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I. Letter from the Vice President- Academics & Dean

Dear Student,

Welcome to the S P Jain community!

We live in exciting times where innovation and technology have made the world more integrated. The increasing globalisation of our economies has created a high demand for talented global leaders with the knowledge, flexibility and skills to succeed in the real world. Organisations and entrepreneurs across the world need to recruit high performing managers who work efficiently in multi-cultural environments, whilst harnessing their global awareness and presence to promote creativity, innovation and learning.

With this in mind, S P Jain aims to build an educational experience that is dynamic, cutting-edge and relevant. We strive to create a learning environment that is both competitive and nurturing. We encourage you to question, be curious, and freely express your viewpoints.

We believe that learning is a personal responsibility. Thus, your ability to deliver on the high expectations of your future success will depend on your achievements and performance amidst a stimulating environment –you will be stretched and challenged by both the talented and experienced faculty and a vibrant peer group. S P Jain promises a rigorous education that will empower you to go out into the world to enjoy both professional success and personal fulfilment.

We believe that over time, education and hard work lead to maturity and the ability to accept personal responsibility. Good moral character; high ethical values; mutual respect for your peers and colleagues; and sensitivity to social issues are values we emphasise at S P Jain. We focus on holistic growth that balances learning with the moulding of personality, character and attitudes. Above all, learning should be an enjoyable experience. It is our expectation that during your period with us you will form strong friendships and make important contacts that will endure through the whole of your professional life.

This is a truly fantastic opportunity that you will share with an amazing group of fellow global pioneers. We urge you to embrace this and be open to new ideas and experiences. We look forward to seeing you in Singapore, Mumbai, Dubai and Sydney.

This handbook brings together information that you will find helpful throughout your period at S P Jain. It should be read in conjunction with other information provided through the different official outlets.

Dr John Lodewijks
Vice President (Academic) & Dean – Undergraduate Programs

S P Jain – BBC/BEC
Office of the Registrar
August 2018

II. Welcome from the Leadership Team

Greetings dear students!

You made it. And we're really glad you did.

From the very first minute you step on to the S P Jain campus in Singapore, you'll sense an infectious excitement in your professors, the administration, and every single person at the School. We've eagerly awaited your arrival, and can't wait to begin a voyage of joint discovery with you.

We will endeavour to make your first year in Singapore, second year in Dubai and your next 2 years in Sydney full of learning that at the same time is fun. We have an environment that is nurturing and we are there to help you both academically and personally. We have small class sizes that give you an opportunity to truly engage with our faculty. We also have many out of class activities to learn the culture and business environment. We encourage you to fully participate.

Finally, we are sure that you will make friends for life. The value of this is immeasurable.

Warmly,

BBC / BEC Team

III. Bachelor of Business Communication (BBC) & Bachelor of Economics Course

III.1 Overview:

The Bachelor of Business Communication (BBC) & Bachelor of Economics (BEC) Degree course aims to produce graduates with a sound general knowledge of business principles and practices, as well as a thorough introduction to at least one functional area of business management. The program also attempts to give students an appreciation of the role of business in society, and to encourage creative, innovative, critical thinking and decision-making. Thus, unlike many other business schools, courses at S P Jain have an important liberal arts component. Instruction is delivered in a face-to-face classroom setting, augmented by online or printed materials distributed in class, out-of-class activities, and interaction with industry participants. Heavy emphasis is placed on case studies, and details from actual business situations.

To achieve these outcomes, the program includes a combination of general business, specialist business, practitioner skills and liberal arts subjects. As students' progress, they are increasingly exposed to specialised areas of their choice. They can choose to focus on finance, marketing or entrepreneurship, or pursue a more general, commerce major.

Learning culminates with a Capstone project (an Action Learning Project (ALP) or an Entrepreneurship Project) which enables students to apply the knowledge and skills, gained during their degree, in a real world setting. During the ALP, students partner with a company to do a project, and deliver a detailed written and oral report. The ALP gives students an opportunity to engage in self-directed learning, illustrating their skills in reading; discussion; problem identification, evaluation and research; and professional writing. During the Entrepreneurship Project, students use the same skills in preparation to potentially launch their own business.

Successful BBC/BEC graduates will be well-equipped for both employment in a range of business enterprises and for graduate studies. Throughout the program, faculty members emphasis global applications of concepts. Lecture material is reinforced by real-life study topics and opportunities provided by S P Jain's multi-campus structure. The overall goal is to foster skills for a global, discovery-driven mind-set, which becomes a lifelong habit.

III.2 International Business Experience

Students at S P Jain are exposed to the business environment in the country where they study by:

- Spending four years in three world class cities in Mumbai, Dubai and Sydney.
- Dealing with the different jurisdictional regulatory requirements in each country.
- Interacting informally with employees in various business areas.
- Engaging in short placements / internships in business and administrative agencies.
- Participating in field studies.
- Interacting with guest speakers from local businesses, administration and other universities.

III.3 Degree requirements

To earn a BBC/BEC degree at S P Jain, students must complete 20 core subjects and 2 Projects (of these 2 projects, one of them is Regional Immersion Projects and the other one is an Action Learning Project).

Subject	Required subjects	Credits
Core subjects	20	20 subjects of 3 each = 60
7 Electives	05	3 each = 15
Regional Immersion Project	01	03
Capstone Project	01	06
Total	27	84

III.4 Study Mode:

Three years full-time.

IV. Orientation

In the week preceding the commencement of classes, S P Jain organises several days of orientation and induction for all new students. This introduces new students to the key personalities of S P Jain and also familiarises them with the different services provided and their locations. Students are provided with the detailed overview of the course of study that they are about to embark upon, choices that may be available within these and when these choices are to be exercised. Students are made aware in some detail of the expectations to be met and all the different academic activities in order to fulfil the course requirements.

It is during this Orientation that students are divided into classes and into groups within those classes for tutorial and other purposes. Students are also required to complete all visa, medical and legal formalities as applicable to the campus at which they would be undertaking their studies.

V. Attendance

Students are expected to attend all lectures, tutorials and group activities. Attendance is taken during each class meeting. A class meeting is defined as one 90--minute session. Students who have more than four unexcused absences from a class meeting per semester will have their final semester subject grade downgraded by one--third of a letter grade for each unexcused absence over four (i.e. from A to A--, or B+ to B, etc. and so on for each unexcused absence). Students with excessive unexcused absences must also meet with the Dean/Assistant Dean to discuss reasons for absences. Students should be seated in the classroom at least five minutes before the session starts, and, at the discretion of the lecturer, latecomers may not be admitted. A lecturer is not required to provide substitute tests, nor arrange repeat trips or other out--of-- session experiences when a student is absent.

Any student who misses 20 percent of scheduled sessions, including assessments, without a valid and documented valid excuse, will be given a failing (F) grade.

Parents will be informed when a student has missed a certain number of classes and it is the responsibility of the student to keep track of his/ her absences every day. If a student has been marked absent wrongly, he/she needs to inform the Program Office immediately so that the Program Coordinator can double-check the absence with the Professor. Attendance cannot be reviewed more than one day after the date in question. Random spot checks will be conducted by the Program Office. If a student has been found not to be in class, he/ she will be marked absent. Students are not allowed to leave the classroom without the permission of the Professor. Students are required to attend the entire class. If a student has a medical condition, he/ she should inform the Professor in advance. Strict penalties apply for signing into a class and leaving the Learning Centre mid-way only to come back later to sign out again. The academic misconduct policies apply in such cases. When a student falls sick, he/ she can be excused from class upon presenting a valid medical certificate (MC) for that day. Singapore clinics do not issue medical certificates for medical conditions that happened before the date of

visiting the clinic. We only accept medical certificates from Singapore doctors. Students that submit fraudulent medical certificates can be expelled from S P Jain. Academic or non-academic penalties may apply.

We allow each student to miss four classes per subject unexcused without being downgraded (with the exception of half-subjects where students can only miss only two classes). These absences have been set aside so that students can attend important family events like weddings and funerals without affecting their grades.

When students cannot attend class due to illness, they must produce a certificate from a medical doctor excusing their absence. Students with an infectious disease (e.g. chicken pox) must report their condition immediately, take precautions to prevent spreading the infection, and stay away from classes. In the event of a serious illness or death in a student's immediate family, the Dean will give permission for compassionate leave on a case-by-case basis. These students will be permitted to take independent study by way for making up for these subjects missed. The student will be asked to support claims for personal absences in writing to the BBA Course Office. For further details on the importance of attendance please see the following section '**Suspension and review**' under 'Procedures for handling "other grievances"'.

VI. Academic assessment

S P Jain uses a system of continuous student evaluation, rather than a single end-of-semester final examination. At the start of each subject, lecturers provide students with a written document explaining assessment forms and their direct relevance to the learning outcomes for that subject. In addition to a written examination, assessments include at least two of the non-compulsory criteria listed below:

- Final exam
- Quizzes
- Class contribution
- Case analysis
- Assignments
- Group work
- Midterm exams
- Presentations
- Papers

Each subject at S P Jain is designed to help students achieve the prescribed learning outcomes as well as develop essential academic and professional skills such as writing, editing, research, analysis, listening and teamwork. The overall assessment regime has been approved by and is continuously monitored by the School's Academic Board.

Special assistance will be provided to students with special needs in completing assessments; although sufficient advance notice by students is necessary to enable this

support to be prepared.

Students will receive timely and constructive feedback on all progressive forms of assessment to assist their learning and preparation for future assessment.

All assessment results will be held in the School records system on Peoplesoft.

S P Jain has engaged a number of quality assurances; moderation and validation measures to ensure its assessment processes are fair and accurate. The Dean coordinates references to external committees, including professional industry experts, leading academics from other institutions review these measures, as well as benchmarking against institutions of similar standing to S P Jain and validation through our own Academic Board.

At the end of each semester students will be required to provide feedback on subject content and academic staff performance, and feedback on the form and effectiveness of subject assessments is most welcome at that time.

VI.1 Exams and quizzes

Students usually take written, invigilated individual examinations twice each semester. The first is often held midway through a semester (midterm exam), and the second at the end of the semester (final exam). The exams typically include short essay responses to material covered in lectures or readings. Quizzes are impromptu tests comprising short-answer or multiple-choice questions based on material from lectures, readings or discussion groups and will commence early in each semester.

VI.2 Class contribution

Corporate life requires interaction with others mostly orally and for this reason, oral skills are given a high priority at S P Jain. The classroom is considered to be a laboratory where students practice persuading their peers on the correctness of their approach to a topic. This style of teaching fosters a discovery-driven mind-set and builds negotiation and persuasion skills. Some characteristics of effective class participation include:

- Points made are relevant in increasing understanding, rather than simply being a regurgitation of the facts.
- Comments take into account ideas offered by others, and are not isolated and disjointed.
- Comments show evidence of a thorough reading and analysis of the topic or case study.
- The student distinguishes among different kinds of data such as facts, opinions, assumptions and inferences.
- The student is willing to test new ideas, instead of sticking to comments that are cautious and safe.
- The student interacts with other members of the class by asking questions and challenging conclusions.

