, and the basic class/off-campus representational duties of the other members, the Student Council may, by consensus, assign other duties to its members.

### ***STUDENT COUNCIL PROCEDURES***

The Student Council will meet and conduct business according to the following rules:

- Regular meetings will be held on the first and third weeks of each month at a time to be determined by the Student Council at their first meeting.
- Meeting procedures will follow the agenda prepared by the President.
- If any additional meetings are necessary, members will determine meeting times as the need arises.

### ***DUTIES OF EACH OF THE MEMBERS OF THE STUDENT COUNCIL***

All officers in the Student Council should remain aware that their classmates have elected them in a fair election and that they have a responsibility to attend all SC meetings and participate in all SC events. SC members who do not fulfill their responsibilities and/or act in a way that violates the trust that the administration and students have placed in them may be removed from their position by a vote of the Student Services Committee.

As a committee, the Student Council will work to do the following:

- Ascertain the important issues that the student body has and communicate them to the Administration.
- Communicate to the student body pertinent information regarding changes in the College's administrative procedures and policies.
- Focus on acting for the benefit of the student body.
- Maintain positive attitudes at all student activities, meetings, and events.
- Attend and support events led by their fellow students.

### ***PRESIDENT***

The duties of the President, who must be a student enrolled in the BSc programme, are as follows:

1. To call and preside over meetings of the Student Council, including preparing an agenda for each meeting in consultation with the other members of the Council and relevant College administration and staff.
2. To prepare a working plan of proposed activities to be submitted at the beginning of every semester to the Dean.

3. To provide the Dean with a summary of the activities carried out by the Student Council during the previous semester. This summary must contain no information that is inappropriate for students to learn.
4. To represent the Student Council at all relevant institutional events.
5. To serve as the student representative on the Programme Committee and prepare a summary of these meetings (containing only information appropriate for dissemination outside the Committee) to present to the rest of the Student Council members at the next meeting.

### ***VICE PRESIDENT***

The duties of the Vice President, who must be a student enrolled in the BSc programme, are as follows:

1. To assist the president with his/her regular duties.
2. To assist in preparing the Student Council reports to the Dean each semester.
3. To serve as the student representative on the Student Services Committee and prepare a summary of these meetings (containing only information appropriate for dissemination outside the Committee) to present to the rest of the Student Council members at their next meeting.
4. To assume the role and tasks of the president at any time that the president may be unable to do so.

### ***TREASURER***

The duties of the Treasurer are as follows:

1. To oversee all financial matters of the Student Council, including (but not limited to) planning and conducting fundraising activities, collecting money, and documenting and keeping official records of all income and expenses.
2. To prepare regular reports to the Student Council on the organization's current financial status.
3. To provide a semesterly report on the Student Council's financial status to the Dean at the end of each semester.
4. To arrange for the safekeeping of Student Council funds through an account with the AFS Accounting Office and/or with a bank.
5. To serve as the student representative on the Learning Resources Committee and prepare a summary of these meetings (containing only information appropriate for dissemination outside the Committee) to present to the rest of the Student Council members at their next meeting.

### ***RECORD SECRETARY***

The duties of the Recording Secretary are as follows:

1. To precisely record the minutes and attendance of each Student Council meeting.
2. To type each meeting's minutes into a precise summary that will then be distributed to the Residence Life Coordinator, the Chair of the Student services Committee and other relevant members of the Administration.
3. To stand in for the Corresponding Secretary whenever necessary.

### ***CORRESPONDING SECRETARY***

The duties of the Corresponding Secretary are as follows:

1. To prepare and process all Student Council correspondence.
2. To prepare announcements and conduct all other forms of communication on behalf of the Student Council, including announcements to students, arranging meetings with the Administration, etc.
3. To stand in for the Recording Secretary whenever necessary.

## **PERROTIS COLLEGE & RESIDENCE HALL POLICY AGAINST BULLYING & HARASSMENT CODE OF CONDUCT**

The Perrotis College policy is based on the principle that all candidates have the right to the safety and security of their person and property. Harassment, intimidation, assault or discrimination—in any form—toward a member of the College and/or the broader AFS community is not acceptable. This policy also applies to the use of email or other electronic means and mechanisms for the purpose of harassing or offending others by sending annoying, threatening, libelous or sexually, racially or religiously offensive messages.

Perrotis College adheres to the Harassment and Bullying policy and Code of Conduct, which includes the following relevant principles:

An act will be regarded as misconduct and therefore the subject of disciplinary action, if it constitutes or is likely to constitute improper interference with the normal and legitimate functioning and activities of Perrotis College and AFS, if it affects the freedom of others, if it endangers the safety or property of others or if it damages or is likely to damage the reputation of Perrotis College.

Perrotis College code includes the following types of misconduct:

- violent, indecent, disorderly, threatening or offensive behaviour or language (including possession of weapons, chemicals and acts of terrorism);
- action likely to cause or impair the health, safety, and well-being of any student, member of staff or other employee of Perrotis College
- verbal abuse, bullying or any form of harassment, intimidation, victimisation or discrimination of any student, member of staff or other employee of Perrotis College; and
- misuse or unauthorised use of Perrotis College premises or items of property, including misuse of computers or other electronic devices to transmit, receive, view or display offensive, defamatory, discriminatory, obscene or otherwise illegal material or to introduce any virus, worm or other harmful or nuisance programme or file into any IT facility.

### ***PREVENTION***

Perrotis College makes every effort to prevent incidents of bullying and harassment from taking place. In order to prevent bullying/harassment, the College disseminates this policy to students, faculty and staff; organizes educational activities addressed to students; and provides training sessions for faculty and staff responsible for educating and counseling students and for reporting or responding to reports of harassment.

### ***REPORTING PROCESS***

A student, who feels that he or she is the victim of bullying, harassment, or any other form of abuse, either from a fellow student, a Perrotis College faculty or staff member, or any other member of the AFS community, is encouraged to

report the incident, using the following procedures:

1. Discuss the issue with his or her faculty adviser and/or student life staff member. Depending on the seriousness of the incident, the faculty adviser may discuss the student's concerns with the student, instructor or staff member involved in order to find a resolution, or, for more serious incidents or incidents where the identity of the student must be kept confidential, the faculty adviser may report the incident to the Associate Dean of Academic Affairs, and, if faculty or staff are involved, to the Human Resources Office.
2. If no resolution is found in discussing the incident with the student's faculty adviser, or if the issue is serious enough to require the involvement of the College administration, then the student may meet with the Associate Dean of Academic Affairs to discuss the issue further.
3. If a resolution is still not found, the student or the Associate Dean of Academic Affairs may bring the issue to the attention of the Dean, who will discuss the incident with all parties involved and then decide what action, if any, should be taken.
4. In order to avoid potential retaliation, the student reporting the incident has the right to confidentiality throughout the grievance procedure process and after.
5. The student reporting the incident also has the right to formally appeal any decision by the Associate Dean of Academic Affairs or Dean, as does any individual (student, faculty or staff) accused of violating Perrotis College codes of conduct.
6. In the event that the student's faculty adviser is the person accused of violating codes of conduct, the student may report the incident directly to the Associate Dean of Academic Affairs. If the Associate Dean of Academic Affairs or the Dean is the accused person, the student should direct his or her report regarding the incident to the AFS Human Resources Office.

Perrotis College faculty or staff members who feel they are the victim of bullying, harassment or any other form of abuse from a student are encouraged to report the incident directly to the Dean, who will follow the procedures outlined above, starting with Step 3. If a faculty or staff member's report involves another faculty or staff member, the regular AFS grievance procedures will be followed.

The Associate Dean of Academic Affairs should keep the AFS administration (the HR Office and the President) informed in all serious cases investigated and, when deemed necessary, should recommend that the central administration seek legal advice.

### ***DISCIPLINARY ACTION IN THE CASE OF HARASSMENT OR BULLYING***

Students who are found to have seriously violated Perrotis College rules and/or acceptable standards of behavior will be brought to the attention of the Dean for disciplinary action, which may include placing the individual on disciplinary probation for one or more semesters, or, in the case of more serious or repeated offenses, dismissal from the College. Those placed on disciplinary probation are also referred to the College's Program Committee, which may reduce or cancel the offender's financial aid.

**Faculty or staff members found to have seriously violated acceptable standards of behavior are subject to the rules and regulations that apply to all AFS employees.**

## **STUDENT CLUBS**

In addition to other extracurricular activities, the College sponsors various student clubs. Club activities are designed to increase student involvement in college life and enhance learning outside the classroom and beyond the campus. Club activities often emphasize volunteerism and community service projects that enable students to invest time and energy into helping others in the community and thereby cultivate community oriented values.

At the beginning of each academic year, students are asked to identify the clubs they would like the College to make available. In addition, faculty members suggest clubs that they feel would complement the academic curriculum and enrich the student educational experience. Based on this information, the College sanctions clubs that meet the following criteria:

- An appropriate coordinator (i.e., a faculty, staff or community member to oversee events and activities) is available;
- Activities are educational and/or recreational and coincide with the AFS and Perrotis College mission;
- The club has a sufficient degree of student interest (i.e., a minimum number of participants, based on the type and nature of the activity);
- Appropriate space and facilities are available; and
- Where budgetary concerns are involved (i.e., clubs that conduct activities which earn money and/or use funds to provide instructor compensation, equipment and supplies, etc.), the Associate Dean and the President of the AFS have approved the ability.

### ***CLUB ENTRANCE FEE***

In order to ensure that each club member takes the responsibility for participating in the club seriously, attends club meetings regularly and participates in all club events and activities, each student participant is asked to pay a fee of 5 € per club, per semester, to the AFS Accounting Office. This fee will not apply to environmental or community service clubs.

### ***GUIDELINES FOR CLUB PARTICIPANTS***

Clubs can only be successful if all members take responsibility for participating in the club seriously. This means that all participants are expected to do the following:

- Pay the 5 € Club Entrance Fee;
- Attend club meetings regularly; and
- Participate in all club activities and events.

The Club Entrance Fee must be paid at the AFS Accounting Office before an individual may begin participating in a club. When paying the fee, each participant should make sure that the receipt shows his or her name as well as the name of the club. The receipt should then be turned over to the Residence Life Coordinator (Mr. P. Hantzaras), who will begin the procedure for setting up a club only when enough participants have confirmed that they have paid the fee.

### ***GUIDELINES FOR CLUB COORDINATORS***

Club Coordinators are expected to do the following:

- Monitor the participation level of each individual member, as well as the club as a whole;

- Ensure that only those who are on the official list of members (i.e., those who have paid their 5 € membership fee) are participating in the club;
- Inform the Residence Life Coordinator regarding poor participation by individual members and for the club as a whole;
- Inform the Residence Life Coordinator if and when a club drops below the minimum number of participants (as established by the Student Services Committee) for five successive meetings, events and/or other activities;
- Monitor the use of all funds connected to club activities; and
- Present a report at the end of each academic year which provides the following information:
  - The names and quality of participation by each club member;
  - The names of members who did not participate at an appropriate level, including those to whom the deposit should not be refunded;
  - A brief description of each event and activity the club conducted;
  - A brief financial statement (where applicable) identifying club income and expenditures (accompanied by appropriate receipts, invoices, deposit slips, etc.) during the previous academic year;
  - An evaluation of the club's activities since the previous year; and
  - Recommendations regarding future club activities and any other relevant concerns.

### ***ATHLETICS***

The College's Department of Student Life helps maintain a variety of sports facilities for student use, including the following:

- A gymnasium with indoor basketball and volleyball courts, weightlifting and gymnastics room and a Ping-Pong room;
- An outdoor soccer field with natural grass;
- An outdoor tennis court; and
- Two outdoor basketball courts.



## **RESIDENTIAL LIFE**

Life in the residence halls is designed to be a positive educational experience that fosters personal and social development, respect for cultural diversity and individual behavior that is conducive to a community atmosphere.

Since most Perrotis College students live on campus, they soon develop a close-knit community spirit. New arrivals quickly learn the importance of cultural diversity and tolerance and just as quickly form friendships and mutually supportive relationships with co-residents who come from a completely different tradition and language background. However much students may learn from the College's organized classroom curriculum, a considerable part of their education while at Perrotis College comes out of simply living in the rich, culturally diverse environment residential life provides.

### ***RESIDENCE HALL DAMAGE DEPOSIT***

Prior to moving into a residence hall, each student is required to pay a 150 € damage deposit to the AFS Accounting Office. Repair costs arising from damage caused by the student to residence hall rooms and/or common use areas will be deducted from the offender's deposit. Any remainder of the damage deposit will be refunded to the student at the end of his or her studies at the College; however, if a student does not complete the withdrawal deposit as stipulated (see "Official Withdrawals") he or she forfeits the deposit, and the amount will be used to support the College's teams and clubs. For further information regarding the damage deposit, see the Residence Life Manual, which is given to all residence hall residents at New Student Orientation.

### ***SIGN IN/OUT CONTRACT***

When a student moves into a residence hall room, he or she inspects the room along with a designated AFS staff member, and both sign the Sign In/Out Contract. By signing the contract, occupants agree that they have received the room, furniture and equipment, and that everything is working in order. They agree to abide by the rules and regulations governing the use of residence hall rooms, common areas, keys, etc. At the end of the year (or earlier, if the student leaves before the end of the school year), the occupants of a room and an AFS staff member again inspect the room, after which the occupants are permitted to sign out. If a room, its furniture and/or equipment have been damaged (beyond normal wear-and-tear), the cost for repairing or replacing damaged items will be deducted from the damage deposit. In cases where there is destruction of rooms or common use areas, and specific offenders are not identified, the applicable charges will be shared by all residents of the residence hall.

### ***DINING HALL***

The AFS Dining Hall provides meals for Perrotis College students who live in the residence halls, and also for those who do not live on campus but have made the appropriate financial arrangements with the Accounting Office. On-campus residency includes the complete meal plan of three meals per day. For further information regarding the residence hall policies, see the Residence Life Manual.

### ***STUDENT – SERVICE PROGRAMME***

In accordance with the American Farm School's mission to "educate students to use their heads, hands, and hearts" the College has implemented this year the Student-Service Programme, which provides for all student receiving financial aid to do volunteer service, in one of the departments of the AFS, in order to cover a portion of their financial aid grant.

More specifically, the goals of the Student-Service Programme are as follows:

- To instill in students the values, habits and attitudes associated with all forms of work, manual and mental;
- To help students develop the ability to communicate, collaborate and interact with others as co-workers with shared goals;
- To enable students to develop their personal skills and abilities through practical work experience;
- To provide students with the opportunity to learn and serve as individuals and as members of a community; and
- To enable students to contribute to the cost of their own education.

The Student Services Department, assigns positions to students participating in the programme at the beginning of each semester. Prior to the end of each semester, each student's supervisor will submit to the Student Services Department an evaluation of that person's work performance along with recommendations for future labor assignments. These evaluations will be reviewed, by the Student Services Department and the College Administration. In cases where unsatisfactory job performance is indicated, appropriate actions will be taken. These actions can include a verbal or written warning to the student, or, in more serious cases, the lessening or revoking of financial aid. Students who receive exemplary evaluations, on the other hand, can be rewarded with a written commendation.

## ***WORK-STUDY PROGRAMME***

The College offers a limited number of on-campus employment opportunities through its Work-Study Programme. The programme's objectives are to enable students to apply theoretical knowledge to actual work responsibilities, to gain work experience and thus a competitive employment advantage when they complete their studies, and to earn income while studying for their degree.

Some work-study positions are granted to students as part of their financial aid arrangement (i.e., Priority Work-Study), while other positions are assigned on a competitive basis to those who apply, based on each applicant's qualifications, academic progress, behavior and self-motivation. All Work-Study positions are part-time, never exceeding 20 working hours per week (exceptions may be made during vacations and breaks), and offer a payment rate of 3.20 € per hour. The Student Services Department and the College administration, arranges positions on a semester basis in various AFS departments, including the College, the Library, the Poultry Unit, the Dairy Unit and the Landscape Department.

Students who wish to apply for a Work-Study position should contact the Student Services Department.

## ***STUDENT HEALTH***

All students are required to have personal or family health insurance valid in Greece. In the event that a student does not have health coverage, he or she is required to participate in the College's student health plan, the cost of which is approximately 195 € per year. In addition, students are requested to pay 5€ per year for emergency medical services.

