

# **STUDENT HANDBOOK**

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## 1. **Records**

It is the responsibility of the Participant to verify personal records such as, but not limited to, e-mail ID, mobile number(s), address of residence, and communication address(es); and professional records such as, but not limited to, experience certificates, salary slips, and employment history, are accurate and up to date in the application form. If information and records provided by the Participant are found to be incorrect or falsified, the candidature of the Participant is subject to cancellation.

Participant records will be used by the University/Institute for program relevant commercial/fee purposes and all academic interactions. Accuracy of participant details in program systems is entirely a Participant's responsibility, and University/Institute shall not take cognizance of any error that is caused by incorrect data.

Requests to update personal details such as registered e-mail ID, mobile number, or communication addresses be submitted to the [Program Support Desk](#).

## 2. **Admission**

Admission to a Program is governed by established policies & procedures of the University/Institute. Admission of a participant in a Program shall be assessed by the University/Institute's selection committee and is subject to an aspirant's:

- a) Meeting the eligibility criteria for the Program as determined by the University/Institute including, but not limited to, academic qualifications and overall experience.
- b) Being successful in written admission tests/selection and interviews as conducted by the University/Institute, if applicable, for selection of the Participant.
- c) Verification of aspirant's academic & any other relevant credentials as authentic and credible.
- d) The realization of requisite fees, such as application fees or registration fees, as applicable.

The University/Institute reserves the right to cancel enrollment or even certification of any candidate at any stage of the Program if any irregularity in the Participant's eligibility or in other credentials is detected; and such action shall be in a sole discretion of the University/Institute.

## 3. **Documentation**

The University/Institute shall, at any time, request original(s) of the document(s) submitted along with the application by the Participant. The original(s) can be verified/audited at any time during the term of the Program. For any participants whose documents are found not in order or are forged; the University/Institute reserves the right to act per their applicable University/Institute policies against the defaulting Participant, including cancellation of enrollment & debarment from the Program.

## 4. **Attendance**

Most Programs have a minimum attendance criterion. If your Program has a minimum attendance criterion, attending classes for the Program on a regular basis is a mandatory requirement for successful completion of the Program and granting of the degree. The Percentage or Overall Grade criteria are different for each Program offered by the University/Institute, and if a Participant fails to fulfill the attendance or grade criteria, the University/Institute may not grant the degree to the Participant.

In cases of any discrepancy in Participant attendance recording, verifications shall be carried out by the University/Institute using the attendance records available. The decision of University/Institute in this regard shall be final & binding.

If your Program has online classes, there is a standard sequence of logging into the system. A participant joining late or leaving early are subject to not being counted in attendance.

You are required to login into online classes using the valid program E-mail ID. The valid program E-mail ID may be different by Program and is established as either the E-mail provided at the time of Program registration, or the University/Institute assigned E-mail ID. Participants are responsible for verifying and activating their Program account login. If an unverified or unrecognized login with an incorrect E-mail ID/Name is recorded in the Program system, a Participant may be subject to being marked absent, as applicable by program.

#### 5. **Archived (Interactive Live Online Sessions (ILS)) Recordings**

For Programs where recording of online classes is permitted by the University/Institute, sessions will be recorded as conducted. The University/Institute may provide a playback of the archived sessions through the LMS via online streaming. Any download of recordings provided are strictly prohibited.

The Participant is allowed to view the archived session subject to the following:

- The provision of archived sessions is not part of the standard offering & the University/Institute does not own any responsibility or obligation to provide the archived sessions to a participant.
- The recordings from live sessions will be available to the participants for a defined period (dependent on Program or relevant school's policy) after the live session is conducted and based on the discretion of the Program Director/Faculty.
- That the University/Institute agrees to provide the archived session recordings to the Participant.
- Access to Archives (if applicable) through the LMS shall be revoked once the program is complete.

#### 6. **Books and Study Materials**

Only for Programs where there is a provision of Books/Study Materials, campus fees/installment payments cover only the approved Books/Study Materials provided by the University/Institute.

If applicable, Books/Study Materials will be distributed by the University/Institute's academics team at the time of the campus visit; or E-Books/Books may be sent to the Participant's E-mail ID/postal address directly from the University/Institute.

