



# MBA (EXECUTIVE)

## STUDENT HANDBOOK

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## POLICIES

S P Jain has various policies and procedures to safeguard the interest of its students, several of which are included in the enclosed Student Handbook. Although the Handbook is reviewed and updated periodically, it is recommended that students visit the School's corporate website for latest updates on policies and procedures <https://www.spjain.org/governance-policies>

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## **1. Introduction from the Dean**

Dear Participant,

I would like to welcome you to our MBA (Executive) course and wish you all the best with your studies with us.

We strongly believe we have built a world-class MBA (Executive) course at the S P Jain School of Global Management. This course has been crafted and fine-tuned over many years in order to help ensure that it is at the leading-edge of theory and practice.

Part of the role of being a student is to know and fully understand the assortment of rules, policies and procedures which govern the formal requirements of the course you study. These are contained in this Student Handbook which includes detailed information covering everything from attendance requirements; academic assessment; grading; the conduct of examinations; student code of conduct etc.

S P Jain (and therefore its courses) is internationally accredited by bodies such as TEQSA (the Australian Government's Tertiary Education Quality and Standards Authority). Please kindly note that the School must formally comply with the rules, policies and procedures which apply to every student equally and fairly.

Please take some time during the start of your studies to familiarize yourself with the contents of this Handbook. This will help to ensure that you have a high quality student learning experience which I can assure you the entire academic and administration staff at S P Jain are totally committed to providing. Kindly note, it is your responsibility to be aware of the rules, policies and procedures contained within. So, please read through this document very carefully.

We are very much looking forward to working with you over your learning journey!

Professor Gary J. Stockport  
BA Hons (Leeds), PGCE (Nottingham), MBA (Warwick), PhD (Cranfield), ITP (London Business School)  
Dean – Executive MBA

## **2. Master of Business Administration (Executive) (EMBA) Course**

Today's competitive, changing and challenging world requires versatile executives with a strong base of functional knowledge along with a strong general management perspective. S P Jain's MBA (Executive) Course focuses on building 'Professionals' who would Master the 'Art and Science' of business administration within a complex global environment.

The School is passionate about developing and honing the managerial knowledge and skills of its students, and to see this happen, S P Jain offers a host of courses which are relevant, practical, knowledge packed, creative and customised. The Course is designed in a way that induces the students to 'think', ask the 'right' questions, analyse, work in teams, communicate professionally, be innovative, proactive, open minded and carry a positive attitude. In short, all the attributes of becoming a future leader.

The Course focuses not only on knowledge but also on 'transforming' students to appreciate, accept and adapt to different cultures, different business environments, different markets, different cost structures, and to get 'comfortable' in taking decisions which may be difficult.

### **2.1 Electives**

Students enrolling for the MBA (Executive) Course are required to tentatively indicate their choice of Electives before the commencement of the Course\*. However, upon experiencing the different core courses within different topic areas, a student is given an option to change their preference indicated earlier. Students are encouraged to meet with the Dean /Assistant Dean to identify their choice of specialization courses based on career aspirations, aptitude, knowledge and experience.

S P Jain offers Electives\* in three different areas, namely:

Finance  
Marketing  
Operations

subject to availability. For an elective to be offered there needs to be a minimum of 10 students in an elective.

There is also a generalist route where students can take Electives across the 3 topic areas.

### **2.2 Degree Requirements**

To fulfil the requirements of the degree leading to the award of the Master of Business Administration (Executive), a student is required to complete 36 credits. This includes an 'Applied Business Research' project of 4 credits. The schedule of courses will be announced from the Program Office. Such a schedule is tentative subject to change for reasons beyond our control.

The Course has been structured in such a way that:

In Dubai, students spend two weekends for each subject (Fridays and Saturdays) in class. 4 sessions are taught over 3 days (Friday, Saturday, Friday).. Each session would be of 90 minutes (refer to the schedule as per the planner) with a 2 short breaks of typically 15 minutes each in-between as detailed in the section titled “Delivery of Sessions”.

In Singapore, students spend 18 hours per week, 3 hours per weekday and 4.5 hours per weekend. Each session is 1.5 hours long and with short work breaks in-between as detailed in the section titled “Delivery of Sessions”.

In Mumbai, students spend 3 full days across Saturdays and / or Sundays (over 2 weekends) in class. Classes would commence between 9:00 am to 5:30 pm (refer to the schedule as per the planner) with a lunch break of 45 minutes in between as well as other shorter breaks as detailed in the section titled “Delivery of Sessions”.

In Sydney, students current spend 18 hours across 2 weeks, studying 3 hours over 3 weekdays during each week. Each session is 1.5 hours and with short work breaks in-between as detailed in the section titled “Delivery of Sessions”. The structure of the course is as follows:

SUMMARY	CREDITS
Essentials of Management (Core subjects)	16
Practices of Management (Core + Elective subjects)	10
Cross-functional Management (Simulation)	5
Global Immersion Project	1
Applied Business Research (ABR)	4
<b>Total Credits</b>	<b>36</b>

\*\*For details on course structure and pre-requisites, please see Annexure on page 30

## 2.3 Faculty

The teaching of the various courses offered by S P Jain is the responsibility of a diverse and talented group of academic staff. The team has been selected on the basis of their academic qualifications gained in many universities from around the world and augmented by their experiences in different managerial roles in both, corporations and industry. Teaching will be undertaken by both core faculty and adjuncts who visit from Business Schools and countries from around the world.

## **2.4 Pedagogy**

S P Jain's MBA (Executive) is a rigorous course where the onus of learning would rest with the participants. The course is predicated on the Kolb Learning Cycle and the interaction between theory and practice. A lot of effort needs to be put in to prepare for each session. The preparation may include reading of articles, case studies, videos, discussions in peer groups and the collection and analysis of data etc. Such preparation leads to effective class participation and learning. It reinforces the School's belief in education as a shared experience.

Every course has various evaluation components such as Class Contribution, Student Board Room Discussions, PAW (Problem at Work), Quizzes, Individual / Group Assignments, End Term Examination, etc. The course faculty determines the assessment items for each course in concurrence with the Dean, based on the overall guidelines of S P Jain.

### **2.4.a Class Contribution & Case Studies**

Most of the courses would typically have 10% - 30% of their evaluation assigned to Class Contribution.

Case studies form an important part of class learning and ideally teach students to think and provide real life and interesting contexts to consider. Case study discussions can generate discussion on new ideas and strategies. There is no one right answer to any case and they can be considered from different points of view.

Students should be able to relate a case to the organizations they are familiar with. The use of case studies requires good listening skills, effective ways of communicating, being creative, clear articulation, and the skill of providing a solution in a short and precise manner with a good supporting rationale.

Good effective class contribution would mean:

Are the points made relevant to increasing understanding?

Do the comments take into account ideas offered by others?

Do the comments show evidence of a thorough reading and analysis of the case?

Does the participant distinguish among different kinds of data such as facts, opinions, assumptions and inferences?

Is there a willingness to test new ideas or are all comments just cautious or safe?

Does the participant interact with other members of the class by asking questions or challenging conclusions?

Being concise, accurate, relevant and timely (CART method).

To bring out the most from Class Contribution and ensure joint learning in classes, a lot of emphasis is laid on student's attendance. To know more about the attendance policies, please refer to the section

on attendance of this document.

#### **2.4.b Individual/Group Assignment**

Almost all courses would typically have around 20% - 30% of their evaluation assigned to Individual / Group Assignments.

Individual / Group assignments or peer learning is an effective vehicle towards preparing prospective managers to work closely with each other and to be 'proactive' in seeking and acquiring knowledge. Innovative strategies and outcomes can be derived by effectively brainstorming, examining different perspectives, leveraging on the strengths of the group members, and contributing collectively towards the common learning goal of the group.

#### **2.4.c Problems at Work (PAW)**

Almost all the Elective subjects would have 10% – 30% of their evaluation assigned to Problems at Work (PAW).

PAW is an important feature to encourage the participants, while pursuing their Electives, to bring a 'problem at work' into the classroom and take back a solution. The methodology is as follows.

Participants in a class will be challenged to frame and articulate a problem at their work environment. The faculty will sift through the problems and select one or more to be assigned as a group exercise. The members in each group will debate, identify and evaluate alternatives for arriving at a viable solution for the organization in question. Each team will also think through about how it wishes to implement the recommendation. The key objective of such exercises is to provoke students' critical thinking as well as hone problem solving skills. The intent is to enhance the applicability of the learning and the relevance of the curriculum. All-in-all, this is meant to be a very value adding assessment.

#### **2.4.d End Term Examination**

There is typically a final exam for every course. However, this may not always be the case as some simulation courses do not include a final exam. Around 35% - 45% of a course evaluation could be assigned to end term examinations.

An end term exam is designed in a way that encourages a student to apply the learning from the course in a real or simulated environment. It could be a case based, application oriented exam or it might be just questions specific. The end term exam would test the ability of a student to analyse a situation given the available facts and figures, decide which framework or tool to be used, take decisions, and bring out practical and innovative solutions.

It is up to individual Faculty for a course to choose whether they set an open book exam or a closed book exam for their course. The general policy at S P Jain is to allow both (as per the typical policy at most Business Schools). Consequently, the exam format for a course may change from Faculty to Faculty and from Batch to Batch whether at a particular campus as well as across campuses.

## **2.4.e Applied Business Research (ABR)**

Applied Business Research is directed towards creating a greater understanding of the real world corporate environment. The idea is to provide an opportunity for applying concepts in a practical context, thus influencing management practices through an investigation of an important business issue facing the organization.

An in-house faculty academic manager and an external industry mentor guide the research project. It has multiple evaluation components such as literature reviews, primary research, viva, presentations, reports etc. The students' endeavour is to create 'Consultant-class' reports to provide actionable strategic directions for an organisation.

Each student will carry out the Applied Business Research study in two stages: Proposal (1 credit), and the Study (3 credits). The objective is to ensure that a student has proper clarity on the scope and objectives of the study before conducting research and preparing the final report. There will be two viva voces, the first after submitting the synopsis, and the second after submitting the final study report. It is important that the external industry mentor be involved in a significant manner including attending and participating in both the viva voces. It is believed that this two-stage process availing the support of the industry mentor will enhance the relevance of the study adding value to the organisation.

The whole course is structured in such a manner that the students first gain knowledge, functional and cross-functional understanding, and subsequently apply the knowledge to a specific organisation.

Note: If a student is unable to start the ABR with their batch, they can seek extension to do it with the next batch and that is subject to approval from the Dean / Assistant Dean.

## **2.5 Written Agreement between Student and S P Jain School of Global Management**

Upon successful entry into an S P Jain course of study, new students will receive an Admission Letter from the Admissions Office which will take the form of a Written Agreement between both parties. This Agreement will contain a complete description of the course into which the student is enrolled. Students will be required to sign and return a copy of this Agreement to the Admissions Office to evidence their full acceptance of the offer of a place in their chosen course.

The Agreement will include details of the full course costs and fees, the length and content of the course, term start and completion dates, location data. It will also details on circumstances under which a refund (if possible) is payable and the processes by which this can occur.

## **3. Orientation**

In the week preceding the commencement of classes, S P Jain organises 2 days of orientation and induction for all new students. Mandatory student attendance is required for this. This introduces new students to the key staff at S P Jain and familiarises them with the different services provided and their locations. Students are provided with a detailed overview of the course of study that they are about to

embark upon, choices that maybe 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. Kindly note, this should not substitute for all the detailed information contained in this Student Handbook.

#### **4. Attendance**

Courses offered at S P Jain are intensive. Contribution in classes, tutorials and any group activity is an important part of the educational experience. Daily class attendance is therefore required of all students.

This requirement formalises the reciprocal responsibilities between students and faculty to be fully prepared for class and to contribute to joint learning. The success of a course depends upon regular class contribution by all students. This, in turn, depends crucially upon regular attendance by all students in all classes. Students' grades will therefore be affected by their absence from classes.

- Students may not enter or exit the classroom while a session is in progress.
  - Attendance for each session will be taken separately. The attendance for the first two sessions of every face-to-face (F2F) and Online (OL) subjects is compulsory. This is very important because the faculty provides a background to the subject, sets expectations, and initiates assignments etc.
  - Students must be seated in the classrooms at least 5 minutes prior to the scheduled start time of the session.
  - Latecomers will be considered absent for that session.
  - Attendance in the first and second sessions of the first day is compulsory. If a student does not attend either of the first two sessions, he / she will not be allowed to take the course with that batch and must take it when being offered next.
  - If a student is absent for 3 sessions in a course, he / she will be downgraded by a letter notch. E.g. from B+ to B or B to B-. If absent for 4 sessions, he / she will be downgraded by 2 letter notches. E.g. from B+ to B- or B to C+.
  - If a student is absent for more than 4 sessions, he / she will be delisted from the course and would need to enrol again, whenever the course is offered next.
  - Serious illness / death / bereavement in the immediate family: In such unfortunate and unavoidable circumstances, the decision on attendance and evaluations will be taken by the Dean / Assistant Dean.
  - It is the responsibility of the student to ensure that personal matters, which he / she claims had a bearing on his / her attendance or performance, are made known in writing to the MBA (Executive) Office ASAP, and that, where appropriate, claims are supported by medical certificates or other evidence acceptable to the institute.
- **NOTE: The students who have been downgraded due to attendance are not eligible for retest.**

#### **Excused absences**

Students who cannot attend class due to a medical illness must produce a medical certificate to have absences considered. They should also enclose photocopies of hospitalisation records of physician's orders, if appropriate (only certificates issued by a local physician will be accepted where the student is studying). Students with infectious diseases should report their condition immediately, and take all precaution to avoid spreading the infection. This could mean staying away from class or even from campus accommodation. In all such circumstances, the decision on attendance and evaluations will be taken by the Dean / Assistant Dean.

In the event of a serious illness or death in the immediate family, students should notify the MBA (Executive) Office ASAP and provide supporting documents to obtain an excused absence. In such unfortunate and difficult circumstances, the decision on attendance and evaluations will be taken by the Dean / Assistant Dean.

## **5. 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 course, lecturers provide students with a written document explaining assessment forms and their direct relevance to the learning outcomes for that subject. Assessments for each course are varied and typically include at least 3 or more of the following:

- Final exam
- Quizzes
- Class participation
- Case study analysis
- Individual or Group Assignment
- Individual or Group Presentation
- Problem at Work (PAW)

Each course 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 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 Blackboard. S P Jain has engaged several quality assurances; moderation and validation measures to ensure its assessment processes are fair and accurate. The Dean also coordinates referrals to external committees including professional industry experts as well as leading academics from other global institutions to review these measures. Furthermore, to benchmark them against institutions of similar standing to S P Jain. All this is validated through the S P Jain Academic

Board.

At the end of each course, 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. Such feedback is considered seriously by the School and action may be taken to improve the course the next time it is taught.

### **5.1 Exams and quizzes**

Students usually take written / soft copy, invigilated individual examinations at the end of the term. 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.

### **5.2 Class contribution**

In corporate life, managers interact with others mostly orally and spend relatively less time reading or writing reports. 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 mindset and builds skills. Most courses have 15% - 30% of their evaluation based on class contribution. Some characteristics of effective class participation include:

- Points made are helpful in increasing understanding.
- Comments take into account ideas offered by others.
- Comments show evidence of a thorough reading and analysis of the case.
- The participant distinguishes among different kinds of data such as, facts, opinions, assumptions, and inferences.
- Points illustrate a willingness to test new ideas.
- The participant interacts with other members of the class by asking questions and challenging conclusions.
- Comments are concise, accurate, relevant and timely (e.g. CART).

### **5.3 Individual and group assignments**

Consistent feedback from employers confirms their strong expectation that graduates have highly developed teamwork skill. S P Jain recognizes 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 summarized in three or four typewritten pages. If exhibits or models are constructed, these are to be explained within the page limit. Faculty 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 Faculty to limit dysfunctionality and bias.

## **6. Assignment submission**

Assignments must be submitted on BB on time and it is the student's responsibility to ensure that assignments are successfully uploaded. 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 MBA (Executive) Program Office. Requesting an extension does not guarantee that it will be granted.

Every assignment, whether hard or soft copy, must use the appropriate front page template. Assignments without front page details will not be accepted.

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 knowledge, 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); and
- 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.

#### Applied Business Research (ABR)

1. Students have 8 months to complete their ABR from the date of their Batch ABR Orientation (the 8 months have been chosen as this timing fits with the longer Singapore ABR timings / deadlines). The ABR will 'officially' start on the date of Orientation.
2. If the ABR is not completed by this date, students will be charged an additional 4 credit point fee for the ABR. They will then have another 3 months to complete the ABR (i.e. a total of 11 months from the date of their Batch ABR Orientation).
3. If the ABR is still not submitted within a total of 11 months from the date of their Batch ABR Orientation, they will be deemed to have failed the ABR. Permission to re-continue (and

again being charged an additional 4 credit point fee) can only be given by the Dean who will evaluate students on a case-by-case basis.

## **7. Conduct of examinations**

All examination arrangements are handled by the MBA (Executive) 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 MBA (Executive) Course Offices in the respective campuses, clearly stating the reasons for such a request and detailing any requests for special assistance.

### **7.1 Procedures**

The examination process preparation is the most critical aspect in every term/semester/program/campus. A lot of effort, seriousness & precision to details are expected to be delivered from the Course Office team with the help of the Office of Examinations.

Examinations for all programs will normally be conducted as per the dates given by the Registrar's Office in the respective program's academic calendar. The School will, as far as possible, ensure that students will not be required to take more than two examinations per day. The School will try its best to schedule one examination per day. It is the responsibility of the Office of Examinations, in consultation with the respective campus Program Office, to publish the examination schedule on the intranet / LMS (Blackboard) no later than 4 weeks prior to the commencement of examinations.

Other staff members, faculty and program office staff are not permitted to provide examination information directly to students and should refer them to check the intranet page of the Office of Examinations.

Any request for rescheduling an examination is to be submitted to the Office of Examinations clearly stating the reasons for such a request and detailing any requests for special assistance after consulting the Dean of the Program or a person designated by the Dean. Students are not permitted to approach the faculty / program staff to make special accommodations in this regard.

### **7.2 Examination Regulations**

- a. Students must appear for the examination at the scheduled date and time, and in

accordance with the pre-set seating arrangement, as announced by the Office of Examinations.