## ***HEALTH CARE***

In order to provide basic health care, a nurse is on duty at the AFS from 07.00 to 15.00 daily. She attends to student health needs, provides timely advice and refers students to local health care providers. In the event of a medical emergency she also informs the Student Life staff in order to arrange immediate transportation to the nearby health center (10 minutes away), which is a branch of the Greek national health care system, or to a local hospital.

## ***VISITORS/GUESTS STAYING ON CAMPUS***

Based on the space availability, students may arrange for parents or relatives to stay on campus in one of the AFS lodging facilities, providing they make arrangements well in advance and pay a modest fee. No relatives or any other guests are allowed to spend the night in student rooms. For further information regarding visiting policies, please see the Residence Life Manual.

## ***TEACHING AND LEARNING METHODS***

### ***LECTURES***

Formal lectures are used for the transfer of basic subject material. All staff make their lecture notes available on Perrotis College virtual learning environment called Moodle and students are able to download material as necessary, Moodle should not be seen as a substitute for attending. Lectures provide an opportunity to deliver a broad overview of a topic and to initiate further research and study by students for tutorials, seminars and private study.

### ***DIRECTED READING***

Students are expected to undertake significant directed reading in all aspects of the programme. All Cardiff Met students, including those studying at a partner

institution, have access to the University's electronic resources. Guidelines on accessing these resources are available at:

<http://tsr.uwic.ac.uk/Learning/Library/eleclib/Pages/default.aspx>

### ***TUTORIALS***

Tutorial sessions are used to reinforce material presented by the other methods and to clear up possible misconceptions. Tutorials enable students to build on their understanding of the subject gained via the lecture and preparatory readings. Tutorials also provide an environment in which you are able to clarify queries and raise questions about the subject. It is also likely that you will be asked to prepare presentations and you will receive formative feedback on assessed activities.

### ***CASE STUDIES***

Case studies present realistic examples and by study, research and discussion students are expected to gain insights into problems that they might otherwise not encounter.

### ***ON-SITE VISITS***

On-site visits to a range destinations and enterprises will be arranged to provide students with an opportunity to experience some of the theory they have studied being implemented in the work-place in a variety of settings and develop their practical skills.

### ***GUEST SPEAKERS***

Guest speakers (e.g. entrepreneurs; representatives from local and regional authorities; environmental organizations; development agencies; environmental and voluntary organizations) will participate and enrich the learning process, by providing practical and real-life aspects of the industry.

### ***GROUP WORK***

Group work is considered nessecary and crucial, since tourism usually means working in teams and communicating with people (e.g. visitors). Group projects will enhance students' ability for self and team management.

### ***ASSESSMENT***

Written examinations, essays and presentations.

It is essential when writing essays, examination papers or any form of assignment to write good English. If you do not express yourself accurately and correctly, then you will almost certainly lose marks.

Writing essays and assignments allows students to demonstrate their own ideas and understanding of a topic. The HARVARD method of referencing is recommended by Cardiff Metropolitan University, regardless of the type of dissertation or assignment which is written.

### ***LABORATORIES***

Please refer to page 65.

## **STUDENT RIGHTS & RESPONSIBILITIES**

As an institution of higher education, Perrotis College affirms essential principles and values that ensure learning, the free dissemination and examination of knowledge, and personal and professional development. Those who attend the College, as well as all staff and faculty, are expected to demonstrate respect for the rights, dignity, responsibilities and wellbeing of all members of the College community, and a readiness to act in ways that create an environment conducive to intellectual, professional and personal growth.

### ***STUDENT RIGHTS***

Along with their rights as individuals and citizens, Perrotis College students have the right to the following:

#### ***FREEDOM OF ACCESS***

Based on equal opportunity principles, which Perrotis College – as a branch of the American Farm School and a partner institution of the CARDIFF MET – adheres to, all qualified applicants have equal access to acceptance into the College. (For more information regarding the College’s equal opportunity policy, see “General Information”). Once matriculated, a student has the right of access to all College services and facilities which he or she is qualified to use. Access to the services and facilities may be denied to those who are not currently enrolled in the College.

#### ***CLASSROOM RIGHTS AND PRIVILEGES***

Perrotis College instructors are expected to encourage open discussion and inquiry in all educational activities. Students have the right to hold and express reasoned exception to information provided in any academic setting and to make independent judgments, based on sound principles of critical thinking. Students also have the right to be assessed fairly and transparently, according to appropriate academic standards, and using methods that measure an individual’s actual academic performance.

#### ***ACCESS TO INFORMATION***

As a partner institution of CARDIFF MET, Perrotis College abides by the UK Freedom of Information Act 2000, which provides students with access to recorded information held by CARDIFF MET. The Publication Scheme lists the information held by CARDIFF MET that is already available to students, much of it electronically.

The Scheme is available at:

<http://www3.uwic.ac.uk/English/Secretariat/foi/Pages/PublicationScheme.aspx> or a student can request a paper copy from the Perrotis College Registrar. Any of the information contained in the Scheme can also be requested in hard copy. If the information an individual wants to access is not included in the Publication Scheme, he or she can make a request for it. Unless a request is particularly complex or involves a considerable amount of information there is generally no charge. Guidance on making a request is also available on the above website.

For further information about the Freedom of Information Act and advice or assistance before making a request or about a request that has already made, please contact the Registrar.

#### ***PROPER DISCLOSURE OF PERSONAL INFORMATION***

Students have the right to maintain the privacy of personal information provided in College documents or expressed in any academic setting. In this context, information regarding a student’s marks, statements made in Student

Evaluations, or personal information as provided on College forms, may not be disclosed to anyone outside the College without his or her written permission. Regarding information provided by CARDIFF MET, students should be aware that there are some exemptions to their right to have access to information. These exemptions are mostly designed to protect certain information that should not be generally known (such as personal information about staff or students, or information that CARDIFF MET staff has been given in confidence).

The exemptions will also mean that a request from others for access to information the university holds relating to a specific student would usually be refused. Some information, such as dissertations or other assessments, may not be covered by an exemption and may, therefore, be disclosed if a request is received. We will, however, make every effort to contact the student involved before doing so.

### ***SAFETY AND SECURITY OF PERSON AND PROPERTY***

All students have the right to the safety and security of their person and personal property. In this regard, a student has the right to peaceful use of College property, grounds and facilities for all legitimate purposes. Harassment, intimidation, assault or discrimination – in any form – toward a member of the College and/or AFS community will not be tolerated by the College, its faculty and staff.

### ***RIGHT TO FEEDBACK ON ALL ASSESSED WORK***

Students have the right to receive feedback from their instructors on all work they have turned in for assessment, including coursework and exams, which includes the actual marks or marks obtained, 4 working weeks. Marks, however, can be withheld until a student has met his or her financial obligations.

### ***RIGHT TO DUE PROCESS***

All individuals enrolled at Perrotis College have the right to appeal within ten (10) working days after they receive their feedback form on anything that the individual feels denies his or her rights. In issues regarding academic judgment, while a student may request that an instructor recalculate a mark, all final assessment decisions, as determined by the CARDIFF MET Examining Board, are binding.

A student who has a perceived grievance is entitled to pursue a resolution of the issue according to the following procedure:

- 1) Discuss the perceived problem directly with the instructor or staff member involved;
- 2) If no resolution is found, discuss the issue with his or her faculty adviser, who may also act as an intermediary in arranging further discussions with the instructor/staff member involved;
- 3) If no resolution is found in these discussions, the student may meet with the Associate Dean to discuss the issue further;
- 4) If a resolution is still not found, the student may present an appeal to the Program Committee, whose decision regarding the matter will be binding, except in issues regarding academic assessment.
- 5) Students have the right to appeal directly to Cardiff using their own procedures.

### **VERIFICATION PROCEDURE (and associated application form)**

For students wishing just to verify (confirm) whether or not their marks are free from errors or to verify that the mitigating circumstances they reported before the Exam Board were actually taken into consideration.

### **APPEALS PROCEDURE (and associated application form)**

Direct access, without going through the old verification stage, for students wishing to appeal on grounds of (i) mitigating circumstances they could not

report before the Exam Board, or (ii) alleged irregularities in conduct of assessment or associated written instructions or advice (e.g. from supervisors). **The only way a decision of an Exam board can be changed is following a successful outcome from either the Verification Procedure or the Appeals Procedure.**

## **STUDENT RESPONSIBILITIES**

As in any community, the exercise of rights by students at Perrotis College must be accompanied by corresponding responsibilities. Besides the duty to safeguard the rights identified above, all enrolled students must meet the following responsibilities:

## **ACADEMIC INTEGRITY**

Students at Perrotis College are expected to demonstrate academic integrity in all educational pursuits. Adherence to this principle means that each individual is responsible for his or her own behavior in all activities connected to the College's academic programme and that such behavior is characterized by honesty, fairness and forthrightness. In order to ensure the above all written assignments can only be submitted through Cardiff's TurnItIn Platform. No other submission methods will be considered valid. Violations of academic integrity include – but are not limited to – the following:

- Introducing into an examination room any unauthorized materials such as books, mathematical tables, papers or unauthorized information of any kind;
- Communicating with any other person in the examination room, except as authorized by the instructor or proctor;
- Copying or using in any other way unauthorized materials or the work of any other examinee;
- Impersonating an examination candidate or allowing oneself to be impersonated;
- Engaging in plagiarism by using other people's work and submitting it as one's work;
- Claiming either to have carried out experiments, observations, interviews or any form of research which one has not in fact carried out, or claiming to have obtained results which have not in fact been obtained.
- Presenting evidence of special circumstances to the Programme Committee, or any other Perrotis College or CARDIFF MET body, which is false or falsified, or which, in any way, intends to mislead.
- Offering money or any item or service to a faculty or staff member in order to gain academic advantage for oneself or another.

Students caught violating principles of academic integrity will be immediately reported to the College administration and are subject to dismissal, suspension, loss of financial aid and/or other disciplinary actions. An individual who believes he or she has been wrongly accused of violating principles of academic integrity may appeal a decision by following the due process procedure identified above. Instructors have the right to orally examine all students on their submitted written course works.

## ***ETHICS POLICY***

The Academic Board ethics policy requires ethical approval to be sought and granted for all primary research conducted by students studying on Cardiff Metropolitan University programmes. This will, in the majority of cases, relate to undergraduate dissertations.

In such cases students will be required to submit and have approved an ethics proposal before commencing on the research.

A 100% penalty will apply to all undergraduate dissertations for which an ethics proposal has not been submitted and approved. This means the student will be awarded a mark of zero and therefore they will fail the module. The Department Heads will advise and assist students on the process.

#### ATTENDANCE AND PARTICIPATION REQUIREMENTS

Class attendance is mandatory and students are expected to attend every class prepared to engage fully in all activities. Because the College's Administration understands that absences sometimes are unavoidable, the following attendance policy has been developed

<b>Number of Class Hours per Week</b>	<b>Allowable Absences per Semester (excused and/or unexcused)</b>
3	9 Hours
4	12 Hours
5	15 Hours

Students are allowed to miss up to three classes per semester (excused and/or unexcused). If the number of absences exceeds the allowable limit, students will be asked to retake the module.

Lab coursework is a very important part of your studies. For that reason the absences limit to lab sessions may be less than the lectures. Lab absences are subjected to relevant Module Leader and Department Head decision.

Cases of students with a higher number of absences will be discussed at the Programme Committee on a case by case basis, only if considered serious. In order for relevant documentation to be accepted, it has to be provided by official authorities.

The instructor is responsible for keeping accurate attendance records on all his/her students and for reporting to the Registrar the names of any student who has been required to stop attending a module due to excessive absences.

The individual student is responsible for keeping track of his or her own absences. The Exam Board will determine whether a student who misses an assessment method due to excessive absences will be allowed to resit the specific failed exam or coursework.

#### **LATE COURSEWORK POLICY**

If a major assessment method is due during the final examination period, but has not been turned in on or before the assigned deadline, the student fails that assessment method. No assignments will be accepted after the due date in the final examination period unless there are exceptional circumstances beyond the student's control. Documentation for such mitigating circumstances must be submitted to the Registrar (no later than one class session after the deadline date or one weekday after the exam period). If questions arise, the situation will be reviewed by the Associate Dean in consultation with the relevant faculty member. In cases where a student fails because of lateness in turning in an assignment, the relevant Exam Board will review the mark and the mitigating circumstances (if any).

#### ***PROGRESS TOWARD COMPLETING A DEGREE***

In the BSc programme, full-time students are normally expected to pursue at least 12 modules (120 credits) during each academic year, and are expected to complete all assignments within five years. Part-time students are expected to complete a minimum of 20 credits per semester and to complete their degree in



not less than four and no more than ten years. Time limits may be extended only on appeal to the Programme Committee.

Students wishing to change from full to part-time status, or vice versa, must apply to do so through the Registrar's office.

### ***MINIMAL ACADEMIC PERFORMANCE***

Students are expected to demonstrate a minimal level of academic performance by maintaining an acceptable mark average every semester they are enrolled. Those who fail to maintain a "D" (40%) average or better for one semester or more will be placed on Academic Probation. If a student falls below this average for two semesters in a row, or fails to raise an overall mark average in an appropriate period of time to the required level, he or she is subject to academic suspension or dismissal and is likely to see a decrease or complete elimination of financial aid.

When a module is assessed by more than one component (for example by assignment and examinations) in order to pass, students are normally expected to score at least 25% in each of the components. If this minimum mark is not achieved, the assessor of the module may opt to give the student the opportunity to pass on the average mark. This will depend either on the students' overall academic performance or on his/her performance in a ten minute oral examination.

### ***WORK ASSIGNMENTS***

The College expends considerable effort to find work positions for students, not only for those completing their internships through the Industrial Work Experience module, but also for those interested in earning money and obtaining valuable work experience through the Work - Study and Student - Service programmes. If students fail to complete a work assignment, they jeopardize the College's relationship with employers and thus make it more difficult to secure positions in the future. For this reason, students who accept but fail to complete a work assignment arranged for them by the College or another department of the American Farm School will be responsible for finding all future work assignments, including internship positions that fulfill the IWE academic requirement. Those students receiving financial aid may also jeopardize all or part of that support. Exceptions to this policy will be made only for those who have mitigating circumstances due to illness or other condition beyond their control, which they can document. Students must provide relevant documents and gain the Dean's approval prior to leaving a work assignment.

### ***DISCIPLINARY PROBATION AND DISMISSAL***

Students who seriously violate College rules and/or acceptable standards of behavior will be brought to the attention of the College administration for disciplinary action, which may include placing the individual on Disciplinary Probation for one or more semesters, or, in the case of more serious or repeated offenses, dismissal from the College. Those placed on disciplinary probation are also referred to the Programme Committee, which may reduce or cancel the offender's financial aid. Students dismissed from the College are not eligible to receive a fee refund.

### ***STUDENT RECORDS***

Each student receives copies of all official documents relating to his or her academic status and progress, including a Registration Form each semester, Declaration of Matriculation, Mark Reports each semester, the Declaration of Course and Declaration of Pathway forms, etc. (see "Academic Information" for more details). Each student is responsible for keeping copies of these records and verifying the accuracy of information contained in them.

## ***LAB USE POLICIES***

### **Agronomy, Biology, Horticulture, Plant Propagation, Soil Science Labs and all Labs for the Food Science & Technology Course:**

When working in the College's laboratories, students should follow appropriate safety and use procedures, including the following:

#### **PERSONAL SAFETY**

- Always wear clothes appropriate for laboratory work. Long hanging necklaces, bulky jewelry and excessive or bulky clothing should never be worn in the laboratory.
- Long hair or loose clothes must always be tied back or confined.
- Never eat, drink or smoke while working in the laboratory. Do not store food in laboratories. When using solutions, specimens, equipment or materials hands should be kept away from the face, eyes and body.
- When handling dangerous substances, wear gloves, laboratory coats and a safety shield or glasses.
- Be alert and move from one place to another with caution at all times. Take care not to bump into other students. Remain at your table while performing lab activities.
- Keep the work area clear of all materials except those needed for your work. Coats should be hung in the space made available, at an appropriate distance from lab activities.
- Always clean all desks, tables and laboratory work areas at the conclusion of each lab activity.
- Wash hands thoroughly with soap before leaving the lab and before eating.