VI.3 Individual and group assignments

Consistent feedback from employers confirms their strong expectation that graduates have highly developed teamwork skills. S P Jain recognises this and students will gain knowledge

on the dynamics of good teamwork as well as having many opportunities to practice and refine their skills.

Assignments may be designed for either individuals or groups. Normally, the outcome of an assigned task will be summarised in three or four typewritten pages. If exhibits or models are constructed, these are to be explained within the page limit. A lecturer will assess an assignment more highly where the topic is treated in depth and statements are well documented, as opposed to a superficial treatment and data-free conclusions. When an individual or group selects the topic for the assignment, the choice of topic is an important consideration in the assessment. The assignment will be expected to include a specific statement concerning the topic, the reason for choosing that topic, as well as an in-depth analysis of the topic. It will end with a set of conclusions drawn from the analysis and the reasons for these conclusions.

In most subjects where group work is prescribed, there will be an element of peer evaluation in the overall assessment scheme. This element will be moderated by the lecturer to limit dysfunctionality and bias.

VI.4 Capstone project

Students are required to submit a project report. The topic is to be finalised in consultation with a faculty mentor who will be nominated upon commencement of the project. Depending upon the nature of the project, these projects could be individual or group projects.

The project requires collection of primary and/or secondary data, literature review, data analysis and report writing.

An Capstone project report is to be “issue based”, that is, it addresses a shortcoming or gap discovered by the student during a literature review. Alternatively, it may address some “live” issue being faced by the corporate sector or a particular company. (For example: *What is it we do not know? Where does ambiguity exist?*) Once identified, the “issue” can be refined by an examination of the empirical data, refined analysis and/or creative thinking.

An Entrepreneurship Project report will identify a market need, business opportunity or potential new social venture. Using the concepts, knowledge and skills acquired during the study of the BBA course, the student would prepare a proposal and framework to address a new business opportunity; apply knowledge and skills to develop a detailed research framework using appropriate business management and research tools, qualitative and / or, quantitative methods. The student would conduct research for the project and collate findings and demonstrate learning across the curriculum, through analysis and recommendations detailed in a written report and in a presentation to potential investors.

A schedule of “milestones” should be developed and met through the Action Learning Project/ Entrepreneurship Capstone Project. These milestones can be broadly defined as:

- Selection of topic and scope (including type of business to be developed)
- Proposal submission that includes literature review and research methodology.
- Finish data collection and analysis.
- Formal interim review with the mentor.
- Final document submission.
- Presentations with formal evaluations.

Project reports are to be supplemented with documentation such as quantitative and qualitative investigations, questionnaires, and/or statistical analysis. The schedule for the project should be contained within a student diary in which records should be kept of student activity, milestone achievement and reflection on learning outcomes.

VII. Assignment submission

Assignments must be turned in on time. Extensions for deadlines may be granted only in extreme circumstances. The decision to grant or refuse an extension is made by the faculty in coordination with the Undergraduate program Office. Requesting an extension does not guarantee that it will be granted.

Every assignment, whether as hard or soft copy, must use the appropriate front page template. Assignments without front page details will not be accepted. Students will receive a soft copy of the template via email from the program office.

All soft copy individual assignments should be submitted using the roll number as the file name. All soft copy group assignments should be submitted using the group number as the file name, for example, group 16.

Every assignment will be verified for originality. For more details, see the section in this handbook on plagiarism.

Students should keep a copy of every assignment they submit.

Principles underpinning assessment policy and practices

- a) Assessment should reflect subject content.
Assessment tasks should be matched to desired subject learning outcomes and include the range of concepts, thinking processes, skills and attributes, including attributes, as set down in the stated learning outcomes for the subject.
- b) Assessment should be appropriate, meaning that there should be a match between each assessment task and:
 - the nature and extent of concepts, thinking processes, skills and attributes, including graduate attributes being assessed;;
 - the level of the subject;;
 - the mode of study.
- c) Assessment should be reliable, meaning that teaching staff and curriculum planners regularly evaluate each assessment task to ensure its reliability in providing accurate

and consistent information about student performance.

d) Assessment should be fair and equitable, meaning that:

- all students will be provided with adequate and appropriate learning opportunities throughout a subject to enable them to demonstrate their knowledge, thinking processes, skills and attributes, including graduate attributes through the set assessment tasks
- all students will be informed at the start of each course about the assessment tasks associated with a subject, and the assessment criteria for each assessment item
- when marking assessment tasks, all judgments about achievement will be made against stated assessment criteria (criterion--referenced assessment)
- moderation processes will be an integral part of the assessment system for each subject where multiple markers are involved to ensure fair and equitable marking and grading of assessment tasks and maintenance of standards
- processes and practices that are part of the assessment system for any student will be transparent to teaching staff and the students
- assessment systems will be reviewed as part of regular subject reviews

VIII. Grades

VIII.1 Assessment and Grading

The assessment/grading policy of S P Jain consists of 3 parts (A), (B) and (C).

Since only Parts A and B are relevant to BBC/BEC, they are given below.

In Part A, the assessment/grading policy is applicable for Face –to Face (F2F) subjects where the batch size of the students is 20 and more.

In Part B, the assessment/grading policy is applicable for F2F subjects where the batch size of the students is less than 20.

VIII.1.1 Part (A):

Steps to Compute 'A+' to 'F' grade (for cohort size 20 or more students)

We use a bell curve grading distribution which is widely used in many countries. It removes the bias of very generous markers and very strict markers.

Step 1: From the raw scores obtained by the students for each subject (where a student needs to secure a minimum of 40 percent in the end term examination AND should have had an overall of 40 percent as a total score to qualify for the grading process), construct a normal curve for all subjects having more than 20 observations.

Step 2 : Therefore all students who have not secured a minimum of 40 percent in the end term examination AND those who do not secure an overall of 40 percent will obtain an “F” Grade and will be excluded from the bell curve construct.

Step 3: Using subject--wise average and standard deviation compute scores corresponding to 2 Standard deviation

For 2 Standard deviation score: Subject--wise Raw Average Score – 2* Subject--wise Standard Deviation

Step 4: Compute the bottom 5% of raw scores for each subject to determine the bracket consisting of 'D' and 'F'

Step 5: Students obtaining scores 2 and below 2 standard deviation score will be assigned

'F' grade and students obtaining scores more than 2 standard deviation scores but falling within the bottom 5% bracket will be assigned 'D' grade.

Step 6 : The present system of grading policy will remain effective between 'A+' to 'C-'.

VIII 1.2 Part (B)

Steps to Compute 'A+' to 'F' grade (for all batch sizes)

For all courses where absolute grading is applicable the grading policy will be followed as per the table below:

Score range	Letter grade
95-100	A+
90-94	A
85-89	A-
80-84	B+
75-79	B
70-74	B-
65-69	C+
60-64	C
55-59	C-
50-54	D
00-49	F

1.2 Part (C):

Computation of 'A+' to 'F' grade (for batch size less than 20 students)

All students who have not secured a threshold minimum of 40 percent in the end term examination AND those who do not secure an overall of 40 percent will obtain an "F" Grade.

Instructions to faculty will be given stating clearly that the 'degree of difficulty' be built in the evaluation system, proposed by the faculty, in a manner that ensures a spread of **at least** six grade-points with 'B' grade as the mean.

For example, 'A+' to 'B-'; 'A-' to 'C'; 'B-' to 'F', etc.

VIII.2 Information to students on Assessment and Moderation of Assessment

At the beginning of each subject, faculty will provide a written explanation of their grading criteria for their subjects. In general, a weighted average total of all the evaluation components are generated at the end of each subject for every student. Students are then graded on a bell curve using a weighted average, comparing performance against their peers in the subject.

Letter grades are assigned with the following distribution as a guide:

Letter Grade	Percentage of
A+ / A / A-	25%
B+ / B / B-	50%
C+ or lower	25%

Letter grades denote the following levels of performance:

Letter Grade	Grade Point	Performance Level
A+	4.30	Excellent
A	4.00	
A--	3.70	
B+	3.30	Good
B	3.00	
B--	2.70	
C+	2.30	Satisfactory
C	2.00	
C--	1.70	
D	1.00	Low Pass
F	0	Fail

Note: The letter grade 'E' will be awarded for exempt subjects

VIII.3 Non--Letter Grades and Notations

The following non--letter grades and notations are used in the academic records but are not included for the calculation of CGPA. Students with grades of 'I' or 'W' may come back at an approved later date and complete the subject within specified time periods. New grades will then be recorded.

Pass	Pass for subject with Pass/Fail grading only
Fail	Fail for subject with Pass/Fail grading only
I	Incomplete
W	Withdrawn from the subject
E	Exemption

CGPA is the weighted average of all the grade points earned by a student in the course divided by the total number of credits in the course.

A student who has not completed all the requirements for a subject may be assigned an incomplete grade (I grade) and may be required to complete the work within a specified period. If this condition is met satisfactorily, the 'I' grade will be replaced with a substantive grade.

Students who withdraw from a subject after the specified census date or do not submit satisfactory assessable items will receive an F grade for the subject. This outcome usually results in both academic and financial penalties as the failing grade is included on the student's Academic Record, and the subject will need to be taken again successfully for the student to graduate.

The grade points aggregated across all subjects studied by a student give the cumulative grade point average (CGPA) for that student. The CGPA is calculated as a weighted average of all grade points divided by the number of credits.

IX. Rules of Progression

To progress from one semester to the next a student must maintain a CGPA of 2.0 or higher and in addition not have failed in more than one subject nor have obtained more than one F and one D grade nor have obtained more than 2 D grades. Addition to this , to progress from Year 1 to Year 2, a student must NOT have obtained F grades in either the Business English Writing or the Business Oral Communication subjects. Students achieving less than a 2.0 CGPA are put on academic probation for the next (subsequent) semester, and must improve his/ her grades. If the student still does not achieve a CGPA of 2.0 or above after the probationary semester, then the student will face expulsion. To complete the course and to obtain the degree a graduate must achieve a CGPA of at least 2.0 and in addition not have failed in more than two subjects nor obtained more than 4 D grades.

X. Conduct of examinations

All examination arrangements are handled by the BBC/BEC Course Office. Formal examination notification giving details of the examination schedule, venue and seating arrangement will be forwarded to the students approximately two weeks before the scheduled date of the exam. Exams may be held during the day, in the evenings or even on weekends, and a student should check the examination schedule carefully.

- Students are not permitted to approach the faculty directly to reschedule exams or to make special accommodations. Any rescheduling request needs to be submitted in writing to the BBA Course Office, clearly stating the reasons for such a request and detailing any requests for special assistance.