- b. Students should be seated in the examination room 10 minutes before the start of the exam. Invigilators should be present 15 minutes before the start of the exam.
- c. After the first 10 minutes of the exam, students will not be allowed to enter the examination room.
- d. Students may not be allowed to leave the examination room within the first 35 minutes (inclusive of reading time) of the commencement of examination or within the final 20 minutes of examination.
- e. In case of a closed book or closed notes examination, all books, notes, papers and bags must be left outside the examination room.
- f. No exchange of items, including books, notes, stationery or chargers, is permitted in the examination room. This includes other kinds of malpractices.
- g. External hard disks, memory sticks, USB flash drives etc. are not allowed in the examination room.
- h. Electronic communication devices such as mobile phones, headsets, 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.
- i. Students must sign the attendance sheet circulated in the examination room.
- j. 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.
- k. Students are responsible for verifying that they have been issued correct and complete examination documents.
- l. Students may draw the attention of the invigilator by raising their hand.
- m. If students finish an examination early, they may submit it to the invigilator and leave if the same is in a hard copy format. If the examination is an electronic submission, wait for instructions from the invigilator. Soft copy submissions (where applicable) will be resubmitted to SafeAssign for plagiarism detection.
- n. Students are responsible for returning answer books to the invigilator. Under no

circumstances should answer books be taken out of the examination room.

- o. Invigilators have sole authority for resolving queries or disputes in the examination room.
- p. 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.
- q. 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 processes.
- r. Dishonest behaviour will result in the student failing the exam, and possibly being expelled from the School.
- s. 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.
- t. Misinterpretation of the examination timetable is never an acceptable excuse for absence or being late to an exam.
- u. 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.
- v. 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.
- w. 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 a permission slip from the concerned Program Office before he/she starts the examination.
- x. Wherever permitted, students may bring authorized calculators only into the examination room, as specified on the question paper cover sheet and examinations guidelines announced.
- y. 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.

## **8. Students at Risk**

Please refer to the Students at Risk Policy

## **9. Rules of Progression (Grading Requirements)**

**9.1** As the keeper of the official academic records of the School, the Registrar shall be responsible for maintaining individual records for each student. As part of that responsibility, the Registrar shall administer the progression and exclusion rules.

### **9.2 Progression**

- a. All students will be allowed to progress to the next term on a conditional basis until the results of the previous term are declared. Once these grades are declared students who fail to meet the requirements, will be provided retest opportunities in the subjects where they have obtained a D or F grades.
- b. To progress from one term to the next term:
  - A student needs to successfully complete all the identified pre-requisites in a current term which are required as pre-requisites for subjects to be undertaken by the student in the next term.
  - In addition, a student's Cumulative Grade Point Average (CGPA) should not be less than 2.0
- c. Student performance will be monitored during the term and at end of each term and "students at risk" will be identified and supported as detailed in the "Student at risk Policy and Procedures"
- d. On occasions where students are unable to meet the required criteria mentioned above, and if considered appropriate by the Dean and Registrar an opportunity to undertake independent study for the subject will be provided to the students.
- e. In exceptional cases, where in the judgment of the lecturer, the student has not satisfied all the specified requirements for the subject a student may be awarded an incomplete grade (I). Student/s who has been awarded an I grade in a subject shall be deemed to be not eligible to be awarded the degree until all requirements for the subject have been completed by a specified time

### **9.3 Degree Requirements**

To fulfil the requirements for the award of the MBA (Executive), a student must:

- Achieve a cumulative grade point average (CGPA) of at least 2.0 at the end of term 3 (last study period) and;
  - a. No more than 1 F grade and 3 D grades: OR
  - b. No more than 4 D grades and no F grade

**The MBA (Executive) degree must be completed within a maximum period of 5 years.**

## **10. Assessment and Moderation**

Please refer to the Assessment and Moderation Policy

- **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 Registrar 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.

## **11. Credit Transfer and Articulation**

Please refer to the Credit Transfer and Articulation Policy

## **12. Record keeping**

In accordance with 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 or otherwise as advised by the Course Manager as part of their re-enrolment process every term (or at 6 monthly intervals – whichever is the shorter). These details include residential address, mobile phone number and email addresses.

For details on student records, please refer the Record Management Policy given in the school's website.

## **13. Graduation and Certification**

Please refer to the Graduation and Certification Policy

## **14. Rights and Responsibilities of Students under Australian Immigration Rules**

### **14.1 Attendance and Progression**

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. Where an international student has been assessed by S P Jain as not having achieved satisfactory course progress, the School shall notify the student of its intention to report such unsatisfactory progress to the Department of Immigration and Citizenship through its Provider Registration and International Student Management System (PRISMS).

#### **Work Rights**

Most Australian student visas allow you to work for up to 40 hours every two weeks while your course is in session, and unrestricted hours during any scheduled course break, but before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the Department of Home Affairs website.

Students found to have breached their work conditions may be subject to cancellation of their visa.

Students who earn income in Australia may be liable to pay Australian taxation.

Employers normally ask for your Tax File Number, which can be obtained at no charge from the Australian Taxation Office.

## **15. Student Support and Services**

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

**15. 1 Learning Management System (BlackBoard)-** A learning management system (LMS) is a software application or a web-based technology used to plan, implement and assess a specific learning process. In S P Jain, we use BlackBoard as the LMS. All course-related documents for students are uploaded on BlackBoard, using which they can access the course outline for a particular subject as well as course material with regards to cases, articles, and profile of the faculty teaching a particular subject. Students may also use BlackBoard to submit their assignments and register their feedback.

**15. 2 Student Information System (PeopleSoft):** At S P Jain, Peoplesoft (PS) is used as the Student Information System. A student can use Peoplesoft to view their exam grades, as well as the Cumulative Grade Point Average. Positive and Negative Service Indicators are provided for students on the Dean's List and Students on Academic Probation, respectively. Also financial details of the student can be viewed through Peoplesoft.

### 15.3 Library

The library is 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 offers an e-library 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

#### a. Library Schedule

##### Singapore campus

Monday to Friday	10:00 am to 7.00 pm
Closed on Saturday and Sunday	

##### Dubai campus

Saturday to Thursday	9.00 am to 10.30 pm
Closed on Fridays	

##### Sydney

All working days except holidays	9:00 am to 5.30 pm
Wednesday	9.00 am to 7.30 pm
Closed on Saturday and Sundays	

##### Mumbai

All working days except holidays	9:00 am to 5.30 pm
Closed on Saturday and Sundays	For issuance of books

## Circulation

Resource	Quantity	Duration	Renewal
Books	3	14 days	twice
Periodicals	2	7 days	-
AV Resources	2	2 days	-
Reports	3	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 resource being replaced.

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

### b 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.
- Not place their feet on tables& 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.

### 15.4 Information Technology Centre

The IT Centre provides a robust, reliable, and secure IT infrastructure to the S P Jain student community. The IT Centre 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 hours of operation are from 8.30 to 5.30 p.m.

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\$ 2.00 in Sydney will be charged, as applicable.

Students are provided with an e-mail account under the S P Jain domain name.

Charges for printing and photocopying will be deducted from the student's deposit. At the Sydney campus, students will be charged 10 cents per copy.

### 15.5 Counselling

S P Jain has a counselling and coaching team on its campuses, 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 relevant department heads to help resolve any issues that might be impeding student progression or the enjoyment of the overall S P Jain learning experience.

The Student Counsellor will also manage a 'buddy' system where students new to the campuses and cities will be matched with an existing student from the prior batch to share lifestyle and study experiences. In addition, the School may contract 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/Student Life 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.

### 15.6 Campus Life

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

**Mumbai:** The Mumbai campus is located in Kamala Mills, Lower Parel. Mumbai, previously known as Bombay, is a city of duality where the old and the new live in a multicultural melting pot. It's the financial, commercial and entertainment capital of India. The campus is located minutes away from a major entertainment centre and restaurants. Each locality has its own distinctive culture that proudly holds on to traditions alongside the youthful character. Mumbai has a thriving night life with a lively cultural component that is classical, folk lore and modern, which is just few minutes away from the campus.

**Singapore:** S P Jain's seven-acre Singapore campus is located close to downtown and is easily accessible by car or public transport. The campus' renovated heritage building house, houses the Faculty offices, Accommodation, Marketing & Admission offices, classrooms, lounge, banquet hall & cafeteria. The non-heritage building, houses the student hostel, classrooms, Faculty offices and Leadership hall. The cafeteria offers a variety of multinational cuisine to cater to the diverse student community. Students can take long walks around the campus or on the Mt. Faber Sky Walk, located just outside the campus.

**Dubai:** S P Jain's Dubai campus is located in the Dubai International Academic City (DIAC), a city that was purpose-built for colleges and universities. SP Jain's campus occupies an entire stand-alone building covering approximately 60,000 square feet, spread over three floors. It has hi-tech learning centres, mock trading rooms, a library, video conferencing facility, a Reuters terminal and more. The DIAC's food court offers multinational cuisine to the students. Students are encouraged to participate in the numerous festivals and events hosted by SP Jain and other schools in DIAC.

**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. 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](http://www.living-in-sydney.com.au).

## 15.7 Cafeteria

**Mumbai:** Students have access to a cafeteria 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 food. 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.

**Singapore:** The cafeteria offers a variety of multinational cuisine to cater to the diverse student community. The cafeteria offers a wide variety of options ranging from vegetarian and traditional Indian cuisine to Continental and International food. Apart from this there is a Social Network Café which serves Fast Food.

**Dubai:** The DIAC's food court offers multinational cuisine to the students. Both vegetarian and non-vegetarian meals are served every day, and exceptional care is taken to prepare food in a clean and hygienic environment.

**Sydney:** 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.

### Timings

The cafeteria is open from 8.30am-8.30pm, serving breakfast between 9.00 am – 11.00 am, lunch between 12.30 pm to 2.30 pm, and dinner between 6.00 pm and 8.00 pm. There are “Grab & Go” meals and drinks available throughout the day for busy students on the go. These hours and meal arrangements are subject to change, and students will be consulted should any new arrangements be under consideration.

## 15 .8 Sports facilities

**Mumbai:** we have indoor games as mentioned below:

- Table Tennis
- Foosball
- Chess

In addition to this, students have access to playgrounds around the campus, which is 10 minutes walk from the campus for playing games like Cricket, Football, Douche ball etc.

**Singapore:** Students can stay healthy by exercising in the gym or playing sports, such as basketball or table tennis. They can also take long walks around the campus or on the Mt. Faber Sky Walk, located just outside the campus.

**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

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

The facilities offered are:

- Gymnasium
- Personal Training
- Indoor Pool
- Massages
- Group Exercise Classes

## 16. Charges

Sr. No.	Components	Charges in USD
1	Re-evaluations (per subject)	20
2	Re-test (per subject)	200
3	Independent Study (per subject)	1000
4	Duplicate Degree	70
5	Duplicate Graduation Statement	20
6	Duplicate Record of Result	20
7	Postal Charges (per package) within India	10
8	Postal Charges (per package) outside India	20

## **17. Emergency Contacts**

<b>Dubai</b>	
Ms. Julie Japa Program Coordinator +971 4 561 6776	Ms. Daisy Maningas Program Coordinator +971 4 561 6774
Rajesh Tripathy Manager – Sr. HR & Administration +971555481689/ +971504246597	Afsar Jan Heads of Accounts +971503597061/ +971559683694

<b>Singapore - Emergency Number – 91886165</b>	
Joselle Motol Facilities Manager +65 6270 4748 ext. 210	Caroline Laporte EMBA Program Coordinator +65 6270 4748 ext. 135
Shunkara Babu Head of Accounts +65 6270 4748 ext. 202	Nisha Rai EMBA Program Coordinator T: +65 6270 4748 Ext. 134

<b>Mumbai</b>	
Sunita Dutta Program Coordinator M: 91.9867221606	Priya Thakur Program Coordinator M: 91.9029461576

<b>Sydney</b>	
Mr Srinivas Phani Head- Administration +61 541827932	Bill Kospeta Facilities and Accommodation Manager +61 490 014 612

### **SYDNEY CAMPUS:**

5 Fig tree Drive, Sydney Olympic Park, NSW 2127 – Australia, Tel: +612 89706800, Fax: +612 89706820

### **DUBAI CAMPUS:**

Block 5, Dubai International Academic City, P O Box 502345, Dubai – UAE, Tel: +9714 4291234, Fax: +9714 4291244

### **MUMBAI CAMPUS:**

Trade Point Building, 1<sup>st</sup> floor, Kamala Mills, Lower Parel, Mumbai 400013, Tel: +91 22 61309100, Fax: +9122 61309108


### **SINGAPORE CAMPUS:**

10, Hyderabad Road, Near junction of Alexandra and Depot Road, Singapore – 119579, Tel: +65 62704748, Fax: +65 68385406

## Annexure

### Course Structure and Pre-requisites for MBA (Executive)

Attachment 5.3.c- Course Structure and Pre - requisites for Subjects				
MBA (Executive) SUBJECTS				
<b>Term 1 - Core</b>				
CODE	Core Subject	Core/Electi	Credit	Pre-requisites or co-requisites
MBAE ECO 101	Managerial Economics (OL)	Core	1	Nil
MBAE ECO 102	Macroeconomics (OL)	Core	1	Nil
MBAE ECO 103	Business Economics	Core	1	Nil
MBAE ACC 101	Financial Accounting for Decision Making (OL)	Core	1	Nil
MBAE ACC 102	Financial Statement Analysis	Core	1	Financial Accounting for Decision Making (OL)
MBAE ACC 103	Management Accounting	Core	1	Nil
MBAE FIN 101	Corporate Finance 1 (OL)	Core	1	Financial Accounting for Decision Making (OL)
MBAE FIN 102	Corporate Finance 2	Core	1	Corporate Finance 1 (OL)
MBAE MKT 101	Marketing Management 1 (OL)	Core	1	Nil
MBAE MKT 102	Marketing Management 2	Core	1	Marketing Management 1 (OL)
MBAE HRM 101	Human Resource Management (OL)	Core	1	Nil
MBAE COM 101	Personal Effectiveness	Core	1	Nil
MBAE QTT 101	Business Statistics (OL)	Core	1	Nil
MBAE OPS 101	Operations Management (OL)	Core	1	Nil
MBAE OPS 102	Operations Research	Core	1	Business Statistics (OL)
MBAE QTT 102	Research Methodology	Core	1	Business Statistics (OL)
MBAE PRO 101	Global Immersion Project	Core	1	Nil
Total Term 1 Credits			17	
<b>Term 2</b>				
<b>Term 2.a - Core</b>				
MBAE QTT 203	Business Analytics	Core	1	Business Statistics
MBAE HRM 202	Negotiation and Conflict Resolution Management	Core	1	Nil
MBAE MGT 201	Business Strategy & Sustainability	Core	1	Nil
MBAE MGT 202	Strategic Innovation	Core	1	Nil
Total Core Credits in Term 2			4	
<b>Term 2.b Electives - Any 6 subjects of 12 elective subjects ( 4 subjects in same specialisation area to qualify for 'Major' and 6 subjects from across 3 specialization areas will be declared as 'Generalist')</b>				
<b>Operations</b>				
MBAE LSC 203	Supply Chain Management	Electives	1	Nil
MBAE OPS 203	Quality Management	Electives	1	Nil
MBAE OPS 204	Project Management	Electives	1	Operations Management (Online)
MBAE OPS 205	Operational Excellence in Manufacturing	Electives	1	Operations Management (Online)
<b>Finance</b>				
MBAE FIN 203	Financial Markets	Electives	1	Nil
MBAE FIN 204	Portfolio Management	Electives	1	Corporate Finance 2
MBAE FIN 205	Corporate Valuation	Electives	1	Financial Statement Analysis
MBAE FIN 206	Project Finance	Electives	1	Corporate Finance 2
<b>Marketing</b>				
MBAE MKT 203	Strategic Brand Management	Electives	1	Marketing Management 2
MBAE MKT 204	Sales & Channel Management	Electives	1	Marketing Management 2
MBAE MKT 205	Digital Marketing	Electives	1	Marketing Management 2
MBAE MKT 206	Marketing Audit & Evaluation	Electives	1	Marketing Management 2
Total Elective Credits in Term 2			6	
Total Term 2 Credits (6 electives + 4 Core subjects)			10	
<b>Term 3 - Core Courses</b>				
	SUBJECTS		CREDITS	Pre-requisites or co-requisites
MBAE OPS 306	Cost Leadership	Core	1	Management Accounting
MBAE FIN 307	Enhancing Stakeholder Value	Core	1	Corporate Finance 2
MBAE MKT 307	Customer Value Management	Core	1	Marketing Management 2
MBAE HRM 303	Leading Teams & Organizations	Core	1	Human Resource Management (Online)
MBAE QTT 304	Integrative Decision Making	Core	1	Business Strategy and Sustainability
MBAE PRO 302	Applied Business Research (ABR)	Core	4	Research Methodology
Total Term 3 Credits			9	
<b>Total Course Credits</b>				
Total Core credits for the course (12 Class + 8 Online + 5 Simulation subjects)			25	
Total Project Credits for the course (1 GIP + 4 ABR)			5	
Total Elective Credits for the course (6 Subjects)			6	
Total Course Credits			36	

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	<b>Academic Integrity Policy and Procedures</b>
Document Type	Policy and Procedures
Administering Entity	Examination Board, Vice President – Academic, Vice President - Administration, Registrar, Course Director/Deputy Course Director (Dean/Assistant Dean), Course Managers
Latest Approval/ Amendment Date	June 27, 2019
Last Approval/ Amendment Date	This policy ( <i>Academic Integrity Policy and Procedures</i> ) and <i>Student Misconduct Policy and Procedures</i> replaces the erstwhile <i>Student Misconduct and Plagiarism Policy</i> to segregate the oversight of academic and non-academic misconduct
Approval Authority	Academic Board
Indicative time of Review	June 26, 2021

## 1. Purpose and Score

- a. As a registered higher education provider, S P Jain School of Global Management (S P Jain) is committed to upholding and protecting the academic integrity of its higher education operations by providing clear information to students and staff and implementing educative strategies.
- b. This Policy promotes academic integrity; defines the actions that constitute a breach of academic integrity i.e. cheating and plagiarism; and, describes the School's processes for investigating and hearing allegations of cheating and plagiarism. It also describes the penalties that will apply, where allegations are proven.
- c. This Policy applies to all students enrolled at the S P Jain.

## 2. Principles

- a. S P Jain is committed to high academic standards and expects students to understand and respect principles of academic integrity.
- b. All academic work submitted for assessment at S P Jain must be the independent work of the student.
- c. S P Jain will take appropriate steps to detect plagiarism including the use of electronic plagiarism detection tools.
- d. S P Jain provides students with information about what constitutes a breach of academic integrity and provides educative strategies to combat cheating and plagiarism.
- e. S P Jain acknowledges that not all academic integrity breaches are the same and not all will result in the same outcomes or penalties.
- f. S P Jain will deal with cases of academic misconduct and plagiarism consistently and fairly. In responding to allegations of cheating and/or plagiarism, S P Jain will observe the following values of procedural fairness:
  - i. Students are presumed to be innocent unless they admit to academic misconduct, or evidence is found or observed of academic misconduct;
  - ii. Students will be given opportunity to respond to allegations of academic misconduct and will be entitled to bring support persons to any formal meeting;
  - iii. A previous instance of academic misconduct will be taken into account in investigating an allegation, and the student has been provided with a formal warning or penalty; and
  - iv. When a student is determined to have committed academic misconduct, the determination and penalty will be recorded on the student's record.