**Note:** The University/Institute will not have any role or ownership of lost or misplaced books/study materials, including loss of Books/Study Materials due to postal address errors. Participants are responsible for all fees/charges for replacement of or for additional Books/Study Materials. Any issues and assistance requested related to Books/Study Materials should be reported to the Program specific Support E-Mail ID.

#### 7. **Academic Discipline & Conduct**

The University/Institute maintains a high standard for integrity, honesty, and discipline on the part of the candidates participating in the Program. A sense of responsibility and a high degree of maturity are expected from all participants in the teaching sessions, exams and throughout the duration of their Program. The University/Institute is empowered to initiate disciplinary action against a Participant found in violation of any relevant Academic Policies and Student Conduct Code.

**Program Management.** All the contents of the course will be made available to Participants at the commencement of the course. To ensure the Program delivers the desired learning outcomes, Participants are required to adhere to the relevant learning model of the Program (i.e. cohort-based learning approach). By enrolling, Participants accept the terms of services and appoint the University/Institute to manage the delivery of the program during all applicable course periods included under the Program Fee (fees vary by Program, Participants shall refer to their relevant Program Fees and Payments information).

- All Participants in the Program must observe policies, rules and regulations defined and upheld by the Program's University/Institute. Policies, rules, and regulations are subject to change at the discretion of the University/Institute and/or statutory/regulatory body.
- Participants are required to maintain absolute self-discipline in the classroom and in the ILS.

Violation of policies, rules and regulations can result in disciplinary action against the offenders with penalty or debarment of the Participant.

- All communication to and from Participants shall be facilitated through the Program E-mail ID provided per the Program. In matters of administration, training, and discipline, the decision of the Program Director/Coordinator or appropriate University/Institute Administrator shall be final and binding on all Participants.

Listed below are examples of conduct for which action may be taken if a violation occurs at the sole discretion of the University/Institute:

- Dishonesty, such as cheating, plagiarism, or knowingly furnishing false information to the University/Institute or deliberate suppression of fact and /or relevant information.
- Forgery, alteration, or use of University/Institute documents, records, or instruments of identification with intent to defraud; intentional obstruction or disruption of teaching, administration, or other University/Institute activities and other authorized activities at the University/Institute premises.
- Absence without permission from the Institute and the Faculty. Mass absence from required classes.
- Drunkenness/ misbehavior/ threats which affect the normal conduct of a class or class discipline.
- Damage to the property of the University/Institute. Riotous or violent or disorderly behaviors.
- Reporting fictitious data for empirical study or assignments. Theft, fraud, or dishonesty in reporting facts/issues to the University/Institute.
- Permitting, whether willfully or otherwise, a co-participant to copy from one's answer book or document or material.
- Smoking/alcohol consumption during the live ILS or proctored quizzes/exams.
- Whispering or communicating with one another by means of signs, symbols, or gestures or in any other body language during examinations.
- Impersonation or proxy submission of assignments, reports, or other documents to the faculty.
- Leveling false and baseless allegations against any faculty member or officer or employee of the University/Institute.
- Indulging in any act subversive of general discipline (the word "discipline" being used here in its generic sense and its widest amplitude) and/or is detrimental to the reputation, image or standing of the University/Institute.
- Doing, or causing to do, any act, which is likely to adversely affect the relations of the University/Institute.

The University/Institute will initiate disciplinary action against a participant found in violation of any of the above, including debarring the Participant from the Program. If there is any dispute between the University/Institute and the Participant, the appropriate University/Institute policy will be used as an arbitrating medium.

## **8. Assignments & Online Examinations**

If your Program has online examinations, the examination may be conducted using a proctoring-based platform that will monitor and record your Audio/Video and the screen. If any Participant is found in violation of academic integrity, the Institute reserves the right to take appropriate action, including debarment from the Program with fee forfeiture.