#### **GENERAL LAB SAFETY**

- Never work alone in the laboratory.
- Immediately report all accidents to the instructor, no matter how minor.
- Follow all written and verbal instructions carefully.
- Do not use any equipment unless you have been approved by the instructor.
- Never obstruct access to any exits, fire extinguishers, electrical panels or eye washes.
- Comply with fire regulations concerning storage quantities, types of approved containers and cabinets, proper labeling, etc. If uncertain about regulations, contact the instructor immediately.
- Do not leave an on-going experiment unattended.
- If a piece of equipment fails while being used, report it immediately to the instructor. Never try to fix the problem yourself, because you could harm yourself and others.
- You, as all individual students, are responsible for properly disposing of the materials you have used. All solid waste should be thrown in separate waste baskets, jars or other designated receptacles. Do not discard any solids in laboratory sinks, especially glass items such as tubing or cover slips.

#### **CHEMICAL SAFETY**

- Treat every chemical as if it were hazardous.
- Never "smell" or "taste" a chemical. Never pipette by mouth (siphon) chemicals; use a bulb or a roller.
- Read all labels carefully.
- Never do unauthorized experiments.
- Check your glassware for cracks and chips each time you use it. Cracks can cause the glassware to fail during use and cause serious injury.

- Make sure that all chemical solutions that you prepare are clearly and accurately labeled with the substance name, concentration, date of preparation and name of the individual responsible.
- Never return chemicals to reagent bottles. In order to avoid waste, use correct amounts only and share any excess.
- Never allow a chemical to come into contact with your skin. In case this happens, wash immediately with water and report to the instructor;
- Clean up spills immediately.
- Use volatile and flammable compounds only in a fume hood.
- Extreme caution should be exercised when using a burner. Keep your hands and clothing away from the flame and turn the burner off when it is not in use.

### ***IT LAB***

The mission of the American Farm School Computer Laboratories, including those used by the College, is to provide contemporary technological resources and services to support all the educational programmes. All users must abide by the following policies:

- Faculty and staff may schedule the labs for instructional purposes. If no formal instruction is scheduled, AFS faculty, staff, students and residents may use computer labs for any legal purpose which does not conflict with the American Farm School's code of ethics for computer use (see below). The labs are not open for use by the general public except with permission of the librarian in charge.
- No children under the age of 12 should be left unattended to use the computers in the computer labs.
- Lab users will be respectful of others and will not make unnecessary noise or cause distractions. Quiet conversations that are not disturbing to others are permitted.
- Use of computers for gambling, commercial gain, private entertainment or private profit is prohibited.
- Users shall be respectful of lab equipment and facilities and must not damage or remove any hardware equipment. This includes both physical damage and destruction or misuse of furniture, equipment, software or data. This specifically includes the creation and dissemination of viruses, worms or any other destructive programme.
- Equipment and cables are to be moved only by authorized personnel.
- It is sometimes necessary to reserve a computer lab facility for instructional purposes. Every effort will be made to inform facility users prior to the arrangement of such reservations. However, the Library reserves the right to close a facility to users at short notice in order to accommodate instructional or maintenance needs.
- Users who violate Computer Lab policies will be asked to leave the premises.

### ***ICT POLICIES AND CODE OF ETHICS***

In order to provide efficient and appropriate access to Internet and computer technology for all members of the College and AFS community, students are responsible for adhering to the policies and ethical code identified below.

#### ***CODE OF ETHICS***

Computer facilities are provided at the American Farm School as shared resources intended to support and facilitate the teaching, research, and administrative activities carried out at the institution. Students and authorized guests are

encouraged to use these resources to their maximum benefit in performing these functions. Experimentation, exploration and learning are promoted within the bounds of common sense and legal constraints.

The contents of electronic files and network communications are considered to be and treated as private and confidential. Any inspection of electronic files, and any action based upon such inspection, will be governed by applicable Greek and European laws and by AFS policies.

Computing facilities are only as useful as their users allow them to be, so are dependent upon the integrity of their users. These facilities may not be used in any manner prohibited by law or disallowed by existing licenses, contracts or AFS regulations. Individuals are accountable for their actions as well as all activity involving the accounts for which they have responsibility. AFS policies and Greek law make certain kinds of activities involving information technology either civil or criminal offenses. Students should be aware that they may be criminally prosecuted if they violate the law.

### ***COMPUTER USE POLICIES***

In order to maintain the above Code of Ethics and to ensure the equitable sharing of computer labs, equipment and facilities, the following specific policies and rules, which all Perrotis College students must abide by, have been established:

- Users with a personal account: a personal account shall be used only for academic or research purposes pertaining to the American Farm School or Perrotis College. Network accounts are only for the use of the individual to whom they have been assigned. Use of another user's account or loaning account privileges to another is strictly prohibited. The user may use this account for personal purposes, such as receiving and sending mail, keeping personal material on-line, if and only if such use does not violate any policies stated herein. The user must not read, copy, change or delete another user's files or software without the permission of the owner.
- Users are not to deliberately destroy, damage, disconnect or steal (either through physical means or through the introduction of programmes) computers, peripherals, networks, software or files. The addition of wireless routers and other devices that extend the AFS campus network is prohibited. Users are not allowed to engage in any action that is intended to compromise the security of any system resource. Users are not allowed to take advantage of any system security flaw or circumvent data protection schemes. They are encouraged to report any information relating to a flaw in, or bypass of, computer facilities to campus security.
- Users are prohibited from engaging in any attacks on computer systems on and off campus and from taking any actions abusive to others, such as Denial-of-Service attacks or sending e-mail spam. Deliberate creation, distribution or use of any software (viruses, worms, Trojans, etc.) designed to maliciously destroy data and/or disrupt services are prohibited, as are the use of any AFS resource as a staging ground to crack (break into) any other system or remote computer without permission, and as is accessing or attempting to access files, disks, or network communications other than one's own without first getting appropriate permission.
- Users are not allowed to make illegal copies of software on AFS computers. Illegal copying includes copying other people's work without permission and copying copyrighted programmes and databases from AFS computers that do not explicitly include permission for such copying. Theft, including the illegal duplication of copyrighted material, or the

propagation, use, or possession of illegally copied software, data, music, and games files is not allowed. Misrepresenting one's identity (forgery), plagiarism and violations of copyright, patent and trade secrets are prohibited. Students are required to submit their course work through Turn-It-In, and check the originality reports.

- Users are not to use student computing/network facilities for commercial purposes or personal financial gain. The American Farm School and Perrotis College prohibit the use of such facilities for this purpose. Students may not use computer facilities to make programmes, type papers, or prepare financial reports or taxes, if these are being done for others. Students are also not allowed to use the computer facilities to advertise products other than American Farm School ones. The American Farm School/Perrotis College is linked to the National Network for Research and Technology (EDET) for Internet Services. EDET does not allow commercial use of this Internet connection, including such activities as sales of goods or services and advertising.
- The following types of information or software cannot be placed on any AFS-owned computer system: pirated software, destructive software, pornographic materials, libelous statements or any other material that can be used for advertising or commercial enterprises. Users are not allowed to store computer games and illegal software in a personal user directory, on the network servers or on the local machine.
- Users are not allowed to play computer games in the computer labs or library. Educational games are permitted if applicable policies are adhered to.
- Because resources are limited, and for other reasons, users must not deliberately perform acts that are wasteful of computing resources or which unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, creating unnecessary multiple jobs or processes, obtaining unnecessary output or printing, creating unnecessary network traffic or downloading unnecessary large files (such as music/video).
- Users are prohibited from utilizing computer messages, electronic mail or other mechanisms for the purpose of harassing or offending others by sending annoying, threatening, libelous or sexually, racially or religiously offensive messages.
- Smoking, eating and drinking are not allowed in the computer labs.

Please note that any networking traffic exiting the AFS campus is subject to the acceptable use policies of the network through which it flows, as well as to the policies listed above. In addition to the above use policies, students with CARDIFF MET email accounts and library access must abide by that university's Electronic Communications Policy, a copy of which is available on the Perrotis College Web Site. That policy includes the following statement, which users of CARDIFF MET on-line services are required to be aware of:

It has been widely accepted that education institutions cannot monitor the vast amount of information disseminated and accessible through their networks, and therefore an effective control over the persons responsible for transmitting and accessing such information cannot be exercised. Nevertheless, CARDIFF MET is committed to responding promptly to any potentially damaging publication by withdrawing from its services any unacceptable materials and taking any other necessary action. This may mean that users responsible for such materials have their access to CARDIFF MET's IT facilities withdrawn. It may also result in action being taken against those responsible under CARDIFF MET's disciplinary regulations, and/or prosecution under the law. All of those who have access to

on-line services through CARDIFF MET's network must be aware of the legal consequences attached to the inappropriate use of those services.

### ***PERSONAL COMPUTERS ON THE AFS CAMPUS NETWORK***

The policies identified below refer to the use of personal computers on the AFS computer network. Users are reminded that they must also abide by the above stated AFS Code of Ethics and policies for the use of computers, facilities and equipment.

- Students wishing to connect their personal computers to the AFS campus network need to apply to do so through the IT Department (ITD). Once the application form has been filled out and turned into that department, ITD will activate network access for the student's computer.
- It is important for users to have up to date anti-virus software installed on their personal computer, which also must be updated regularly in order to protect the user's computer and to prevent misuse of AFS facilities.
- Users are advised to install an anti-spyware programme such as MALWARE BYTES Anti-Malware to further protect their computer and to prevent misuse of AFS facilities.
- Peer-to-peer applications for downloading of audio/video/data – such as BitTorrent and Limewire, etc. – are not allowed on the AFS campus network, nor are similar applications which create security and bandwidth problems.
- Users must not deliberately perform an act that will seriously impact on the operation of AFS computers or network, including the addition of wireless routers and other devices.
- Users must not use their personal computers with the AFS Internet connection for private financial gain. This includes activities such as sales of goods or services and advertising. Commercial use of its services is prohibited by the EDET network (National Network for Research and Technology), which is the Internet provider for AFS.
- Users must respect copyright rules and licenses for the software they have installed on their personal computers and also must abide by all Greek, international and EDET rules and acceptable use policies. AFS and Perrotis College are not responsible for any illegal act committed by a private user.
- Users are encouraged to use AFS Network Services at off-peak hours when bandwidth is more readily available, such as when student labs are closed and outside AFS working hours.

### ***PLAGIARISM***

According Cardiff Met's policy, it is imperative that you give full and correct acknowledgement of any materials you use in your academic work which are not your own. Failure to do so will be regarded as Plagiarism Students fail programmes because they do not acknowledge the source of materials.

It is normal practice to find information and quote it in an academic essay and the action of quoting and referencing is actively encouraged. It demonstrates research, reading about the topic and provision of a balanced argument. An assignment should be accompanied by a bibliography detailing all the books you read when preparing the assignment, even if no quotes were taken from them. You will need to learn how to reference, support material and short programmes are available at:

<http://tsr.uwic.ac.uk/learning/AcSkills/Pages/Home.aspx>

## **UNFAIR PRACTICE**

Where there is justifiable evidence to suggest that a student has presented for assessment work that is not the result of his/her own legitimate efforts e.g. copying from fellow students or the internet, the following procedures will apply: [http://www.cardiffmet.ac.uk/registry/academichandbook/Pages/Ah1\\_08.aspx](http://www.cardiffmet.ac.uk/registry/academichandbook/Pages/Ah1_08.aspx)

## **ASSIGNMENT FORMAT**

All assessments require a front cover to enable mark recording and feedback, please ensure you use the official form. The front covers can be obtained from the instructor. Always ensure your name is on every sheet of your assignment and the pages are clearly numbered. The pages should be stapled together and placed in a protective wallet.

CD ROMs containing work should always be clearly marked with your name, programme name, module and assignment name. Always keep a backup copy of the assignment. Do not delete your copy until you have the marked assignment back.

## **FEEDBACK & LATE SUBMISSION POLICY**

Students will receive feedback on their assignment within 4 working weeks of submission. Please note that **late submission of an assignment where there have been no exceptional circumstances will be classed as a fail and any re-submission capped at 40.**

## **APPEALS, COMPLAINTS AND ACADEMIC REGULATIONS**

As a student of Perrotis College you are subject to a number of the Cardiff Met's regulations including their academic regulations, unfair practice procedure, mitigating circumstances procedure (see paragraph SCHOOL MITIGATING CIRCUMSTANCES COMMITTEE), appeals procedure and complaints procedure.

If you are unhappy with any aspect of your experience and wish to make a complaint you should first try and resolve your complaint through the mechanisms that are in place at Perrotis College. (see paragraph RIGHT TO DUE PROCESS for more details on procedures). Once you have completed these procedures, if you are still not satisfied you may complain to the University directly.

Details of these procedures can be found in the Appendix of this handbook and at the link of Cardiff Metropolitan University Academic Handbook:

<http://www.cardiffmet.ac.uk/Search/Pages/results.aspx?k=Academic%20handbook>

## **CLEARANCE FORM**

Students who have completed their studies at the College, or who are planning to withdraw for any reason, are required to fill out a Clearance Form, which can be obtained at the Registrar's Office. The departing student is expected to obtain all the required signatures identified on the form, thus indicating that they have cleared all obligations connected to the Library, Residence Hall, Accounting Office and Registrar's Office. Students will have thirty days from the time they leave the College to complete the withdrawal process and collect the remainder of the residence hall damage deposit. If a student does not complete the withdrawal procedure as stipulated, he/she forfeits the deposit, and the amount will be used to support the College's teams and clubs. In addition, a student who has not completed the Clearance Form will not be eligible to receive a final mark report, an official final transcript or a degree.

### ***STUDENT ID POLICY***

For security reasons, students are expected to keep with them at all times their personal official ID or passport and their Perrotis College ID card, which is issued to students at the beginning of the semester. Students will be required to present their College ID whenever entering the campus.

### ***ON-CAMPUS SMOKING POLICY***

In accordance with Greek law, smoking is not allowed indoors anywhere on campus. This includes residence hall rooms, the classroom building and all other spaces. Nor are students allowed to smoke outside in areas that students from the AFS High School frequent, such as the steps to Princeton hall and its surrounding area. Students are requested to smoke only in outdoor areas where ashtrays have been provided. Under no circumstances are students to dispose of cigarettes by throwing them on the ground or anywhere else except in the receptacles provided for that purpose.

Students who are found to be smoking in areas where it is prohibited, or found to be disposing of cigarettes in inappropriate places will be punished as follows:

- First offence: a verbal warning from the Residence Life Coordinator or, in cases involving off-campus students, the Associate Dean;
- Second offence: a written warning from the Director of Student Life;
- Third offence: Disciplinary Probation
- Fourth offence: Dismissal from the residence hall and potential dismissal from the College.

Students should note that the same policy is applied if guests of theirs are found to be smoking in prohibited areas. In the case of a guest smoking in one of the residence hall rooms, the student whose guest it is will be held responsible, as will his or her roommate if present at the time of the violation.

### ***RESIDENCE LIFE POLICIES***

Student who reside in a residence hall are expected to follow all policies and procedures as described in the Residence Life Manual, which will be provided to resident students when they sign into their rooms.



## **ACADEMIC INFORMATION**

### ***REGISTRATION***

#### ***REGISTRAR'S OFFICE***

In addition to registering students for each semester that they are at Perrotis College, the Registrar's Office assists students in a variety of other ways, including the following:

- Evaluating transfer credit;
- Approving the adding and dropping of modules;
- Maintaining and issuing records of student marks;
- Maintaining records on student Declarations of Courses (Majors) and Pathways (Specializations);
- Monitoring student progress toward a degree;
- Issuing official mark transcripts and degrees;
- Processing student grievance petitions; and
- Processing applications by students for withdrawal from the College programme.

#### ***REGISTRATION PROCEDURES***

##### ***NEW STUDENTS***

Once a newly accepted student has completed all admissions requirements, including the payment of fees, the Registrar will assist him or her in registering for classes.

##### ***CONTINUING STUDENTS***

During the first two weeks of the semester, the Registrar will issue an official Registration Form to the student. This form lists the modules for which the student is registered, the class instructor, schedule of class meetings, number of credits, room location, etc.

##### ***OFFICIAL WITHDRAWALS***

Students who withdraw from the College at any time must fill out an official Withdrawal Form and an appropriately signed Clearance Form, and submit both forms to the Registrar, along with the required 5 € Withdrawal Fee. Students will have thirty days from the time they leave the College to complete the withdrawal process and collect the remainder of the residence hall damage deposit. If a student does not complete the withdrawal procedure as stipulated, he/she forfeits the deposit, and the amount will be used to support the College's teams and clubs. In addition, a student who has not completed the Clearance Form will not be eligible to receive a final mark report, an official final transcript or a degree. Up to the eighth week, those who withdraw early from the semester are eligible to receive a refund based on the number of weeks they have attended. After the end of the seventh week of the semester, no refunds for withdrawal will be granted. For every week the student did attend, he or she will be charged 7% of the semester academic fees and room & board fees (if applicable). Students dismissed for academic or disciplinary reasons are not eligible for a refund.