### **3. Plagiarism and other forms of academic misconduct**

- a. Plagiarism occurs when the work of another is represented, intentionally or unintentionally, as one's own work, without appropriate acknowledgement of the author or the source. This category of academic misconduct includes but is not limited to the following:
  - i. Collusion – where a piece of work prepared by working closely with one or more individuals or in a group is represented as if it were the student's own, this includes:
    - Writing the piece of work together
    - Determining the method or approach to question and answers or completed

assessment tasks

- Sharing answers or giving access to questions and answers or completed assessment tasks
- ii. Acquiring or commissioning a piece of work, which is not the student's own and representing it as if it were, by:
  - Purchasing a paper/essay from a commercial service, including internet sites, whether pre-written or specially prepared for the student concerned or
  - Submitting a paper written by another person, either a fellow student or a person who is not a student at S P Jain.<sup>1</sup>
- b. Other forms of academic misconduct include, but not limited to:
  - i. Submitting one piece of work for more than one assignment or for more than one class
  - ii. Helping or attempting to help another student to cheat including:
    - Doing work for another student
    - Designing or producing a project for another student
    - Providing answers during an exam, test or quiz including by mobile phone
    - Providing a student with an advance copy of a test
    - Leaving relevant materials behind at the exam site
    - Giving exams / other forms of assessments from outside the exam hall
  - iii. Altering the outcome of results
  - iv. Acting dishonestly or improperly in assessment tasks and/or examinations
  - v. Cheating in examinations
  - vi. Falsification of or distorting data
  - vii. Attending classes or exams on behalf of someone else or asking someone to attend a class or take an exam instead of the enrolled student, and
  - viii. Interfering with the work of others, such as sabotaging laboratory experiments, research or digital files, giving misleading information, or disrupting class activities.

#### **4. Identification of breaches of academic integrity**

- a. Consideration of intent will be given to each allegation of academic misconduct, i.e. whether it was due to carelessness or was unintentional (minor breach) or whether it was an act of deliberate dishonesty or intentional (serious breach). Serious breaches will be dealt with formally by a well-trained investigative and decision-making committee.
- b. If a person believes that academic misconduct has occurred, they must report the alleged breach of academic integrity to the relevant Course Director/Assistant Director (Dean/Assistant Dean).

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<sup>1</sup> This definition of plagiarism is based on an excerpt from Griffith University's Institutional Framework for Promoting Academic Integrity among Students as cited in the TEQSA Good Practice Note on Addressing Contract Cheating.

## 5. Managing breaches of academic integrity

- a. Students are provided with information on the above constituents of academic misconduct during orientation by academic staff including an overview of the e-learning system (Blackboard) 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 3.
- b. To emphasise the importance and gravity of any instances of academic misconduct or plagiarism, students must sign an “Academic Code of Conduct Pledge” during orientation and prior to each term and examination.
- c. When a Course Director/Assistant Director (Dean/Assistant Dean)/Course Manager receives a report of alleged misconduct, they have 3 working 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 Vice President – Academic, Chair- Examination Board, Vice President – Administration/the Registrar) depending on the gravity of the alleged misconduct (serious breach).
- d. 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 with an opportunity to respond to the allegation in writing. The student will be required to meet with the Course Director/ Assistant Director (Dean/Assistant Dean) to discuss the case face to face. 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.
- e. If the case is forwarded to an ad hoc committee, before the committee begins its inquiry, the student involved must be advised in writing within three working days about the general nature of the complaint. The student will be provided with an 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 two weeks 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.
- f. All staff and students will be informed about the de-identified outcomes of investigations into serious breaches of academic integrity by email.
- g. Breaches of academic integrity will be monitored by the School.

## 5. 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.

## 6. Penalties

- a. Penalties may include:
  - i. a request to resubmit the specific task
  - ii. a zero mark for any part of the assessment for a subject
  - iii. a requirement to complete an alternative additional 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
- 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), Vice President – Administration/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), Vice President – Administration/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.


## 7. Appeals Process

- a. All decisions made by the School in relation to academic integrity issues can be appealed through the processes set out under academic grievance in Student Grievance and Mediation Policy and Procedures.
- b. As noted in the Student Grievance and Mediation Policy and Procedures:

- i. 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 arbitrator appointed by the Board of Directors within 30 days of receipt of the decision
- ii. external independent arbitrator arrangements identified by the School 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 complaints and appeals process will maintain their enrolment until the case is resolved

### **Related Policies**

- a. Student Code of Conduct Policy Student Misconduct Policy and Procedures
- b. Processes and Guidelines for Plagiarism Control for all soft copy submissions
- c. Student Grievance and Mediation Policy and Procedures

 <b>S P Jain</b> <b>School of Global</b> <b>Management</b> DUBAI • MUMBAI • SINGAPORE • SYDNEY	<b>Assessment Validation, Grading and Moderation Policy and Procedures</b>
Document Type	Policy and Procedures
Administering Entity	Examination Board
Latest Approval / Amendment Date	August 22, 2019
Last Approval Amendment Date	August 31, 2017 ( erstwhile Assessment and Moderation Policy)
Approval Authority	Academic Board
Indicative Time of Review	August 21, 2021

## 1. Purpose

- a. S P Jain School of Global Management (S P Jain) is committed to effective assessment validation and moderation as an integral part of its assessment procedures.
- b. The School has designed its procedures to ensure common interpretation of Threshold Standards 2015 in relation to student performance across all campuses.
- c. S P Jain moderates the design of assessments and students' performance internally and externally to ensure the validity and reliability of its assessment practices and awarding of grades. Moderation is undertaken each term / semester as part of a continual improvement cycle.
- d. The purpose of this Policy is to ensure that assessment tasks and marking is valid and reliable and that they ensure the quality of student learning outcomes.

## 2. Responsibilities

- a. The Director - Examinations is responsible for:
  - i. Undertaking ongoing and periodic assessment validation and moderation.
  - ii. Ensuring, in conjunction with the Examination Board, Course Directors (Deans), Area Heads and Course Managers that all assessments are valid, that they are conducted fairly, that the results are reliable, and declared in a timely manner by the Examination Board.
  - iii. reviewing the papers for adherence to format, any repetitions and obtaining the necessary approvals from designated Deans/Area Heads.
  - iv. managing and overseeing all assessments (ongoing, mid-term and final examination).

- v. Consulting with Course Directors (Deans) on any incongruent assessment outcomes and if necessary, convening an Examinations Board meeting to review the same.
- b. Campus Course Offices are responsible for:
  - i. documenting and coordinating all assessments and assignments with the assigned faculty
  - ii. obtaining two sets of mid-term and final assessments examination papers/assignments from faculty for each subject and forwarding the same to the Director - Examinations within the stipulated timelines.
  - iii. working in close coordination with the Director - Examinations to manage invigilated mid-term and final examinations and their grading
- c. Course Directors (Deans)/ the Area Heads are responsible for:
  - i. ensuring pre-assessment validation of assessment briefs for all subjects for their respective course/s.
  - ii. Reviewing results provided by each faculty, for an adequate spread of results such as to avoid any incongruent outcomes, in consultation with the Director - Examinations, if necessary.
- d. Academic Staff are responsible for
  - i. Managing and overseeing all ongoing individual and group assessments assignments in their subject/s
  - ii. Generating a spread of results for each assessment item
  - iii. Consulting on any incongruent assessment outcomes in the spread of results with the Course Director (Dean) / Director - Examinations and to take necessary corrective measures where required.

### **3. Principles of assessment**

- a. All subjects will include diagnostic, formative and summative assessment.
- b. Assessments are designed to be:
  - i. accessible to all students
  - ii. accommodate diversity
  - iii. appropriately weighted, and
  - iv. framed in accordance with the level specifications set by the Australian Qualifications Framework (AQF).
- c. Assessment tasks are constructively aligned to the subject and course content, expected subject and course learning outcomes, and graduate attributes.
- d. Assessments are structured to promote and safeguard academic integrity regardless of the mode of delivery.

- e. Where group work is graded, criteria are set to ensure that all students receive marks that accurately reflect their individual level of academic attainment.
- f. Where applicable, the assessment schedule for all subjects may include early assessments and/or reviews that provide feedback on academic progress and identify students that need additional support.
- g. Assessment sheets/rubrics are available to academic staff to ensure efficient, consistent and reliable corrections.
- h. Students receive timely feedback for each assessment to assist them in achieving the specified learning outcomes. To ensure this occurs, S P Jain stipulates the following timeframes:
  - i. Evaluated formative assessments scores are returned to students in class or electronically within two weeks of the due date wherever possible.
  - ii. Late submissions, where permitted, are returned to students either in class or electronically within two weeks of receipt of the assessment task.
  - iii. Students who have queries or seek additional feedback should approach their course coordinator / course manager immediately within 3 working days of the assessment scores being returned to students.
  - iv. Results of mid- term and final examinations are communicated via Peoplesoft / Blackboard within three weeks wherever possible.

#### **4. Validation of assessment design and moderation of assessment outcomes**

- a. S P Jain encourages its academic staff members to use a diverse range of assessments. Tasks may include, but are not limited to:
  - i. Class participation
  - ii. Case studies and role plays in either authentic or simulated environments
  - iii. Individual and group assignments
  - iv. Field work
  - v. Student board room discussions and submission
  - vi. Quizzes
  - vii. Essays and discussion papers
  - viii. Verbal and written presentations.
  - ix. Capstone and research projects
  - x. Integrated learning
  - xi. Mid- term and end term examinations/assessments
- b. S P Jain academic staff will monitor, assess/ co- assess and validate all Work Integrated Learning placements/ internships.
- c. Validation and moderation methods may include:
  - i. Validation of assessment briefs
  - ii. Internal and external moderation of assessment tools and activities
  - iii. An assessment review panel
  - iv. An independent external validator

- v. Benchmarking against evidence from other external providers of subjects at the same AQF level.
- d. Select subjects from each year of a course will undergo post assessment validation and moderation every year so that all subjects within a course undergo assessment validation and moderation over a three-year period.

## 5. **Assessment Validation and Moderation Procedure**

- a. The Director - Examinations develops a schedule to determine which subjects will be chosen, the timing of assessment reviews, the types of validation and moderation methods, and the timetable for assessment validation and moderation. The schedule may include the use of any other external benchmarking resources available.
- b. The assessment validation and moderation process will be implemented in two stages of pre- assessment and post assessment validation as detailed below in 5.c and 5.d
- c. **Pre-assessment validation of assessment tasks**
  - i. ***Subject Outline Review and approval***
    - All subjects/units outlines developed by the academic staff will be reviewed and approved by the Course Directors (Deans)/Area Heads as applicable, to ensure that:
      - Assessment methods and tasks are mapped appropriately and cover all subject/unit learning outcomes
      - Assessment methods and tasks are consistent and gather sufficient evidence of achievement
      - Marking criteria and rubrics meet the subject and threshold learning outcome requirements.
  - ii. ***Validation of all Mid- term and Final examination paper /assessment***
    - All Mid -term and final assessments are reviewed to ensure
      - Validity of the questions posed
      - Weighting has been correctly applied
      - Appropriate variety of questioning techniques, and
      - Content being assessed links to subject and learning outcomes.
      - Questions are not repeated in previous question paper.
- d. **Post-assessment moderation of assessment outcomes** prior to declaration of final results/grades
  - i. ***Review of spread of results***
    - The Course office will provide to the Director - Examinations Office the raw scores for each assessment item for a subject /unit.
    - If the results appear to be incongruent with prior and/or expected trends, the Director - Examinations will consult the academic staff to review the interpretation of the marking criteria used.
    - Post consultation, if in the opinion of the Director - Examinations, the results still require further review then DOE will consult the Course Director (Dean) and the Registrar.

- If post moderation and consultation as detailed above, any results continue to be incongruent with prior and/or expected trends then a report will be prepared by the Director - Examinations and provided to the Examination Board for its consideration. The report will include:
  - Details of assessment processes and tools used
  - Any feedback from academic staff and/or students about assessments
  - Samples of graded assessments by another academic staff for the same/similar subject
- The Examination Board will assess the report and determine whether further investigation and action required.

***Post declaration of result/grade declaration assessment moderation.***

- A series of activities will be undertaken at random to verify the rigour of the assessment processes which include (but are not limited to):
  - Moderation at the margins (final results centred around the specific grade levels – a representative sample of assessments around these borderline grades will be reviewed)
  - Multiple markers in the same subject – the distribution of the marks awarded by the multiple markers is assessed (and if there are multiple questions in the assessment, then the marks for each question) to ascertain whether there are markers who might lie outside the average or general trend
  - Random sampling – review of a number of randomly-selected examples of all the assessment types for an entire subject.
  - A review undertaken every year by an external reviewer in accordance with compliances and requirements of various statutory bodies. The report template includes, but is not limited to, comment on academic standards, standards of student performance, course structure and curriculum, the alignment of learning outcomes to the assessment types, teaching methods, assessment criteria and marking, grade distributions, and moderation and sampling methods.
- e. The Director - Examinations will six monthly report to the Examinations Board of the post assessment moderation and validation activities as in undertaken with details of
  - formal reports received
  - areas of improvement/gaps highlighted
  - related improvement activities plan, with assigned responsibilities and completion dates
  - Update on actions undertaken from previous post assessment and moderation activities

## **6. Grading procedures**

- a. The Campus Course Office will provide all completed assessments and examination answer scripts to the relevant academic staff for marking.

- b. On receipt of the relevant marked assessments and examination scripts the Campus Course Offices will collate all the marks for all assessments for each subject and forward the collated raw marksheet to the Director - Examinations Office for grading.
- c. Post moderation and validation, the Director - Examinations Office will submit the provisional grades to the Examination Board for approval.
- d. On receipt of approval from the Examination Board, the Director - Examinations Office will upload the grades on Peoplesoft/BlackBoard for future reference of Campus Course Offices and Registrar's office.
- e. The Director - Examinations Office in conjunction with the Registrar's office will provide final grades and term performance data to the Course Directors (Deans).

## 7. Grading systems

- a. Grades awarded reflect the level of student attainment.
- b. The Grade notations used at S P Jain are letter grades A, B, C, D and F. Each Letter grade is further divided in to 3 notches – eg. The letter grade A is further divided into 3 notches A+, A and A-. However, the letter grade D and F have no further divisions. The grade F reflects non-achievement of subject learning outcomes.\
- c. At the beginning of each subject, lecturers provide a written explanation of grading procedures. In general, a weighted average total of all the evaluation components are generated at the end of each subject for every student. Then students are graded relatively on a bell curve using a weighted average, comparing performance against their peers in the subject.
- d. Letter grades denote the following range of performance:

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

- e. Letter grades denote the following levels of performance:

Letter Grade	Grade Point
A+	4.30
A	4.00
A-	3.70
B+	3.30
B	3.00
B-	2.70

C+	2.30
C	2.00
C-	1.70
D	1.00
F	0

- a. Additional letter grades apply in the following circumstances:

Letter grade	Definition
Pass	Pass/fail grade only
Fail	Pass/fail grade only
I	Incomplete
E	Exemption
W	Withdrawn

- b. Both absolute and relative grading methods may be used as detailed in Section 8.a and 8.b respectively.
- c. The grading system is detailed in the course student handbook accessible to prospective students before they enrol in a course of study. It is also available to current students before they attempt assessment tasks.
- d. All grades appear on academic records.
- e. 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.
- f. Subjects assessed on a pass/fail basis are not included in the CGPA.
- g. Students who have not completed all requirements for a subject earn I (Incomplete) grade and may complete the respective subject later within the specified course completion period and earn appropriate credit
- h. Students who withdraw from a subject for personal reasons are awarded a W (Withdrawn) grade. Subject to approval by the Registrar students with an W grade may complete the respective subject later within the specified course completion period and earn appropriate credit.
- j. As detailed in the Credit Transfer and Articulation Policy, credit granted for recognition of learning achieved with other academic institutions will not be included in the S P Jain transcript and will not be considered for the purpose of calculating the cumulative grade point average (CGPA). Details of credit granted will be recorded in the transcript with a grade of E indicating exemption.
- k. Students who receive more than the maximum number of F and D grades permissible in Course Rules of Progression for the course may be permitted by the Registrar to re-enrol in a subject and complete it successfully to be eligible to graduate.

## 8. Grading Methods

a. S P Jain uses both relative and absolute grading methodologies as detailed below in this Section.

### b. Relative Grading

- i. The relative grading policy of S P Jain consists of 2 parts (A) and (B).
- ii. In Part A, the assessment/grading policy is applicable for Face –to Face (F2F) subjects (excluding simulation subjects, student projects, DBA coursework subjects and DBA thesis) where the class size of the students is 20 and more.
- iii. In Part B, the assessment/grading policy is applicable for F2F subjects (simulation subjects, student projects DBA course work subjects, and DBA thesis) where the class size of the students is less than 20.
- iv. **Part (A):**

#### **Steps to Compute 'A+' to 'F' grade (for batch size 20 and more students)**

Marks will be standardised based on the size of the enrolled student cohort. The following breakdowns apply to calculations for courses with relative grading:

**Part A** applies to face-to-face (F2F) delivery where the student cohort is 20 or more.

**Step 1:** From the raw scores obtained by the students for each subject, construct a normal curve for all subjects having more than 20 observations.

**Step 2:** 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 (composite score) will obtain an "F" Grade.

**Step 3:** Using subject-wise average and standard deviation, compute scores corresponding to 2 Standard deviation: 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:** Notwithstanding condition for F grade allocation mentioned in Step 2 above, Students obtaining scores 2 and below 2 standard deviation score will be assigned 'F' grade. Students obtaining scores more than 2 standard deviation scores, but falling within the bottom 5% bracket, will be assigned 'D' grade.

- v. **Part B** applies to face-to-face (F2F) subjects where the student cohort is less than 20. 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.

**Step 1:** Faculty are required to consider the ‘degree of difficulty’ and build this into its marking and evaluation systems.

**Step 2:** There must be a spread in every assessment task of **at least** six grade-points. For example, ‘A+’ to ‘B-’; ‘A-’ to ‘C’; ‘B-’ to ‘F’, etc.