X.1 Examination regulations

- Students must appear for the examination at the scheduled date and time, and in accordance with the preset seating arrangement, as announced by the Office of Examinations.
- After the first 30 minutes of the exam, students will not be allowed to enter the examination room.
- 15 minutes reading time will be provided to students before the scheduled examination commencement time. Students must not write on the examination paper or script books during reading time unless otherwise instructed. Once the reading time is commenced students are not permitted to leave the examination hall as well communicate with other students. This will sometimes be included in duration of examination.
- Students may not be allowed to leave the examination room within the first 35 minutes (inclusive of reading time) of commencement of examination or within the final 20 minutes of examination.
- In case of a closed book or closed notes examination, all books, notes, papers and bags must be left outside the examination room.
- No exchange of items, including books, notes, stationery or chargers, is permitted in the examination room. This includes other kinds of malpractices.
- External hard disks, memory sticks, USB flash drives etc. are not allowed in the examinations room.
- Electronic communication devices such as mobile phones, head set, iPad, iPod, tablets and any other music devices are not permitted in the examination room. Students are required to switch off Bluetooth devices on their laptops during the examination.
- Students must sign the attendance sheet circulated in the examination room.
- Only S P Jain roll numbers should be mentioned on the written/electronic examination submission document. Students should not write their name on the answer booklets, since evaluations are done anonymously.
- Students are responsible for verifying they have been issued correct and complete examination documents.
- Students may draw the attention of the invigilator by raising their hand.

- If students finish an examination early, they may submit it to the invigilator and leave if the same is hard copy. If examination is an electronic submission, wait for the instructions from the invigilator. All soft copy submissions will be resubmitted to [SafeAssign](#) for plagiarism detection.
- Students are responsible for returning answer books to the invigilator. Under no circumstances answer books are to be taken out of the examination room.
- Invigilators have sole authority for resolving queries or disputes in the examination room.
- At the end of the examination, the invigilator will collect the answer books from the desks of students who have not yet left the examination room.
- Students who disturb others will be warned by the invigilator. Should the conduct persist;; students will be required to leave the examination room. The invigilator will submit a report to the Office of the Examinations for further process.
- Dishonest behavior will result in the student failing the exam, and possibly being expelled from the School.
- In situations of critical illness or bereavement, students should contact the Office of the Examination and consult the Dean of the program about the possibility of special exam arrangements. Requests must be supported with appropriate documentation.
- Misinterpretation of the examination timetable is never an acceptable excuse for absence or being late to an exam.
- Students arriving late due to issues outside their control, and who are admitted to the examination after seeking necessary permission, will not be given extra time to complete the examination.
- If there are any corrections in the question paper, it will be announced to students during the reading time. Any errors discovered after the commencement of the examination will not result in any clarification. Students are expected to make necessary assumptions and continue with the examination.
- Students must display their student pass /photo identification card or an alternative form of photo identification on their examination desk for the duration of the examination. If not, students may be asked to get permission slip from the concerned Program Office before he/she starts the examination.
- Wherever permitted, students may bring authorized calculators only into the examination room, as specified on the question paper cover sheet and examinations guidelines announced.
- Wherever permitted, students may bring dictionaries authorized by the respective faculty into the examination room. Dictionaries should not contain notes or annotations of any kind.

All answer booklets relating to examinations will remain the property of the School.

XI.Re-evaluations and retests

XI.1 Re--evaluations

- Graded progressive assessments, assignments and examination papers (with feedback) will be returned to students either in class or on Peoplesoft, usually within one week of submission.
- Students who seek more feedback or are dissatisfied with the marks assigned should initially approach their academic faculty. If a mutually agreeable outcome is not immediately forthcoming, then the student may submit a re--evaluation request form to the Course coordinator in the BBC/BEC Course Office. The coordinator will give a copy of the form to the student.
- The BBC/BEC Course Office will forward requests to the respective faculty member. If a score of a particular question is being contested, the faculty member may examine the entire exam paper again and may increase or decrease the final score, as the case may merit.
- The faculty member may require additional time to return results.
- The decision made by the faculty member is considered final.
- Exams may only be re--evaluated once.
- Unless decided otherwise by the Dean, students earn a 'zero' for any evaluations they did not submit or complete.

XI.2 Retests

Students who do not qualify for progression to the next semester or for graduation may apply for a retest for subjects in which they earned a D or F. To compensate for retesting, students are eligible for a grade which is C or lower. A retest grade is considered final, and is included when calculating the CGPA.

To apply for a retest, students submit an application to the BBC/BEC Course Office for approval by the Dean. The application must clearly state the reasons for the retest. Only one retest will be allowed per subject. Daily quizzes may not be retested. Retests take place on scheduled dates arranged by the School.

XI.3 Release of academic results

All grades are posted on Peoplesoft, including progressive assessment results posted by academic faculty. Each student's interim mark for the final assessment and overall course grade will be posted on Peoplesoft by the Director of Exams following submission of final assessment marks by academic faculty and subsequent progression through moderation and validation processes and Examination Review Committee review. Final grades are declared after ratification by Academic Board. In the unlikely event of any changes to interim grades, these will be advised to students by the Dean. CGPA is also made available through Peoplesoft.

XII. Students 'At Risk'

S P Jain is committed to fully supporting every student through to the successful completion of his/her chosen course. This is evidenced by the following range of identification and remediation processes:

XII.1 Identification of 'at risk' students

- The first piece of formal assessment in each course/subject will be held within the first 4 weeks of each study period. Assessment participation will be recorded by the relevant Course Manager. Students failing to submit early assessments will be cross--- referenced by the Course Manager with student engagement through the Student Counsellor;; with 'at risk' assessments reported at the end of weeks 4 and 8 of each study period to the appropriate Dean /Assistant Dean.
- Class attendance of at least 80% is required of all students and rolls are taken for all classes. The rolls are monitored by the relevant Course Manager and reported to the Dean/Assistant Dean at weeks 4 and 8, after consultation with academic staff in relation to any cases where non--- attendance patterns by students is detected.
- The Student Counsellor will report at the end weeks 4 and 8 to respective Dean/Assistant Dean on academic progression and non--- academic engagement by students, highlighting potential 'at risk' students, along with remedial programs under way (e.g. a formal meeting schedule or reporting contract).

XII.2 Remediation

As soon as possible after weeks 4, 8 and the final examinations of each study period the Dean /Assistant Dean shall meet to consider the reports on 'at risk' student identification and confirm remedial actions. These remediation actions may include additional coaching, mentoring, buddy arrangements, greater access to teaching faculty, and regular personalised support from the Student Counsellor.

Apart from the above, every student of the Bachelor of Business Communication (BBC) or Bachelor of Economics (BEC) course who is under academic risk is given academic probation at the end of every semester. These students are then coached by the School's faculty mentors and the Dean/Assistant Dean to bring them up to the required level. They are offered a second opportunity via the administration of a re--test. On rare occasions a third opportunity may also be given if the student failed the second attempt narrowly and is expected to pass a third attempt.

XIII. Academic Policy for Independent Study

1. The policy of independent study is for those students who are unable to complete a subject successfully on account of absence from class, on medical grounds or for justifiable reasons, acceptable to the School which leads to the student being unable to appear for the final examination.
2. If a student is unable to improve the grades or is unable to complete the subject successfully, such a student is given a further opportunity to do an independent study. A maximum of three independent studies are allowed in the BEC and BBC programs.
3. A student who proposes to undertake an independent study for a subject must send a formal application to the Dean expressing intention to do so with an explanation for the request duly supported with documentation for the request.
4. On receipt of an application, the Dean will decide as to whether the student's request is a valid request and to approve or refuse the request.
5. For eligible students, the Dean will nominate a Faculty who will be the guide and mentor to the student.
6. The nominated Faculty will ensure the following:
 - a. Fulfilment of contact hours
 - b. Fulfilment of learning outcome
 - c. Fulfilment of assessment type
7. Fulfilment of contact hours: The Faculty shall ensure that the contact hours are as prescribed in the course outline and that these are fulfilled by the combination of:
 - a. personal contact with the student in chamber or electronically.
 - b. OR by a combination of personal contact and regular attendance in the library with in / out attestation by the librarian to authenticate the hours spent studying / researching the subject. The library hours may be documented through a log book maintained by the student.
 - c. Assignment of tutorials through Academic Managers.
8. Fulfilment of learning outcome: It is of utmost importance that the nominated faculty ensures that the learning outcomes of the subject are not diluted. Towards this objective, the faculty shall ensure:
 - a. Matching of learning outcome with assessment type prescribed in the course outline
 - b. Matching of learning outcome with weightage of marks allocated for the assessment type
9. Fulfilment of assessment type, particularly final examination:

The faculty shall set a standard question paper for the final examination, the difficulty level of which is equivalent to the final exam administered to other students.

10. Besides the above, the faculty will also ensure that the student has acquired adequate knowledge and skills as stated in the course outline for the concerned subject. This can be ensured through prescribed textbooks and reading materials. This can also be ensured through assignments, quizzes, tests, etc.
11. The final exam paper set by the faculty shall be vetted as per the procedure laid for normal question papers administered to all students in the normal course.
12. The exam shall be independently invigilated by Academic Managers / Course Coordinators.
13. The faculty would be required to evaluate the paper and send the statement of marks covering the marks secured in the final examination, tests, quizzes, individual assignments, etc. This should be in line with the assessment type mentioned in the course outline.
14. The faculty would also be required to send a declaration through the Dean to the Director of Examination that all the requirements of the contact hours and the learning outcomes match the assessment type and weightage prescribed in the course outline have been complied with. The declaration needs to be attested to by the Dean.
15. The statement of marks and declaration by the faculty would be sent to the Course coordinators who in turn would forward the same to the Director of Examinations with a request to put forth the same to the Examination Board.
16. On reviewing the papers received, the Director of Examination would put forth the same to the Examination Board.
17. The Examination Board would follow the usual procedure of grading the student and declaring the results.
18. The minutes of the Examination Board would be the place before the Academic Board for a final approval.
19. If the examination is a second attempt for the student, the highest grade that would be awarded would be a C+.

The fee for an independent study would be USD 1500 per subject.

XIV. Recognition of prior learning and credit transfer

XIV.1 Guiding Principles

The Bachelor's degree courses are based on Level 7 of AQF specifications. The objectives of the credit transfer and articulation policy are to:

- a. Provide students due credit for demonstrated prior learning and outcomes in line with the course of study. This could also assist eligible students in reducing the length of study for receipt of the bachelor's degree award
- b. Assist students to transfer between courses within the School and to other institutions
- c. Institute clear guidelines for determining credit transfer and articulation
- d. Ensure the standards and the integrity of the credit transfer arrangements

XIV.2 Admissions

- a. An admission to the School's undergraduate courses is based on the Undergraduate Admissions Policy as amended from time to time. The Admissions Policy only defines the eligibility criteria for applying for admissions and does not guarantee an offer for admission.

XIV.3 Granting of Credit

XIV.3.1 Student Transfers from other institutions

- a. The School will consider granting of credit when the content and standard of a subject and learning outcomes is identical with, or similar to, that of a prescribed subject for which grant of credit is being sought.
- b. A student must have obtained at least a passing grade in the subject submitted for credit transfer consideration. Under special circumstances, the Registrar may ask the student to undertake an S P Jain subject test and achieve a pass to be granted a credit transfer. This is to ensure the quality and integrity of the credit transfer arrangements.
- c. Grades for the credits granted will not be included in the S P Jain transcript and will not be considered for the purpose of calculation of the cumulative grade point average (CGPA). Details of credit granted will be recorded in the transcript with a grade of E (indicating exemption).