## ***STUDENT RECORDS***

Each student receives copies of all official documents relating to his or her academic status and progress, including a Registration Form each semester, a Declaration of Matriculation, Mark Reports each semester, the Declaration of Course and Declaration of Pathway forms, etc. (see "Academic Information" for more details). It is important to note that each individual student is responsible for keeping copies of these records, being familiar with their contents, and verifying the accuracy of information contained in them.

## **DIPLOMAS AND DEGREES OFFERED**

### ***BSc (HONS) DEGREE***

The BSc (Hons) that Perrotis College confers is a baccalaureate award granted by all recognized UK universities and their affiliates. Holders of this degree—which is validated by the University of CARDIFF MET (CARDIFF MET)—have completed Levels Four, Five and Six of the degree programme (a minimum of 360 credits; 120 credits per level), including the preparation of a 30-credit independent project, a Dissertation. According to the UK system of higher education, typically only those who have attained “Honours” status (either a BA or BSc) are eligible for entry into post-graduate programmes. Information on Cardiff Met graduate programmes can be found at: <https://tsr.cardiffmet.ac.uk/pages/student.aspx> .

### ***OTHER QUALIFICATIONS AWARDED BY PERROTIS COLLEGE***

In addition to the BSc (Hons) degree, Perrotis College offers the following UK certificate- and intermediate-level post-secondary degrees, which are also validated by CARDIFF MET:

#### ***BSc (Ord)***

Those who complete Levels Four and Five, as well as half of Level Six (300 credits in total, excluding the Dissertation or Enterprise Project), are eligible to receive a BSc (Ord) Degree, a bachelor-level award that typically does not make its recipient eligible for post-graduate study.

## ***ACADEMIC ADVISING***

An integral part of the College programme, academic advising enables students to be well informed of their academic requirements and options. All students are assigned an academic adviser, in order to help them register, ensure that they understand and correctly follow the academic programme and monitor their progress. Every effort is made to assign advisers who best know the student's area of interest. For this reason, after the second semester, when a student has chosen a course (major), he or she will be assigned an adviser from that subject area. Again, before beginning Level Six, when a student has chosen a pathway (specialization), he or she will have as adviser the Pathway Coordinator for that specialization. Please note that in order to ensure the quality of your studies no pathway (specialization) will be offered if less than 5 students express their interest.

## ***POLICIES & PROCEDURES***

The following policies and procedures apply to the academic advising programme:

- All incoming students will be assigned a faculty adviser at the beginning of the semester
- Students will be divided as equally as possible among the fulltime faculty teaching in degree areas;
- Foundation students will be divided among the faculty teaching in the Foundation Programme;
- New students will be registered directly by the Registrar's Office prior to the first day of classes;
- Students will meet with their advisers at least three times each semester—within the first three weeks of the semester, in the middle of the semester (to monitor student progress and identify potential issues) and during the study period (to pre-register);
- In order to be readily available to students, all fulltime faculty will arrange for and announce office hours for each semester by posting them on their office door and including them in each module handbook. An instructor's office hours should be equivalent to one hour per week per module taught; and
- Faculty advisers should be prepared to help counsel underachieving students and should also participate in student grievance procedures.

## **BSc ACADEMIC PROGRAMME**

### ***ACADEMIC PROGRAMME STRUCTURE***

As a partner institution of Cardiff Metropolitan University, Perrotis College follows the UK model for higher education. In that academic structure, a full-time student pursuing a bachelor degree completes a specific course of study over a three-year period, with each year referred to as a "Level" (i.e., Level Four = Year One; Level Five = Year Two; and Level Six = Year Three). Students take approximately 60 credits each semester (120 per year), which are usually divided up into six 10-credit modules (classes). Some modules, such as Learning Methods, are 20 credits, and others, such as Dissertation, are 30 credits. In order to earn the BSc (Hons) degree, a student must complete 360 credits, including the 30-credit Level Three Dissertation Module or Enterprise Project Module.

### **COURSES IN INTERNATIONAL BUSINESS**

The goals of the International Business course are to enable students to accomplish the following:

- To develop the entrepreneurial and managerial skills necessary to pursue post-graduate studies and/or a career in business, tourism, agriculture and/or the food industry;
- To develop an awareness of the various fundamental aspects of the fields of agriculture, tourism and management, as well as the processing and marketing of agricultural products;
- To demonstrate a sensitivity to the natural environment, cultural diversity and sustainable agriculture;
- To cultivate creativity, innovativeness and critical judgment in decision-making;
- To communicate, orally and in writing, in a professional manner in a variety of industry and service related contexts;
- To gain hands-on experience in work and professional fields connected to each student's academic and career aspirations;
- To cultivate the qualities of character necessary to function maturely and responsibly in a work-related environment;
- To effectively collaborate with others in the problem-solving process;
- To develop the ability to conduct research and report on one's findings clearly, honestly and accurately;
- To identify and meet professional and educational goals;
- To assume leadership roles in completing individual and group tasks; and
- To work effectively in team oriented activities.

## **PATHWAYS (SPECIALIZATIONS)**

At Level Six, students specialize in one of three pathways for their chosen course, which are as follows:

International Business:

- Agrotourism Pathway
- Marketing Management for the Food sector
- International Food and Agribusiness Management

It is important to note that all the above Pathways are offered based on student demand. In order to ensure the quality of your studies no pathway (specialization) will be offered if less than 5 students express their interest. In the event that one of the above Pathways is not offered, students will be counselled to pursue a different specialization within the same course.

## **INTERNSHIP (IWE) PROGRAMME**

An essential feature of Perrotis College's commitment to providing hands-on professional training to all students, the Internship Programme arranges for students to gain practical on-site technical and professional experience by working in positions in industry, business and other settings connected to each student's preferred educational and professional pursuits.

This programme enables students who have completed Year Two of the regular College programme to work in a supervised, industry-related setting, through which the individual pursues clearly identified experiential learning goals and reflects actively on what knowledge and skills he or she is acquiring throughout the working experience. These learning goals can include practically applying theoretical concepts, as well as goals connected to an individual's career and personal development. An important part of the academic programme, the internship is conducted through Industrial Work Experience Module—and can be performed in the following areas:

- AFS departments;
- Greece (through the AFS and Perrotis College industry network);
- The EU or US (through exchange programmes with Perrotis College's collaborative educational institutions and farm operations); and
- In their home country (with College approved companies, agencies, farms and institutions).

Although the College works to provide internship opportunities, some of which (but not all) are paid positions, students are responsible for finding their own internship positions. For this reason students are strongly encouraged to search for interesting and appropriate opportunities well in advance of the date they will begin their internships. An internship can be completed during the summer or during the fall or spring semester.

Whether a student finds his or her own position, or is placed into a position through the help of the College, all internships must meet the College's requirements and must be approved by the IWE Administrative Coordinator well in advance of the internship start date. Interns

should also keep in mind that if they fail to complete a work assignment they jeopardize the College's relationship with employers and thus make it more difficult to secure positions in the future. For this reason, students who don't complete an internship assignment arranged for them by the College or another department of the American Farm School will be solely responsible for finding all future internship positions. Those students receiving financial aid may also jeopardize all or part of that support. Exceptions to this policy will be made only for those who have mitigating circumstances, such as an illness or other condition beyond their control, which they can document. Students must provide relevant documents and gain the Dean's approval prior to leaving a work assignment.

## **ACADEMIC FACILITIES**

### ***LIBRARIES***

Students at Perrotis College have library services and facilities available to them through both the Dimitris & Aliko Perrotis Library and the electronic databases of CARDIFF MET (CARDIFF MET).

#### ***DIMITRIS & ALIKI PERROTIS LIBRARY***

Dimitris & Aliko Perrotis Library maintains a collection of over 10000 print books, CDROMs and DVDs, subscribes to 30 Greek print journals as well as databases which comprise of eBooks and electronic journals. In addition, the Library houses the Historical Archives of the American Farm School. Access to the Library's collections is available through the Online Public Access Catalogue (OPAC) Koha (<http://librarycatalog.afs.edu.gr>).

#### ***CARDIFF MET LEARNING RESOURCES***

As a student of a partner institute of Cardiff Metropolitan University you are entitled to full access to the University's electronic resources. These include a range of guidance on academic skills, access over 30,000 e-journals, 4500 e-books and about 120 databases: <https://tsr.cardiffmet.ac.uk/Learning/Library/services/Pages/Students.aspx>

### ***IT RESOURCES***

Perrotis College students have the following IT services and facilities available to them:

- Library Computer Lab (20 computers);
- Edmund & Mary Keeley Computer Room (Library; 8 computers);
- Library Reference Area Collection (4 computers, one of which has a scanner);
- Library Reference Desk (1 computer);
- Library Amphitheater (29 computers, for teaching purposes);
- Wireless access throughout the Library;
- Printing, photocopying and simple binding services in the Library;
- Video conferencing facilities in the classroom building;
- E-mail services (PC and CARDIFF MET); and
- PC and CARDIFF MET electronic databases

## ***FARMS***

In its academic programme Perrotis College uses the two AFS demonstration farms, which are as follows:

- Campus Farm (67 Hectares)
- The Zannas Farm (85 Hectares)

## ***LABS***

The College currently maintains four labs for academic purposes:

- IT Lab (Library);
- Horticulture Lab;
- Plant Propagation Lab;
- Soil Science and Agronomy Lab.
- Dairy Science Lab;

## **ACADEMIC ASSESSMENT**

As a partner institution to the CARDIFF MET (CARDIFF MET), Perrotis College follows the academic assessment policies and procedures of its validating institution. As such, the policies and procedures described below are meant as a complement to the assessment policies and procedures CARDIFF MET sets forth in its Academic Handbook, a copy of which is available on the Perrotis College web site.

### ***PRINCIPLES OF ASSESSMENT***

The primary purpose of assessment is to enable students to demonstrate that they have fulfilled the learning outcomes of a programme of study, or part of a programme, and have achieved the standard required to progress to the next stage or to qualify for an award. Assessment involves judgment, not simply compilation. Marks and percentages are not absolute values but symbols to communicate an examiner's judgment of different aspects of a student's work in order to provide information for the final decision on a student's fulfilment of the programme learning outcomes.

**For every Module, there are three (3) attempts.** After that, the student may not be allowed to continue his/her studies through the programme. The final decision will depend on the overall academic profile of the student.

The assessments done by individual instructors and other examiners must be carried out within the constraints of academic programme aims, learning outcomes and assessment regulations as identified in the module descriptors and programme specifications approved by CARDIFF MET, as well as in the CARDIFF MET Academic Handbook.

### ***METHODS OF ASSESSMENT***

The performance of students may be assessed by any combination of assessment methods as appropriate to the level and learning outcomes of the assessment exercise and typically include the following:

- Written examinations with fixed time-limits and previously unseen questions;
- Open book examinations (approved books being taken into the examination room);
- Multiple-choice tests;
- Oral examinations;



- Practical examinations;
- Individual or group projects;
- Assignments;
- Dissertation;
- Free-time examinations (where a set of questions is given to a student to answer over a period of time, e.g. 14 days);
- Portfolios;
- Dialogue, reflective or other types of journals;
- Professional placement/internship.

Specific methods of assessment, together with any weighting which may apply, and the number of such assessments, are described in the individual module descriptors.

Students need to resit module elements in which they receive a mark below 25%, regardless their overall module mark.

## **PROCEDURES FOR INTERNAL MODERATION OF ASSESSED WORK**

### **Internal Moderation**

Internal moderation of student work ensures the use of agreed marking criteria, comparability and equity of standards, consistency and fairness of marking. Internal moderation may be undertaken via double seen marking or double unseen marking.

### **Internal moderation by sampling of the cohort**

Regardless of the assessment weighting, if the assessment is not individual in nature, and where a number of students will be using the same title and rubric and the cohort size is not too small, then internal moderation can be done via sampling. The sample should include sufficient examples from each of the classification bands if the size of cohort permits, that is, three fails, three 40s, three 50s, three 60s and three in the 70s and above, or 10% of the cohort size from across the classification bands, whichever is the greater number of samples. Where a large cohort is marked by a large team, it may be necessary to moderate a greater sample in order to ensure consistency of marking across the team. It is not necessary to include in the sample all fails and all firsts unless this is specifically requested by an external examiner. If a module has two external examiners (e.g. where there is an academic and a practitioner) then arrangements should be made for both external examiners to review the same sample of work.

### **Internal moderation by double marking the whole cohort**

It may be appropriate for all work in a cohort to be internally double marked if the numbers on the module are low and sampling would not provide a sufficiently representative group of work.

### **Double Seen Marking of Assessments**

A process which involves a second member of academic staff using their professional judgement to mark fully pieces of work with sight of the comments and marks of the first marker. It involves a second member of academic staff using their professional judgement to confirm the validity and equity of the marks for the cohort, taking into account the marks and comments of the first marker; and that marking schemes have been properly applied. The second marker reviews the marking and may comment on how the work does (or does not) meet the learning outcomes. This process of internal moderation should be clearly visible and the comments of the second marker should be available for external examiners.

### **Double Unseen Marking of Assessments**

A process which involves a second member of academic staff using their professional judgement to mark fully pieces of work without sight of the comments or marks of the first marker. The process of internal moderation should be clearly visible and the comments of the second marker should be available for external examiners.

## **2. Aims of internal moderation**

2.1 The aims of internal moderation, in line with chapter B6 of the Quality Code are: (i) to provide a check that an assessment has been marked in line with the expressed aims and learning outcomes of the assignment/examination, and in terms of marking criteria; (ii) to provide assurance for students of fairness of marking and hence the equality of treatment of each student; (iii) to assure internal consistency of assessment within a module; (iv) to provide an approach to the comparability of standards across modules within a subject area.

## **3. Ensuring fairness and consistency**

3.1 As students are not permitted to appeal against academic judgement, it is important to ensure fairness and consistency through the internal moderation process. In addition

the External Examiners will review the marking process and marks awarded. Both the overall results of assessment as well as each individual student's result will be further scrutinised at the meeting of the final Examination Board.

3.2 Borderline marks are not subject to routine special consideration at the level of individual assessment or module. Where a marker is uncertain which side of grade boundary an assessment should be graded it is recommended that script is included in the moderation process for a final decision. At programme award level the university processes for raising the degree, diploma or certificate class, as detailed in the assessment regulations 04.1, apply.

3.3 Written examinations are subject to anonymous marking. Anonymity is lifted after the marking and moderation process is complete, and before examination boards take place. While anonymous marking is not always feasible for coursework, it is encouraged where appropriate and practicable. Performances and presentations are not subject to anonymous marking.

3.4 The University recognises the need for Schools and Examination Boards to conduct the assessment of students in a manner that is appropriate to individual disciplines and to the methods of assessment employed, although Schools are expected to adopt the following procedures in regard to internal moderation. Where programmes are subject to Professional, Statutory and Regulatory Body (PSRB) regulations, these procedures may be adapted to meet their specific requirements: (i) Student work and marks should be returned to students after internal moderation has taken place, though feedback could be returned sooner. This will normally be before the student work has been externally moderated and passed through an examination board, and therefore students should be advised that these marks are unconfirmed. (ii) Performances and presentations are normally attended and assessed by two members of staff, one of whom is a subject specialist. The mark is agreed by both assessors and feedback is provided using set assessment criteria. If only one member of staff is available, the assessment will normally be recorded and moderated by another member of staff after the event. (iii) Where a module is delivered by a franchised partner, if normal moderation processes do not lead to a satisfactory outcome, the script should be referred to the link tutor or moderator. (iv) For all level 7 dissertations, and in some instances, at other levels, where the assessment usually carries all or most of the marks for the module, the assessment is of an individual nature with each student undertaking their own specific title, and where the cohort is usually marked by a group of staff, then sampling is not appropriate and all students' work must be double unseen marked.

#### **4 Mark Variances between the First and Second Markers (double marking)**

4.1 These can be expected and arise naturally from independent academic judgement. Nevertheless, the External Examiners and the Board of Examiners Meeting must be given a single set of agreed marks.

4.2 Where differences in marks arise in cases where the assessments have been double marked they should be resolved through a discussion between the markers on the application of the assessment criteria. An average mark can only be utilised where the two marks are within the same degree classification and not more than 5% apart.