**Step 3:** ‘B’ grade is taken as the mean.

**c. Absolute Grading**

- i. All online subjects, DBA subjects, simulation subjects, student projects and DBA thesis will use the absolute grading scale as detailed 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
50–59	C-
40–49	D
00–39	F

## 9. Re-tests

- a. After the results and grades are declared on Blackboard / Peoplesoft and if permissible, students who have not met the rules for course progression may be given the opportunity to apply to the Director - Examinations Office to undertake a 're-test' (i.e. re-sit an examination or re-submit an assessment). When applying for a re-test, students must clearly state the reasons for the re-test.
- b. There will be no retest for subjects not having an end term exam/ semester examination e.g. Projects, Simulations, team-based activities etc. Students would need to redo the course or take the independent study (explained in point 11 and Appendix A) route to complete the course.
- c. Students must pay the requisite fee for taking the retest, complete the Re-test Application Form and submit it to the Director - Examinations Office along-with the fee receipt.
- d. The highest grade awarded at a re-test is a C+.
- e. A re-test grade is considered final and it is included in the student's CGPA.
- f. Re-tests take place on scheduled dates arranged by the Director - Examinations Office.
- g. The Campus Course Office, under the oversight of the Director - Examinations, will manage all re-tests and their grading by relevant academic staff.
- h. The Campus Course Office will provide re-test scores to the Director - Examinations Office which will submit the revised grade to Examination Board for approval.
- i. Following approval by the Examination Board, the Director Examinations will upload the grades on Peoplesoft / Blackboard for Campus Course Office and Registrar's office reference.

## 10. Re-evaluations

- a. Students who are dissatisfied with their mid-term or final examination results may submit a Re-evaluation Request Form to the Director - Examinations Office .
- b. There will be no re-evaluation for projects and simulations subjects.
- c. The Director - Examinations will arrange for an independent assessor to re-assess the student's responses. An Independent Assessment template is provided to the independent assessor.
- d. Examination scripts may only be re-evaluated once, and the results awarded upon revised assessment will be considered as final.

## 11. Independent Study

In exceptional circumstances where a student is unable to complete a subject successfully for justifiable reasons acceptable to the School, such as absence from class on medical grounds or being awarded an "F" grade, he/she may apply for Independent study as detailed in Appendix A.

## 12. Appeals Process

- a. All decisions made by the School in relation to assessment and grading can be appealed through the processes set out under academic grievance in Student Grievance and Mediation Policy and Procedures.

### **13. Record Keeping**

- a. The Course Office keeps all assessments, examination papers and answer scripts.
- b. The Director - Examinations also retains copies of all mid-term and final examination question papers for all courses.
- c. Periodically, on completion of a course and as prescribed by the Registrar's Office, the full set of assessment and answers scripts for each intake will be transferred from the Campus Course Office to the Registrar's Office for centralised storage in accordance with the Records Management Policy.

#### **Related documents**

- Course Rules of Progression
- Records Management Policy
- Students at Risk Policy and Procedure
- Credit Transfer and Articulation Policy
- Student Grievance and Mediation Policy and Procedures.

#### **Acknowledgements**

The development of this policy and procedure has been informed by sector benchmarking including the Assessment Validation and Moderation Policy and Procedure of the International College of Hospitality and Management available at:  
[https://www.ichm.edu.au/files/f/10027/Assessment\\_Validation\\_and\\_Moderation.pdf](https://www.ichm.edu.au/files/f/10027/Assessment_Validation_and_Moderation.pdf)


## **Appendix A**

### **Guidelines for Independent Studies (IS)**

- a. If a student is unable to improve the grades or is unable to complete the subject successfully, such a student may give a further opportunity to do an independent study. at the discretion of the School, subject to a maximum of:
  - Two independent studies for MBA (Global), MGB and MAIB courses during the entire course of study.
  - A maximum of 1 independent study for MBA (Executive) course or Diploma in Business course
  - A maximum of four independent studies for BBA course
  - A maximum of three independent studies for BEC and BBC courses
- b. No independent study is permitted for DBA coursework subjects.
- c. A student who proposes to undertake an independent study for a subject must send a formal application to the Registrar's Office expressing intention to do so with an explanation for the request duly supported with documentation for the request.
- d. On receipt of an application, the Registrar in consultation with the Course Director (Dean) will decide as to whether the student's request is a valid request and to approve or refuse the request.
- e. For eligible students, the Dean will nominate a Faculty who will be the guide and mentor to the student.
- f. The nominated Faculty will ensure the following:
  - a. Fulfilment of contact hours
  - b. Fulfilment of learning outcome
  - c. Fulfilment of assessment type
- g. 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.
- h. 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
    - i. 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.

- j. 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.
- k. 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.
- l. The exam shall be independently invigilated by Academic Managers/Course Coordinators.
- m. 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.
- n. The faculty would also be required to send a declaration through the Dean to the Director - 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.
- o. 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 - Examinations with a request to put forth the same to the Examination Board.
- p. On reviewing the papers received, the Director - Examinations would put forth the same to the Examination Board.
- q. The Examination Board would follow the usual procedure of grading the student and declaring the results.
- r. The minutes of the Examination Board would be the place before the Academic Board for a final approval.
- s. If the examination is a second attempt for the student, the highest grade that would be awarded would be a C+.

 <b>S P Jain</b> <b>School of Global</b> <b>Management</b> <small>DUBAI • MUMBAI • SINGAPORE • SYDNEY</small>	<b>Credit Transfer and Articulation Policy</b>
Document Type	Policy
Administering Entity	Vice President – Academic, Course Directors/Deputy Directors (Deans/ Assistant Deans), Vice President – Administration, Registrar and Director – Admissions
Latest Approval/ Amendment Date	May 06, 2019
Last Approval/ Amendment Date	February 05, 2018
Approval Authority	Academic Board
Indicative Time of Review	May 05, 2020

## 1. Purpose and Scope

This Policy provides the broad policy and framework for articulation, recognition of prior learning (RPL) and credit transfer for all the courses offered by S P Jain School of Global Management (S P Jain).

## 2. Guiding Principles

- a. This policy is consistent with the Higher Education Standards Framework (Threshold Standards) 2015 and;
  - i. will be applied fairly and consistently;
  - ii. seeks to ensure that students have the necessary academic preparation to participate in their intended field of study, while not impeding their progression and completion; and
  - iii. students granted credit transfer will not be disadvantaged in achieving the expected learning outcomes for their course of study or qualification. The granting of a credit transfer will not diminish the integrity of the course of study and the qualification awarded.
- b. The objectives of the credit transfer and articulation policy are to:
  - i. Provide students due credit for demonstrated prior learning and outcomes in line with

the requirements of each course of study

- ii. Assist mobility of students eligible to transfer between courses within the School and to other institutions
- iii. Institute clear guidelines and processes for determining credit transfer and articulation to and from the courses without compromising the integrity of each course
- iv. Ensure standards and integrity of the credit transfer arrangements.

### **3. Definitions**

As defined in TEQSA's guidance notes and glossary of terms:

- a. Credit is a benefit provided to a student by waiving one or more of the normal requirements for completion of a course of study, such as not having to complete a particular unit of study. Credit is obtained on the basis of evidence that the student has already undertaken and can demonstrate learning that is deemed to be equivalent to level and nature of the parts of the course of study for which credit has been granted
- b. Credit transfer is a process grounded in evidence-based academic judgement that provides students with agreed and consistent credit outcomes for completed components of a course of study based on identified equivalence in content and learning outcomes between equivalent courses of study
- c. Credit arrangements are formal negotiated agreements within and between issuing organisations or accrediting authorities and are about students' entitlement to credit. They may also be formal arrangements made between issuing organisations and students. Credit can be given in the form of block, specified or unspecified credit.

### **4. Admissions**

- a. Admission to the School will be based on the "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.

### **5. Granting of Credit**

#### **a. Student Transfers from other institutions**

- i. The School may consider granting credit when the content and standard of a subject and learning outcomes is identical with, or similar to, that of a prescribed subject at the same AQF level for which credit is being sought.

- ii. A student must have obtained at least a passing grade in the subject submitted for credit transfer consideration and where letter grades are used, have obtained at least a 'C' grade.
- iii. Grades for the credit granted will not be included in the S P Jain transcript and will not be considered for the purpose of calculating the cumulative grade point average (CGPA). Details of credit granted will be recorded in the transcript with a grade of E (indicating exemption).

**b. Transfer of Credit for subjects undertaken by S P Jain undergraduate students at an Exchange Partner School.**

- i. S P Jain has signed Memoranda of Agreement (MOA) with a number of educational institutions for student exchange programs at undergraduate level.
- ii. These MOAs 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.
- iii. 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 when calculating the cumulative grade point average (CGPA). Details of credit granted will be recorded in the transcript with a grade of E (indicating exemption).

**c. Internal Articulation and Credit Transfer**

- i. The School may consider granting internal credit on a case-by-case basis when the content and standard of a subject and learning outcomes are identical with, or similar to, that of a prescribed subject for which credit is being sought.
- ii. A student must have obtained at least a passing grade in the subject submitted for credit transfer consideration.
- iii. 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 the cumulative grade point average (CGPA).

**d. Articulation agreements for specific credit arrangements with other institutions**

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

**6. Credit Limits**

- a. To be eligible for the award of the MBA degree at S P Jain, the number of credit units for

which transfer of credit is granted, must not exceed 20% of the total credit units prescribed for the course.

- b. In case the Student is seeking a credit transfer from the MGB to MBA (Global) course, this will be no more than 33% of the total credit units prescribed for the course.
- c. To be eligible for an award of degrees at S P Jain, the course-specific guidelines may specify a maximum number of units for which transfer of credit may be granted. This must not exceed 50% of the total credit units prescribed for the course.

## **7. Time Limit for Credit transfers**

- a. Credit transfers will only be considered for a unit that has been completed within 5 years of the date of receipt of the application for credit transfer.
- b. A credit cannot be granted for subjects completed more than 5 years prior to the receipt of an application for credit transfer.

## **8. Applications for Credit Transfer from Other Institutions**

- a. Students, who seek to transfer credit from another educational institution to a course at S P Jain, shall submit a written application to the Registrar with details of the subjects for which credit is sought.
- b. The application will be supported by the student's academic record and a detailed explanation, which includes a description of the course, subject outline, number of teaching hours, learning outcomes, hours studied, prescribed text books, grades achieved and the grading scale used at that institution.
- c. The application will have to be submitted within the stipulated date (as advised) prior to the commencement of the term/semester during which credit is sought.

## **9. Refusal of Credit**

- a. If an application is misleading or invalid due to errors, the School reserves the right to refuse to grant credit.
- b. A refusal to grant credit will be determined by the respective Course Director (Dean), Vice President – Administration/the Registrar.

## **10. Approval of Credit**

- a. All applications for transfer of credit will be reviewed and approved by the Registrar in consultation with the Course Director (Dean) and Vice President - Administration, if required.
- b. Credit through recognition of prior learning will be considered only if the Course Director, Vice President – Administration/Registrar are satisfied that:

- i. students granted such credit are not disadvantaged in achieving the expected learning outcomes for the course of study or qualification,
  - ii. the learning outcomes demonstrated through prior learning are broadly equivalent to the learning outcomes at the appropriate discipline and qualification level of the units for which credit is being awarded credit, and
  - iii. the integrity of S P Jain's higher education qualifications is maintained.
- c. The Registrar, Vice President - Administration and Course Director (Dean) 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.
- d. Mapping of each course will be undertaken including the unit learning outcomes, the subject materials and the assessment of each course to establish whether credit can be awarded.

## **11. Record of Decision**

- a. All applicants will receive written notification of the outcomes of credit applicants with 21 working days from the date of receipt.
- b. All credit decisions are recorded and maintained by the School.

## **12. 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 'Student Grievance and Mediation Policy and Procedures'.

## **13. Course Level Guidelines**

- a. Within this broad policy framework detailed credit transfer and articulation guidelines and procedures will be developed for each course.

## **Related Documents**

- a. Undergraduate Admission and Selection Policy
- b. Postgraduate Admission and Selection Policy
- c. Student Grievance and Mediation Policy and Procedures
- d. Course Credit Transfer and Articulation Guidelines and Procedures

 <b>S P Jain</b> <b>School of Global</b> <b>Management</b> <small>DUBAI • MUMBAI • SINGAPORE • SYDNEY</small>	<b>Critical Incident Policy</b>
Document Type	Policy
Administering Entity	President, Vice President – Administration, Heads of Campuses (HOCs)
Latest Approval/ Amendment Date	May 01, 2019
Last Approval/ Amendment Date	August 09, 2018
Approval Authority	Board of Directors
Indicative time of Review	February 28, 2021

## 1. Purpose

The S P Jain School of Global Management (S P Jain) 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 Heads of Campus is 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 critical incident is a traumatic event, or the threat of such which causes extreme stress, fear

or injury and 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. Critical incidents include, but are not limited to:

- a. Serious injury or death
- b. Sexual assault, harassment or abuse
- c. Violence or threats of violence
- d. Robbery with threat of violence
- e. Sudden or unexpected death or suicide of a work colleague, student or teacher
- f. Natural disasters
- g. Hazards including fire, chemical exposure or structural collapse
- h. Threat to IT systems including shut down of systems
- i. Bomb threats
- j. High publicity violent crimes
- k. 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 Heads of Campus or their nominee in the facilities team of each campus, who is accessible at the time of the incident. If it is a member of the facilities team, she/he needs to escalate it to the Facilities Manager immediately.
- b. The Heads 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 Heads of Campus. These could be:
  - i. Seeking emergency assistance – Police, Ambulance, Fire Brigade as required
  - 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. Notification to TEQSA if required under Material Change Notification provisions, or if the incident represents a risk to the School's ongoing compliance under the TEQSA Act (2011) as a registered higher education provider.

- viii. Contact with the Department of Home Affairs (DHA) for all international students studying in Australia on a student visa that have been involved in, or affected by, a critical incident.
  - ix. Contact with other regulatory or accreditation bodies as required.
  - x. Coordinating with consulate or embassies, as required.
  - xi. Arranging for emergency travel/funds if required.
- d. A critical incident log should be maintained throughout the event by the Heads 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.
  - iv. Details of notification and liaison with government agencies or representatives contacted, including TEQSA (where a Material Change Notification was required) and the Department of Home Affairs (DHA) in relation international students studying onshore in Australia.
  - v. After the event the Facilities Manager should provide a full report detailing the Critical Incident to the Heads of Campus.
  - vi. 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 that may need to refer to the same. The Heads of Campus is to ensure recommendations from the meeting are implemented.
  - vii. The Vice President – Administration will ensure that the critical incident log and other analysis for all campuses are reported annually to the Board of Directors.
  - viii. All documentation relating to critical incidents must be retained by the School for at least 2 years for administrative and legislative purposes and for review in scheduled audit processes and as set out in the Record Management Policy.

## 5. Safety Policy

Part of the mission of the Facilities Department is to provide a safe environment for the students, faculty, staff, and visitors. The Heads 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 plan reviews. 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.

## **6. Student Responsibilities**

Should they be involved in any serious incident, students must immediately notify both the Heads of Campus and the Facilities Manager. 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.

## **7. Inspections and Safety Audit**

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 at each S P Jain campus. 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/Heads of Campus at any time.

Safety audits by external and appropriately qualified auditors of each campus will be conducted on a scheduled basis as recommended by the Risk Management and Audit Committee (RMAC) and approved by the Board of Directors in line with Occupational and Health Safety requirements or equivalent in each jurisdiction in which the School operates. Each campus will undergo a comprehensive safety audit on a four yearly basis or earlier as required. The RMAC is responsible for developing an Audit Schedule, developing the scope of each audit against the relevant Occupational Health and Safety Standards and associated legislation applicable to each campus (noting jurisdictional and legislative differences within each of the School's campuses).

Each safety audit will be reviewed by the Heads of Campus, the RMAC and the Board of Directors. The outcome and ratings of the audit will be used to develop a rectification plan (if necessary to address risk areas), an improvement plan (to mitigate risk) and/or changes to relevant policies or practices.

The RMAC will use the findings, outcomes and response of the audit to inform regular risk management processes and risk ratings as set out in the Risk Management Framework.

## 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 regularly under the guidance of the Facilities Manager.

c. Reports

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

## 8. Procedures to be followed in the event of student death

- a. In the event of a death of a S P Jain student, the Heads of Campus, must contact the local police and/or ambulance immediately and direct to the site.
- b. The Heads of Campus should advise the President, Vice President (Administration), the relevant Dean and the Director - Admissions of the incident immediately after notifying police. The following details should be provided:
  - i. student name;
  - ii. student number;
  - iii. course, campus and the duration the student attended the School;
  - iv. date of birth;
  - v. date of death (if known);
  - vi. cause of death (if known);
  - vii. detailed circumstances of death;
  - viii. name of next of kin; and
  - ix. contact address for next of kin.
- c. The Heads 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 Heads of Campus will identify repatriation and insurance information.
- d. Affected students and staff should receive counselling or other similar support as required.

- e. The Heads of Campus liaises with the next of kin and/or relevant embassy or consulate for handling of repatriation and insurance information.
- f. A memorial service will be organised by S P Jain for fellow students, staff and family to attend.
- g. 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.
- h. 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 Heads of Campus must advise the Australian Government, Department of Education and Training, TEQSA, the Department of Home Affairs (DHA), 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.
- i. In the case of all other campuses, the Heads of Campus must advise TEQSA and relevant Immigration Departments and government agencies as soon as practicable.

## **9. 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 Heads 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 Heads of Campus should advise the President, Vice President (Administration), campus HR and reporting manager of the incident immediately after notifying police. The following details must be provided by the HR staff:
  - 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 next of kin; and
  - viii. contact address for next of kin.

The Heads 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 distribute the completed Death of a Staff Member Incident Report
- j. A memorial service will be organised by campus Human Resources Office for fellow students, staff and family to attend.

### **10.Procedures to be followed in the event of staff death off campus**


- a. The person receiving the information must communicate the same to the Heads 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 Heads 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.

### **11.Emergency Contact Details for each Campus**

The School ensures that each campus has a nominated Emergency Contact. In the event of an emergency the School has nominated representatives as the School's contact at each campus and these are details are displayed at prominent areas on each floor on the campus and also detailed in the campus handbook.

#### **Related Documents**

- a. Campus handbook (for details of Campus Safety and Emergency Procedures)
- b. Health and Wellbeing Policy
- c. Sexual Assault and Sexual Harassment Policy (SASH) Policy

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	<b>English Language Proficiency Policy</b>
Document Type	Policy
Administering Entity	Learning, Teaching and Quality Assurance Committee, Vice President – Administration, Registrar, Directors/Deans of Courses
Latest Approval/ Amendment Date	May 06, 2019
Last Approval/ Amendment Date	New Policy
Approval Authority	Academic Board
Indicative time of Review	May 05, 2021

## 1. Purpose

The purpose of the English Language Proficiency Policy is to set out S P Jain School of Global Management's (S P Jain) expectations and commitment to ensuring appropriate levels of English language proficiency of its students.