XIV.3.2 Student Transfer within Undergraduate courses at S P Jain

- a. As students of BEC, BBC and BBA will study the same subjects in the first year of the course, and if a student's application for transfer between the BEC, BBC or BBA courses is accepted, the student will be given recognition of prior learning for all the subjects completed successfully.
- b. In all such subjects, the grades for the credits granted will be included in the S P Jain transcript and will be considered for the purpose of calculating of the cumulative grade point average (CGPA).

XIV.3.3 Transfer of Credits for subjects undertaken by S P Jain undergraduate students at an Exchange Partner School.

- a. S P Jain has signed Memorandum of Agreements with educational institutions for student exchange programs for their undergraduate courses.
- b. These MOUs are broad in nature and without any reference to any specific course(s) and subject(s) level articulation agreements. In the cases where a student of S P Jain decides to undertake a semester or academic year with an Exchange Partner School, the selection of the units of study eligible for credit transfer will be done on a case by case basis.
- c. In all such subjects/instances, the grades for the credits granted will not be included in the S P Jain transcript and will not be considered while calculating the cumulative grade point average (CGPA). Details of credit granted will be recorded in the transcript with a grade of E (indicating exemption).

XIV.4 Credit Limits

- a. To be eligible for the award of the Bachelor's degree of S P Jain, the number of credit units for which transfer of credit is granted must not exceed 50% of the total credit units prescribed for the degree. This will apply to all cases of transfer and exchange programs as detailed in Point 3 above.

XIV.5 Time Limit for Credit transfers

- a. Credit transfers will be considered for only that subject which has been completed within the last 5 years prior to the date of receipt of application for credit transfer. Therefore, the transfer of credits cannot be granted for subjects completed more than 5 years prior to a student commencing study at S P Jain.

XIV.6 Withdrawal of Credit

- a. The School reserves its rights to withdraw credit granted if the application is misleading or invalid due to errors.
- b. Such withdrawal of credit will need to be approved by the Dean of the Course and the Registrar.

XIV.7 Articulation Agreements for specific credit agreements with other institutions

- a. While currently the School does not have any specific credit agreements with other educational institutions, any such agreements proposed in future will need to be approved by the Academic Board.

XIV.8 Application for Credit

- a. Students, who seek the transfer of credits from another educational institution to S P Jain (refer Section 3.1) shall submit a written application to the Registrar with details of the subjects for which credit is sought.
- b. Students who seek transfer from other Undergraduate courses at S P Jain (refer Section 3.2), shall submit a written application to the Registrar with details of the current course of study and the course they would like to be considered for transfer.
- c. Student who seek transfer of credits with an Exchange Partner School (refer Section 3.3) shall submit a written application to the Exchange Program Director with details of the course and subjects for which credit is sought.
- d. In case of transfer from another educational institution (refer Section 3.1) the application will be supported by the academic record and an detailed explanation , but not limited to, description of course, subject/subject outline, number of teaching hours for the credit, learning outcomes, hours studied, prescribed text book, and grade achieved.
- e. The application has to be submitted within the stipulated date (as advised) prior to the commencement of the semester during which credit is sought.

XIV.9 Approval of Credit

- a. All applications for transfer from another educational institution (refer Section 3.1) and transfer from other Undergraduate courses at S P Jain (refer Section 3.2) will be reviewed and approved by the Registrar in consultation with the Dean Undergraduate, if required.
- b. All applications for transfer of credits with Exchange Partners (refer Section 3.3) will initially be reviewed by the Director of Exchange Programs and then based on his/her recommendation jointly approved by the Registrar in consultation with the Dean Undergraduate, if required.
- c. The Registrar and Dean Undergraduate may seek the assistance of the Area Heads or Faculty of specialised business area(s) relevant to the subjects for which credit transfer is sought.

XIV.10 Appeals

- a. Applicants who are dissatisfied with an administrative decision pertaining to a credit transfer request may lodge an appeal against that decision pursuant to the School's grievance policy and procedures.

XV. Record keeping

In accordance with the regulatory requirements, S P Jain will maintain a strong policy on accurate and current records collection and keeping. Students will be required to update their personal contact details via Peoplesoft as part of their re-enrolment process every semester (or at 6 monthly intervals – whichever is the shorter). These details include residential address, mobile phone number, email addresses. Your Initial residential address in Singapore and Dubai must be confirmed with S P Jain (Head – Student Administration) within seven (7) days of arrival and any subsequent change of residential address within seven (7) days.

Student records of progressive and full assessments will be maintained by S P Jain for at least seven (7) years on campus servers, backed up on international servers.

XVI. Graduation, degrees and transcripts

The Registrar shall have overall responsibility for the staging and conduct of graduations. In the discharge of these responsibilities, the Registrar will be expected to work cooperatively with the President, Deans of Studies, Heads of Campuses and the leaders of the student organisations.

The Examination Board committee shall recommend to the Academic Board the names of those candidates who have fulfilled all requirements for an award and therefore are eligible to graduate. In turn the names shall be referred to the Board of Directors for their endorsement.

The Registrar shall write to each graduate and provide full details of all the arrangements surrounding attendance and participation in the graduation. If there are any additional activities that are being conducted at the time of the graduation, either by a student or alumni group, then details of these activities will also be included with the Registrar's advice.

Graduates will be given the official testamur at a public ceremony convened for this purpose. Graduates will also be given, either at that ceremony or separately, a transcript detailing the subjects completed, their credit value and the grade obtained for each subject.

At the end of each semester, students whose CGPA is in the top 10 percent of their class are nominated for the Dean's List in recognition of outstanding academic achievement. Inclusion is highlighted on their transcript. The Dean may also decide to recognise outstanding achievement within areas of specialisation.

In recognition of outstanding academic achievement, students on the Dean's List will be mentioned as part of the graduation proceedings.

The student with the highest CGPA in the graduating class will be named Valedictorian. The Valedictorian will be given an opportunity to make a speech at the graduation

ceremony.

The Registrar in consultation with the Chairman, Board of Directors and the President shall decide on the format of the graduation ceremony including the production of a souvenir programme listing the names of the graduates, arrange an occasional speaker as the principal guest and possibly some musical interlude. A celebratory dinner may also be organised in association with the graduation and attended by the graduates and their guests, the President and academic staff and other invited guests.

Students who are not attending graduation may arrange to collect their degrees and transcripts from the Registrar's office or campus office at an agreed date and time any time after the graduation.

Students who cannot collect their documents personally can authorise someone to do so (in writing) on their behalf, or request that documents be sent by mail, for which a postal charge will be applied. Duplicate degree scrolls and transcripts may be ordered from the Registrar. A duplicate degree scroll costs A\$100 plus postage (A\$10). Duplicate transcripts cost A\$25 (costing subject to revision).

Students who do not graduate receive a copy of their transcript with grades.

XVII. Rights, Responsibilities and Conduct

XVII.1 Rights of students

Students enrolled with S P Jain enjoy certain rights and expectations. They can expect that the content of courses will be up to date and based on research, study and academic discussion. Further, the level of the course will be consistent with the requirements of the Australian Qualifications Framework (AQF) or its international equivalent and prepare students for employment in those professional fields apposite to the courses for which they have enrolled.

Students can also expect access to a supportive learning environment including appropriate and properly maintained and equipped facilities such as classrooms, library, computer work-stations and Internet connections. Students can also expect access to fair and efficient administrative procedures including accurate, timely and helpful information on the subjects available, enrolment, financial and advisory services.

Further, S P Jain is committed throughout to policies designed to provide equal opportunities for all students regardless of their ethnicity, age, marital status, gender, disabilities, religion or sexual preference. The abiding aim is to enable each student to develop to his/her full potential and that growth is not limited by any extraneous considerations. To reinforce this policy, the use of non-discriminatory language is encouraged, as is free speech.

XVII.2 Students with disabilities

S P Jain is committed to the fair and equal treatment of its students, regardless of personal disabilities. All such matters will be handled on free and confidential bases to the student and should initially be raised with the Student Counsellor.

XVII.3 Responsibilities

Students are expected to be diligent in their studies and regular in their classroom attendance. In particular, they are expected to read any instructions given for a subject and to the best of their abilities make genuine attempts to progress successfully through each subject by meeting the requirements set, as well as any deadlines for assignments and maintain punctuality in their lectures or tutorials. They are to respect and use property in a way that is consistent with any requirements specified. They are to ensure that their enrolment details are kept up to date, that they meet their financial obligations and respond to official communication in a way that is both timely and complete. Students are expected to treat staff, fellow students and visitors courteously and to refrain from any behaviour that might be deemed to be discriminatory or constitute harassment.

XVII.4 Safety

S P Jain employs security services to maintain regular surveillance over the campus, secure buildings, adjust lights and monitor the movement of personnel and vehicles on and

off the campus. Their efforts need to be augmented by the vigilance of staff and students who should report immediately any untoward behaviour, intrusions, unlocked doors or windows and any equipment faults. Notices are displayed throughout the campus detailing the precautions and the immediate actions to be taken to avoid damage from fire or hazardous materials.

XVIII. Student Code of Conduct

1. Purpose

S P Jain School of Global Management (S P Jain) is committed to the protection and promotion of a diverse and open community of students and staff. Students are a key part of the School and their participation is vital to the success of S P Jain.

The Student Code of Conduct outlines a simple and clear statement of expectations related to student conduct in academic work and inter-personal relationships while studying at the School.

2. Scope

It applies to all students while enrolled at S P Jain.

All students must accept, at enrolment, their shared responsibility for maintaining a safe, harmonious and tolerant environment.

3. Student Code of Conduct

It is expected that as a student you will:

- a. Treat others with fairness, respect and courtesy and act in a manner that is not threatening, harassing or intimidating or likely to jeopardise the safety of others.
- b. Familiarise yourself with the School's policies and procedures pertaining to your rights and responsibilities as a student.
- c. Take responsibility for your own learning in the context that learning is the outcome of a collaborative partnership between staff and students.
- d. Know the requirements of your course and progression rules and seek timely advice and assistance from School services, as required, to maximise successful progress.
- e. Act honestly and ethically in the production of all academic work and assessment tasks. Give recognition to any direct quotes used from other authors or to those authors whose work has made an intellectual contribution to the contents of your work. Acknowledge shared ownership of ideas in group projects or assessment tasks.
- f. Respect the privacy and confidentiality of others, particularly in situations of group work, electronic or other communications and in the use of personal information gathered as part of an academic piece of work or research.
- g. Not use mobile phones, cameras, MP3 players and the like in lectures, classes, or formal learning and study spaces except with the consent of the lecturer, as part of

the teaching content of the Unit, or in emergency situations and then with the least disruption to other students and staff.

- h. Accept reasonable direction from School staff members and when requested to identify yourself.
- i. Proof of Identity -- Students must carry their Student ID card with them at all times while on campus and produce it when required as proof of identity.