If applicable to Program of participation, Participants must comply with the following guidelines during an examination, both online and handwritten:

- Participants shall report to the examination room or at their examination taking device at least 15 minutes before the scheduled time. Similarly, for online examinations, Participants must log in 15 minutes before each scheduled (when applied) examination time.
- Participants must not refer to any book, paper, or other notes unless it is an open book examination or permitted by faculty.
- Except for essential communication with the University/Institute/faculty, a participant is not permitted to communicate in any form with anyone else during the examination. Passing or

receiving information in any form or looking around at the answer books of others during the examination constitutes misconduct and is strictly prohibited. A participant, who assists or abets giving or passing of information, in any form, will be considered in equal violation and subject to disciplinary action.

- Any violation of the norms of examination will be considered a serious offense and an act of misconduct. In such an event, and where applicable, the participants will be liable for forfeiture of the answer book and immediate expulsion from the examination hall. If the gravity of the offense adversely affects the reputation of the University/Institute and/or the fair conduct of the examination and/or general discipline, the Participant(s) will be liable for expulsion from the Program.
- Copying in any form in the assignments or in any examination will be considered as an act of indiscipline. The University/Institute may initiate disciplinary action against participants found in violation of any of the above, including debarring the participants from the Program.
- In the case of online examinations, technology is being used & any technology is liable to malfunction. Participants are responsible for managing and navigating the relevant technology and apprising themselves on the entire process & procedure for online examinations prior to the examination.
- When applicable, Participants must ensure the audio (Microphone), and the camera is well connected in instances of online examinations and are responsible for ensuring system proctoring remains uninterrupted for the full completion of examinations.
- When applicable, Participants must share the screen when prompted by the Examination portal for vigilance and security purposes.
- When applicable, examinations may be recorded. Participants are responsible for maintaining appropriate student conduct, discipline, and decorum in the examination.

## **9. Fee Payment & Due Dates**

- Fees are required to be paid per the prescribed installment plan, and no extensions shall be granted for paying the due installment under any circumstance.
- Participants must refer to their Program Dashboard or relevant Program “BROCHURE” for installment dates and amounts.
- Fees are only accepted in the form of Online Card Payment/UPI/Bank Transfer.
- The University/Institute system may initiate an automatic Participant suspension process if payment is not received within seven (7) days following the due date. Participants with a debit balance persisting for more than seven (7) days will be subject to this status within the system, referred to as "Suspended" due to non-payment. On the 8th day after the installment due date, University/Institute may apply a late fee fine.
- Beyond 30 days from the due date, a “forced withdrawal” student may be allowed to rejoin the Program with the rejoining fee.
- Any student who goes on “forced withdrawal” more than once in a Program will not be allowed to rejoin the program.
- The Participant’s login credentials, and relevant program information, shall be enabled within seven (7) working days of the Participant’s payment credited in the bank.
- Applicable fees once paid, are neither refundable nor transferable towards any other Participant/Program past the applicable refund period as defined by the relevant Refund Policy.
- For Participants to be enrolled in and to access a Program, Participants must submit all applicable required payment(s) of the program tuition, including program management fee (where applicable), within the stipulated timelines. Failure to do so will result in cancellation of admission and Participants may forfeit some or all paid tuition fees. Participants will receive an acknowledgement of payment within 7 working days of receipt.

**10. Deferral, Leave of Absence, and Readmission:**

Deferral, Leave of Absence and Readmission policies vary by program. Participants seeking an enrollment status change for their Program must submit a request, including providing details or reason for the request. As applicable, requests for a status change are subject to the University/Institute’s consideration under appropriate academic policies. Participants with delinquent payments and/or under academic discipline/probation may be ineligible for status change approvals. Requests for, or a grant in status change, does not automatically provide a right to automatically rejoin any subsequent batch of the same program. Participants with an approved status change must follow their Program specific readmissions process; general guidelines are described below. Some Programs may have separate policies; Participants are responsible for following the relevant academic and status change policies for their Program.

- i) After the Program commences, Participants can request to change to a future batch within six months from the start date.
- ii) A deferral request must be submitted along with a selected reason, explanation, and (if applicable) document proofs.
- iii) Program batch changes may be made only once per enrollment and are subject to the availability of batch scheduled at our discretion.
- iv) This will not be applicable for deferrals within the refund period, and the limit of one deferral per enrollment remains.
- v) Participants are required to pay the differential fees corresponding to the repeat program in comparison to the fees of the discontinued/existing batch.
- vi) Participants are required to pay the applicable deferment fees for any deferment requests.
- vii) All deferral requests shall be sent to: [Program Support Desk](#).
- viii) We kindly inform you that choosing to defer the program is undertaken at your discretion. It is important to note that the program fee will not be refunded in the event of program discontinuation after deferment.
- ix) All deferments are subject to approval from the relevant University/Institute authority.