This policy outlines S P Jain obligations to all higher education students as an Australian registered higher education provider under the TEQSA Act (2011). It details the support processes, mechanisms and services designed for a diverse cohort of students to enable student progression, student achievement of learning outcomes and ultimately enable student success.

## 2. Scope

This Policy applies to all enrolled students in any course studying in any campus of the S P Jain.

## 3. Policy Principles

- The responsibility for ongoing assessment, monitoring and development of English language proficiency is shared between students, teaching staff and the School.

- b. Students are expected to meet the English language requirements as set out in admission policies and information; or be assessed by the School as demonstrating English language competency to successfully participate in the relevant courses and communicate effectively within S P Jain's learning environment.
- c. S P Jain is committed to the provision of timely and targeted student support including communications and language skills development. Students will be provided with appropriate access to facilities, resources and materials to support the development of communications and English language proficiency skills.
- d. The S P Jain recognises its obligations to provide a range of support student services as a registered higher education provider under the TEQSA Act (2011), and as a registered CRICOS provider of courses to international students under the ESOS Act (2000).
- e. S P Jain supports students and also fosters independence by encouraging them to be responsible for their own learning.
- f. S P Jain is committed to ensuring that all students, regardless of their educational background, entry pathway, mode or place of study have equivalent opportunities to successfully transition and progress in their course of study, and that the School has mechanisms and strategies to identify specific learning and support needs of all students.
- g. S P Jain is committed to the ongoing resourcing and improvement of a range of support services that acknowledges the academic, personal, cultural, technical and language needs of all students enrolled at S P Jain.

#### **4. Admissions**

- a. The School's recruitment and admission processes are robust and are designed to ensure that all students have the necessary English language skills to progress successfully through each course and communicate effectively with both students and staff during their studies at S P Jain.
- b. S P Jain establishes separate English language proficiency requirements for admissions into undergraduate and postgraduate courses. These standards are set to ensure that students can participate fully in their studies at the School.
- c. The admissions criteria, including the English language requirements within those criteria, will be reviewed annually by the Director -Admissions. The review would include review of student outcomes against English language test results, entry pathways and indicators about students 'at risk'.

- d. Any recommendations for changes to English language requirements will be submitted to the Director Admissions or Registrar for review. The Registrar will then recommend to the Vice President – Administration and Academic Board any changes to the criteria for approval.

## **5. Scope of Services and Measures to Assure English Language Development**

Consistent with the requirements of the Australian Qualifications Framework (AQF) and Higher Education Standards Framework (2015), S P Jain has implemented measures to ensure English language development and support for its students. These include the following:

- a. The School recognises that some students will require specific language support and that not all students' language proficiency will be the same. Therefore, during admission, English language support needs are identified with support measures designed in collaboration of the academic team and the Registrar's office
- b. Course learning outcomes will clearly define and articulate the development of written and communication skills
- c. Identified subjects will incorporate and foster the development of English language skills in its teaching approaches, learning environment, resources and assessments
- d. Students will be given the opportunity to further develop their communication skills across a wide range of contexts through a variety of assessment tasks
- e. Early assessments within a course will be used to allow students to gauge their academic progress, to identify students 'at risk' and enable these students to seek English language support as early as possible
- f. Students are provided with regular feedback on their academic progress throughout the year
- g. Students will also be given the opportunity to provide feedback about their subjects, courses, student support services and School experience as part of S P Jain's quality assurance and monitoring processes
- h. All students will have access to appropriate English language and related support, during their first semester/ term including learning resources to progress successfully through their course.

## **6. Roles and Responsibilities**

- a. Students are responsible for:
  - i. Taking a proactive approach to their own English language development needs
  - ii. Acting on feedback provided about their English language proficiency

iii. Accessing available English language support services provided by S P Jain.

b. S P Jain is responsible for:


- i. Clearly defining the course learning outcomes, including the achievement of an appropriate level of English both written and oral communication skills with the qualification level
- ii. Ensuring that select subjects are aligned with course learning outcomes and that the development of English language proficiency is explicitly fostered and assessed
- iii. Ensuring that appropriate English language proficiency requirements are set for admissions into undergraduate and postgraduate courses. This would include an annual review to test that those standards are suitable
- iv. Ensuring that staff are appropriately supported in their role to develop students' English language proficiency, particularly those who teach large cohorts of students from diverse cultural and linguistic backgrounds who may have different levels of proficiency.
- v. Implementing measures to ensure that students:
  - Are informed of and have access to appropriate English language support services
  - Receive early and regular feedback so that students identified as 'at risk' due to English language proficiency are provided with the necessary English language support as early as possible
  - Have the opportunity to develop their communications and English language skills in a range of learning and assessment contexts
  - Have the opportunity to provide feedback about the quality of their subjects, course, and student experience and support.

## **7. Information to Students**

The procedures related to each of the services and the mechanisms for implementation are set out in specific detail in a range of information sources available to students and staff including related policies, on campus information, student handbooks, the S P Jain website and on student learning management systems (LMS).

### **Related Policies and Documents**

- a. Course Development Policy
- b. Rules of Progression Policy
- c. Student at Risk Policy
- d. Student Handbook
- e. Student Support Policy
- f. Postgraduate Admission and Selection Policy
- g. Undergraduate Admission and Selection Policy

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	<b>Graduation and Certification Policy</b>
Document Type	Policy and Procedures
Administering Entity	Academic Board, Examination Board, Vice President – Administration, Registrar
Latest Approval/ Amendment Date	May 29, 2019
Last Approval/ Amendment Date	New Policy (replacing erstwhile "Policy and Procedures on Adherence to Australian Qualifications Framework and Australian Professional Standards")
Approval Authority	Board of Directors
Indicative time of Review	May 28, 2021

## 1. Purpose

- a. S P Jain School of Global Management (S P Jain) is committed to ensuring the integrity, accuracy and authenticity of all authorised documents and certification that attest to a students' academic achievement in fulfilling all requirements of the School's higher education awards within the Australian Qualifications Framework (AQF). This Policy sets out the principles and procedures for the issuance, certification and conferral of awards and units of study at the School.

## 2. Principles

- a. Only those students who have legitimately met the academic requirements of each course as set by the School and as accredited by TEQSA under the Higher Education Standards Framework (2015) are eligible for conferral of a higher education award.
- b. Achievement of all course requirements including recognition of academic excellence has been confirmed by the School's Academic Board and conferred by the Board of Directors.
- c. All certification is clearly documented to recognise the award, the authority issuing the award, the recipient and the date of issue, and is protected from fraudulent use or reproduction.

- d. Students who have completed a unit/s of study that do not lead to an award have access to a certified record of results.
- e. All courses of study leading to an AQF prescribed Australian qualification will need to be accredited by TEQSA as reflected on the TEQSA National Register.
- f. Programs that do not align to the AQF and are not accredited by TEQSA as higher education awards, including executive education, will be differentiated from certifications reserved for S P Jain's TEQSA accredited AQF courses to ensure the integrity of AQF awards.
- g. Non-AQF, non-accredited programs will not use any of the nomenclature described in AQF Policy or formats prescribed by AHEGS.

### **3. Types of Certification**

- a. All certified documentation issued by the School must include the following information:
  - i. the name of the registered higher education provider issuing the documentation,
  - ii. the full name of the person to whom the documentation applies,
  - iii. the date of issue,
  - iv. the name and office of the person authorised by the higher education provider to issue the documentation, and
  - v. if the qualification is recognised in the Australian Qualifications Framework, the testamur and/or the graduation statement is certified with either the logo of the Australian Qualifications Framework or the words, 'This qualification is recognised within the Australian Qualifications Framework'.
- b. Record of Results: the official record of all units of study undertaken by a student including study that does not lead to an AQF award. The Record of Results must include the following information:
  - i. the full name of all courses and units of study undertaken and when they were undertaken and completed,
  - ii. credit granted through recognition of prior learning,
  - iii. the weighting of each unit,
  - iv. the grades and/or marks awarded for each unit of study undertaken and, where applicable, for the course,
  - v. an explanation of the grading system used,
  - vi. where a course includes a significant particular focus of study such as honours, an area

of specialisation or a major study, a definition of that component of significant focus, and

- vii. any unit of study or assessment that was conducted in a language other than English.
- c. Graduation Statement/Australian Higher Education Graduation Statement (AHEGS): a statement issued to graduates upon successful completion of an accredited course leading to an AQF award. The Statement must include conform to all requirements as stipulated by the [Commonwealth Department of Education and Training](#) and include all information outlined above at 3a.
- d. Testamur: the official document bearing the S P Jain logo and security features and signed by the Chair of the Board of Directors, the Chair of the Academic Board and the School's Registrar. The Testamur must include all information outlined above in 3a. and in addition include:
  - i. the full title of the qualification awarded, including the field or discipline of study
  - ii. any subsidiary component of the qualification (such as integrated honours, an area of specialisation or a major study), and
  - iii. if any parts of the course of study or assessment leading to the qualification were conducted in a language other than English, except for the use of another language to develop proficiency in that language.

#### **4. Procedures for Certifying Achievement**

- a. The Examination Board Committee shall recommend to the Academic Board the names of those candidates who have fulfilled all requirements for an award and also received academic recognitions as detailed in section 5.
- b. The Academic Board will review the list and if satisfied that each candidate has successfully met the requirements of each award, will recommend the names of eligible candidates to the Board of Directors.
- c. The Board of Directors is responsible for endorsing the recommendations of the Academic Board and approving a list eligible graduands for conferral of the School's accredited AQF award.
- d. The Chairs of both the Board of Directors, the Academic Board and the School's Registrar are authorised signatories of each S P Jain testamur.

## **5. Procedure for Recognising Academic Achievements**


- a. At the end of each semester, students whose Cumulative Grade Point Average (CGPA) is in the top 10 percent of their class and/or specialisation are nominated for the Dean's List in recognition of outstanding academic achievements. Inclusion is highlighted on their graduation statement.
- b. The Dean's list is shared by the Registrar in consultation with the Vice President – Administration and official announcement is made by the Dean.
- c. In recognition of outstanding academic achievement, students on the Dean's List will be mentioned as part of the graduation proceedings. Students are given a certificate of Dean's list along with medals.
- d. In addition, for undergraduate courses, the student with the highest CGPA in the graduating class is named Valedictorian.

## **6. Procedures for Graduation**

- a. The Registrar under the guidance of Vice President – Administration shall have overall responsibility for the staging and conduct of graduations.
- b. 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.
- c. The Registrar, in consultation with the Vice President – Academic shall decide on the format of the graduation ceremony, 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.
- d. 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.
- e. Students who are graduating in absentia 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.
- f. 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. Costs for duplicate degree scroll and transcripts will be detailed in the Student Handbooks.

## **Related documents**

- a. Graduation Statement
- b. Record of Results
- c. Testamur

 <b>S P Jain</b> School of Global Management <small>DUBAI • MUMBAI • SINGAPORE • SYDNEY</small>	<b>Processes and Guidelines for Plagiarism control for all soft copy submissions</b>
Document Type	Guidelines and Processes
Administering Entity	Vice President - Academic, Vice President - Administration, Registrar, Director – Examinations, Course Offices and Academic Staff
Latest Approval/ Amendment Date	June 27, 2019
Last Approval/ Amendment Date	September 5, 2017
Approval Authority	Examination Board
Indicative time of Review	June 26, 2021

## 1. Purpose

- a. As a registered higher education provider S P Jain School of Global Management (S P Jain) is committed to upholding and protecting the academic integrity of its higher education operations by providing clear information to students and staff and implementing educative strategies.
- b. S P Jain will take appropriate steps to detect plagiarism including electronic plagiarism devices. S P Jain uses SafeAssign an integrated tool to BlackBoard to detect plagiarism.
- c. This guideline details the processes to be followed for all electronic submissions of course work assignment (including soft copy invigilated examination submissions) by students.

## 2. Scope

- a. This policy applies to all electronic submissions e.g. DOCX, DOC, PDF, TXT, ODT, ZIP, RTF, PowerPoint, HTML and HTM (with exception of Excel spreadsheets) files by all students while enrolled at the S P Jain.

## 3. Definitions

- a. Plagiarism occurs when the work of another is represented, intentionally or unintentionally, as one's own work, without appropriate acknowledgement of the author or the source. This category of academic misconduct includes but is not limited to the following:
  - i. Collusion – where a piece of work prepared by working closely with one or more individuals or in a group is represented as if it were the student's own, this includes:
    - Writing the piece of work together
    - Determining the method or approach to question and answers or completed assessment tasks
    - Sharing answers or giving access to questions and answers or completed assessment tasks

- ii. Acquiring or commissioning a piece of work, which is not the student's own and representing it as if it were, by:
  - Purchasing a paper/essay from a commercial service, including internet sites, whether pre-written or specially prepared for the student concerned or
  - Submitting a paper written by another person, either a fellow student or a person who is not a student at S P Jain.<sup>2</sup>

#### **4. Electronic submissions**

- a. Electronic assignment submissions include but are not limited to:
  - i. Individual assignment
  - ii. Group assignment
  - iii. Invigilated exams soft copy answer script submissions
  - iv. Dissertations and projects (including capstone and industry interface projects)

#### **5. Process guidelines for electronic course work submissions**

- a. All electronic assignment submissions will need to be verified through the SafeAssign plagiarism software and course offices are required to create assignment submissions links under SafeAssign.
- b. As SafeAssign is unable to detect plagiarism case for submissions in Power Point, all Power Point submissions will also need to be submitted in PDF format and will be verified by SafeAssign
- c. In the case of large dissertations and project submissions, subject to permission by faculty/project supervisor, students will be provided an opportunity to do a draft SafeAssign submission prior to their final submission. Such draft submissions will be uploaded through 'Learn Assignment' option on SafeAssign and will not be updated into the SafeAssign Global Databases.
- d. Since the internet will not be available for the submission of invigilated examinations, the course coordinator will collate soft copy of examination papers from BlackBoard and submit them to SafeAssign.
- e. The guideline detailed in 4d will also be followed for any exceptional cases of failure in direct assignment submissions by students.
- f. After assignments have been processed through SafeAssign, the faculty or designated course coordinator will analyse the percentages of matches and the text that matches existing/suspected sources to ensure that there are no cases of plagiarism as per the guidelines detailed in Attachment A, Section 4.
- g. If any suspected cases of plagiarism are identified these will be dealt as detailed in the Academic Integrity Policy and Procedures.

#### **6. Procedures for electronic course work submissions**

Please refer to the Attachment A for detailed procedures of submission on SafeAssign.

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<sup>2</sup> This definition of plagiarism is based on an excerpt from Griffith University's Institutional Framework for Promoting Academic Integrity among Students as cited in the TEQSA Good Practice Note on Addressing Contract Cheating.

## Related Policies

- a. Academic Integrity Policy and Procedures
- b. Student Grievance and Mediation Policy and Procedures

## Attachment A: Procedures for electronic course work submissions of SafeAssign

*(extracted from the SafeAssign website)*

### 1. Creating automatic SafeAssign assignment submission links for student submissions on Blackboard

- a. Course offices/faculty are required to create assignment submission links under SafeAssign for all soft copy submissions as detailed in the guidelines.
- b. To create a SafeAssign Assignment submission, link through option 'Create Assignment'.
- c. Select Check Submissions for Plagiarism using SafeAssign. Select one or both options:
  - i. Allow students to view the SafeAssign originality reports on their submissions.
  - ii. Exclude all student submissions for assignment from the institutional or global reference databases.
- d. Complete the Create Assignment page and click Submit.

### 2. Manual SafeAssign submissions by course offices for soft copy submissions of invigilated examinations or any exceptional cases

- a. For the soft copy submissions of an invigilated examination after completion of the examination. The Program Coordinator is to collate all the submissions from Blackboard and submit to SafeAssign by using the 'Direct Submit' option.
- b. Submit Papers through Direct Submit
  - i. From the Control Panel, click SafeAssign under Course Tools
  - ii. Click the Direct Submit tab.
  - iii. A list of Folders and papers will appear. This list includes papers already uploaded through Direct Submit. It is not recommended that files be deleted from Direct Submit, as this will remove them from the institutional database of existing materials.
  - iv. Navigate to a folder where the paper or papers will be uploaded.
  - v. Click Submit Papers.
  - vi. Select Upload File and browse for the file. Individual papers as well as papers that are grouped in a ZIP package are accepted. Alternatively, select Copy/Paste Document and the document text in the field.
  - vii. Select the upload options.
  - viii. Submit as Draft: A SafeAssign report will be generated. However, the paper will not be added to the institutional database and will not be used to check other papers.
  - ix. Skip Plagiarism Checking: Adds the papers to the institutional database without checking for content copied from other sources. This is useful if an Instructor wants to upload papers from an earlier course to ensure that current students are not reusing work.


- c. If the papers you are directly submitting include images, please note that the images must not exceed 2MB or the submission may fail.
- d. All exceptional cases will also be submitted through the above procedures.

### **3. Creating 'Learn Assignment' for draft submissions of dissertations / project submissions**

- a. The designated Course Coordinator creates a Learn Assignment enabling SafeAssign to check the 'Exclude Submissions' options. Students submit their pre-final 'draft' works, and these submissions are not included in the Institutional or Global Databases.
- b. When the final submission is expected, the Course Coordinator must unselect the 'Exclude Submissions' option.
- c. Students submit their final works, and submissions are then included in the Institutional or Global Databases.

### **4. Guidelines for interpreting SafeAssign scores**

- a. Sentence matching scores represent the percentage probability that two phrases are the same. This number also reflects the probability that these two phrases are similar by chance. For example, a score of 90 percent means that there is a 90 percent probability that these two phrases are the same. There is a 10 percent probability that they are similar by chance and not because the submitted paper includes content from the existing source – whether appropriately attributed or not.
- b. The overall SafeAssign score indicates the probability that the submitted paper contains matches to existing sources. This score is a warning indicator only. Review papers to see if the matches are properly attributed.
- c. Scores below 15 percent: these papers typically include some quotes and a few common phrases or blocks of text that match other documents. Typically, these papers do not require further analysis as there is no evidence of plagiarism.
- d. Scores between 15 percent and 40 percent: These papers include extensive quoted or paraphrased material, or they include plagiarism. Review these papers to determine if the matching text is properly referenced.
- e. Scores over 40 percent: A very high probability exists that text in these papers was copied from other sources. These papers include quoted or paraphrased texts in excess, and need to be reviewed for plagiarism.