XIX. Academic Misconduct and Plagiarism

This policy defines the actions that constitute academic misconduct, plagiarism and non-academic misconduct by students and describes the School's processes for investigating and hearing allegations of student misconduct. It also describes the penalties that will apply, where allegations are proven.

This Policy reflects the School's commitment to upholding and protecting the academic integrity of its higher education awards.

It applies to all students enrolled at the S P Jain School of Global Management.

XIX.1 Academic misconduct and plagiarism

a. Academic misconduct includes but is not limited to:

- i. Cheating or acting dishonestly
- ii. Assisting any other student to cheat or act dishonestly
- iii. Seeking assistance from others in order to cheat or act dishonestly
- iv. Attempting to do any of the above in an examination, test, assignment, essay, thesis or any other assessment task that forms part of the requirements of the course in which the student is enrolled
- v. Improperly using, or attempting to use, unauthorised material or equipment in an examination
- vi. Plagiarism
- vii. Acting in contravention of any official statement that defines acceptable academic practice

b. Plagiarism

S P Jain holds a particularly serious view on plagiarism and cheating in any form, and will take appropriate steps to detect plagiarism including electronic plagiarism devices. Plagiarism consists of using the words or ideas of another, as if they were his or her own -- without acknowledgement. The phrase 'using words or ideas of another' includes but is not limited to:

- i. Using study guide material without acknowledgement
- ii. Paraphrasing the work of another person
- iii. Copying any part of another person's work
- iv. Summarising the work of another person

- v. Using or developing an idea or theme derived from another person's work
- vi. Using experimental results obtained from another person's work
- vii. Failing to accurately attribute collaborating students' work on group projects

c. Cheating

Cheating during examinations is also a serious offense. Any student caught cheating will be asked to leave the examination room immediately. Incriminating evidence will be retained by the invigilator. Violations other than cheating will be noted by the invigilator.

d. Inappropriate collaboration

Close academic collaboration must be acknowledged. Examples of inappropriate collaboration include working with someone else to develop, organise or revise a project, such as a paper, oral presentation, research, design project or take-home examination, and failing to acknowledging the collaborator's help.

e. Inappropriate proxy

A student must attend the assigned class and be present at all examinations. Impersonators will be removed from the premises.

f. Work completed for one subject and submitted for another

Assignments may not be submitted in more than one class under any circumstances. If assignment duplication is discovered, BOTH submissions will receive a grade of fail grade.

g. Falsification of data

Students may not falsify or distort data used to document statements made in any work submitted.

h. Interference with another student's work

Students may not intentionally interfere with the work of others, such as sabotaging laboratory experiments, research or digital files, giving misleading information, or disrupting class activities.

i. Copyright violations

Copyright laws that govern the copying of printed materials, duplicating computer software, duplicating images and reproducing audio works must be obeyed.

j. Complicity

Complicity in academic dishonesty consists of helping or attempting to help another student commit an act of academic dishonesty or wilfully assisting another student to violate the Student Code of Conduct. Such complicity is pre-meditated and intentional. It can include, but is not limited to:

- i. Doing work for another student
- ii. Designing or producing a project for another student
- iii. Wilfully providing answers during an exam, test or quiz
- iv. Using a mobile phone to provide information during an exam
- v. Providing a student with an advance copy of a test
- vi. Leaving relevant materials behind at the exam site
- vii. Altering the outcome of results

XIX.2 Non-academic misconduct

General misconduct includes, but is not limited to:

- a. Failing to comply with any order or direction lawfully made
- b. Interfering with the freedom of others to pursue their studies, carry out their functions or participate in the life of the School
- c. Harassing or engaging in any other form of improper or discriminatory behaviour towards another student, officer or visitor related to race, ethnic or national origin, gender, marital status, sexual preference, disability, age, political conviction or religious belief
- d. Refusing to identify oneself when asked lawfully to do so
- e. Breaching the terms or conditions of a penalty imposed for misconduct
- f. Obstructing an officer in the performance of their duties
- g. Behaving improperly or inappropriately in a class, meeting, or other activity in or under the control or supervision of the School, on School premises, or on any other premises to which the student has rightful access
- h. Failing to comply with the provisions of a placement at another institution or business
- i. Knowingly making any false or misleading representation as a student of the School
- j. Altering or attempting to alter any document or record
- k. Misusing, stealing, destroying, damaging or causing loss or incurring a cost to a facility or to property of the School
- l. Misusing computing or communications equipment
- m. Students are responsible for their own behaviour on or off campus which violates civil or criminal laws. Any legal action taken against a student is the student's own responsibility.

Students must specifically take note of the below and students found guilty of any of the below will be expelled from the School with immediate effect:

1. Possession and consumption of drugs, steroids and narcotics is illegal and is a punishable offence
2. Physical assault or intimidation in the School campus / Hostel or outside
3. Engaging in inappropriate behaviour in the School campus / Hostel or outside
4. Any act that brings disrepute to the image of the School

XIX.3 Processing allegations of academic misconduct, plagiarism and non-academic misconduct

If a person believes that misconduct has occurred, they must report the alleged breach in the case of alleged academic misconduct and plagiarism to the Dean, and in the case of alleged general misconduct to the Head of Campus (HoC) or Head of Department (HoD).

- a. Each allegation will be considered as to whether it was due to carelessness or was unintentional (minor breach) or was an act of deliberate dishonesty or intentional (serious breach).

XIX.4 Academic Misconduct and Plagiarism

- i. Students are provided information on the above constituents of academic misconduct during orientation by the academic staff including an overview of the e-learning system (Peoplesoft) and its detection mechanisms for plagiarism via SafeAssign software. Students will also receive training on the various components of what constitutes plagiarism as defined above in Section 2.b.
- ii. To reiterate the importance of gravity of any academic misconduct or plagiarism students sign “Academic Code of Conduct Pledge” during orientation and prior to each term and examination.
- iii. When a Course Director/ Assistant Director (Dean/Assistant Dean) receives a report of alleged misconduct, they have 3 days in which to make a preliminary investigation. The Course Director/ Assistant Director (Dean/Assistant Dean) must determine whether to handle the complaint in consultation with the Director of Examinations (DoE) (minor breach) or refer it to an ad hoc investigative committee (members to be decided by the VP – Academic, Chair- Examination Board and the Registrar) depending on the gravity of the misconduct (serious breach).
- iv. If the Course Director/ Assistant Director (Dean/Assistant Dean) and DoE determine to handle the case the student/s involved must be advised in writing about the general nature of the complaint. The student will be provided the opportunity to respond to the allegation in writing. The student will be required to meet with the Course Director/ Assistant Director (Dean/Assistant Dean) and the case is discussed face to face with the student/s. The penalty decision will be taken accordingly by the Course Director/ Assistant Director (Dean/Assistant Dean) in consultation with DoE and communicated to student/s within 14 days. In exceptional circumstances and only with the concurrence of the Examination Board (EB) the investigation may be extended for a further finite period of time.
- v. If the case is forwarded to an adhoc committee, before the committee begins its inquiry, the student involved must be advised in writing within three days about the general nature of the complaint. The student will be provided the opportunity to formally

respond to the allegation in writing. A decision on the allegation should normally be conveyed to the student/s in writing within 14 days of the complaint being lodged. In exceptional circumstances and only with the concurrence of the Examination Board (EB) the investigation may be extended for a further finite period of time.

XIX.5 Non--Academic Misconduct

- i. Students are provided an overview about constituents for non--academic misconduct during orientation by the HoC.
- ii. When a HoC or HoD receives a report of alleged misconduct, they have 3 days in which to make a preliminary investigation.
- iii. All complaints received by HoD must also be accelerated to the HoC. The HoC must decide in consultation with the concerned HoD whether to dismiss the complaint or refer it to an ad hoc investigative committee (members to be decided by the HoC and HoD).
- iv. If the HoC determines based on the severity of the complaint, to handle the case, the student/s involved must be advised in writing about the general nature of the complaint. The student will be provided the opportunity formally respond to the allegation in writing. The penalty decision will be taken accordingly by the HoC and communicated to students within 14 days. In exceptional circumstances and only with the concurrence of the President, the investigation may be extended for a further finite period of time.
- v. If the case is forwarded to an adhoc committee, before the committee begins its inquiry, the student involved must be advised in writing within three days about the general nature of the complaint. The student will be provided the opportunity to formally respond to the allegation in writing. A decision on the allegation must be conveyed to the student in writing within 14 days of the complaint being lodged. In exceptional circumstances and only with the concurrence of the President, the investigation may be extended for a further finite period of time.

XIX.6 Procedural fairness

A student is entitled to procedural fairness in the handling of an allegation of misconduct, including during any appeal proceedings. An allegation of misconduct must specify each individual act of alleged misconduct in writing. A student about whom misconduct is alleged shall be given a reasonable opportunity to prepare a defence, and to call witnesses or other evidence in his/her defence. An independent person with no conflict of interest, and who can consider the matter objectively, shall evaluate the allegation after hearing evidence and examining any exhibits available.

XIX.7 A. Penalties

- a. Penalties for academic misconduct may include:
 - i. Request to resubmit a specific task
 - ii. a zero mark for any part of the assessment for a subject
 - iii. completion of an alternative assessment for the subject
 - iv. a fail grade on the student's official transcript
 - v. withholding academic results and/or transcript for a specified period
 - vi. suspension from a course for up to twelve (12) months
 - vii. revocation of a recommendation that a student has satisfied all requirements for an award
 - viii. revocation of an academic award conferred by the School
 - ix. expulsion

XIX7 b. Warnings and academic offences

- i. The first offence in continual assessment (does not apply to final exams) will usually draw penalties from i-iii with a stern warning and may be decided by the faculty. The faculty will need to inform the Course Director (Dean) / Deputy Course Director (Assistant Dean) and Registrar's office which will issue the warning letter.
- ii. Second offence would draw penalties from iv to ix depending on the nature of the offence and will be decided by the Course Director(Dean) and the Registrar in consultation with faculty. The Registrar's office will issue a final warning letter or termination letter as appropriate attaching the first offence letter
- iii. A third offence will lead to revocation of an academic award conferred by the School and expulsion and the Registrar's office will issue the expulsion letter attaching the first and second offence letters.

XIX.8 Penalties for non-- academic misconduct may include:

- i. a reprimand or caution
- ii. exclusion from a facility for a specified period
- iii. payment of a fine when property or facilities have been damaged
- iv. imposition of conditions on attendance
- v. suspension from a course for up to twelve (12) months
- vi. expulsion

XIX.9 Appeals Process

a. Internal Appeals Process

- i. Students, who are dissatisfied with a decision concerning a penalty, including expulsion, relating to academic dishonesty or misconduct, may lodge an appeal to the Chair of the Academic Board through the Registrar.
- ii. Students, who are dissatisfied with a decision concerning a penalty, including expulsion, relating to non-- academic dishonesty or misconduct, may lodge an appeal to the President.

b. External Appeals Process

If the student is dissatisfied with the outcome of the internal appeals process they may appeal to the Visitor as an external independent arbiter. The Visitor shall be an external independent arbitrator appointed by the Board of Directors within 30 days of receipt of the decision by student to seek external appeals process. Any Visitor arrangements will be at no cost or at reasonable cost to students, and will be applied consistently, fairly and without reprisal. Any student who accesses the appeals processes will maintain their enrolment until the case is resolved.