4.3 Should the above measures fail to resolve differences (between the two marks which cannot be resolved), a 3rd marker should be employed.

4.4 Only in very exceptional circumstances should unresolved differences between marks be presented to the External Examiners for finalisation.

## 5 Double marking versus sampling in terms of changing marks

When all work for a cohort is double marked then individual marks can be changed as a result of the internal moderation process by agreement between the markers. If the work is moderated by sampling then individual marks cannot be changed. However, if a sample is moderated which indicates that it would be appropriate to change marks for the whole cohort, then it is possible to change all marks in the cohort as a whole.

## 6 Internal moderation of retrieved work

Since internal moderation of student work will have been done for the first submission, further internal moderation for in-module retrieval is not required. For retrieval work all fails will be subject to internal moderation.

## 7 Organisation of Internal Moderation

7.1 The first marker will normally be the person who set the assessment or the module leader.

7.2. A clear record of which individual pieces of assessment have been moderated must be kept to ensure that the process can be audited.

[https://www.cardiffmet.ac.uk/registry/academichandbook/Documents/AH1\\_04\\_12.pdf](https://www.cardiffmet.ac.uk/registry/academichandbook/Documents/AH1_04_12.pdf)

External Examiners are individuals from other educational institutions as well as from industry, business and the professions who can provide an objective view of the operation of the programmes they are associated with. They enable comparisons with the standards of programmes offered in other institutions of which they have knowledge. Students are entitled to view External Examiner reports and responses submitted in the previous academic session. Please contact the Registrar for access to the reports. The name(s), position(s) and external university or organisation of External Examiners are published below, for information only. Please note that students must not contact External Examiners directly.

Name	Programme
Rita Walsh	BSc IB & BSc A-ESM
Mike Lewis	BSc FST
Rita Walsh/ Mike Lewis	Study Abroad (Summer) programme

## ***EXAM BOARDS***

Students advance through both the Foundation Programme and the BSc degree programme based on decisions made by the College's Exam Boards. The BSc Programme Exam Board is comprised of all full-time faculty as well as the CARDIFF MET Internal Moderator, the CARDIFF MET Director of Learning & Teaching, who chairs the Board, and the External Examiner.

At the end of each semester, each Exam Board meets in order to review students potentially ready to progress to a higher level in the programme (e.g., from Low to High Foundation or from Level Four to Level Five). An Exam Board can make any of the following decisions regarding a student:

- Approve the progression of a student from one level to another, with or without conditions. Normally, students need to successfully complete all level 5 requirements in order to progress onto level 6.
- Identify specific assessment methods that a student must resit in order to pass one or more modules (up to 40% of the modules at any one level); or
- Retake one or more modules, or the entire level, with attendance.

For more information regarding reassessment, see "Failure and Reassessment."

## **CONDUCTING OF EXAMINATIONS**

### ***INFORMATION TO BE SUPPLIED TO STUDENTS***

All students will be provided at the beginning of the semester with a copy of the module descriptor for each of the modules they are taking, which should identify the methods of assessment to be used in the module, including the weighting given to the various forms of assessment and criteria to be used in evaluating the assessment.

The Academic Calendars contained in this Handbook identify the Study Periods, the final examination dates and the dates for conducting of resits for each semester. Students in each class will be informed of the final exam testing time for their module by the instructor. Individual students will be informed by the Registrar regarding the specific dates and times for resitting exams and coursework.

### ***STUDY PERIOD***

Study Period refers to the days prior to final examinations when time is set aside for students to complete assignments and prepare for final exams. No regular classes are scheduled for this period (except in cases where cancelled class sessions need to be made up). All previous assignments should be evaluated by instructors and returned to the students before Study Period begins, and no new assignments should be given to students during Study Period.

### ***FINAL EXAMINATIONS***

At the end of each semester, a period is set aside for students to complete final exams or other major assessment assignments. Before a class's final meeting (i.e., before the Study Period), the Registrar will inform faculty regarding the meeting time for the exam of

each module, who in turn will inform the students. In modules where no examination is required, instructors may arrange class meetings during this period to collect assignments and/or return evaluated work to students.

### ***RESIT PERIOD***

Immediately prior to the fall semester the resitting of methods of assessment are conducted. Students are required to pay the Resit Fee (50 euros/module) prior to the Resit Period. Students are required to pay the Resit Fee (50 euros/module) prior to the Resit Period. Students eligible to resit an exam or other method of assessment must do so at the time and date assigned during this period. Failure to do so will result in the student being required to retake one or more modules with attendance. The Registrar will inform individual students regarding the specific dates and times for their resits. According to the School's financial policy, students with financial obligations will not be allowed to resit the modules. Note: Students resitting exams or redoing coursework who plan to stay on campus will be charged for room and board during their stay. For further information, please see the Residence Life Manual.

### ***RESPONSIBILITY OF STUDENTS***

It is the responsibility of students to attend examinations and to submit work for assessment as requested by each module instructor. In order to pass a module, a student must complete work connected to all methods of assessment as identified in the class' Module Descriptor and the individual instructor's Module Handbook (syllabus). If a student fails to attend examinations or to submit work for assessment without good cause, the instructor has the authority to deem the student to have failed the assessments concerned. A zero mark shall be awarded for the particular element of assessment or examination concerned.

### ***EVALUATION OF EXAMS AND OTHER ASSESSMENT MATERIALS***

The instructor responsible for each module initially evaluates student exams and other assessment materials, in accordance with academic programme aims, learning outcomes and assessment regulations as identified in the Module Descriptors and programme specifications approved by CARDIFF MET, as well as in the CARDIFF MET Academic Handbook. For all BSc classes, instructors assign percentage, based on the grading scales described in this Handbook. All marks assigned by instructors are reviewed at the end of each semester by the Exam Board as described above.

### ***MARK REPORTS & PASS LISTS***

The Perrotis College Registrar's Office is responsible for the dissemination of Final Mark Reports to individual students each semester, as well as the immediate dispatch of the official, signed pass-list to the appropriate CARDIFF MET office.

Since the final marks of individual students are considered confidential information, they are not to be posted in any public place. Nor are instructors allowed to make known the final mark of a student to any other student.

In the event that a case of suspected unfair practice arises subsequent to the publication of a Final Mark Report or a pass-list, and it is established under the extant procedures that an allegation made against a candidate is proved, the Exam Board shall review and shall re-determine the candidate's result in the light of any penalty which may have been imposed. In such circumstances the Exam Board shall, if necessary, cancel a result

previously recorded, as appropriate, and shall issue a supplementary Final Mark Report or pass-list.

### ***FAILURE & REASSESSMENT***

In the case of students who, following assessment, are deemed by the Exam Board not to have achieved a satisfactory performance, the Exam Board is empowered to require that such students undertake one or more of the following:

- **Reassessment:**

Resit one or more methods of assessment before being allowed to proceed to the next phase of the programme (unless otherwise indicated in the Board decision). In order to allow students adequate time to retake an exam, two specific time periods are identified (see the Academic Calendar) for the conducting of re-examinations. Note: Students resitting exams or redoing coursework who plan to stay on campus will be charged for room and board during their stay. For further information, please see the Residence Life Manual.

- **Mitigating Circumstances:**

Students who have failed to complete or pass a module because of illness or other conditions beyond the individual's control may make a request to the Exam Board to resit one or more methods of assessment based on documented mitigating circumstances (see "Grading System" below). Those approved for reassessment on this basis receive the mark they achieve rather than being limited to a maximum of 40%.

- **Retake with Attendance:**

Retake the whole module with satisfactory performance in its associated assessments before proceeding to the next phase of the programme or during that phase.

If the student's performance in a module is below that which can be retrieved through reassessment, then the Exam Board may stipulate that the student must retake the module in its entirety.

If the student's performance in a semester falls below that which can be retrieved by reassessment in elements or modules, or by retaking individual modules, then the Exam Board may stipulate that the student must retake the semester or year in its entirety. Students whose performance falls below a prescribed level (i.e., below a "D" or 40% in four or more modules in a semester or 8 or more modules in a year) would normally be considered to be in this category, and thus would be placed on academic probation.

Reassessment shall not normally allow a student to improve on a mark or mark above the pass level in the particular element of assessment. Similarly, where a student has failed an assessment element within a module and the overall mark for the module prior to reassessment does not exceed the module pass mark, then the successful reassessment shall not improve the module mark above the minimum pass level.

## **ORAL EXAMINATION**

The Exam Board has the right to approve the examining of any student orally, in addition to the assessments specified in the programme regulations. Oral Examinations may be used in the following instances:

- To determine difficult or borderline cases, such additional assessment being used only to raise and not to lower a student's marks;
- As an alternative or additional assessment where valid reasons for poor performance (such as a documented learning disability) have been established.

## **FAILURE TO SIT FOR AN EXAM OR COMPLETE A MAJOR ASSESSMENT ASSIGNMENT**

If a student fails to sit for an exam or complete a major assessment assignment without an acceptable and documented excuse (as determined by the Registrar), he or she will receive a "0" mark for that assessment method. However, if the reason for not completing the assessment method is due to a documented illness or other acceptable reason, he or she may make a request to the Exam Board to be allowed to resit the exam or resubmit the work at a later date. Such requests must be made within five working days of the absence or deadline for the specific assessment assignment and no later than the date that instructors are required to turn in marks for that semester. Inadequately documented absences from exams or failures to complete major assessment assignments for unexcused reasons will be considered failures.

## **SPECIAL EXAMINATION ARRANGEMENTS**

Students with special needs have the right to take an examination under specific alternative arrangements, providing that the student request those arrangements no less than one week prior to the exam date and that he or she provides appropriate documentation regarding their special need.

Regarding the most common medical circumstances, the following arrangements are appropriate:

- **Dyslexia:**  
A student may be permitted additional time for his or her examinations and/or the use of an amanuensis, word processor or other appropriate means. An official report from a qualified Education Psychologist certifying dyslexia, which is dated within three years of the date of submission, must be submitted with the application to the Committee.
- **Visual Impairment:**  
A student may be permitted the use of an amanuensis, word processor or other appropriate means, and where appropriate, the typeface on the examination may be enlarged. If the physical impairment is known to be prolonged or permanent, a student may be permitted additional time for his or her examination(s).
- **Hearing Impairment:**  
A student shall be made aware of any announcements during an examination by the issue of written information.
- **Physically Impaired from Writing a Script:**  
A student may be permitted the use of an amanuensis, word processor and/or other appropriate means. If the physical impairment is known to be prolonged or



permanent a student may be permitted additional time for his or her examination(s).

The examination shall, in any of the above cases, be conducted in a separate room under the supervision of an appropriate proctor.

## **ACADEMIC INTEGRITY**

Students at Perrotis College are expected to demonstrate academic integrity in all educational pursuits. Adherence to this principle means that each individual is responsible for his or her own behaviour in all activities connected to the College's academic programme and that such behaviour is characterized by honesty, fairness and forthrightness. Violations of academic integrity include—but are not limited to—the following:

- Introducing into an examination room any unauthorised materials such as books, mathematical tables, papers or unauthorised information of any kind;
- Communicating with any other person in the examination room, except as authorised by the instructor or proctor;
- Copying or using in any other way unauthorised materials or the work of any other examinee;
- Impersonating an examination candidate or allowing oneself to be impersonated;
- Engaging in plagiarism by using other people's work and submitting it as one's own work;
- Claiming either to have carried out experiments, observations, interviews or any form of research which one has not in fact carried out, or claiming to have obtained results which have not in fact been obtained.
- Presenting evidence of special circumstances to the Programme Committee, or any other Perrotis College or CARDIFF MET body, which is false or falsified, or which, in any way, intends to mislead.
- Offering money or any item or service to a faculty or staff member in order to gain academic advantage for oneself or another.

Students caught violating principles of academic integrity will be immediately reported to the College and CARDIFF MET administration and are subject to dismissal, suspension, loss of financial aid and/or other disciplinary actions.

## GRADING SYSTEM

All students receive letter marks and percentages as identified in the charts that follow:

<b>90%– 100%</b>		Quite exceptional and outstanding work, providing insights which would not be available publicly and would, with some editing, be publishable. In addition to the features of the next section, this range is distinguished by superior organization, economic use of language and complete comprehensiveness, given the conditions of the exercise.
<b>80% 89%</b>	–	Work that demonstrates an excellent understanding of the subject matter and of the complexity of the issues involved. There is a sound basis of relevant factual knowledge and/or the theoretical concepts. Most important issues are dealt with in a detailed, specific and systematic way. Either some measure of original thinking in the material presented or an accurate and comprehensive account is given in a way which demonstrates understanding, for example, by structuring the material such that it could not have been based just on reproduction of lecture notes and programme material. The work also shows clear evidence of creativity, a critical approach and wide reading beyond the core subject matter.
<b>70% 79%</b>	–	The work demonstrates most of the qualities above but at a slightly less consistently excellent level. Alternatively, this range of mark may be given for work that, while not possessing original insights, gives comprehensive and accurate coverage of the issues at a high level throughout, without significant omissions or errors.
<b>60% 69%</b>	–	Work which demonstrates a clear understanding of the question and grasp of the complexity of the issues involved. There is a sound basis of relevant factual knowledge and/or the theoretical issues involved, with few significant errors. The issues involved are dealt with in a systematic way. Some of the response to the issues may be limited in its critical approach, but it is organized to display a comprehensive understanding and essentially complete factual information.
<b>50% 59%</b>	–	A response which demonstrates an understanding of the major or basic issues involved in the question. There is a basis of factual knowledge and/or of relevant theoretical issues. Although some errors may be present, the overall framework of the answer is sensible and accurate. Most of all the issues may be dealt with at the level of obviously available programme material given to the student. The material shows planning in its construction, with a clear train of thought and, where relevant, the development of an argument. It reflects average competent performance, is well presented and demonstrates understanding of most of the essential issues.
<b>40% 49%</b>	–	A response which demonstrates a limited understanding of the major or basic issues involved in the question. There is some relevant factual knowledge and/or awareness of theoretical issues, but it is patchy. A few significant errors may be present. The work offers little

		development of argument, contains a fair degree of irrelevant material and lacks clarity of expression. The lower range (40-45) would include an answer where relevant factual knowledge and/or awareness of theoretical issues are poor and confused, but not absent. Many significant errors may be present. The answer is poorly planned, with little clear train of thought or development of argument, and some of the answer may be irrelevant.
<b>38%</b> <b>39%</b> <b>Fail</b>	–	A work which fails to demonstrate any appreciable understanding of the major or basic issues of the question. Relevant factual knowledge and/or awareness of theoretical issues, if present, are very poor, confused and limited. Many significant errors may be present. Much of the answer may be irrelevant. The answer is poorly organized and very limited in scope.
<b>35%</b> <b>37%</b> <b>Fail</b>	–	The response attempts an answer, but relevant factual knowledge and/or awareness of theoretical issues are extremely poor, confused and limited, with many significant errors.
<b>16%</b> <b>34%</b> <b>Fail</b>	–	It is not clear that a response has been properly attempted. Only a few minor points made are relevant to the answer and these may be superficial. Most material is irrelevant or incorrect.
<b>1% – 15%</b> <b>Fail</b>		A response that is so short or irrelevant that only a few marks are justified. For example, one or two points may be made which show some peripheral awareness of certain possibly relevant issues.
<b>0%</b> <b>Fail</b>		No answer is presented. A zero mark may also be warranted for unfair practice such as plagiarism or collusion.

## GRADING SCALES

Percentages	Results
90 – 100 80 – 89 70 – 79	Pass with First Class Honors
67 – 69 64 – 66 60 – 63	Pass with Upper Second Class Honors
57 – 59 54 – 56 50 – 53	Pass with Lower Second Class Honors
47 – 49 44 – 46 40 – 43	Pass with Third Class Honors (Lowest Passing Level)
35 – 39	Fail
31 – 34 16 – 30 0 – 15	Fail

### ***OTHER MARKS***

#### ***IN PROGRESS (IP)***

In Progress marks are reserved for modules, such as the Dissertation or Enterprise Project, which take more than one semester to complete. Once the module has been completed, the regular awarded mark will replace the IP.

#### ***INCOMPLETE (INC)***

The mark of Incomplete (Inc) can only be assigned when a student, who is doing otherwise acceptable work, is unable to complete a module because of illness or other mitigating circumstances beyond the student's control. In order to obtain an Incomplete, a student must submit a Request for Incomplete Form and provide appropriate documentation in order to verify the illness or condition that is preventing him or her from completing the module. Unfinished work must be completed with the same instructor except under extenuating circumstances. The student has one semester from the date of the incomplete mark to complete the module unless otherwise indicated by the instructor and identified on the request form. An Incomplete mark is not allowed to be used for purposes of providing a student more time to complete assessment requirements or improve a mark.