 <b>S P Jain</b> <b>School of Global</b> <b>Management</b> <small>DUBAI • MUMBAI • SINGAPORE • SYDNEY</small>	<b>Health and Wellbeing Policy</b>
Document Type	Policy
Administering Entity	President, Director - Human Resources, Vice President-Adminstration, Heads of Campuses (HOCs) , Student Counsellors
Latest Approval/Amendment Date	May 01, 2019
Last Approval/Amendment Date	New Policy
Approval Authority	Board of Directors
Indicative time of Review	April 30, 2021

### 1. Purpose

The purpose of the "Health and Wellbeing Policy" is to provide a healthy and safe learning environment for all students and staff. It should be read in conjunction with the "Critical Incident Policy".

### 2. Scope

This Policy applies to all staff and enrolled students in any course studying at any campus of the S P Jain School of Global Management ( S P Jain).

### 3. Policy Principles

- a. The S P Jain School of Global Management:
  - i. recognises that students' and staff wellbeing and safety is critical to enabling positive student experiences and outcomes;
  - ii. recognises its obligations as a higher education provider under the TEQSA Act (2001) and as a registered CRICOS provider of courses to international students under the ESOS Act (2000), and
  - iii. is committed to providing a values-based safety and wellbeing culture.
- b. The School is committed to:
  - i. promoting and providing a safe environment for all staff and students with a zero tolerance for sexual harassment, assault, abuse and harm;
  - ii. Integrating health, wellbeing and safety into management responsibilities and accountabilities;


- iii. consulting with students about matters which may affect their health, wellbeing and safety;
- iv. supporting students and fostering independence by encouraging them to be responsible for their own health and safety;
- v. Identifying risks to health and wellbeing and safety hazards and implementing appropriate controls or taking action to remove hazards;
- vi. providing information about health, wellbeing and safety to students during Orientation, in the Student Handbook and on campus including actions to take, staff to contact and support services, and
- vii. providing information and training to staff to implement S P Jain's policies relevant to health, wellbeing and safety through staff induction and ongoing development.

#### 4. Roles and Responsibilities

- a. All students, staff and visitors will be responsible for:
  - i. their own safety, and for fellow students, staff and visitor by always operating in a safe, respectful and appropriate manner;
  - ii. adhering to all health, wellbeing and safety training, information and instructions provided by the School, and
  - iii. reporting unsafe conditions, hazards, and incidents as soon as possible.
- b. S P Jain has a counselling team staffed with professionally-qualified student counsellors. Students are encouraged to seek advice and assistance on a personal and individual basis as required during their time on campus. In addition, the School contracts an external counsellor for any student needing additional services. Information about these services are set out in detail in a range of information sources available to students and staff including related policies, on-campus information, student handbooks, the S P Jain website and on student learning management systems (LMS).
- c. Staff are encouraged to utilize all resources available to them as part of their employment arrangements and contracts to support their health and wellbeing. Where appropriate, issues should be raised with supervisors where a range of support options will be considered and implemented.

#### **Related documents**

- a. Critical Incident Policy
- b. Student Support Policy
- c. Student at Risk Policy
- d. Student Code of Conduct Policy
- e. Student Handbook
- f. Campus Handbook
- g. Sexual Assault and Sexual Harassment (SASH) Policy

 <b>S P Jain</b> School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	<b>Information Management Policy</b>
Document Type	Policy
Administering Entity	President, Vice President – Academic, Vice President – Administration, Registrar, Chief Marketing Officer, Chief Financial Officer, Director-Human Resources and Heads of Campuses (HOCs)
Latest Approval/ Amendment Date	May 29, 2019
Last Approval/ Amendment Date	New Policy
Approval Authority	Board of Directors
Indicative Time of Review	May 28, 2021

### 1. Overview

S P Jain School of Global Management (S P Jain) is committed to information management practices which comply with relevant legislation and that align with good professional practice. The School's *Information Management Policy* is intended to protect the rights of students, staff and the School.

### 2. Purpose

The purpose of this Policy is to guide staff and where applicable, students and other stakeholders of the School in the responsible collection, use, disclosure and handling of information collected and managed by the S P Jain and all its operations in accordance with the relevant legislation.

### 3. Scope

This Policy applies to:

- staff, students and clients of S P Jain;
- external contractors who may collect, access, use, disclose or manage personal, sensitive, health and confidential information relating to staff, students or any other individual whose information may be collected; and
- all information whether recorded mechanically, magnetically or electronically.

### 4. Guiding Principles

#### a. Collection of personal and sensitive information

- i. Only information that is necessary to fulfil the School's functions and activities will be

- collected.
- ii. Sensitive information will only be collected and used in accordance with relevant School processes, or where required or permitted by law.
  - iii. The School will take all reasonable steps to ensure responsible handling and management of information in accordance with the Records Management Policy.
  - iv. Individuals are advised of the purpose/s of collection and their rights to access that information, and
  - v. Information stored and maintained by the School is accurate, complete and up-to-date.
- b. Use and storage of personal and sensitive information
- i. Personal or sensitive information will only be used for the purpose for which it was collected, or for related secondary purposes with consent or as required or permitted by law.
  - ii. S P Jain is open and transparent about the type of personal or sensitive information it collects from individuals and how the information is used.
  - iii. S P Jain ensures personal credit card details that could inappropriately disclose personal information are never retained or stored by the School.
  - iv. S P Jain will assign and use student and staff numbers only to facilitate efficient management of its business and, where possible, not use other organisations' identifiers.
  - v. Personal information will only be collected, stored or handled in accordance with the various policies approved by the Boards or the processes and guidance materials developed and approved by following in their respective areas:
    - Registrar
    - Vice President- Administration
    - Director -Human Resources
    - Vice President – Academic
    - Head of Campuses
    - Chief Financial Officer
    - Chief Marketing Officer.
  - vi. Where information or personal information is stored on a portable storage device (PSD), the device owner must take all reasonable steps to ensure the security of the PSD and the information stored on it and that all information stored on a PSD is protected.
  - vii. Personal or sensitive information must not be stored on any application, software or device that has not been provided by S P Jain.
- c. *Management of School's records and information*
- i. The School's records must be stored in an approved physical or online storage system in accordance with the Records Management Policy.
  - ii. All information management systems whether physical or online are assessed as meeting security requirements before use or adoption and as being fit-for-purpose for S P Jain as a registered higher education provider.
  - iii. Access to S P Jain's information systems is provided in accordance with the processes approved by Registrar, Vice President- Administration, Vice President – Academic, Chief Financial Officer, Chief Marketing Officer and/or Heads of Campuses in their respective

areas.

- iv. All information management system users are required to undergo appropriate training as directed and organised by Vice President -Administration or Registrar and must follow the requirements set out in the appropriate manuals and guides.
  - v. As a higher education provider with campuses located in multiple countries, the School operates across different jurisdictions. S P Jain ensures that personal information transmitted between campuses is managed in accordance with the all the jurisdictions' privacy laws for the protection and integrity of information.
  - vi. Any cross-border (other than the 4 campus jurisdictions) of information will be authorised by the Registrar and Vice President–Administration after ensuring that:
    - The transmission is reasonably necessary for the School's functions or business activities to a location where different privacy laws apply, and
    - S P Jain can reasonably ensure the recipient does not breach the law, and
    - the transmission is permitted by law, or
    - specific written consent of the individuals whose information is being transmitted has been obtained.
- d. Access to and management of Academic Student Records<sup>3</sup>
- i. The following S P Jain staff are responsible for the management of and access to Academic Student Records and the development of the associated processes:
    - Registrar
    - Vice President – Academic
    - Vice President - Administration
    - Staff authorised by Vice President – Academic, Vice President- Administration or Registrar.
  - ii. In accordance with the Student Information Provision Policy:
    - Staff access to student information will be restricted to those staff members who require the information in order to carry out their duties and responsibilities.
    - Staff who are granted access to student information will only use that information for legitimate purposes and activities, in accordance with the scope of their duties and responsibilities.
    - Staff requesting access to student information, held electronically, must acknowledge their responsibility to maintain confidentiality of information.
- e. Access to and management of Employee Records
- i. The following S P Jain staff are responsible for the management of and access to employee records and the development of the associated processes:
    - Director- Human Resources
    - Registrar
- f. Chief Financial Officer  
*Retention, Transfer and Disposal*


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<sup>3</sup> Refer Student Information Provision Policy

- i. Retention and disposal of the School's business information and records will follow the processes established by the Record Management Policy.
- ii. Information that is reasonably likely to be required in future legal proceedings must not be destroyed.
- iii. The transfer of records must follow approved processes as developed and disseminated by the Registrar, Vice President- Administration, Vice President – Academic, Heads of Campus, Chief Financial Officer and/or Chief Marketing Officer in their respective areas.

**Related Documents**

- a. Student Information Provision Policy
- b. Records Management Policy

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	<b>Domestic Student Refund Policy</b>
Document Type	Policy
Administering Entity	Vice President – Administration, Registrar, Regional Heads – Admissions, Chief Financial Officer, Regional Heads - Finance and Accounts
Latest Approval/ Amendment Date	May 01, 2019
Last Approval/ Amendment Date	New Policy
Approval Authority	Board of Directors
Indicative Time of Review	February 28, 2021

## 1. Scope

This policy applies to domestic students studying in Australia only. This policy aligns with the requirements set out in the TEQSA Act (2011) and the Higher Education Standards Framework (the Threshold Standards) 2015.

## 2. Purpose

The purpose of this Policy is to provide clear information and guidance about the fee refund process applicable to domestic students, the process for applying for refunds and the circumstances under which refunds will be provided to current and prospective domestic students.

## 3. Guiding Principles for Refunds

- A refund can only occur if a student has a current credit on their student finance account.
- Refunds will be processed after all other financial obligations to S P Jain School of Global Management (S P Jain) have been discharged, including (but not limited to) Library fines, Student Loans, and accommodation charges.
- Refund payments are normally made directly into a bank account. Bank details are required for all refund requests, even if the refund is to the original credit card, to ensure payment can be finalised.
- All refunds are made in Australian dollars and are payable to the student's nominated account, or the student's sponsor.

- e. Refunds may be transferred to another registered higher education provider if authorised in writing by the student or, where appropriate, the student's sponsor.
4. The completion of the Refund Request Form does not affect the student's right to make a complaint or appeal, nor does it affect the rights of the student to take action under Australian Consumer Law.

### **Procedures for Refunds**

- a. All refund requests must be submitted in writing to the Admission Office and must be accompanied by official documentary evidence of the grounds for the request.
- b. Where a commencing student applies for a refund of the fees without making an appeal for special circumstances the refund will be assessed by the Admissions Office and cleared for payment to the Accounts Office.
- c. All refunds to students will be paid within four weeks of the date of receipt of the approval of the refund request.
- d. Additional delays may occur for receipt of payments to overseas bank accounts.
- e. No funds may be committed or expended except by approval of the Accounts Office with delegated authority to approve, in accordance with S P Jain's financial delegations. Where a financial delegate has a direct or personal interest in a transaction, neither the delegate, nor any other delegate who reports to them, may approve that transaction.

### **5. Circumstances and applicable refunds**

The following section sets out the various circumstances in which domestic students are eligible for fee refunds.

#### **a. Refunds where a course cannot be delivered (Provider Default)**

##### *i. Full Refund of Registration and Tuition Fees:*

After a Commencing Student has accepted an offer of enrolment at S P Jain School of Global Management, in the unlikely event that the school is unable to deliver the course as offered, the registration and any tuition fees paid by the Commencing Student to that date will be refunded within two weeks of the agreed starting day of the course or the day on which the course ceases to be provided.

Alternatively, a Commencing Student may be made an offer by the school to enrol in an alternative course at S P Jain's expense for a cost no greater than the cost of the originally offered course of study.

##### *ii. Refund of Tuition Fees Only (not including Registration fees):*

S P Jain will refund the tuition fees paid by a student prior to the commencement of the course on the agreed date, but not the registration fees paid, in circumstances where the School withdraws an offer because the commencing student has:

- breached the terms and conditions of the application or letter of offer, including through the provision of fraudulent documents

- failed to pay a required amount to the School
- breached the Code of Conduct as defined in the S P Jain Student Handbook. All students agree to abide by the Code of Conduct when they accept an offer.

#### **b. Refunds where a Commencing Student withdraws from the course (Student Default)**

Where a Commencing Student withdraws from a course during the first study period, s/he is entitled to a partial refund of any tuition fees paid. The amount of the registration fees retained by the school, determined by the date at which the Commencing Student withdraws, is as follows:

- i. Prior to the commencement date: The school will retain the registration fee and refund the rest of the tuition fees after deduction of any costs incurred towards processing of visas and insurance should the same have already been processed.
- ii. On or one month after the commencement date and up to three months of commencement of the course the school will refund only 60% of the tuition fees paid. The Registration fees will not be refunded.
- iii. After three months from the course commencement, the school will retain the entire fees paid.

An application for a refund of the fees by a Commencing Student must be made in writing directly to the Admissions Office:

- i. Where a Commencing Student applies for a refund of the fees without making an appeal for special circumstances the refund will be assessed by the Admissions Office and cleared for payment to the Accounts Office.
- ii. Where a Commencing Student applies for a refund of the fees and makes an appeal for special circumstances, the decision will be made by Vice President – Administration and the Admissions Office in consultation with the Registrar of the program if there is a need to do so.

All refunds to Commencing Students will be paid within four weeks of the date of receipt of their request for a refund.

#### **c. No refund of Registration Fees for Commencing Students**

A Commencing Student will not be entitled to a refund of the registration fees where:

- i. An offer of enrolment is withdrawn by the school because the Commencing Student has breached the terms and conditions of their application or letter of offer, including through the provision of fraudulent documents; or
- ii. The school refuses to provide, or continue providing, the course to the Commencing Student because of one or more of the following events:

- A Commencing Student failed to pay an amount s/he was liable to pay the school, directly or indirectly, in order to undertake the course.
- A Commencing Student breached a term of his or her student visa.
- Student misconduct (as defined in the S P Jain Student Handbook) by a Commencing Student.

#### **d. Refund of tuition fees for Continuing Students**

Where a Continuing Student withdraws from a course prior to the commencement of any study period they are entitled to a refund of all tuition fees paid for that study period, excluding the registration amount paid. Post commencement of the study period the School will retain the entire fees paid. An application for a refund of tuition fees by a Continuing Student must be made in writing directly to the Admissions Office.

A Continuing Student may apply for a full refund of tuition fees where they have withdrawn from a course due to special circumstances. Special circumstances include, but are not limited to:

- i. Serious illness or misadventure, or other compassionate grounds such as death in the immediate family.
- ii. Political, civil or natural events which prevent full payment of fees.
- iii. Refund to a Continuing Student will be paid within four weeks of the date of receipt of their completed application for a refund.

#### **e. No Refund of tuition fees for Continuing Students**

A Continuing Student will not be entitled to a refund of Registration and Tuition Fees where the School refuses to provide, or continue providing, the course to the Continuing Student because of one or more of the following events:

- i. The Continuing Student failed to pay an amount he or she was liable to pay the School, directly or indirectly, in order to undertake the course.
- ii. The Continuing Student breached a term of his or her student visa.
- iii. Student misconduct (as defined in the S P Jain Student Handbook) by the Continuing Student.

### **6. Special Consideration**

When applying for a refund of fees, students may include an appeal for a refund on the basis of special consideration. Such circumstances could include but are not limited to:

- i. Serious illness or misadventure, or other compassionate grounds such as death in the immediate family.
- ii. Political, civil or natural events which prevent full payment of fees.

A decision will be made by the Vice President – Administration and Admissions Office in consultation with the Registrar of the program.

## **7. Exceptions**

Transactions and refunds which are exceptions to this policy may be approved if the Vice President – Administration and Registrar (or their delegate) considers that:

- i. such a transaction is in the best interests of S P Jain and is consistent with the objectives of this Policy,
- ii. the transaction is approved in writing prior to execution.

## **Appeals**


Students who are not satisfied with the outcome of their application for a refund may lodge a grievance in accordance with the “Student Grievance and Mediation Policy and Procedure”.

## **8. Record keeping**

Records of all fee refunds must be retained in accordance with S P Jain’s “Records Management Policy”.

## **Related Documents**

- a. Refund Request Form
- b. Student Fee Protection Policy
- c. Provider Transfer Policy
- d. Records Management Policy
- e. Student Grievance and Mediation Policy and Procedures

 <b>S P Jain</b> School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	<b>International Student Refund Policy</b>
Document Type	Policy
Administering Entity	Vice President – Administration, Registrar, Regional Heads – Admissions, Chief Financial Officer, Regional Heads- Finance and Accounts
Latest Approval/ Amendment Date	May 01, 2019
Last Approval/ Amendment Date	New Policy
Approval Authority	Board of Directors
Indicative Time of Review	February 28, 2021

## 1. Scope

This policy applies to:

- international students studying, or intending to studying, at S P Jain School of Global Management (S P Jain) in Australia on an Australian student visa. As a registered higher education provider under the TEQSA Act (2001) and as a CRICOS registered provider for international students in Australia under the ESOS Framework, this policy aligns with the requirements as set out in the Education Services for Overseas Students Act 2000 and the ESOS Framework, and the Higher Education Standards Framework (the Threshold Standards) 2015.
- international students studying online or at an offshore campus at S P Jain’s multi-city campuses including Dubai, Mumbai and Singapore.

## 2. Purpose

The purpose of this Policy is to provide clear guidance and information about the fee refunds process which are applicable to international students, the process for application of refunds and circumstances under which refunds are to be provided to current and prospective students studying as international students in Australia and on other campuses on a student visa.

## 3. Guiding Principles for Refunds for International Students

- International Students seeking a refund, must contact the Admissions Office to complete all relevant documentation.
- A refund can only occur if a student has a current credit on their student finance account.

- c. Refunds will be processed after all other financial obligations to S P Jain have been discharged, including (but not limited to) Library fines, Student Loans, and accommodation charges.
- d. Refund payments are normally made directly into a bank account. Bank details are required for all refund requests, even if the refund is to the original credit card, to ensure payment can be finalised.
- e. All refunds are normally made in US or Australian dollars (exceptions being payments in Singapore Dollars, Indian Rupees or UAE Dirhams) and are payable to the student's nominated account, with the following exceptions:
  - i. The student is supported by a recognised third party sponsor and that sponsor is entitled to the refund (as per the Education Services for Overseas Students (ESOS) Act, s.47D(3)(b)).
  - ii. In the event a country is subject to financial sanctions, refunds cannot be paid to a bank in a sanctioned country.
- f. Refunds may be transferred to another registered higher education provider if authorised in writing by the student or, where appropriate, the student's sponsor only after the requirements for provider transfer for international students are met under Standard 7 of the National Code (2018) as set out in the S P Jain Provider Transfer Policy.
- g. The completion of the Refund Request Form does not affect the student's right to make complaints and appeal decisions, nor does it affect the rights of the student to take action under Australian Consumer Law or in other jurisdiction as applicable.
- h. Under the ESOS Framework in Australia, international student fees and refund obligations are protected through the Australian Government's [Tuition Protection Service](#).