XX. Student Grievance and Mediation Policy and Procedures

1. Purpose

- a. Students or persons seeking to enrol in a course of study with S P Jain School of Global Management are entitled to access the grievance procedure as set out by S P Jain, regardless of the location of the campus at which the grievance has arisen, the students' place of residence, or the mode in which they study.
- b. S P Jain recognises the rights of students or those seeking to enrol in a course of study at the School to have unhindered access to mediation. This means they have the right to report problems, concerns or grievances regarding any aspect of their education or other activities, which are within the control of S P Jain.
- c. S P Jain recognises mediation as an official avenue for resolving grievances in accordance with published and accountable procedures as set out in this Student Grievance and Mediation Policy and Procedures.

2. Scope

S P Jain has individual academic, administrative and supervisory avenues for mediation. Should other avenues come into conflict with the Student Grievance and Mediation Policy, this policy overrides all other avenues for meditation.

3. Definitions

- a. A grievance is a complaint or conflict which arises out of an act, decision or omission which the grievant considers to be unjust, wrongful or discriminatory and which is within the control of the School.
- b. Mediation is a process by which the participants in a dispute, together with the assistance of a neutral person, systematically isolate disputed issues in order to develop options, consider alternatives, and reach a consensual settlement that will accommodate their needs.
- c. Academic grievance may include issues relating to:
 - Selection and Admission
 - Content and delivery of subjects in a course
 - Recognition of Prior Learning (RPL)
 - Advanced Standing
 - Assessments (for example assignments, tests, examinations)
 - Special Consideration
 - Plagiarism.
- d. Non--academic grievance may include issues relating to:
 - Fee Payment
 - Suspension of Candidature
 - Withdrawal without Penalty
 - Misconduct (other than plagiarism)
 - Critical Incidents
 - Harassment and Discrimination
 - Health and well being
 - Facilities

4. Bullying or Harassment

S P Jain will not tolerate inappropriate behaviour of any kind. Any student who lodges a complaint or grievance will not be subject to discrimination or victimisation. Any respondent to a complaint or grievance will not be subject to discrimination or victimization.

5. Procedures

a. Grievance Mediation

S P Jain will ensure the following when dealing with complaints, grievances and appeals:

- i. Each complaint, grievance, appeal and its outcome is recorded in writing;;
- ii. Both parties to the complaint or grievance are entitled to appropriate access to any records related to the complaint or grievance;;
- iii. Each appeal is heard by an independent person or panel; and
- iv. Each appellant;;
 - a. has an opportunity to formally present their case;; and

- b. is given a written statement of the appeal outcomes, including a full explanation for the decision.
- b. The grievance policies and procedures will be presented at orientation for both staff and students and also detailed in the student handbooks. The relevant Dean is responsible for the training of academic staff in the application of the policy. The Head of Campus is responsible for advising the students of the policy during the orientation process. The School is dedicated to the fair hearing and resolution of all grievances and will discuss with students and staff their familiarity with procedures for dealing with complaints, grievances and appeals.

6. Grievance Procedures

If a problem, complaint or grievance is being experienced with a staff member or a student, the following procedure should be used:

- a. Informal stage:
 - i. Identify and discuss the complaint or grievance with the other party
 - ii. Discuss the best outcome to the complaint or grievance
 - iii. Agree to act to resolve the complaint or grievance
- b. Stage One: If after talking to the person the complaint or grievance remains unresolved the student will need to lodge a formal complaint in writing.
 - Academic grievances will be mediated by relevant Dean, and non--academic grievances will be mediated by the Head of Campus.
 - The process will commence within 10 working days of lodgement of complaint.
 - The student will have the opportunity to formally present their case.
 - Both parties to the complaint or grievance may bring a support person who is a third party to all of these meetings.
 - The School will provide both parties to the complaint or grievance with a written statement advising of the complaint outcome, including the reasons for the decision within ten working days of the commencement of the process.
- c. Stage Two: If the student is dissatisfied with the decision and:
 - It is an academic matter they may appeal to the Academic Board within 10 working days of receipt of the decisions. The Academic Board has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing.
 - If it is a non--academic matter they may appeal to the President within 10 working days of receipt of the decisions. The President has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing.
- d. Stage Three: If the student is dissatisfied with the outcome of the mediation they may appeal the decision by requesting an external independent arbiter. The student must access the external independent arbiter within 30 days of receipt of the decision, at their

cost. Any student who accesses the complaints and appeals process will maintain their enrolment until the case is resolved. Students can access the below organisations in Australia and Singapore and external legal advice in Dubai :

Australia

Overseas Student Ombudsman, GPO Box 442, Canberra ACT 2601 Ph: 1300 362 0123 (within Australia). Outside Australia +61 2 6276 0123 Email: ombudsman@ombudsman.gov.au Web site: www.oso.gov.au

NSW Office of Fair Trading, 1 Fitzwilliam Street, Parramatta NSW 2150 Australia

Tel: 61 2 9895 0111, 13 32 20 Web site: www.fairtrading.nsw.gov.au

Singapore

Council of Private Education

CPE Student Services Centre

1 Orchard Road #01--01, (YMCA International House), Singapore 238824

www.cpe.gov.sg

- e. Stage Four: Any recommendations received as the result of the external review will be considered by the Academic Board for academic grievances or the President for non--academic grievances within 30 days of receipt of the recommendation and any changes will be implemented as soon as practicable.

7. Complaints Substantiation

- a. The School has a clear policy on handling complaints from students, staff and stakeholders.

Once a formal complaint is made all steps to resolve the matter must be documented as follows:

- i. Receive the complaint in writing with details of the complaint, date and signature of the complainant.
- ii. The written complaint will be forwarded to the relevant Dean for academic grievances or the Head of Campus for non--academic grievances.
- iii. The relevant Dean or Head of Campus will handle the complaint without prejudice and document all actions taken to investigate and resolve the complaint.
- iv. If not resolved, a thorough investigation should be carried out and documented.
- v. If necessary the relevant Dean or Head of Campus will inform the Academic Board or President, as applicable of the complaint in writing.
- vi. If the complaint is against a Dean or Head of Campus then this will be forwarded directly to the President who will progress the matter further. If necessary, the President will inform the Academic Board or the Board of Directors, as applicable.

- vii. If the complaint is against the President then this will be forwarded directly to the Chairman, Board of Directors who will progress the matter further most probably by constituting a grievance committee of at least 3 members of the Board of Directors.
 - viii. If the School needs to rectify its own policy and procedures, the School must act immediately and document any changes to policies and procedures. This will be dealt with by the appropriate committee on a case by case basis and any changes will be implemented as soon as practicable.
- b. Serious attempts should be made to resolve a complaint in a manner acceptable to all parties in order to reach a mutually satisfactory resolution. Details of the process and resolution must be documented and copies given to all parties involved. A complete file of the complaint will be kept confidentially and the steps taken to resolve the matter must be retained by S P Jain for a minimum of fifteen years after action completed and then destroyed.

XXI. Critical Incidents at S P Jain

1. Purpose

The S P Jain School of Global Management is committed to providing an environment that conforms to all legislative requirements in respect to providing an environment that is safe, and has well-maintained physical and electronic resources and infrastructure. The purpose of the plan is to provide guidance and direction for managing critical incidents that may occur and is applicable at all S P Jain campuses.

2. Overview

Protecting the health and safety of employees, students, visitors, and the environment is of primary concern and S P Jain takes an active role in identifying hazards before injuries and illnesses occur. An effective critical incident program benefits the S P Jain community by reducing illnesses and injuries, preventing property damage, and preserving the environment. S P Jain will make every reasonable effort to promote, create, and maintain a safe and healthy environment through adherence to basic safety principles, sound management practices, and compliance with applicable federal, state, and local standards. The critical incident plan outlines the basic responsibilities for occupational and environmental health and safety concerns at S P Jain, stresses efforts to reduce accidents, ensures compliance with applicable health and safety regulations, and emphasizes S P Jain's commitment to a safe and healthy operation.

The Campus Facilities Manager reporting to the Head of Campus are in charge of monitoring safety at their respective campuses and managing and reviewing the safety plan annually, to meet current needs.

3. Definition of a critical incident

S P Jain's Critical Incident Policy lays out the procedures and actions to be taken in the event of a serious incident that involves S P Jain students, faculty, staff members and visitors. A serious incident means an actual situation that affects, or has the potential to affect, the safety and well-being of S P Jain students, staff, faculty or visitors in a dangerous or tragic way. Serious incidents

include, but are not limited to:

- Serious injury or death
- Sexual assault or abuse
- Violence or threats of violence
- Robbery with threat of violence
- Sudden or unexpected death or suicide of a work colleague, student or teacher
- Natural disasters
- Hazards including fire, chemical exposure or structural collapse
- Threat to IT systems including shut down of systems

- Bomb threats
- High publicity violent crimes
- Any incident that is charged with extreme emotion

4. Reporting of an incident and subsequent steps for handling an incident:

- a. All incidents are first reported to the Head of Campus or his or her nominee in the Facilities team, who is accessible at the time of the incident. If it's a member of the Facilities team, she / he needs to escalate it to the Facilities Manager immediately.
- b. The Head of Campus/Facilities Manager investigates the reported incident and extracts as many facts as possible to identify the staff/student/faculty/visitor involved.
- c. On knowing what the incident is, and the persons involved, corrective steps need to be taken immediately by the Head of Campus. These could be:
 - i. Seeking emergency assistance – Police, Ambulance, Fire Marshalls to be called in.
 - ii. Notifying senior relevant staff as necessary to assist with managing the incident such as the Registrar, Manager, Information Technology, and facilities staff, Counsellors, PR and Media.
 - iii. Notifying security contractors if the incident is related to on-campus activities.
 - iv. Making immediate contact with the family member of the staff/faculty/student involved.
 - v. Providing ongoing support to the individual and other affected people as required such as counselling, medical support, and academic support.
 - vi. If required, making arrangements for the concerned individual to return home, or any other place, considered suitable.
 - vii. Coordinating with consulate or embassies, as required.
 - viii. Arranging for emergency funds if required.
- d. A critical incident log should be maintained throughout the event by the Head of Campus. This should include:
 - i. Describing the incident, date, time and location
 - ii. Actions taken to manage the incident
 - iii. Persons involved, witnesses including full contact details. After the event the Facilities Manager should provide a full report detailing the Critical Incident to the Head of Campus.

- iv. A debriefing meeting will be held with those involved in managing the incident to discuss the report and how the incident was managed. Further the group may make recommendations on how to improve the response to the incident. The critical incident will be entered into a formal incident register and the file will be held for reference of any agencies/persons who may need to refer to the same. The Head of Campus is to ensure recommendations from the meeting are implemented.
- v. The Vice President – Administration will ensure that the critical incident log and other analysis for all campuses is reported annually to the Board of Directors.