In cases where a student has failed to complete or pass an entire module because of illness or other conditions beyond the individual's control, he or she may make a request to the Exam Board to resit one or more methods of assessment based on documented mitigating circumstances.

### ***NO MARK (NG)***

A No Mark is used by the Registrar to indicate that a pending mark has yet to be received and/or recorded.

### ***DEAN'S LIST***

At the end of each semester, the Dean of the College recognizes high academic achievement in the BSc programme by issuing a list of those students who have excelled in their studies by finishing in the top 10% of their class. Only full time students (i.e., those who attempt 50 or more credits during the semester) are eligible for this distinction.

## **ACADEMIC PERFORMANCE REQUIREMENTS**

### ***LATE COURSEWORK POLICY***

If a major assessment method is due during the final examination period, but has not been turned in on or before the assigned deadline, the student fails that assessment method. No assignments will be accepted after the due date in the final examination period unless there are exceptional circumstances beyond the student's control. Documentation for such mitigating circumstances must be submitted to the Registrar (no later than one class session after the deadline date or one weekday after the exam period). If questions arise, the situation will be reviewed by the Associate Dean in consultation with the relevant faculty member. In cases where a student fails because of lateness in turning in an assignment, the relevant Exam Board will review the mark and the mitigating circumstances (if any).

### ***UNDERACHIEVING STUDENTS***

Regarding the perceived underachievement of students, instructors and advisers take the following actions:

- Students identified by the adviser or an instructor as potentially needing personal or learning disability counselling will be encouraged to schedule an appointment with the Counselling Coordinator.
- Students identified by the adviser or an instructor as underachieving for reasons other than those identified above should be brought to the attention of the Programme Committee, which regularly sets aside time at each meeting to discuss issues connected to student progress.

While faculty and staff take care to help underachieving students, it's important to note that all students are expected to maintain at least a "D" (40%) mark average each semester and overall. Students who fail to maintain the appropriate level for one semester or overall will be placed on academic probation. If a student falls below this average for two semesters in a row, or fails to raise an overall mark average in an appropriate period of time to the required level, he or she is subject to academic suspension or dismissal and is likely to see a decrease in or complete elimination of financial aid.

### ***ACADEMIC ADVANCEMENT***

Students progress from one level of the Foundation and BSc programmes based on regular reviews by each of the Exam Boards. In addition, once a student is accepted into the BSc programme and begins taking classes, his or her progress toward graduation is monitored by the Registrar, in coordination with faculty advisers. In order to ensure that each student is completing all requirements correctly and in a timely manner, the following documentation is used by the Registrar's Office:

### ***DECLARATION OF MATRICULATION***

Once a student has been officially accepted into the Perrotis College BSc programme, and all transfer credits, as well as credits from Challenge Exams and other sources, have been officially evaluated by the Registrar's Office (which may take one or two semesters), he or

she will receive an Declaration of Matriculation. This document officially states that the student is enrolled in a degree programme at the College and identifies the following:

- The official date of matriculation;
- Which academic year's Programme Handbook applies to the student until he or she completes the degree programme;
- Number of transfer credits accepted;
- Number of credits completed at Perrotis College to date;
- Number of credits needed to graduate; and
- Estimated date of graduation.

### ***DECLARATION OF COURSE***

When a student registers for Level Four (near the end of Foundation or new students) he or she will complete a Declaration of Course Form in order to indicate which course he or she will begin studying—International Agribusiness, Environmental Systems Management or Food Science and Technology. This document, which must be approved by both the Academic Adviser and the Registrar, identifies all the modules that the student needs to take in order to complete that specific course, and enables the student and his or her adviser to track when each module will be completed. If, for whatever reason, a student wishes to change courses, he or she must fill out a new declaration, and must again have the declaration approved by the academic adviser and the Registrar.

## **ELIGIBILITY FOR A BSc (HONS) AND BSc (ORD) DEGREE**

In order to obtain a BSc (Hons) degree a student must complete 360 credits, including the 30-credit Dissertation or Enterprise Project modules, with at least a "40%" average. Final marks for the degree are calculated by taking 30% of the Level Five average and 70% of the Level Six average. If the average of these composite marks is 70 – 100%, the student will graduate with First Class Honors, the highest distinction a graduating student can receive. If a student completes the degree with a 50 – 69% composite average, he or she will receive Second Class Honors. And if a student graduates with a 40 – 49% composite average—the lowest passing level—he or she will receive Third Class Honors. A student may also graduate with a BSc (Ord) degree if he or she completes all requirements except the 30-credit Dissertation (i.e., 330 credits) with at least a 40% overall average. Only students who obtain a BSc (Hons) degree are usually eligible to pursue postgraduate study.

## **CONFERRAL OF DEGREES**

Candidates for graduation are required to attend the Graduation Ceremony. Candidates may have their degrees conferred in absentia if they are not able to attend the ceremony. To make this arrangement, a candidate must request permission, in writing, from the Registrar's Office no later than three weeks before the scheduled date of the graduation ceremony. All candidates for degrees will be listed in the commencement programme.

It is important to note that attending the graduation ceremony does not assure that a candidate will graduate, since the commencement ceremony takes place before candidates have completed all work for their degrees. The degree will not be officially conferred until after College faculty and the BSc Award Board have approved the granting of a degree. Once the granting of a degree has been approved, the CARDIFF MET Registrar then orders the degree itself. **The process of preparing and sending the degree takes about three months. Also, a degree will not be issued to a student until he or she has fulfilled all financial obligations to the College.**

Perrotis College BSc graduates are also eligible to participate in the CARDIFF MET graduation ceremony in Cardiff, Wales, which takes place each year in July.

## **ALTERNATIVE INSTRUCTIONAL MODES**

### **AUDITING MODULES**

A student may enrol as an auditor in any module other than laboratory or internship modules, with the permission of both his or her academic adviser and the class instructor. Students who audit a module must complete all assessment activities and attend class regularly. Credit is not given for audited modules. However, if the auditor requests, the Registrar may provide certification that the auditor attended the class and provided assessment materials at a passing level. **The fee for auditing a module is 80% the regular fee.** Auditors may not add an audit option after the last day for entering classes and may not take for credit any module previously audited.

### **TRANSITORY STUDENTS**

Students who wish to take modules without working towards a degree are identified as "Transitory Students," and are not officially matriculated into the College. Those in this



category pay the full fee for each module they take and are eligible to receive an official transcript from the Registrar's Office for purposes of transferring their completed credits elsewhere.

### ***DIRECTED STUDY***

A Directed Study is an approved module from the regular BSc Programme taught independently to an individual student. A Directed Study may be approved only if a student needs the module for graduation and only if it is not available on that semester's schedule of classes. In order to be approved for a Directed Study, a student must appeal to the Programme Committee by submitting a Directed Study Request Form to the Registrar's Office. If the committee approves the request, it will arrange for an instructor to teach the module.

### ***CHALLENGE EXAMS***

Credit may be awarded to a student who, through life and/or employment experience, can demonstrate exceptional command of the content of a specific module through taking and passing a specially prepared Challenge Examination.

### ***APPROVAL CRITERIA***

A student may take a Challenge Exam only if he or she can produce documentation that demonstrates that he or she has had life experience or employment responsibilities that are equivalent to the content of a specific module in the College curriculum.

A student may **not** take a Challenge Exam for a specific subject if he or she

- has or is registered for or audited that specific module;
- has or is registered for or audited a module that duplicates the subject area of the module being challenged;
- has attempted to challenge the module before; and/or
- has not gained the approval from his or her academic adviser, the Course Coordinator and the Associate Dean.

Students may not challenge Foundation and Level Four subject areas covered by the College Placement Exam (i.e., ESL/English, Mathematics, ICT and Biology), nor the Dissertation / Enterprise Project module at Level Six.

### ***APPROVAL & TESTING PROCESS***

In order to challenge a module, a student must do the following:

- Obtain a Request for Challenge Form from the Registrar's Office;
- Consult with his or her academic adviser to determine the student's eligibility and the appropriateness for taking the exam (and thereby obtain the adviser's signature);
- Consult with the Course Coordinator in order to gain his or her approval for the Challenge;
- Consult with the Associate Dean and obtain the Associate Dean's signature as well;
- Upon gaining the above approvals the student will submit the request form to the Registrar's Office and will receive a copy of the appropriate Module Descriptor;

- The Registrar's Office will contact the appropriate module instructor in order to arrange for the Challenge Exam to be prepared and to set (in coordination with the student) a specific date for the exam to be given;
- Once a student has taken the exam, the module instructor will mark the exam and provide a written evaluation to the Registrar's Office, which will in turn notify the student of the results.

All Challenge Exams are marked on a Pass/Fail basis (a Fail mark is not posted on the student's transcript). Students who pass the exam receive full module credit. The non-refundable fee for taking a Challenge Exam is 40 €. If a student passes the exam, and thus receives credit, an additional 40 € administration fee is charged.

**A Challenge Exam must be approved before the sixth week of the semester prior to the one in which the module will normally be offered** (i.e., Fall for modules taught the following Spring; Spring for modules taught the following Fall) and must be completed during the Study Period prior to that same semester. Entering students who wish to challenge a module offered during their first semester must apply for and complete the Challenge Exam during the month of September.

## **STUDY AND INTERNSHIP EXCHANGE PROGRAMMES**

As part of its holistic approach to education, Perrotis College encourages students to participate in the study abroad opportunities the school provides through collaborations with other higher education institutions, as well as with farms, business concerns and other organizations.

For example second-year students can gain hands-on work experience while living in the U.S. through participating in paid internship programmes sponsored by such institutions as Ohio State University or the WISE Foundation. These programmes are also open to Perrotis College graduates for up to a year after the date they have completed their course work.

In addition to the above, Perrotis College undergraduates have the opportunity to participate in student exchange programmes at several US institutions, including the Iowa State University, Virginia Tech, University of Georgia and Berea College, as well as at international institutions such as the International Center for Agribusiness Research and Education Foundation, Yerevan, Armenia; Earth University, Costa Rica; Zamorano University, Tegucigalpa, Honduras; Guadalajara University, Mexico City, Mexico; and Kaunas University of Applied Sciences, Kauno, Lithuania.

For more information on internship and exchange opportunities, contact Ms Victoria Georgouvela, Study Abroad Coordinator.

## **STUDENT MODULE EVALUATIONS**

As part of the overall quality assurance process of the College, at the end of every semester students are requested to evaluate each module they have attended. The purpose of these evaluations is to obtain information concerning the quality of the instructor of each class, the class itself, and the instructional materials used. All Student Module Evaluations are kept strictly confidential. Students are strongly advised to fill and submit their evaluations in order to provide the College valuable information in order to further enhance the quality of its academic services.

### ***EVALUATION PROCESS***

Each semester the following steps are followed in order for students to have the opportunity to evaluate the modules they have taken and their instructors.

1. During the last week of classes the Registrar will send to individual students an Evaluation Form for each Module they are taking, through the online software.
2. On their own time, students will complete the evaluation forms and submit them through the online system by the specified deadline. The evaluation forms that students turn in should be completed fully. Students are encouraged to provide their own personal responses in these evaluations rather than sharing and exchanging responses with others.  
Also, it is important for students to understand that all module evaluations are anonymous and strictly confidential and that instructors will see only tabulated results of evaluations for each module as well as their typed comments from each evaluation form.
3. In order to improve the quality of the curriculum and instruction, student input is necessary. For this reason, those who do not turn in an evaluation for every module they are taking will not be allowed to register for the next semester.
4. Once the Registrar has received evaluations from all students, she will provide the tabulated results to each instructor, but only after each has turned in the final marks for all modules he or she is teaching.

The tabulated and typed up results will be provided to each instructor (with no indication of which individuals filled out the evaluations). These results will also be given to the Administration for faculty review purposes.

## **REQUESTS FOR LETTERS OF RECOMMENDATION**

Students should keep the following principles in mind before approaching an instructor for a letter of recommendation for graduate school applications or employment opportunities:

- Consider carefully whom to ask a letter from. Only instructors who have enough experience with you and your work are able to provide an accurate and detailed appraisal.
- Since faculty members need ample time to prepare letters of recommendation, make requests at least two weeks in advance of the date a letter is due.
- Do not request too many letters (three or four at most) from a single faculty member in any one semester.
- When requesting a letter, provide the instructor with the following:
  - The precise purpose of the letter, including the specific programme (if applicable) that you are applying for
  - The name, position and address of the person who will receive the letter (if this information is available);
  - A list of the modules you have taken with that instructor, what semester you took them in, and the final mark you received in each module;

A copy of the recommendation form (if applicable); and

- The method or procedure by which the letter should be sent or submitted.
- A faculty member always has the right to decline writing a letter. In the event that an instructor chooses not to do a letter, seek out another appropriate member of the staff to provide a recommendation.

## **REQUESTS FOR CERTIFICATIONS & TRANSCRIPTS**

Because it takes time to generate certifications, transcripts and related documents (e.g., certification of your status as a student, descriptions of the degree programme and grading structure, statements that the programme is taught in English), requests for such documents should be made in writing (e-mail) to the Registrar at least five working days prior to the date that the documents are needed. Be sure to specify whether the Registrar is to send the requested documents directly to the school/company that you are applying to, or whether you can receive them and send them. Perrotis College will issue one unofficial transcript free of charge; any remaining transcripts must be prepaid at 5€ per copy.

One official transcript and Diploma are issued free of charge by CARDIFF MET following the applicable award board. Those documents are usually received at Perrotis College 2-3 months after the particular award board. Students who wish to order additional copies of these official documents should contact the Perrotis College Registrar.

## PROGRAMME SPECIFICATION

<b>1.</b>	
<b>Awarding Institution/Body</b>	Cardiff Metropolitan University
<b>Teaching Institution</b>	Perrotis College
<b>Dean of School</b>	Dr Athanasios Tsaftaris
<b>Programme Accredited By</b>	Not accredited by a professional body
<b>Final Award (including any named exit awards)</b>	BSc (Ord/Hons)
<b>Programme Title</b> <i>List all pathways and major/minor combinations</i>	International Business with pathways in a) Marketing Management for the Food Industry specialization" and b) International Food and Agribusiness Management
<b>Programme Director</b>	Dr Konstantinos Rotsios
<b>Mode of Study</b>	Full-time or part-time
<b>Normal Duration of Programme</b>	3 years full-time or 5 years part-time
<b>Period of Candidature</b>	5FT 10PT
<b>Language of Study</b>	English
<b>UCAS Code (or other coding system if relevant)</b>	
<b>Relevant QAA Subject Benchmarking Group(s)</b>	Business and Management, 2015
<b>Date of Production/Revision</b>	May, 2017

## 2. Criteria for admission to the programme.

### ADMISSIONS REQUIREMENTS 2017-2018 Academic Year

#### **1. English requirements for direct entry into the BSc programs:**

A minimum of IELTS 6.0 (International English Language Testing System), overall with no less than 5.5 in any individual component

#### **1.1 Other accepted English tests/certificates for direct entry into the BSc programs:**

- Cambridge Advanced English (CAE)

Exams taken after January 2015: Overall Scale of 169 with no component score lower than 162

Exams taken before January 2015: Level B2 certificate with minimum score: 52

- Cambridge Certificate of Proficiency in English (any passing grade)
- BULATS English Language Test, 75-100, University of Cambridge
- PEARSON Test of English Level 5, EDEXCEL General Levels 4-5
- EDI Level 2 or PEARSON EDI Level 2 Certificate in ESOL International

### Jetset Level 6 (CEF C1)

- London Test of English EDEXCEL, Level 4 Certificate in ESOL international (CEF C1)
- EDI Level 2-3 Certificate in ESOL International JETSET Level 6-7 (CEF C1-C2)
- PEARSON or Edexcel EDI Level 2 Certificate in ESOL International (CEF C1)
- PEARSON LCCI EFB LEVELS 3 & 4
- CITY & GUILDS LEVELS 2-3 CERTIFICATE IN ESOL INTERNATIONAL (reading, writing and listening) – EXPERT– and CITY & GUILDS LEVEL 2 CERTIFICATE IN ESOL INTERNATIONAL (Spoken)
- CITY & GUILDS CERTIFICATE IN INTERNATIONAL ESOL –EXPERT– and CITY & GUILDS CERTIFICATE IN INTERNATIONAL SPOKEN ESOL
- ESB Levels 2-3 Certificate in ESOL International in all modes (Council of Europe Level C1)
- Test of Interactive English, C1-C2 Level
- ADVANCED LEVEL CERTIFICATE IN ENGLISH (ALCE) OF HELLENIC AMERICAN UNIVERSITY (Manchester, NH– USA) AND HELLENIC AMERICAN UNION
- MICHIGAN ENGLISH LANGUAGE ASSESSMENT BATTERY (MELAB) Grade from 91 to 99 of CAMBRIDGE MICHIGAN LANGUAGE ASSESSMENTS
- MICHIGAN ENGLISH TEST (MET) grade from 190 to 240 of CAMBRIDGE MICHIGAN LANGUAGE ASSESSMENTS
- The University of Michigan Certificate of Proficiency in English (ECPE)
- Michigan State University - Certificate of English Language Proficiency (MSU-CELP): CEF C2
- Advanced Level Certificate in English (ALCE) HELLENIC AMERICAN UNIVERSITY
- State Certificate of Foreign Language Proficiency C1-C2
- TOEFL iBT 75 provided that the certificate can be verified as genuine with ETS.
- A high school diploma from a school in which the official language of instruction is English (including graduates of IB programs)

### **1.2 Other comparable English language qualifications**

Other English language qualifications will be considered and examined on a case by case basis and may be recognized. Applicants should submit full details including their examination results.