#### 4. Rejection of a student visa

If an applicant's student visa is rejected, S P Jain will refund all monies (registration and additional fees) previously paid by the applicant towards the component of the course.

Applicants must provide valid proof that their visa has been refused and the reason for the rejection of the visa, to receive the refund. If unable to substantiate, at its own discretion S P Jain may not refund the fees paid to the applicant.

#### 5. Procedures for Refunds

- a. All refund requests must be submitted in writing to the Admissions Office and must be accompanied by official documentary evidence of the grounds for the request.
- b. Students who have accepted an offer by the School but do not commence (commencing students) may be eligible for a refund of any OSHC fees paid to the School. The amount refunded will be determined by the policies of the relevant OSHC provider.
- c. Where a commencing student applies for a refund of the fees without making an appeal for special circumstances the refund will be assessed by the Admissions Office and cleared for payment to the Accounts Office.

- d. All refunds to students will be paid within four weeks of the date of receipt of the approval of the refund request to a nominated account in the student's home country unless the student can demonstrate grounds for the refund to be made in Australia (if applicable). Such grounds may include that a:
  - i. continuing student has enrolled in a course at another Australian education institution (copy of letter of offer from the other institution must be provided).
  - ii. continuing student has obtained or applied for another kind of visa to remain in Australia (copy of visa or application must be provided)
  - iii. continuing student has a fee credit, due to overpayment, for the study period.
- e. Additional delays may occur for receipt of payments to overseas bank accounts.
- f. No funds may be committed or expended except by approval of the Accounts Office with delegated authority to approve, in accordance with S P Jain's financial delegations. Where a financial delegate has a direct or personal interest in a transaction, neither the delegate, nor any other delegate who reports to them, may approve that transaction.

## 6. Circumstances and applicable refunds

The following section sets out the various circumstances in which international students are eligible for fee refunds.

### a. Refunds where a course cannot be delivered (Provider Default)

#### i. Full Refund of all Fees

S P Jain will refund all fees paid by commencing students including compulsory tuition, administration and registration fees in the unlikely event that the School is unable to commence delivery of the course on the agreed date and at the agreed location, as set out in the signed letter of offer. All refunds will be refunded within four weeks of the agreed starting day of the course.

In these circumstances the School may offer the student a place in an equivalent course with fees not in excess of the original course (as set out in the "Student Fee Protection Policy"). Under the ESOS framework, this event constitutes Provider Default and no administration fee is applicable.

#### ii. Refund of Tuition Fees Only (not including Registration fees):

S P Jain will refund the tuition fees paid by a student prior to the commencement of the course on the agreed date at the agreed location, but not the registration fees paid, where the School withdraws an offer because the commencing student:

- breaches the terms and conditions of the application or letter of offer, including through the provision of fraudulent documents;
- breaches a term or condition as part of the requirements under the Australia student visa system or the visa is revoked by the Department of Home Affairs (DHA) following issuance;

- breaches the Code of Conduct as defined in the S P Jain Student Handbook and agreed to in accepting the offer,) by a commencing Student.

**b. Refunds where a Commencing Student withdraws from the course prior to commencement (Student Default)**

Where a Commencing Student withdraws from a course during the first study period, s/he is entitled to a partial refund of any tuition fees paid. The amount of the registration fees retained by the school, determined by the date at which the Commencing Student withdraws, is as follows:

- Prior to the commencement date: The school will retain the registration fee and refund the rest of the tuition fees after deduction of any costs incurred towards processing of visas and insurance should the same have already been processed.
- On or one month after the commencement date and up to three months of commencement of the course the school will refund only 60% of the tuition fees paid. The Registration fees will not be refunded.
- After three months from the course commencement, the school will retain the entire fees paid.

An application for a refund of the fees by a Commencing Student must be made in writing directly to the Admissions Office:

- Where a Commencing Student applies for a refund of the fees without making an appeal for special circumstances the refund will be assessed by the Admissions Office and cleared for payment to the Accounts Office.
- Where a Commencing Student applies for a refund of the fees and makes an appeal for special circumstances, the decision will be made by the Vice President – Administration and Admissions Office in consultation with the Registrar of the program if there is a need to do so.

All refunds to Commencing Students will be paid within four weeks of the date of receipt of their request for a refund.

**c. No refund of registration for Commencing Students**

A Commencing Student will not be entitled to a refund of the registration fees where:

- An offer of enrolment is withdrawn by the School because the Commencing Student has breached the terms and conditions of their application or letter of offer, including through the provision of fraudulent documents, or
- The School refuses to provide, or continue providing, the course to the Commencing Student because of one or more of the following events:

- a. A Commencing Student failed to pay an amount s/he was liable to pay the School, directly or indirectly, in order to undertake the course.
- b. A Commencing Student breached a term of his or her student visa.
- c. Student misconduct (as defined in the S P Jain Student Handbook) by a Commencing Student.

#### **d. Refund of tuition fees for Continuing Students**

Where a Continuing Student withdraws from a course prior to the commencement of any study period they are entitled to a refund of all tuition fees paid for that study period, excluding the /registration amount paid. Post commencement of the study period the School will retain the entire fees paid. An application for a refund of tuition fees by a Continuing Student must be made in writing directly to the Admissions Office.

A Continuing Student may apply for a full refund of tuition fees where they have withdrawn from a course due to special circumstances. Special circumstances include, but are not limited to:

- i. A Continuing Student's application for a student visa is rejected.
- ii. Serious illness or misadventure, or other compassionate grounds such as death in the immediate family.
- iii. Political, civil or natural events which prevent full payment of fees.
- iv. Refund to a Continuing Student will be paid within four weeks of the date of receipt of their completed application for a refund. Refund will be paid to the Continuing Students in their home country unless the Continuing Student can demonstrate grounds for the refund to be made in Australia. Such grounds may include:
  - A Continuing Student has enrolled in a course at another Australian education institution (copy of letter of offer from the other institution must be provided).
  - A Continuing Student has obtained or applied for another kind of visa to remain in Australia (copy of visa or application must be provided).
  - A Continuing Student has a fee credit, due to overpayment, for the semester.

#### **e. No Refund of tuition fees for Continuing Students**

A Continuing Student will not be entitled to a refund of Registration and Tuition Fees where the School refuses to provide, or continue providing, the course to the Continuing Student because of one or more of the following events:

- i. The Continuing Student failed to pay an amount he or she was liable to pay the School, directly or indirectly, in order to undertake the course.
- ii. The Continuing Student breached a term of his or her student visa.

- iii. Student misconduct (as defined in the S P Jain Student Handbook) by the Continuing Student

#### **f. Refund of Overseas Student Health Cover (OSHC) fees**

Commencing Students who withdraw from or suspend their course may be eligible for a refund of any OSHC fees paid to the school. The amount refunded will be determined by the policies of the relevant OSHC provider.

### **7. Special Consideration**

When applying for a refund of fees, students may include an appeal for a refund on the basis of special consideration. Such circumstances could include but are not limited to:

- i. Serious illness or misadventure, or other compassionate grounds such as death in the immediate family.
- ii. Political, civil or natural events which prevent full payment of fees.

A decision will be made by the Vice President – Administration and Admissions Office in consultation with the Registrar of the program.

### **8. Exceptions**

Transactions and refunds which are exceptions to this policy may be approved if the Vice President – Administration by suggestion of the Registrar (or their delegate) considers that:

- i. such a transaction is in the best interests of S P Jain and is consistent with the objectives of this Policy,
- ii. the transaction is approved in writing prior to execution.

### **9. Appeals**

**All decisions made by the School will be final and any appeals will be dealt with under the Singapore jurisdiction.**

Students who are not satisfied with the outcome of their application for a refund may lodge a grievance in accordance with the “Student Grievance and Mediation Policy and Procedure”.


### **10. Record keeping**

Records of all fee refunds must be retained in accordance with S P Jain’s “Records Management Policy”.



## **Related Documents**

- a. Student Fee Protection Policy
- b. Provider Transfer Policy
- c. Records Management Policy
- d. Refund Request Form
- e. Student Grievance and Mediation Policy and Procedures

 <b>S P Jain</b> School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	<b>Provider Transfer Policy and Processes</b>
Document Type	Policy and Processes
Administering Entity	Vice President – Administration, Registrar, Course Managers, Director - Admission
Latest Approval/ Amendment Date	May 29, 2019
Last Approval/ Amendment Date	New Policy
Approval Authority	Board of Directors
Indicative Time of Review	November 28, 2020

## 1. Scope

This policy applies to international students studying at S P Jain School of Global Management (S P Jain) in Australia under the Australian student visa system administered by the Department of Home Affairs and regulated under the ESOS Framework. This policy sets out the process for international students in Australia seeking to transfer to or from another registered provider. This policy does not apply to students studying at S P Jain campuses outside Australia.

## 2. Purpose

The purpose of this policy is to:

- i. ensure that S P Jain complies with the Education Services for Overseas Students Act 2000 (ESOS) and the requirements of Standard 7 of the National Code of Practice 2018 (NC18) for administering requests from international students holding an Australian student visa seeking a transfer between Australian registered providers onshore in Australia.
- ii. provide information about the conditions under which S P Jain will consider an international student's request for a transfer to or from another registered provider, and the procedures for students to follow in relation to changing their provider.

## 3. Transferring from S P Jain to another Provider

International students studying at S P Jain in Australia on a student visa are required to complete the first six months of study at the School before transferring to another registered

provider. A student's current visa may be impacted if they transfer from S P Jain to another registered provider, and they should be advised to contact or seek information from Australian Government's Department of Home Affairs website for clarification.

However, as outlined below, S P Jain will consider releasing a student for transfer to another registered provider before the first six months of study in Australia is complete, only in particular circumstances as follows:

***a. Transfer before the first six months is complete***

i. S P Jain will consider permitting an international student to transfer to another registered provider in Australia prior to the completion of six months of their study in certain circumstances, which may include (but is not limited to) the following:

- the international student is unable to achieve satisfactory course progress even after engaging with the strategies for improvement provided in S P Jain's Students at Risk Policy
- there are compassionate or compelling circumstances, such as the student provides evidence that he/she is under a real threat to his/her mental or physical health by remaining in the course, or provides evidence of other significant personal reasons
- S P Jain is unable to deliver the course for whatever reason
- there is evidence that current courses do not meet the international student's reasonable expectations
- there is evidence that the international student was misled by S P Jain or an education agent acting on behalf of S P Jain and the course of study is therefore unsuitable for the student's needs or objectives, or
- an appeal (internal or external) on another matter results in a decision or recommendation to release the international student.

ii. Students under 18 years of age

If students are under 18 years of age, S P Jain will require a letter from the parent or legal guardian supporting the transfer together with evidence that the new registered provider will accept responsibility for accommodation and welfare arrangement.

iii. Government-sponsored students

Government-sponsored students will require a letter from their sponsor supporting the transfer to the new registered provider or a financial guarantee from the sponsor for the new program at the new registered provider.

iv. In accordance with ESOS National Code Standard 7, a student's application to transfer may be refused in the following circumstances:

- they failed to read or understand the S P Jain Offer, Tuition Fee and Refund Policies.
- if a student visa was granted, they failed to enrol at S P Jain before the enrolment deadline. In this situation, they should apply to defer their offer from S P Jain

- they are planning to transfer to a standalone ELICOS program
  - there is strong evidence that they have not genuinely engaged in study
  - a student requires or has access to particular support services at S P Jain that will not be delivered by the new registered provider or accessible to the student following the transfer
  - there are unpaid course fees for the current study period
  - S P Jain finds that their supporting documents are fraudulent.
- v. Where S P Jain approves the request, the release will be recorded in PRISMS and the student will be required to apply for a refund in line with the School's policies for student refunds.
- vi. If S P does not grant a release, the student will be advised of the reasons for refusing the request and his or her right to access the complaints and appeal process. S P Jain will not finalise the refusal in PRISMS until the student has been given an opportunity to access the complaints and appeals process, the student withdraws from the process, or if the process finds in favour of S P Jain.

***b. Transfer after six months of principal course is complete***

- i. S P Jain cannot prevent an international student from transferring to another provider after he/she has completed six months of their principal course with the School in Australia.
- ii. Transfer process :
- Students must request a transfer in writing to the School's Registrar.
  - S P Jain will acknowledge the request within 5 working days assuming that the request is not within the restricted 6-month period.
  - S P Jain staff will meet with the student to discuss and assess their request.
  - S P Jain will provide a student with a written response within 14 days from the receipt of the request for release.
  - If approved, S P Jain will record the release in PRISMS. The student will also be advised to contact the Department of Home Affairs to seek advice about whether a new student visa is required.
  - Records of interviews and correspondence will be documented in the student's file and relevant information entered into PRISMS.
  - All fees must be paid up to date.
  - Where the student is close to completion of a subject or near the end of term S P Jain will advise the student to complete the term, including relevant examinations.
  - If the student is struggling with their academic work S P Jain will provide additional support as part of an intervention strategy.
  - S P Jain will provide relevant information on the refund of fees.
  - S P Jain cannot release a student unless a letter is provided from another registered provider confirming that a valid enrolment offer has been made.
  - Records of interviews and correspondence must be placed in the student's file and relevant information entered into PRISMS.

### **c. Transferring to S P Jain from another Provider**


- i. S P Jain will not willingly enrol international students studying onshore in Australia from another registered provider prior to the six-month requirement except under the following circumstances:
  - The other registered provider has released the student and confirmation is received in writing
  - The registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered or is no longer being offered
  - A government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change
- ii. Any request to transfer into the School must be in writing and may include S P Jain conducting an interview with the student. The School may then proceed to:
  - ask permission to contact the institution concerned
  - check the student's commencement date
  - request that the student gets the principal provider to report the release, where the student is on a packaged offer.
- iii. Where a release from the provider cannot be provided, S P Jain will check the status of the international student at the institution and enquire if exceptional circumstances exist such as:
  - the original registered provider has ceased to be registered
  - the course in which the student is enrolled has ceased to be registered
  - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
  - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

## **4. Appeals**

Students that are dissatisfied with the application of this Policy by the School may refer to the S P Jain's Student Grievance and Mediation Policy and Procedures for information regarding their options.

### **Related Documents**

- a) Course Discontinuation Policy
- b) Offer of Admission Letter/Student Letters of Offer and Acceptance/Student Agreement
- c) Refund Policy International Students
- d) Students at Risk Policy
- e) Student Grievance and Mediation Policy and Procedures
- f) Student Tuition Fee Protection Policy

 <b>S P Jain</b> School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	<b>Student Misconduct Policy and Procedures</b>
Document Type	Policy
Administering Entity	Vice President - Administration, Registrar, Heads of Campuses (HOCs)
Latest Approval/ Amendment Date	July 10, 2019
Last Approval/ Amendment Date	August 23, 2018
Approval Authority	Board of Directors
Indicative Time of Review	July 9, 2021

## 1. Purpose and Scope

- As a higher education provider, S P Jain School of Global Management (S P Jain) is committed to upholding the reputation of its higher education operations and the quality of the student learning experience. S P Jain is committed to protecting its students from harmful, inappropriate, disruptive or distressing behaviour by other students and expects all its students to behave respectfully, appropriately and in line with S P Jain's values.
- This Policy defines the actions that constitute non-academic student misconduct; describes the School's processes for investigating and hearing allegations of student misconduct; and, describes the penalties that will apply, where allegations are proven.
- Academic misconduct or breaches of academic integrity are dealt with in the Academic Integrity Policy and Procedures.
- This Policy applies to all students enrolled at the S P Jain School of Global Management.

## 2. Principles

- S P Jain respects the rights of higher education students to study in an environment conducive to learning
- S P Jain expects all higher education students regardless of mode of study or location to:
  - to take responsibility for their own behaviour and ensure that all physical and online interactions with other students, staff or other people associated with the S P Jain community including guests or agents, are fair and respectful;

- ii. to respect S P Jain's property and equipment
  - iii. to respect a diversity of opinions and promote academic freedom
  - iv. to recognise the responsibilities inherent in free expression and refrain from offensive behaviour;
- c. S P Jain respects students' right to confidential procedures and to privacy and will observe the following values of procedural fairness:
- i. Students are presumed to be innocent unless they admit to misconduct, or evidence is found or observed of misconduct
  - ii. Students will be given opportunity to respond to allegations of misconduct and will be entitled to bring support persons to any formal meeting
  - iii. A previous instance of misconduct will be taken into account in investigating an allegation of misconduct only when it is similar in nature, and the student has been provided with a formal warning or penalty.
- d. When a student is determined to have committed misconduct, the determination and penalty will be recorded on the student's record.

### **3. Definition of non-academic misconduct**

- a. S P Jain is committed to ensuring the wellbeing and safety of students and staff regardless of their mode of study and location.
- b. During orientation the Heads of Campus provides students with an overview of the Student Code of Conduct and what constitutes misconduct.
- c. Misconduct can be defined as occurring in both physical settings or online and can include:
  - behaving or acting dishonestly
  - 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
  - failing to comply with the provisions of a placement at another institution or business
  - harassing or engaging in any other form of improper or discriminatory behaviour towards another student, officer or visitor
  - harassing or interfering with other students or staff
  - interfering with the freedom of others to pursue their studies, carry out their functions or participate freely in the life of the School
  - knowingly making any false or misleading representation as a student of the School
  - fraudulently altering or attempting to alter or destroying S P Jain documents or records
  - misusing, stealing, destroying, damaging or causing loss or incurring a cost to a facility or to property of the School
  - misusing computing or communications equipment

- mistreating or destroying S P Jain property, or the property of other students or staff
  - engage in defamatory behaviour
  - discriminating against or vilifying others on the basis of race, ethnic or national origin, gender, marital status, sexual preference, disability, age, political conviction or religious belief
  - refusing to identify oneself when asked lawfully to do so
  - breaching the terms or conditions of a penalty imposed for misconduct
  - obstructing a representative of the School in the performance of their duties
  - otherwise acting in an inappropriate manner.
- d. 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.
- e. S P Jain is required to report all criminal acts to the police.