**11. Cancellation/Refund Policy**

The refund for withdrawal of admissions will be made to students as per the statutory/ regulatory body’s guidelines. The recommended refund schedule is given in the below table.

The Participant opting to withdraw from the program in which they’re enrolled must submit a written application clearly disclosing the reasons for the withdrawal. Such requests may be admitted on merit after due consideration. Once the University/Institute approves the refund, the refund amount will be credited to the bank account as provided by the Participant.

Category 1	Point of time when notice of withdrawal of admission is received by the University/Institute	Percentage of refund of Program fees
1	15 days or more before the formally notified last date of admission	*100%
2	Less than 15 days before the formally notified last date of admission	90%
3	15 days or less after the formally notified last date of admission	80%
4	30 days or less, but more than 15 days, after formally notified last date of admission	50%
5	More than 30 days after formally notified last date of admission	0%

**Terms:**

- \*Refund Processing charges of Rs. 5000/- shall be deducted from the refundable amount for all program in Category 1.
- Application fee will not be refunded under any circumstances.

- In case of Foreign / NRI candidates, the refund will be made in accordance with RBI / foreign exchange regulations.
- Fees shall be refunded to an eligible student within 15 days from the date of receiving a written application from the student.
- The refund information given above is indicative only and the University/Institute reserves the right to make any changes as per the notifications received from the concerned statutory/regulatory authorities from time to time.
- All refund requests should be sent to: [Program Support Desk](#)

## 12. English Proficiency

The primary language used in our Program is English, and our Program may involve a considerable amount of ‘business’ vocabulary and reference to technical subjects, as well as group discussions and interaction. To achieve the greatest benefit from our Program, and to be able to participate fully, applicants are expected to have a good command of both written and spoken English.

## 13. Taxes

Any taxes or duties (“Taxes”) imposed/assessed by the Central Government, local authority or any other Government Department or statutory authority by virtue of any enactment or amendment to the existing statutes or otherwise in respect of the program being conducted by the University/Institute shall be payable by the participants as and when the same are applicable. The Participants shall be liable to pay the same immediately, which may be before, after, or during the term of the program. The University/Institute reserves the right to take any action it deems fit if the Participant does not pay applicable taxes to University/Institute.

## 14. Certificates & Diplomas

Issuance of Certificates or Diplomas are dependent on Program of enrollment. Certificates or Diplomas issued by the University/Institute are dependent on successful Program completion as per the relevant University/Institute’s policy and process. When applicable, issuance of a Certificate or Diploma will follow:

- Successful completion of all required coursework, examinations, and assessments
- Verification attendance criteria and minimum grade requirements have been met.
- \*No certificates/diplomas are issued from a University/Institute’s academics department.

**Note:** The University/Institute will not have any role or ownership on:

- Any complaint/query regarding delayed/lost certificate/diploma
- Any complaint on damaged/soiled or poor-quality certificate/diploma
- Questions regarding certificate or diplomas must be submitted to: [Program Support Desk](#).



**Only applicable for University/Institutes delivering ILS via Zoom and Canvas**



**1. Interactive Live Online Session (ILS)**

- a. Participants will receive an E-Mail to register for the Webinar.
- b. Participant must click the registration link and fill in their details like Name, Registered Email ID, etc. to register for the session at least one day in advance.
- c. Once Approved, candidates will receive an E-Mail with the session joining link.

### Registration Process on Zoom

- ✓ Participants will receive an E-Mail to register for the Webinar.
- ✓ Participant must click the registration link and fill in their details like Name, Registered Email ID, etc. to register for the session at least one day in advance.
- ✓ Once Approved, candidates will receive an E-Mail with the session joining link

#### Webinar Registration

[f](#) [t](#) [in](#) [e](#)

Topic: Test

Time: May 15, 2020 11:00 AM in India

\* Required information

First Name \*

Last Name \*

Email Address \*

Confirm Email Address \*

- d. The Learner will Enter the nine (9) digit Numeric ID or click on the link shared in Canvas LMS.