### **1.3 The Cardiff Met GETS-HE Test**

All students with no formal evidence of English language skills are offered the option to sit the Cardiff Met GETS-HE Test (the test is computer based and is organised at the Perrotis College premises). Successful completion of the GETS Higher (75% in any individual component) meets the English Language Requirements for direct entry into the BSc programs.

## **2. Other academic requirements for direct entry into the BSc programs:**

A High School Leaving Certificate with good performance.

Note: Students who meet the English Language requirements for direct entry into the BSc programs but their High School Leaving Certificate performance is moderately low, may be considered for direct entry to the BSc programs with the obligation to attend a parallel academic support program.

### **Foundation**

All candidates who do not meet the admissions requirements for direct entry into the BSc programs are eligible to attend the one year Foundation Program.

## **3. Aims of the programme.**

Overall:

A rapidly changing field, the agrofood sector continually faces new challenges with regards to technical developments, manufacturing processes, environmental concerns and nutritional awareness. The overall aim of the International Business programme is to provide a high quality and professionally relevant undergraduate programme which will develop graduates with scientific and technical knowledge, together with practical skills, whilst incorporating a wide-ranging and critical understanding of the areas of business and consumer issues relating to the wider food and agri-business sectors.

For this reason, our graduates are primed to work in positions where they must make sensitive, well informed decisions connected to the management of human and natural resources, equipment and technology, and finance and business systems; and are able demonstrate a high level of communication and presentation skills, to conduct analyses and interpret research effectively, to apply numeric and IT skills in a variety of contexts, and to display both individual leadership and the ability to work within a team.

Specializations:

a) The "Marketing Management for the Food Industry specialization" is designed for students wishing to pursue a career in the many areas connected to the food sector, ranging from the purchasing of raw materials to manufacturing, distribution, sales, marketing, and consumer perspectives.

Graduates of this specialization-- having gained a knowledge of both management and marketing, as well as hands-on work experience through the College's close relationship with firms in the food sector--will be well prepared to pursue post-graduate study or directly enter manufacturing or retail positions in an industry where the demand for well-trained, experienced professionals exceeds availability.

b) The "International Food and Agribusiness Management" specialization is designed to develop in students theoretical knowledge and



practical skills in the areas of business management, enterprise, economic policy, human resource management, finance, technology, and the environment. The program emphasizes both local and global perspectives as they relate to each other and to the greater agrofood industry.

Students who complete this specialization are eligible to pursue post-graduate studies or directly enter management positions connected to the field of agribusiness, which includes not only commercial farmers, but also businesses and corporations that provide them with services and supplies. The combination knowledge and competencies offered by the programme will allow them to become engaged in the public, private and not for profit sectors.

#### **4. Relevant subject benchmark statements and other external and internal reference points used to inform programme outcomes.**

The programme outcomes were formed based on the QAA subject benchmark for Business and Management, 2015.

#### **5. Programme Outcomes (reference to the 6 generic institutional graduate attributes as shown at [LTDU](#) and if needed, up to 4 additional attributes).**

##### ***Programme outcomes***

a) The programme outcomes of the International Business course are to enable students who successfully complete the course's module requirements, to:

- P1. Develop an awareness of the various fundamental aspects of the fields of agriculture, tourism and management, as well as the processing and marketing of food products;
- P2. Demonstrate a sensitivity for the natural environment, cultural diversity and sustainable development;
- P3. Cultivate creativity, innovativeness and critical judgment in decision-making;
- P4. Communicate, orally and in writing, in a professional manner in a variety of industry and service related contexts;
- P5. Gain hands-on experience in work and professional fields connected to each student's academic and career aspirations;
- P6. Cultivate the qualities of character necessary to function maturely and responsibly in a work-related environment;
- P7. Effectively collaborate with others in the problem-solving process;
- P8. Develop the ability to conduct research and report on one's findings clearly, honestly and accurately;
- P9. Identify and meet professional and educational goals;
- P10. Assume leadership roles in completing individual and group tasks; and
- P11. Work effectively in team oriented activities.

b) The programme also incorporate the following skills of particular relevance to business and management

- P12. Problem Solving and critical analysis
- P13. Research: the ability to analyse and evaluate a range of business data
- P14. Innovation, creativity and enterprise

c) Finally it includes the following generic skills and attributes

- P15. Ability to work collaboratively
- P16. Conceptual and critical thinking
- P17. Communication and Listening

**Perrotis College Module No and Course Names**

<b>Module no</b>	<b>Name</b>	<b>Level</b>	<b>Credits</b>	<b>Semester</b>
GRK4016	Principles of Law	4	10	Fall
GRK4010	Introduction to Agro-Environmental Systems	4	10	Spring
GRK4019	Business Environment	4	20	Both
GRK4001	Learning Methods	4	20	Both
GRK4017	Management	4	20	Both
GRK4018	Marketing	4	20	Both
GRK4020	Principles of Food Science for Managers	4	20	Both
GRK5019	Industrial Food Processing	5	10	Fall
GRK5006	Entrepreneurship	5	10	Spring
GRK5022	Environmental Business Management	5	10	Fall
GRK5021	Quality in the Agri-Food Sector	5	20	Both
GRK5024	Consumer Behavior & New Product Development	5	20	Both
GRK5020	Research methods	5	20	Both
GRK5025	Financial Management	5	20	Both
GRK5034	Operations Management	5	10	Spring
GRK5023	Food, Taste and Society	5	10	Spring
GRK6032	Corporate Social Responsibility	6	10	Fall
GRK6013	Strategic Management	6	10	Spring
GRK6001	Current Issues	6	10	Spring
GRK6031	Work Experience	6	20	Fall
GRK6002	Dissertation	6	30	Spring
GRK6012	International Business Management	6	10	Fall
GRK6048	Maintenance & Inventory Management	6	10	Fall
GRK6034	Accounting	6	10	Fall
GRK6049	Project Management	6	10	Fall
GRK6007	Advertising & Branding	6	10	Fall
GRK6006	E-commerce	6	10	Fall
GRK6009	International Marketing Management	6	10	Fall
GRK6033	Retail Management	6	10	Fall

Level 4

	GRK4016	GRK4010	GRK4019	GRK4001	GRK4017	GRK4018	GRK4020
P1	X	X	X		X	X	X
P2		X			X		
P3	X	X	X	X	X	X	
P4		X	X	X	X	X	X
P5			X		X	X	X
P6	X	X	X	X	X	X	
P7				X	X	X	
P8		X	X		X	X	X
P9	X	X	X	X		X	X
P10				X	X	X	
P11				X	X	X	
P12	X	X	X	X		X	X
P13	X	X	X	X	X	X	X
P14		X	X	X	X	X	
P15	X			X	X	X	
P16		X	X	X		X	X
P17		X	X	X	X	X	

Level 5

	GRK5019	GRK5006	GRK5022	GRK5021	GRK5024	GRK5020	GRK5025	GRK5034 (International Food & Agribusiness Management)	GRK5023 (Marketing Management for the Food Sector)
P1	X	X	X	X	X	X	X	X	X
P2		X	X		X				X
P3	X	X	X	X	X	X	X	X	
P4	X	X	X	X	X	X			X
P5	X	X	X	X	X	X	X	X	
P6		X	X	X	X		X		
P7		X	X				X		
P8	X	X	X	X	X	X	X		
P9		X		X	X	X	X	X	
P10		X	X				X		X
P11		X	X				X		X
P12	X	X	X		X	X	X	X	X
P13	X	X	X		X	X		X	
P14		X	X	X	X				X
P15		X	X						X
P16	X	X	X	X	X	X	X	X	X
P17	X	X	X		X	X			X

**Level 6 - International Food & Agribusiness Management**

	<b>GRK6032</b>	<b>GRK6013</b>	<b>GRK6001</b>	<b>GRK6031</b>	<b>GRK6002</b>	<b>GRK6012</b>	<b>GRK6048</b>	<b>GRK6034</b>	<b>GRK6049</b>
P1	X	X	X	X	X	X	X	X	X
P2	X	X	X		X	X			X
P3	X	X	X	X	X	X	X		X
P4		X	X	X	X	X	X		X
P5		X	X	X	X		X	X	X
P6	X		X	X	X		X	X	
P7				X					X
P8					X	X	X		X
P9	X	X	X	X	X	X	X	X	X
P10									X
P11					X				X
P12	X	X	X	X	X	X	X		X
P13	X	X	X	X	X	X	X		X
P14		X	X		X	X			X
P15				X	X				X
P16	X	X	X	X	X	X	X		X
P17					X				X

**Level 6 - Marketing Management for the Food Sector**

	<b>GRK6032</b>	<b>GRK6013</b>	<b>GRK6001</b>	<b>GRK6031</b>	<b>GRK6002</b>	<b>GRK6007</b>	<b>GRK6006</b>	<b>GRK6009</b>	<b>GRK6033</b>
P1	X	X	X	X	X	X	X	X	X
P2	X	X	X		X	X	X	X	X
P3	X	X	X	X	X	X	X	X	X
P4		X	X	X	X	X	X	X	X
P5		X	X	X	X	X	X	X	
P6	X		X	X	X				
P7				X				X	
P8					X	X	X	X	X
P9	X	X	X	X	X	X	X	X	X
P10								X	
P11					X			X	
P12	X	X	X	X	X	X	X	X	X
P13	X	X	X	X	X	X	X	X	X
P14		X	X		X			X	X
P15				X	X			X	
P16	X	X	X	X	X	X	X	X	X
P17					X				

## **6. Teaching, learning and assessment strategies to enable outcomes to be achieved and demonstrated.**

Teaching and learning strategies employed within this programme are allocated to each module under the principal headings of lectures, tutorials/seminars, presentations, projects, exams, practicals, industrial visits, a research dissertation and student centred learning.

As would be expected from this principally vocationally oriented programme, a wide variety of practical work forms a major part of many modules. Initially, in science-based modules, this may be used to support the material given in a lecture but in the later stages, developmental and case study oriented exercises increase in importance.

## **7. Programme structures and requirements, levels, curriculum units (modules), credits and awards. Also make reference to any features that make the programme distinctive. (Please include a table or chart to demonstrate the programme structure).**

The degree programme is offered as a three years full-time, or as a part-time programme.

Modules are worth 10/20 credit points. A student needs 120 credit points at each level to progress onto the next level.

To achieve an Honours (Hons) degree the student must successfully complete 360 credits, 120 each at Levels 4, 5 and 6. For a BSc Ordinary (Ord) degree students must successfully complete 120 credits from each of levels 4 and 5 plus 60 credits from level 6. BSc Ord Students do not undertake a dissertation. Students wishing to take an (Ord) degree must inform student administration and their programme director by the end of level 2 and before any level 3 modules are taken. This also applies to part time students.

## **8. Support for students and their learning**

- Induction programme for all incoming students, including Library and study skills packages
- Access to Learning Centre services (Level 4)
- Professional Development Planning (Level 4)
- Student handbook available online
- Programme handbook
- Library and learning resources at Perrotis College and the electronic resources of Criff Metropolitan University
- Study advice at levels 4 to 6.
- Plenary sessions as required
- Programme director, pathway tutors and module tutors operate a flexible office hours system.
- IT facilities American Farm School wide including specialist analysis programmes
- Crop & Livestock Production land and Laboratory Facilities at the Perrotis College & the American Farm School wide.
- Access to student services including welfare, careers etc
- Academic Advising: An integral part of the College program, academic advising enables students to be well informed of their academic requirements and options. All students are assigned an academic adviser, who helps them

register, ensure that they understand and correctly follow the academic program and monitor their progress. Every effort is made to assign advisers who best know the student's area of interest. Again, before beginning Level Six, when a student has chosen a pathway, he or she will have as adviser the Pathway Coordinator for that specialization.

- Career Office: the Career Office assists students in obtaining information concerning potential careers in areas relevant to their studies, as well as information on post-graduate study opportunities. The Career Office helps students in finding information, contacting employers and academic institutions, filling out applications and CVs, preparing for relevant exams, obtaining certifications, etc. Since the College maintains collaborative relationships with universities, business firms and corporations, both locally and abroad, the Career Office can often help bring students into direct contact with potential employers or graduate school representatives.
- Personal & Learning Disabilities Counselling Referral Service: Students who experience emotional or learning difficulties may consult the Counselling Referral Coordinator, who can refer the student to appropriate professionals for further assistance. By virtue of the community atmosphere of the College, Student Life and other College staff members often spend time informally with students who are experiencing difficulties. The College Dean and/or faculty members may also discuss specific issues with a student's parents when it is considered appropriate and potentially helpful.

**9. Work-based and placement learning (*to include information about the location of work-based learning and the learning activities that must be undertaken to enable the outcomes to be achieved and demonstrated*).**

Work-based learning is delivered via the Industrial Work Experience module (GRK6031) and the use of real case studies based on information provided by companies collaborating with the college and often presented by guest speakers from the industry.

**10. Methods for evaluating and improving the quality and standards of teaching and learning (*to include, for example, stakeholder feedback from students, graduates and employers*).**

Perrotis College, under the terms of its agreement with Cardiff Metropolitan University operates a quality assurance system whose details can be found in the Academic Handbook, Section 9. Procedures include:

- Regular programme committee meetings with student representation;
- Student evaluation and feedback at the end of every module;
- Annual programme reports;
- Periodic internal and external review of programmes;
- Staff evaluation and development programmes.



**11. Assessment regulations. (All programmes must indicate compliance with the University's Assessment Regulations. In addition, any programme-specific assessment regulations, including those arising from PSRB requirements, must be listed here. Please specify the number of re-assessment attempts allowed [1 or 2] and list any modules which cannot be compensated).**

The aims of the assessment programme overall are to determine if the student has achieved the aims and objectives of the programme and the learning outcomes for each module.

Students will be required to successfully complete an assessment package for each of the taught modules in their programme. Assessment will be made in two ways, by:

- \* Examination, which may be a seen or unseen examination;
- \* Programme work assessment which may take the form of an essay, case study, assignment, project or presentation.

In practice, most modules will be assessed by a combination of Programme work and examination. Each module includes the breakdown of the assessment package.

Students will be issued with an assessment programme for each module, detailing the balance between Programme work and examinations, and the dates of any Programme work assignments and examinations.

Examinations are set internally in association with external examiners and come under the Cardiff Metropolitan University regulations.

The Award Classification shall be determined from the average of the aggregated marks achieved in the best 100 credits at Level 6 (weighted at 0.7) and the next best 100 credits at Level 5 or above (weighted at 0.3).