XXI.2 Safety Policy

Part of the mission of Facilities Department is to provide a safe environment for the students, faculty, staff, and visitors. The Head of Campus and Facilities Manager coordinate all safety functions at S P Jain. These objectives are achieved through inspections, environmental surveillance, training, hazardous chemical management, and plans review. Efforts are channelled into several specialty areas including: security, fire protection, occupational health and safety, asbestos management, environmental health, emergency planning, and risk management.

In accordance with the regulations, the Facilities Manager conducts on-site inspections, recommends methods to correct hazardous conditions, develops regulations, provides training to employees and students, investigates accidents, occupational illnesses, maintains records, and monitors and evaluates program performance. The purpose of the program is to improve the safety and health of the work environment by reducing hazardous conditions that can cause occupational illnesses and injuries.

XXI.3 Student Responsibilities

Should they be involved in any serious incident, students must immediately notify the Facilities Manager and the Head of Campus. A third point of reference is the Student Counsellor. Direct contact phone numbers are provided to students as part of their orientation information and personal identification cards.

XXI.4 Inspections

To ensure that S P Jain's policy for a safe and healthy environment is carried out, the Facilities Manager conducts periodic inspections of all facilities. The goal is to reduce accidents and injuries by eliminating safety and health hazards and unsafe practices among employees by conducting annual inspections of all facilities. Staff and students can strengthen personal safety by regularly reporting of potential safety risks to the Facilities Manager/Head of Admissions at any time.

XXI.5 Fire Safety Plan

The Fire Safety Plan, based on the format recommended by the NSW Fire Brigade or the local Fire Safety authority provides instructions for identifying, monitoring and addressing fire safety issues.

a. Fire Suppression Equipment

S P Jain maintains various fire suppression systems on campus including: fire extinguishers, standpipes and fire hose reel water pumps strategically placed throughout. The Facilities Manager maintains an inventory of all fire extinguishers.

While readily available, no one is encouraged to use a fire extinguisher unless they have received training in its use. Under no circumstances is anyone to endanger themselves or others in an attempt to extinguish a fire.

b. Drills

Fire drills are carried out at the beginning of each semester under the guidance of the Facilities Manager.

c. Reports

Deficiencies concerning unsafe conditions are reported to the building lessors in the inspected building and when necessary to Facilities Manager. If the Facilities Manager discovers a condition considered unsafe, it will be reported for immediate correction.

XXI.6 Procedures to be followed in the event of student death

- a. In the event of a death of a S P Jain student, the Head of Campus, must contact the local police and/or ambulance immediately and direct to the site.
- b. The Head of Campus should advise the President, the relevant Dean and the Head of Admissions of the incident immediately after notifying police. The following details should be provided:
 - i. student number;
 - ii. course, campus and the duration the student attended the School;
 - iii. date of birth;
 - iv. date of death (if known);
 - v. cause of death (if known);
 - vi. name of next of kin (if available); and
 - vii. contact address for next of kin.
- c. The Head of Campus will facilitate initial liaison with the next of kin and legal guardian in the case of a student under the age of 18. The Head of Campus will identify repatriation and insurance information.

- d. Affected students and staff should receive counselling or other similar support as required.
- e. A memorial service will be organised by S P Jain for fellow students, staff and family to attend.
- f. The relevant Course Director (Dean) will check the student's course progression in case the student may be eligible for a posthumous award or for a refund of fees paid. The relevant Course Director (Dean) will then determine whether an application for a posthumous award should be lodged for consideration by the Academic Board.
- g. If the deceased is an enrolled international student studying in Australia there are additional reporting requirements under the Education Services for Overseas Students Act 2000 (ESOS Act) as follows:
 - i. As soon as practical, the Head of Campus must advise the Australian Government, Department of Education and Training, Department of Immigration and Border Protection, Education Provider Liaison Officer of the details and circumstances of death.
 - ii. PRISMS database should be updated ensuring that the Liaison Officer may prevent a letter being sent to the student's most recent recorded address thus minimising the possibility of further distress for the student's family.
- h. In the case of all other campuses, the Head of Campus must advise relevant Immigration Departments and government agencies as soon as practicable.

XXI.7 Procedures to be followed in the event of staff death on campus

- a. In the event of the death of a staff on campus, the Head of Campus, must contact the local police and/or ambulance immediately and direct to the incident site.
- b. An Official from the school should direct against anyone entering or leaving the area or touching the victim or any property until the police arrive.
- c. The Head of Campus should advise the President, campus HR and reporting manager of the incident immediately after notifying police. The following details must be provided by the HR staff:
 - Staff name;
 - Staff code;
 - Place of incident
 - date of death (if known);
 - cause of death (if known);
 - detailed circumstances of death;
 - name of next of kin; and
 - contact address for next of kin.
- d. The Head of Campus must:
 - i. liaise with the law enforcement agencies and the coroner's office, if appropriate, to arrange notification to the family of the deceased.
 - ii. act as the primary point of contact for the family of the deceased.

- iii. draft and disseminate an announcement to the staff member's department and colleagues.
 - iv. liaise with the next of kin and/or relevant embassy or consulate for handling of repatriation
- e. A memorial service will be organised by campus Human Resources Office for fellow students, staff and family to attend.

XXI.8. Procedures to be followed in the event of staff death off campus

a. The person receiving the information must communicate the same to the Head of Campus. The following details must be provided:

- i. Staff name;
- ii. Staff code;
- iii. Place of incident
- iv. date of death (if known);
- v. cause of death (if known);
- vi. detailed circumstances of death;
- vii. name of the informer
- viii. name of family member/next of kin

b. The Head of Campus must :

- i. advise the campus Human Resources Office and reporting manager.
- ii. coordinate all communication with the family.
- iii. draft and disseminate an announcement to the staff member's department and colleagues.

c. A memorial service will be organised by campus Human Resources Office for staff, students, and family to attend.

In addition, students are requested to read Campus Handbook for details on Campus Safety and Emergency Procedures.

5. **Student Services**

Many services support students in their studies and daily living at S P Jain.

XXII.1 Library

The library is a vital component of academic life at S P Jain. Apart from the conventional books, periodicals, magazines, newspapers and journals the library has a range of learning materials that cater to various learning needs and preferences. The library boasts of an e-library with e-- resources that includes business--relevant e--databases, online journals and newswires.

The library aims to:

- Develop and deliver customer--focused services, support learning and teaching in a rapidly changing environment
- Provide access to local and external sources of information for all users
- Move towards a predominantly electronic library while maintaining appropriate print collections
- Widen and facilitate access to information by developing and strengthening partnerships within and beyond the School

Library Schedule

Singapore e Sydney	Monday to Friday	10:00 to 19:00
	Saturday, Sunday and all public holidays	Closed
	Monday to Friday	09:00 to 05:30
Mumbai	2nd & 4th Saturday	Closed
	Saturday, Sunday and select local public holidays [this will be announced in advance]	Closed
Dubai	Monday to Thursday & 1st & 3rd Saturday	9:00 to 22:30
	2nd & 4th Saturday	Closed

Circulation

Circulation Resource	Quantity	Duration	Renewal
Books	3	14 days	Twice
Periodicals	3	7 days	Once
AV Resources	2	2 days	...
Theses / Project Reports	3	14	Twice
Reports	1	14 days	twice

Reference books, rare books, bound journals, periodicals and newspapers may not be taken out of the library.

Borrowers may renew a loan in person or by email. A resource may be renewed twice unless requested by another borrower. After being renewed twice, the resource must be returned to the library before it can be checked out again.

Overdue library resources incur a fine of AED 1 or SG\$ 1 or A\$1.00 per day per item. Items that must be recalled incur a double fine. Lost or damaged books must be replaced at the user's cost. Students who mutilate or lose a library resource must replace it at their own cost within 30 days. If not, the library will buy the resource and charge the user the actual cost plus 25 percent for freight and handling, depending on the type of the resource.

As with other outstanding financial commitments, students will need to clear any library fines prior to graduation.

Basic Library Decorum

Students are expected to:

- Maintain silence and not indulge in loud group discussion activities
- Switch off their mobile phones or keep them on silent mode
- Desist placing their feet on table and chairs and not consume food and beverages
- Switch off the lights and air conditioners when not required
- Not switch on any audio/video CD (academic or entertainment) without using headphones
- Replace newspapers, periodicals, books etc. in their original place after reading – and not carry them outside the library premises
- Students should leave their baggage, personal belongings at the space provided in the library at their own risk

XXII.2 Information Technology centre

The Information Technology centre provides a robust, reliable, and secure IT infrastructure to the S P Jain student community. It recognises the privacy of students' files and communications, but also reserves the right to examine files and directories when necessary, especially when there is evidence of compromised security or prohibited activities.

The IT Centre is open from 9:00 to 19:00, and is closed on weekends and public holidays. Students are discouraged from bringing food or beverages inside the IT centre.

Wi-Fi Internet access is available throughout the campuses. Students are expected to use the Internet for academic purposes only, and are not permitted to download music, videos, games, movies or illegal / unethical material. Each student will be given free access to 500 MB usage every month. On exceeding this limit, for every 25 MB download of data, a fine will be charged, as applicable.

Students are provided with an e--mail account under the S P Jain domain name, which is valid only until the completion of the course.

The School levies a nominal printing and photocopying charge which the student is required to pay.

XXII.3 Counselling

S P Jain has a counselling and coaching team on the Singapore and Dubai campus, staffed with a full-time and professionally qualified Student Counsellor and support staff. Students are encouraged to seek advice and support on a personal and individual basis as required during their time on campus. The team cooperates closely with academic faculty, administrative and support staff, and the Director, Industry Interface to help resolve any issues that might be impeding student progression or the enjoyment of the S P Jain experience.

The Student Counsellor will also manage a 'buddy' system where students new to the Singapore and Dubai campus will be matched with an existing student from the prior batch to share lifestyle and study experiences. In addition, the School contracts with an external counsellor for any student needing additional services. Students needing the help of a counsellor should contact the office of the S P Jain Student Counsellor to make an appointment. In some situations, a member of the faculty or staff may recommend that a student consult a counsellor and, with the student's agreement, make necessary arrangements.

XXII.4 Career Advice

S P Jain helps students obtain information about specific careers and post--study professional opportunities. The Director, Industry Interface will work with the Student Counsellor team to provide assistance with career planning, resume writing, interview techniques, on--campus recruiting and local advice on contacts to assist students to make career connections. This service will be a point of focus in the final year of every S P Jain student's final year.

XXII.5 Campus Life

Studying at the S P Jain campuses is stimulating, comfortable, and most of all, fun!