Meeting ID or Personal Link Name **9 Digit Numeric ID**

Your meeting ID is a 9, 10, or 11-digit number

Join

Join a meeting from an H.323/SIP room system

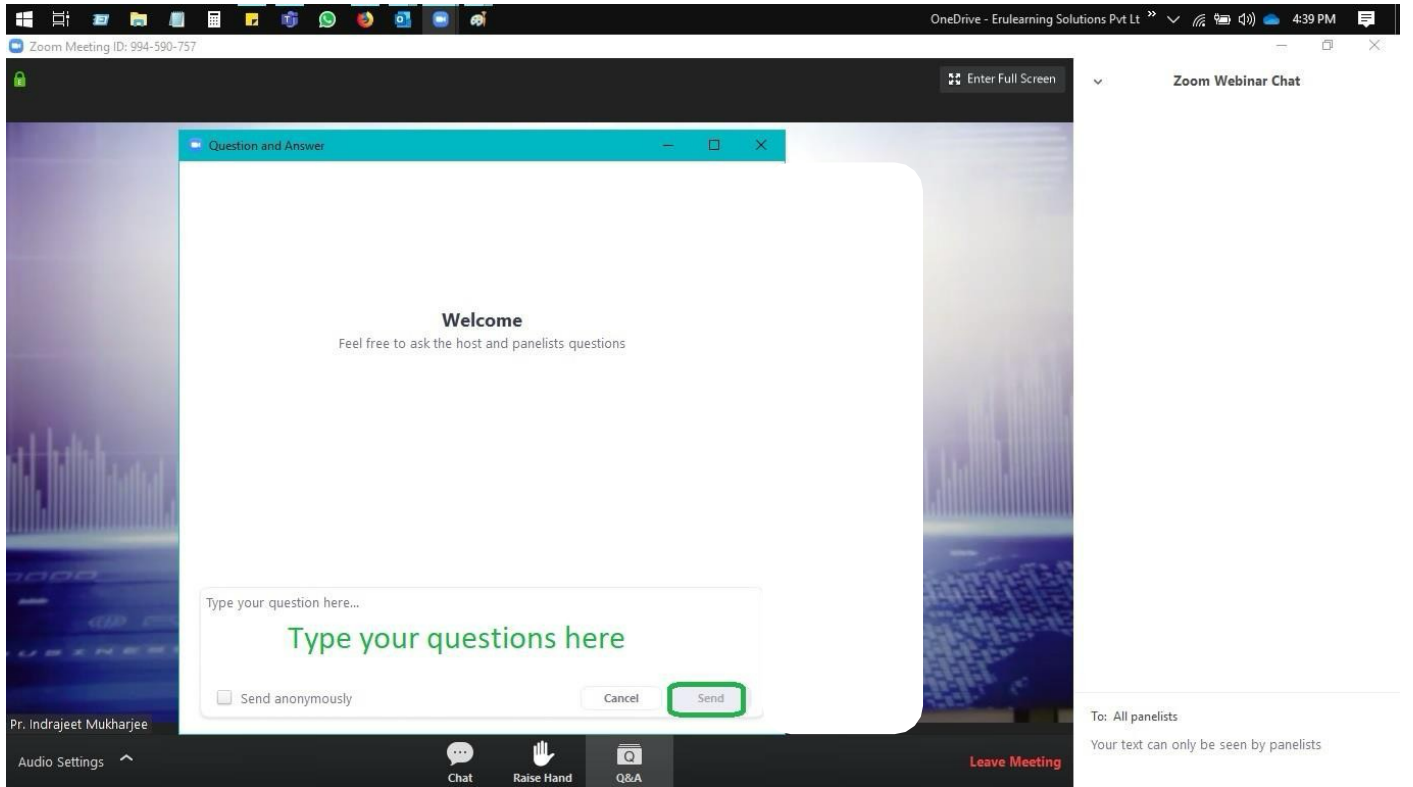
- e. The Learner can Click on “Download & run Zoom” and install the setup (recommended). However, the Learner can also join directly from browser.