Level	Semester	Module 1	Module 2	Module 3	Module 4	Module 5	Module 6
Level 4	Semester 1 Fall	Learning Methods	Management	Marketing	Principles of Food Science for Managers	Business Environment	Principles of Law
	Semester 2 Spring						Intro to Agro- Environmental Systems
Level 5	Semester 3 Fall	Research Methods	Quality in the Agri- Food Sector (Food Quality & Legislation)	Consumer Behaviour & New Product Development (New Product Development)	Financial Management	Industrial Food Processing (Processing Technology)	Environmental Business Management
	Semester 4 Spring						Food, Taste & Society <i>(for Marketing Mngt for Food Sector &amp; Agrotourism pathway)</i> or Operations Management <i>(for Int'l Food &amp; Agribusiness pathway)</i>
Level 6 (all pathways)	Summer	Industrial Work Experience 20 credits					
Level 6 Marketing Management for the Food Sector	Semester 5 Fall	Advertising & Branding	e-Commerce	Retail Management	International Marketing Management	Corporate Social Responsibility	Dissertation <i>(30 credits)</i>
	Semester 6 Spring	Current Issues	Strategic Management				
Level 6 International Food & Agribusiness Management	Semester 5 Fall	Maintenance & Inventory Management	Project Management	Accounting	International Business Management	Corporate Social Responsibility	Dissertation <i>(30 credits)</i>
	Semester 6 Spring	Current Issues	Strategic Management				

**Details of internal quality assurance.**

The BSc (Hons/Ord) International Business programme will abide by the regulations of Cardiff Metropolitan University's Academic Handbook. The degree will be awarded by Cardiff Metropolitan University.

***Internal Verification:***

All major assessment assignments, such as exams, must go through accepted internal verification procedures, which are conducted by other members of the faculty and overseen by the Program Committee, the Course Directors and the Cardiff Metropolitan University Internal Moderator, before the assessments are actually given to students. Reviewers carrying out internal verification of an exam or other methods of assessment must complete the AT2 form and return it to the instructor who authored the assessment method. The instructor in turn hands this form in with his or her Module Box at the end of the semester. All draft assessments will be scrutinized by Cardiff Metropolitan University in line with the prevailing Draft Assessment Submission procedure.

**Double marking:**

Double marking is a procedure through which faculty, each semester, review and discuss each other's assessment of student coursework and exams and thus provide another perspective on the quality and standards of assessment

The overall responsibilities of Cardiff Metropolitan University are to:

- 1) ensure that the academic standards attained by students receiving awards are at least equivalent to those attained by students receiving comparable awards at Cardiff Metropolitan University's and elsewhere in the UK;
- 2) ensure that the quality of provision for the Programmes is adequate;
- 3) ensure that subject to the Collaborating Institution having duly performed its obligations in regard to this Memorandum and the Memorandum of Financial Agreement, appropriate awards are offered to those students enrolled on the Programmes who complete the Programmes in compliance with the terms and conditions set by Cardiff Metropolitan University's.
- 4) ensure that any publicity representing the Programmes is accurate both in its description of the Programmes and in its description of the relationship between Cardiff Metropolitan University's and the Collaborating Institution;
- 5) ensure that those academic and other regulations and procedures deemed by Cardiff Metropolitan University's to be necessary to achieve the above are rigorously applied;
- 6) ensure, where possible, that progression to further study at Cardiff Metropolitan University's is available for those students who wish to undertake such further study.

In pursuance of the requirements of 3.1 (i) Cardiff Metropolitan University's will:

- 1) continue to develop and apply its regulatory framework pertaining to collaborative provision, consulting with the Collaborating Institution where appropriate;

- 2) appoint a member or members of staff as Programme Moderator(s).
- 3) appoint an External Examiner to the programme to perform duties.
- 4) ensure that, and require the Collaborating Institution to ensure that.
- 5) ensure that any subsequent changes to the Programmes are made with the approval of Cardiff Metropolitan University's.

## 12. Indicators of quality and standards

The Staff of Perrotis College that teach in this programme are approved by Cardiff Metropolitan University, have a variety of teaching, industrial and research/consultancy backgrounds and remain active in research.

The Quality Assurance Agency determined that UWIC is "an effective institution able properly to discharge its academic obligations as a responsible higher education institution and qualifications awarding body".

**Please note:** This specification provides a concise summary of the main features of the programme and the learning outcomes that a student is expected to achieve and demonstrate if he/she is to gain an award. More detailed information on the learning outcomes, content and teaching and learning and assessment methods of each module can be found in programme handbooks/module handbooks. The accuracy of the information contained in this document is reviewed by the University and may be checked by the Quality Assurance Agency for Higher Education.

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BSc, Agronomy, Mississippi State University, USA  
Agr.Tech., Crop Production, Technological & Educational Institute of Thessaloniki, Greece  
ASPAITE- School of Pedagogical and Technological Education, Thessaloniki, Greece

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BSc in Analytical Chemistry, University of East Anglia, UK

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Bsc. in Agriculture, Aristotle University of Thessaloniki, Greece

## DIRECTORY

### ❖❖❖AMERICAN FARM SCHOOL❖❖❖

- **Central Switchboard**  
Zina Pantazi  
2310-492-700
- **Dimitri & Aliko Perrotis Library**  
2310-492-880
- **Infirmary**  
2310-492-833; 2310-492-751
- **Accounting Office**  
Eleftheria Gioltzoglou  
2310-492-741
- **Gatehouse**  
2310-492-780

### ❖❖❖COLLEGE ADMINISTRATION & STAFF OFFICES❖❖❖

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### ❖❖❖STUDENT SERVICES❖❖❖



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## Appendix 1



Cardiff  
Metropolitan  
University

Prifysgol  
Metropolitan  
Caerdydd

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*Perrotis College Complaints Procedure for students enrolled on Cardiff Met programmes*

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Established: September 2015

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[www.cardiffmet.ac.uk](http://www.cardiffmet.ac.uk)



## 1.0 Policy Statement

- 1.1 The Institution is committed to providing high quality services and facilities for students, staff and the general public. Integral to this is monitoring and evaluating those services to enhance quality and to ensure specified standards are met.
- 1.2 The Institution has in place a variety of mechanisms to ensure that students, staff and public have the opportunity to participate fully in the development and improvement of services and it is expected that all parties will take full advantage of these in making their views known.
- 1.3 The Institution recognises that there may be occasions when ordinary feedback mechanisms are not sufficient to deal with problems. It is for this reason that a formal Complaints Procedure has been established.

## 2.0 Definition of a complaint

- 2.1 A complaint is defined as an oral or written expression of dissatisfaction or concern someone may have about policies, processes, facilities or services provided by the Institution or about actions or lack of actions by the Institution or its staff.
- 2.2 This does **NOT** include:
  - 2.2.1 requests for new or different services
  - 2.2.2 harassment and bullying by Cardiff Met Students or Cardiff Met staff, which should be dealt with through Cardiff Met's Bullying and Harassment Procedure
  - 2.2.3 academic decisions which should be dealt with through Cardiff Met's Verification, Appeals and Mitigating Circumstances Procedures
  - 2.2.4 disciplinary or misconduct procedures
  - 2.2.5 financial matters
  - 2.2.6 staff grievance procedures

However if in doubt contact the complaints point of contact for the institution who will advise further on the correct procedure to be applied within the institution.

Where a complaint involves more than one School/Unit within Perrotis College, one will undertake the Complaint investigation. This will be agreed between the Schools/Units and the complaints point of contact for Perrotis College.

- 2.3 Where an issue involves aspects that are covered by more than one procedure, it would not be prudent to have more than one investigation into a case running concurrently. In this situation, the complaints point of contact for the institution will write to the complainant advising of the situation and clarifying the approach that will be adopted. This will vary depending on the facts of the case, but the decision will always be explained to the complainant and they will be given an opportunity to object. For example, it is usually in the best interests of the complainant to have an Application for Verification investigated before a complaint, due to the time limits involved in each process.

2.4 The Rules of Natural Justice will be observed in all complaint investigations to ensure that the complaint is investigated and processed fairly, that there is no bias and that the complainant is given the opportunity to state their case, having been apprised of all relevant facts.

### **3.0 Purpose of the Complaints Procedure**

3.1 The purpose of the procedure is to provide a formal route through which a complainant, as a student or member of staff or member of the public, can bring a complaint to the attention of Perrotis College.

3.2 The procedure aims to:

- be accessible;
- encourage informal conciliation and resolution nearest to the source of the complaint;
- allow speedy handling, within established time-frames;
- ensure full and fair consideration of complaints;
- respect complainants' confidentiality;
- provide an effective and appropriate response;
- support the right of the complainant to be accompanied at any stage of the procedure;
- contribute to Perrotis College's performance measurement;
- Identify areas of weakness in order to support the Institution's development and improvement.

### **4.0 Who is responsible?**

4.1 The Perrotis College has overall responsibility for the Institution's Complaints Procedure, including reviewing, monitoring and reporting upon its implementation.

4.2 The complaints point of contact has day to day responsibility for the delivery and management of the Complaints Procedure.

### **5.0 Ground Rules?**

5.1 Before making a formal complaint, an attempt must be made to resolve the matter informally with the relevant person or through her/his line manager or the Complaints Officer. **Appropriate action must be taken to prevent unnecessary escalation of the complaint.**

5.2 At all stages of both the informal and formal procedure, a complaint should be acknowledged, handled in a quick, polite and straightforward way and investigated thoroughly and impartially.

5.3 A complainant will not be disadvantaged in any way by raising a complaint.

5.4 The Institution reserves the right not to investigate or act upon anonymous complaints, those raised on behalf of an anonymous third party or where a third party makes a complaint on behalf of someone else without their written consent.

- 5.5 If a complaint is found to be frivolous, vexatious, defamatory or motivated by malice, the Institution reserves the right not to proceed with the complaint and to take action against the complainant.
- 5.6 The subject of a complaint about will be informed of the detail of the complaint.
- 5.7 To enter the formal stages of the procedure, the complaint must be submitted in writing and a statement of the desired outcomes must be provided.
- 5.8 At all stages of the informal and formal procedures the case may be presented in English. If a complainant intends to be present at a hearing, they must give prior notice of their preferred language.
- 5.9 The timescales laid down in the procedure may need to be extended by one of the parties in certain circumstances, for example where witnesses or the Investigating Officer are unavailable. Where this need arises, the Complaints Officer will inform the parties in writing. Perrotis College reserves the right, however, not to consider any complaint that is submitted more than three months after the event and to set a final deadline at any stage, after which the complainant will forfeit the right to pursue the complaint further.
- 5.10 Privacy and confidentiality will be maintained and information restricted to only those involved in the investigation and resolution of the complaint.
- 5.11 All persons involved will be provided with details of the complaint and any supporting documentation at least 5 working days before any interview or hearing.
- 5.12 When making a formal complaint the complainant and the person(s) being complained about may be accompanied at any time by a friend, representative or colleague, but not by a solicitor or barrister acting in a professional capacity, unless this is agreed by both parties. If legal action is considered by a complainant, the Institution will take suitable steps to ensure that its legal position is fully protected.
- 5.13 If a complainant is complaining as a member of a group, one person must be prepared to act as the spokesperson and correspondent for the purpose of the formal procedure, and all complainants must be able to demonstrate that they have been personally affected by the matter. All complainants must all agree in writing to the spokesperson acting on their behalf.
- 5.14 Decisions and outcomes will be communicated to the person(s) complained about at the same time as the complainant.
- 5.15 Throughout the process due regard will be given to the Data Protection Act (1998). This means that no details about any individual will be given out without

his/her permission. Until a complainant's identification is verified, only information about process and procedures will be supplied.

- 5.16 All records of complaints will normally be destroyed after 6 years has elapsed from the complaint being resolved.

## **6.0 How, where and to whom do I complain?**

### **6.1 Informal**

- 6.1.1 The first step is to try to resolve the complaint informally with the person(s) concerned at the point at which the problem arose. If the complaint is about treatment by a specific individual, then the complainant must try to approach this person in the first instance. Alternatively, s/he may wish to talk informally with someone else<sup>1</sup> or approach the person's line manager or the Institution's complaints point of contact for advice.
- 6.1.2 Normally a complaint must be raised as soon as possible after the event that is the cause for complaint.
- 6.1.3 An acknowledgement will normally be sent within within 5 working days and hopefully a resolution within 30 working days.
- 6.1.4 The informal process will generally be an oral one and only the outcome will generally be recorded in writing.
- 6.1.5 All involved must try to reach a resolution before considering any formal procedures.

### **6.2 Formal Procedure - Stage 1**

- 6.2.1 If the complainant is dissatisfied with the outcome of attempts to reach an informal resolution of the complaint, Stage 1 of the formal Complaints Procedure should be initiated. This must be done either by letter or e-mail which must be submitted to the complaints point of contact, who will forward it to the appropriate person.
- 6.2.2 The nature and grounds of the complaint must be outlined and the outcome or redress sought. This must be received within 10 working days of the failure to resolve the issues informally.
- 6.2.3 The Dean will acknowledge receipt of the formal complaint within 5 working days and then arrange for an investigation to be undertaken by an investigating Officer who will be a senior colleague from a different department/area within the School who has no involvement with the events complained of; this may involve holding meetings and interviews with relevant people. Written notes of such meetings will be made.

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<sup>1</sup> Appendix 1 provides contact details of the complaints point of contact

- 6.2.4 Should the complaint be against the Dean, it will be dealt with directly at Stage 2 of the Procedure.

The investigation will be completed as quickly as possible and the parties involved will normally be informed of the outcome by the Dean within **30** working days. If the complaint is upheld, the parties will be informed of any action which the Institution intends to take.

- 6.2.5 When the investigation is concluded, the Investigating Officer will submit a report of the enquiry to the complaints point of contact for monitoring purposes (as per the format provided in Appendix 2).

### **6.3 Formal Procedure – Stage 2**

- 6.3.1 Where the complainant remains dissatisfied with the response from Stage 1 of the Formal Procedure, they may request that the outcome be reviewed by a different investigator at Stage 2, who will be independent of the matter under investigation, normally the Director of Student Life. In order to initiate this process the complainant must submit details in writing to the complaints point of contact within 10 working days from the date of notification of the outcome of Stage 1, reiterating the grounds for the complaint, the desired outcomes and outlining why the decision of Stage 1 is not satisfactory.

- 6.3.2 Taking into account the substance of the complaint and previous attempts at resolution, the situation will normally be reviewed by the complaints point of contact or her/his nominee (the Independent Investigator) and the complainant will be notified within 5 working days whether the investigation is to proceed.

- 6.3.3 The Independent Investigator will have access to all prior correspondence and the results of the informal investigation. S/he may wish to meet with the complainant and any other parties involved, in order to reach a decision.

- 6.3.4 The Independent Investigator's enquiry should be completed and the decisions/recommendations communicated to all parties within 30 working days of the start of the investigation. Where appropriate, the complainant will also be informed of any action which the Institution intends to take. If the review is expected to take longer parties will be kept informed of progress.

## **7.0 Conclusion**

- 7.1 The Formal Stage 2 completes the internal procedures for complaints. If you are not happy that your issue has been resolved once you have reached this point then visit your Cardiff Metropolitan University Student Handbook [or www.cardiffmet.ac.uk/complaints](http://www.cardiffmet.ac.uk/complaints) for details of the University's Complaints Procedure and the Complaint's Officer's contact details. Please note you must raise your complaint with the University within a month of being issued with the final outcome from the institution.

## 8.0 Monitoring and Review

Perrotis College's Complaints Procedure will be reviewed annually, usually before the beginning of the next academic year.

Monitoring of the process is undertaken by:

- maintaining a complete tracking system and record of each complaint;
- feeding back details of actions and outcomes to relevant Schools and Units;
- following up complaints that have been resolved with a questionnaire to complainants about the effectiveness of the system and, where relevant, reporting on action taken;
- ensuring all staff responsible for co-ordinating complaints undertake staff development in the system.
- establishing a rigorous and effective system of dealing with proven culpability by one or more parties and feeding back to the complainant the course of action that has been taken by requiring a report from the Dean of School/Head of Unit involved on what has been achieved and implemented to prevent the same situation happening again.

### ***Appendix 1***

Contact Details for complaints points of contact:

Konstantinos Rotsios  
Associate Dean of Perrotis College  
Email: [krotsi@afs.edu.gr](mailto:krotsi@afs.edu.gr)  
Tel: 2310 492 814

Leighanne Penna  
Director of Student Life  
Email: [lpenna@afs.edu.gr](mailto:lpenna@afs.edu.gr)  
Tel: 2310 492 874

### ***Appendix 2***

#### **GUIDELINES FOR WRITING A REPORT ON COMPLETION OF A FORMAL STAGE OF THE COMPLAINTS PROCEDURE**

1. Purpose of the Report
2. The Nature of the Complaint
3. Background/Context, including outcomes of any previous Stages
4. The Evidence reviewed
5. Details of the Complaint and Investigator's findings in relation to each issue/aspect
6. Conclusion and Recommendations including whether the complaint is upheld or not.