Sydney: The campus is within the precinct that hosted the 2000 Sydney Olympic Games and is in walking distance of the city's more famous sporting arenas and facilities. As a distinct sporting and education precinct, Sydney Olympic Park is a destination rather than a transit location. It therefore does not suffer from the high traffic and congestion that occurs in most major Western cities (and Sydney is no exception on this point). The precinct is located some 45 minutes from Sydney's Central Business District and 20 minutes from

Parramatta, a major suburban centre. Both of these destinations offer all the exciting social and lifestyle options that one can expect in metropolitan Australia, and they are both accessible by public bus, train and river ferry from Sydney Olympic Park. A full range of entertainment venues, landmarks, artistic venues, dining experiences, transport options and weather is listed on the NSW government's website at www.living--in--sydney.com.au

Whilst enjoying one of the world's highest standards of living, Sydney can, however, be a relatively expensive city in which to live.

Dubai -- The Dubai campus sets an atmosphere that motivates a student to learn and explore, and derive benefits from interactions with the multinational student community of the Dubai International Academic City (DIAC).

The DIAC is a purpose--built campus exclusively for colleges and universities. It provides a single location for post--secondary education in the Emirate bringing together 30 institutions from 13 different countries, allowing students and faculty coming from different institutions to connect and learn from each other.

S P Jain occupies an entire stand--alone building covering approximately 60,000 square feet, spread over three floors.

Singapore-- The sprawling campus set amidst lush greenery and foliage comprises several renovated heritage buildings spread over seven acres, and is located close to downtown Singapore. Easily accessible by road, with a bus stop just outside the campus, it is in close proximity to other local schools, medical facilities and hospitals, 24--hour food outlets like 7--11 and hypermarkets as well as recreational, shopping and corporate centers.

XXII.6Cafeteria

On campus, students have access to a cafeteria and vending machines that serve a variety of snack meals, a range of juices and drinks, confectionery and other requisites. The cafeteria offers a wide variety of options ranging from vegetarian and traditional Indian cuisine to Continental and International fare. Both vegetarian and non--vegetarian meals are served every day, and exceptional care is taken to prepare food in a clean and hygienic environment. The caterers alter menu options based on student feedback and demand. Vending machines are also distributed around the campus. The cafeteria is open for breakfast between 8.30 and 11.30 a.m., for lunch between 12 noon and 3.00 pm, for high tea between 3.30 and 6.30 pm. These hours and meal arrangements are subject to change and if this is the case then students will be accorded a strong say in any new arrangements.

Timings

Singapore--The cafeteria is open for breakfast between 8.00 am and 10.30 am, for lunch between 12.00 noon and 2.30 pm, for high tea between 3.00 pm and 6.30 pm and for dinner between 7.00 pm --10.00pm

Dubai -- The cafeteria is open for breakfast between 8.00 am and 10.30 am., for lunch between 12 noon and 2.30 pm, for high tea between 3.00 pm and 6.30 pm and dinner from 7.00 pm -- 10pm.

Sydney -- The cafeteria is open from 8.30am--8.30pm, serving breakfast between 9.00 am -- 11.00 am, lunch between 12.30 pm --2.30pm, and dinner between 6.00 pm --8.00pm. There are “Grab & Go” meals & drinks available throughout the day for busy students on the go.

These hours and meal arrangements are subject to change and if this is the case then students will be accorded a strong say in any new arrangements.

XXII.7 Residences

Singapore

Student apartments and classrooms are located in the same building on campus. Men and women stay on separate floors. Rooms are dormitory style in different configurations -- single, double, triple or quadruple. Communal shower / toilets are available on each floor

Dubai

Students are housed in rented studio and one--bedroom apartments at International City, one of Dubai's largest residential areas, 15 minutes away from the Dubai International Academic City where the campus is located.

Sydney

Students are housed in rented apartments/town houses/boarding houses in and around the Sydney Olympic Park where the campus is located.

XXII.8 Sports facilities

Sydney

While in Sydney, students have access to the Aquatic Center at Sydney Olympic Park (<http://www.aquaticcentre.com.au/>) which is a 5 minute walk from campus

The facilities offered are:

Aquatic Center
<input type="checkbox"/> Gymnasium <input type="checkbox"/> Personal Training <input type="checkbox"/> Indoor Pool <input type="checkbox"/> Massages <input type="checkbox"/> Group Exercise Classes

Students are required to register with the center and pay a joining fee as well as monthly or quarterly fees as determined by the center.

Dubai

While in Dubai students can access sporting facilities located below.

GEMS Wellington Academy, Dubai Silicon Oasis, 5minutes drive from the campus.

Indoor sports hall
 Outdoor soccer field with flood lights
 Outdoor court for basketball, lawn tennis etc.

GEMS Dubai Modern High School, Nad Al Sheba

Cricket Pitch Full
 Football Pitch
 Outdoor Tennis, Basketball and Volleyball Courts

Gymnasium

A gym is located at the ground level of the hostel building and can be used at concessional rates

XXIII. Emergency Contacts

SINGAPORE	
Ms. Cherrie Oliva Pabilonia Program Co-ordinator - Undergraduate +65 64310028	Ms. Zuraidah Januar Program Co-ordinator - Undergraduate +65 64310020
Mr Shunkara Babu Accounts Manager + 65 81869415	Mr. Dennis Teo Residence Manager + 65 83149576
MUMBAI	
Ms. Saanvi Program Co-ordinator - Undergraduate +91 9664540487	Mr Prashant Tandel Head of Administration +91 9769286003

DUBAI	
Mr. Rajesh Tripathy General Manager Administration +971 55 5481689	Mr Dev Anand. S Hostel Warden & Welfare Officer +971 50-9085972
Mr Afsar Jan Head of Accounts + 971 50 3597061/055 9683694	Ms Jacq Program Manager +971

SYDNEY	
Mr. Srinivas Phani Head – Administration +61 451 827 932	Mr Bill Kospeta Facilities and Accommodation Manager +61 490 014 612

SINGAPORE CAMPUS:

10, Hyderabad Road, Near junction of Alexandra and Depot Road, Singapore – 119579, Tel: +65 62704748, Fax: +65 68385406 Email: BBA@singapore.spjain.org

MUMBAI CAMPUS:

Trade Point Building, 1st floor, Kamala Mills, Lower Parel, Mumbai 400013

DUBAI CAMPUS:

Block 5, Dubai International Academic City, P O Box 502345, Dubai – UAE, Tel: +9714 4291234, Fax: +9714 4291244 Email: BBA@dubai.spjain.org

SYDNEY CAMPUS:

5 Fig tree Drive, Sydney Olympic Park, NSW 2127, Email: BBA@sydney.spjain.org

INDIA LIAISON OFFICE:

S P Jain Centre, 533 Kalbadevi Road, Mumbai - 400 002 – India, Tel: +91 22 22018848 / 22018433, Fax: +91 22 22001379 Email: BBA@spjain.org

www.spjain.org/bba

Annexure 1

Appeals procedure in Australia – General information

Are you an international student who has been excluded from your university or TAFE course?

If you have been excluded from a university or TAFE subject in New South Wales you have a number of ways to appeal the decision or make a complaint if you think the decision is unfair or wrong. All students have a right to an internal and external review. The issues looked at in each review will be different.

Appeal to your university or TAFE – internal review

If you think the decision is unfair or unreasonable you can lodge an appeal with your university or TAFE. There will be a policy on how appeals are carried out and there will be a deadline for when you need to appeal by.

You will need to provide the details of why you are appealing and all the relevant evidence you have. The university or TAFE will look at the evidence you provide and decide if the right decision was made to exclude you. This is sometimes called a review of the 'merits' of the decision. They will also decide whether the process has been followed, and whether it was fair and reasonable.

Some universities will also let you complain to a university ombudsman or a complaint unit – you should check with the university about this and what issues they will look at.

Complaint to the NSW Ombudsman– external review

The role of the Ombudsman is different to an internal appeal. The Ombudsman can investigate the administration of the university or TAFE where there is evidence of wrong conduct. The Ombudsman does not make a decision in place of the university.

In deciding whether or not to investigate a complaint, the Ombudsman considers if there is evidence of administrative errors or misconduct. If the internal appeal process has been followed, we will not take any action unless there is clear evidence of an error or some improper conduct.

The sorts of issues we can look at are delays, not following the policy, a problem with the procedures and improper behaviour of university or TAFE staff.

What can the Ombudsman do?

If we cannot take up your complaint we will tell you the reasons why. Most complaints where something has gone wrong can be resolved informally. Usually we will phone the university or TAFE and ask for an explanation. We often ask to see the documents from the appeal file. Many issues can be dealt with this way.

We might suggest to the university or TAFE what could resolve the problem, although we cannot make them agree to our suggestions.

If we are not happy with the response by them we may formally investigate a decision. If we find your complaint is justified, the findings are reported to the organisation concerned and the relevant Minister. You are also told of the conclusions and findings.

In a report, the Ombudsman may recommend:

- the university or TAFE reconsider or change its action or decision
- a law, rule or procedure be changed
- the university or TAFE take other appropriate action(e.g. compensation)
- in serious cases, beginning of disciplinary proceedings.

We cannot force a university or TAFE to comply with our recommendations, although they usually do. If they do not, and we believe it is in the public interest, we may make a report to the NSW Parliament.

How can you lodge a complaint with the Ombudsman?

You will need to ensure you lodge your complaint with the Ombudsman's Office as soon as possible after you hear the result of your appeal. The university or TAFE can tell you whether they have a set time period allowing you to lodge an external appeal before they inform the Commonwealth Government you are no longer a student.

You should make every effort to meet this deadline, but you can complain to the Ombudsman at any time.

You will need to write a letter of complaint to the Ombudsman setting out the issues. However, a first phone call may help clarify the issues or help you understand the Ombudsman's complaint Handling procedures. For example, some complaints may need to be made to a different agency (such as complaints about discrimination or a breach of privacy).

The Ombudsman's office operates an inquiries service from 9am –4pm weekdays. You can call 9286 1000 or toll free 1800 451 524.

You will need to provide all the evidence at the start of your complaint. Your evidence should show where the university has failed to follow the normal procedures or why the decision involved improper conduct.

Someone will be given the job of answering your letter.

What happens at the end of your complaint being considered?

We will tell you our decision in writing and give full reasons for our decision. You will also be able to talk to the person dealing with your complaint.

We will also tell your university or TAFE what the outcome of your complaint is, so that they can tell the Commonwealth Government of your progression status. The university or TAFE is required by law to advise the Commonwealth Government you have been excluded if your external complaint has not been upheld.

Contact us for more information

Level 24 580 George Street
Sydney NSW 2000

If you wish to visit us, we prefer you make an appointment. Please call us first so we can ensure your complaint is within our jurisdiction and our staff members are available to see you.

Our business hours are:

Monday to Friday, 9am–5pm

(Inquiries section closes at 4pm)

General inquiries: 02 9286 1000

Toll free (outside Sydney metro): 1800 451 524

Tel. typewriter (TTY): 02 9264 8050

Facsimile: 02 9283 2911

Email: nswombo@ombo.nsw.gov.au

Web: www.ombo.nsw.gov.au

Telephone Interpreter Service (TIS): 131 450

We can arrange an interpreter through TIS or you can contact TIS yourself before speaking to us.