download & run Zoom

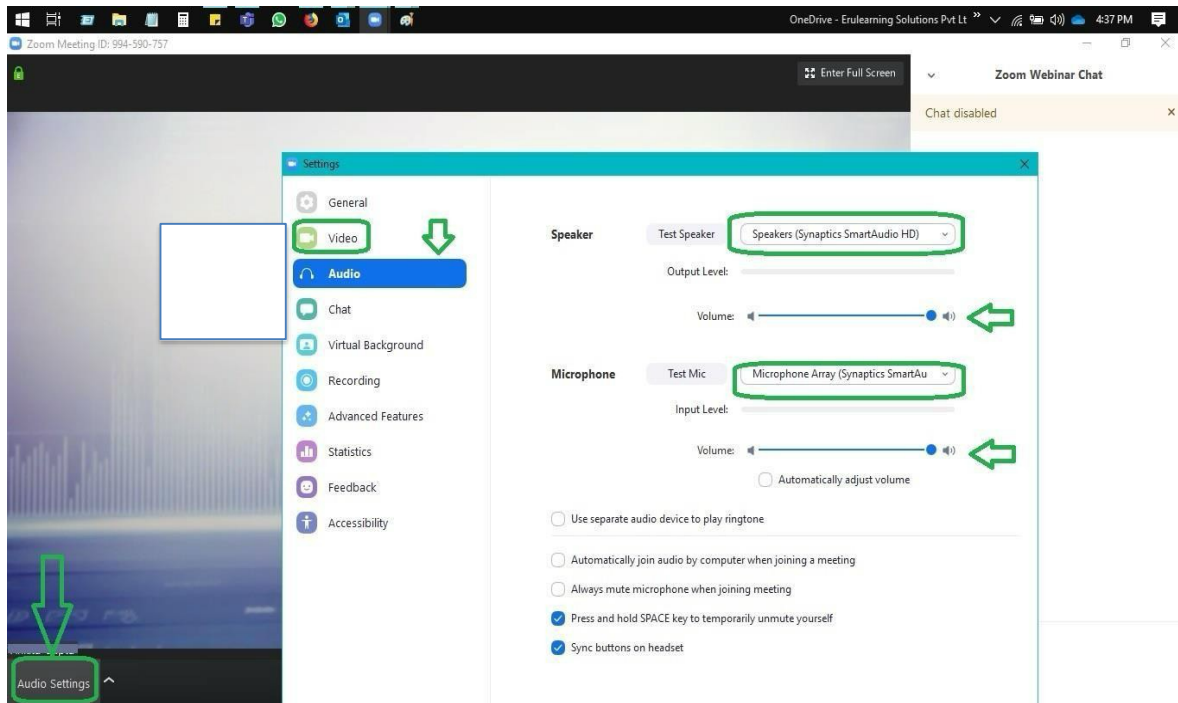
If you cannot download or run the application, [join from your browser](#).

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- f. The Learner can write their queries and questions by clicking on “Q&A.” Users also have an option to type in Chat Box. Q&A is recommended to be used for all session related questions.



- g. The Learner can be activated to Audio or Video conference by the Faculty. Learners can always adjust the Volume and change the device by Clicking on “Audio Settings.”



- h. **System Requirements** - This Program includes live online classes. To attend a live online class, you will need to have a PC/Laptop/Mac with:

- Speakers and microphone: built-in or a USB plug-in or wireless Bluetooth
- Webcam: built-in or USB plug-in
- Processor: with Dual Core 2Ghz or higher (i3/i5/i7 or AMD equivalent)
- RAM: 4 GB or higher
- OS: Either MacOS 10.7 or higher OR Windows 8 or higher
- An internet connection: Minimum bandwidth of 3.0 Mbps (up/down)
- Browser: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
- Zoom software client installed on your PC/Laptop/Mac
- Bandwidth Requirements: The bandwidth used by Zoom will be optimized for the best experience based on the participants' network. It will automatically adjust for 3G, Wi-Fi, or Wired environments.
- Recommended bandwidth for Meetings and ILS Attendees:
  - Minimum 600kbps/1.2Mbps (up/down)
  - Recommended 3.0 Mbps (up/down)