#### **4. Investigation of allegations of misconduct**

- a. If a person believes that misconduct has occurred, they must report it to the Heads of Campus (HoCs) or department head.
- b. When a HoC or department head receives a report of alleged misconduct, they have three working days in which to make a preliminary investigation.
- c. All complaints received by department head must also be accelerated to the HoC. The HoC must decide in consultation with the concerned department head whether to dismiss the complaint or refer it to an ad hoc investigative committee (members to be decided by the HoC and department head).
- d. Based on the severity of the complaint, if the HoC determines 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 with an opportunity to formally respond to the allegation in writing. The penalty decision will be taken accordingly by the HoC and communicated to student/s within two weeks. In exceptional circumstances and only with the concurrence of the Vice President - Administration, the investigation may be extended for a further finite period of time.
- e. If the case is forwarded to an ad hoc committee, before the committee begins its inquiry, the student involved must be advised in writing within three working days about the general nature of the complaint. The student will be provided with an opportunity to formally respond to the allegation in writing. A decision on the allegation must be conveyed to the student in writing within 2 weeks 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.

#### **7. 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.

## **8. Penalties**

Penalties for 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

## **9. Appeals Process**

- a. All decisions made by the School in relation to student misconduct issues can be appealed through the processes set out under non- academic grievances in Student Grievance and Mediation Policy and Procedures.
- b. As noted in the Student Grievance and Mediation Policy and Procedures:
  - i. 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 arbitrator appointed by the Board of Directors within 30 days of receipt of the decision
  - ii. Any external independent arbitrator arrangements identified by the School 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 complaints and appeals process will maintain their enrolment until the case is resolved.

## **Related Policies**

- a. Student Code of Conduct Policy
- b. Student Grievance and Mediation Policy and Procedures
- c. Academic Integrity Policy and Procedures

 <b>S P Jain</b> School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	<b>Student and Staff Feedback Policy</b>
Document Type	Policy
Administering Entity	Course Deans / Assistant Deans (Course Director / Deputy Directors), Vice President – Academic, Vice President – Administration, Registrar, Heads of Campuses ( HOCs), Course Offices
Latest Approval/ Amendment Date	July 10, 2019
Last Approval/ Amendment Date	New Policy
Approval Authority	Board of Directors
Indicative time of Review	July 9, 2021

## 1. Purpose

- a. This Policy provides a framework for seeking and reporting feedback from academic staff and students on their perceptions of the quality of S P Jain School of Global Management's (S P Jain) operations.
- b. Specifically, this Policy provides a framework for:
  - i. monitoring and improving the quality of students' learning experiences
  - ii. providing academic staff and students with the opportunity to participate in the improvement of subjects and courses, and
  - iii. linking academic staff and student feedback to the development of improvement plans through S P Jain's quality assurance framework.

## 2. Scope

- a. This Policy relates to all S P Jain's students enrolled in degree courses leading to an AQF qualification and related academic and administration staff.

## 3. Responsibilities

- a. The Office of the Registrar with the consultation of Vice President – Administration is responsible for the collection, analysis and reporting of feedback from students and academic staff.

## 4. Principles

- a. Student feedback is a core component of subject and course evaluation.
- b. Students and staff have the opportunity to provide feedback.
- c. Feedback processes will be systematic, rigorous and respectful of the rights of students and staff; and will incorporate strategies to maximise student participation.
- d. A range of feedback mechanisms including surveys, focus groups, informal comments and other participatory activities will be employed as appropriate.

## 5. Types of Feedback

The following feedback is collected from students, academic staff and other stakeholders:

- a. Students are surveyed in relation to:
  - i. Units(subject) – student feedback for each unit is taken twice as below:
    - Interim feedback at the end of three sessions to enable the faculty to address any early issues.
    - Final Feedback the end of delivery of each unit.
  - ii. Term/Semester – Student feedback is obtained in each term/semester on both academic and non-academic matters.
  - iii. Courses – Student feedback for each course is taken periodically during the course delivery and also at the end of the course delivery on both academic and non-academic matters.
- b. Student feedback is also obtained via:
  - i. periodic student ‘town halls’ with the Course Dean/ Assistant Dean (Course Director/Deputy Director) and attended by other key academic and administrative staff.
  - ii. Student Council / student committee meetings with the Course Dean/ Assistant Dean (Course Director/Deputy Director).
  - iii. Individual student meetings with the Course Dean/ Assistant Dean (Course Director/Deputy Director).
- c. Finally, student feedback is sought from graduating students on their graduate destinations.
- d. Written feedback is sought from academic staff for each unit they teach in relation to student preparedness and academic administration support.


## 6. Reporting Feedback

- a. All feedback is reported in a format that ensures that individual respondents and individual staff cannot be identified.

- b. Reports are distributed to staff with responsibility for improving student experiences.
- c. Students are informed of changes made to courses and subjects or to learning resources on the basis of feedback received.

## **7. Using Feedback**

- a. Course Managers in the Registrar's Office consolidate, summarise and disseminate survey feedback to:
  - i. Vice President – Academic
  - ii. Course Deans/ Assistant Deans (Course Directors/ Deputy Directors )
  - iii. Area Heads
  - iv. Vice President – Administration
  - v. Registrar
  - vi. Heads of Campus
- b. Vice President – Academic, Vice President – Administration, Course Deans (Directors), Registrar, Area Heads and academic staff meet to review academic survey feedback and undertake improvement planning based on the feedback.
- c. Vice President – Administration, Heads of Campus, Student experience managers and key administration staff meet to review non-academic survey feedback and undertake improvement planning based on the feedback.
- d. Course Deans (Directors) submit a Dean's Report to the Academic Board each quarter that includes data and analysis about student feedback on subjects, courses and campuses and recommendations for improvement.
- e. Specifically, student and staff feedback are used to:
  - i. improve the delivery of courses and subjects through the development of annual improvement plans,
  - ii. enhance course design and the connection of inter-related courses
  - iii. motivate and support the scholarship of teaching
  - iv. improve the provision of learning resources, facilities, equipment and services, and
  - v. inform professional development programs.

 <b>S P Jain</b> School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	<b>Students at Risk Policy</b>
Document Type	Policy
Administering Entity	Course Directors /Deputy Directors (Deans/Assistant Deans) , Registrar, Student Counsellors, Course Managers
Latest Approval/ Amendment Date	August 22, 2019
Last Approval/ Amendment Date	February 05, 2018
Approval Authority	Academic Board
Indicative Time of Review	August 21, 2021

## 1. Purpose

- a. S P Jain School of Global Management (S P Jain) aims to provide a learning environment where students have an enriching and successful learning experience. This policy sets out the School's mechanisms for identifying students who may be at risk of not progressing satisfactorily in a course of study and the processes used to provide targeted and timely support.

## 2. Guiding Principles

- a. S P Jain is committed to the provision of student support for all students.
- b. As a higher education provider, the S P Jain recognises the regulatory framework under the Tertiary Education Quality Standards Act(2011) , Higher Education Standards Framework (Threshold Standards) 2015, the ESOS Framework and the National Code 2018.
- c. The *Rules of Progression* for each course of study clearly outline the course of the requirements to achieve satisfactory course progress for each study period and the overall course and are informed to all students before they commence the course.
- d. S P Jain will implement processes for early identification of personal or academic issues that have the potential to adversely affect their educational outcomes.
- e. S P Jain supports students and also fosters independence by encouraging them to be responsible for their own learning.
- f. S P Jain will implement processes to identify students needing additional support so that the intervention is respectful, timely, equitable, consistent and procedurally fair. Towards this the School will have:
  - i. in place strategies to identify students who require additional support to achieve their academic potential;

- ii. support the mental health and well-being of its student body through a range of educational and support initiatives;
- iii. undertake analysis of admission data or entry pathway to identify cohorts who may require additional support;
- iv. undertake cohort analysis of progression, completion and attrition rates to identify strategies supporting student success;
- v. make available information about support services to staff and students; and
- vi. encourage students with academic or personal support needs to access support from relevant internal and external support services.

### **3. Scope of the Policy**

The scope of the Policy applies to students in accredited diploma, undergraduate, postgraduate and doctorate courses.

### **4. Duties**

#### **a. Student obligations**

Students are expected to:

- i. seek and follow advice from the academic staff teaching them;
- ii. achieve at least the minimum progression rate / minimum pass of subjects for each term/semester, including practical placement as defined by the course requirements;
- iii. make the School aware of any impediments to completing their academic requirements in a timely fashion;
- iv. make contact as soon as possible with the course office should they receive any formal notifications regarding concerns for their progress; and
- v. not hesitate to seek relevant internal or external support/professional assistance where a psychological issue is having or is likely to have an impact upon their academic progress.

#### **b. School's academic team and Registrar office duties**

The School's academic team supported by the Registrar's office will implement processes including:

- i. Identification of demographic information, English language proficiency, and levels of prior study through admission processes;
- ii. Provide information about student support and early intervention strategies through orientation programs
- iii. Outline information about academic expectations, academic integrity, course requirements and conditions of completion to students prior to commencement.
- iv. Monitor term/ semester progression and overall progress towards completion of degree;
- v. Monitor attendance
- vi. Identify students who require additional English language support;

- vii. Identify students requiring academic support as detailed in 5a
- viii. Implement remediation activities as detailed in 5b
- ix. Monitor allegations of misconduct

## **5. Academic Support**

### **a. Identification of students requiring academic support**

- i. For courses /units where prescribed class attendance is required for students, the rolls will be monitored by the relevant Course Manager. As an early intervention strategy, Student/s failing to meet the attendance requirements for any such individual subjects, or perceived by the Course Manager as having a low attendance record in general for the course, will be reported to the relevant Course Director /Deputy Director (Dean /Assistant Dean as appropriate), Registrar, assigned teaching staff and the Student Experience Manager .
- ii. Early assessments within a course will also be used to allow students to gauge their academic progress, to identify students 'at risk' and enable these students to seek support as early as possible.
- iii. Students who do not meet the rules of progression for a term/semester will be reported by the Registrar's office to the respective Director/Deputy Director (Dean /Assistant Dean) and will be put under academic probation.
- iv. For any instances of students who are minors the parents /legal guardians will also be kept updated.

### **b. Remediation**

- i. The Student Experience Manager will meet the students who have low attendance and counsel them to increase their engagement in the course. The Student Experience Manager will provide an update report of such meetings to the relevant Course Director/Deputy Director Course (Dean /Assistant Dean) and Registrar. In case the Student Experience Manager continues to see low attendance and engagement they will refer such students the Student Counsellor for more in-depth counselling and to identify any personal issues the student may be facing.
- ii. Students who do not fare well in early assessments for a course will have access various support mechanisms as detailed in the Student Support Policy, Student Consultation Policy and English Language Proficiency Policy.
- iii. Students who have not been able to pass the required units as per the next term/semester progression requirements for the course will also be provided a re-test exam offering them a second opportunity to improve their grades in subjects where their performance is below requirements.
- iv. The Course Directors/Deputy Directors (Deans /Assistant Deans) will meet the students who are identified at risk and where required confirm and initiate remedial actions. These

remediation actions may include additional coaching and greater access to teaching faculty for guidance on the sections of the learning to review.

- v. Apart from the above, performance and to date progress of every student who is unable to meet the rules of progression at the end of each term/semester will be reviewed by respective Director/Deputy Director (Dean /Assistant Dean) and Registrar and, where deemed fit, students will be progressed to next term under academic probation. Such students will be provided greater access to the appropriate faculty and administered a re-test exam offering them a second opportunity to improve their grades in subjects where their performance is below requirements. On occasions where students are still not able to achieve the required results and if considered appropriate by the relevant Director/Deputy Director (Dean /Assistant Dean) and Registrar, an opportunity to undertake independent study for the subject will be provided to the students.
- vi. The Course Directors (Deans) will provide periodic updates and analysis to the Academic Board on "students at risk " in each course and across each campus to enable oversight of academic risk and ensure academic quality across the School.
- vii. It is noted that for international students studying in Australia S P Jain is required by Australian regulations to systematically and closely monitor student course progress. International students whose progress is not assessed as satisfactory by the School, after implementing the foregoing 'at risk' identification and remediation processes, will be reported to the Department of Education and the Department of Home Affairs through their Provider Registration and International Student Management System (PRISMS). Such a report can lead to cancellation of the student's visa, thereby invalidating the student's right to stay in Australia.

## **6. Personal support**


### **a. Identification and care of students requiring personal support**

- i. Staff and students are encouraged to be alert to inappropriate, intimidatory and aggressive behaviours by a student.
- ii. For the purposes of this policy, a student may be identified as requiring personal support and intervention, where their psychological or medical welfare is reasonably considered to warrant some form of intervention by the School.
- iii. In cases where a student is exhibiting possible signs of distress, how staff respond to the individual student will depend upon the nature and level of their distress. Staff should be aware of their own personal and professional limitations. Staff members are encouraged to consult with Student Counsellor for advice about the appropriate management of any student.
- iv. Where required the Student Counsellor will closely monitor the student and if needed recommend external medical consultation. If needed, the Student Counsellor will also update the Head of Campus and Resident Housing Manager to enable closer monitoring of the student.

- v. Special attention will be given to any minor students and for such cases the parents /legal guardians will also be kept updated.

**Related Documents**

- a. Rules of Progression for various courses
- b. Student Support Policy
- c. Student Consultation Policy
- d. English Language Proficiency Policy

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	<b>Student Code of Conduct Policy</b>
Document Type	Policy
Administering Entity	Vice President - Administration, Vice President – Academic, Registrar, Director of Examinations, Heads of Campuses (HOCs)
Latest Approval/ Amendment Date	July 10, 2019
Last Approval/ Amendment Date	January 24, 2017
Approval Authority	Board of Directors
Indicative time of Review	July 9, 2021

## 1. Purpose

As a registered higher education provider, S P Jain School of Global Management (S P Jain) is committed to ensuring that all members of the S P Jain community enjoy and uphold an environment that is collegial, safe and respectful. S P Jain School 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 well-being, active participation and success is vital to the mission of S P Jain.

This Code of Conduct outlines the expectations and responsibilities of all students enrolled at S P Jain and should be read in conjunction with the approved policies of the School, and in the context of the student's letter of offer of enrolment.

## 2. Scope

This Code applies to all students enrolled with S P Jain regardless of mode of study or location.

## 3. Student Code of Conduct

### a. Enrolment obligations

All students must:

- Keep the School updated if there is any change to enrolment and contact information;
- Check their student email account and other modes of communication or notifications used by the School;
- Pay their enrolment fees in accordance with the timelines set out in their Letter of Offer and Fee Statements;

- iv. Abide by the laws of each jurisdiction in which the student is studying including complying with their VISA conditions in relation to enrolment in a course;
- v. Read, understand and comply with the School's policies and procedures;
- vi. Carry their Student ID card with them at all times while on campus and produce it when required as proof of identity;
- vii. Know the requirements of the course and progression rules and seek timely advice and assistance from School services, as required, to maximise successful progress.

## **b. Personal Behaviour**

All students must:

- i. 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;
- ii. 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;
- iii. 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;
- iv. Not communicate using or distributing threatening, offensive or obscene language, images or information;
- v. Maintain a smoke free and drug free environment;
- vi. Respect the property, facilities and resources of the School and not wilfully cause damage.

## **c. Well-being and Safety**

All students must:

- i. Take every precaution, as reasonable and in control of the student, to avoid risks to personal safety and security;
- ii. Avoid behaviours that threaten the well-being and safety of other members of the S P Jain community;
- iii. Follow and comply with the School's policies that are designed to prevent, educate, manage and report safety and security measures including the Health and Wellbeing Policy, Staff and Student Sexual Assault and Sexual Harassment policies and procedures, and Critical Incident Policy;
- iv. Take direction from staff in the event of an incident including evacuation or system security breach.

## **d. Academic Freedom and Integrity**

All students must:

- i. Act honestly and ethically and with integrity in the production of all academic work, research and assessment tasks;

- ii. Appropriately acknowledge, using academic referencing conventions, the use of the work of other authors or whose work has made an intellectual contribution to the contents of your work;
- iii. Acknowledge shared ownership of ideas in group projects or assessment tasks;
- iv. Undertake research in line with established ethical practices as set out in the School's Research Framework;
- v. Not engage or commission others to complete assessment tasks on your behalf and present work as your own;
- vi. Read, understand and comply with the School's Academic Integrity Policy and Research Ethics and Integrity Policy if engaged or undertaking research or HDR;
- vii. Respect academic freedom of both inquiry and expression provided such inquiry and expression does not contravene applicable State or Federal legislation (such as defamation and privacy laws).

#### **e. Discrimination and Harassment**

All students must:


- i. Read and understand the School's commitment to promoting equity and diversity.
- ii. Not discriminate against any member of the S P Jain community, for example, on grounds including gender, age, marital status, sexual orientation, race, cultural background, religion, or political conviction;
- iii. Not sexually assault or harass any member of the S P Jain community. The School has a zero-tolerance approach to sexual harassment and assault and any incident considered sexual assault or harassment at any of the School's campuses will be dealt with according to procedures as set out in the Sexual Assault and Sexual Harassment Policy and in accordance with all local legislation;

#### **4. Compliance with this Policy**

- a. Compliance with this policy forms part of each students' conditions of admission and enrolment. Where a student is aware of a breach of this policy, or suspects a breach, they must immediately report the breach to the School.
- b. Disciplinary action may be taken against any student that breaches this or other policies of the School.
- c. Breaches that relate to existing and relevant policies will be managed through the processes set out in those policies and procedures. All other disciplinary matters will be decided by the Vice President – Administration in consultation with the Registrar.
- d. Any decision made by the School in relation to breaches of the policy are subject to appeal as set out in the Student Grievance and Mediation Policy and Procedures.

## **RELATED DOCUMENTS**

- a. Student Grievance and Mediation Policy and Procedures
- b. Student Equity, Diversity and Fair Treatment Policy
- c. Student Sexual Assault and Sexual Harassment Policy
- d. Student Misconduct Policy and Procedures
- e. Student Academic Integrity Policy and Procedures
- f. Health and Wellbeing Policy

 <b>S P Jain</b> <b>School of Global</b> <b>Management</b> <small>DUBAI • MUMBAI • SINGAPORE • SYDNEY</small>	<b>Student Consultation Policy and Procedures</b>
Document Type	Policy
Administering Entity	Vice President – Administration, Registrar, Course Directors ( Deans) , Course Deputy Directors (Assistant Deans) , Course Managers
Latest Approval/ Amendment Date	May 06, 2019
Last Approval/ Amendment Date	New Policy
Approval Authority	Academic Board
Indicative time of Review	May 05, 2021

## 1. Purpose

- This policy sets out the S P Jain School of Global Management's (S P Jain) commitment to the provision of timely and equitable access for students seeking individual assistance with any aspect of their studies.
- Any student seeking individual assistance, support or consultation, from teaching staff or academic members of the faculty, are able to access the appropriate and relevant staff member in a timely fashion to enable effective support, feedback and/or provision of information to assist student progression, well-being and academic success.
- As a multi-city institution with a diverse student cohort, S P Jain recognises that students will at times, require personalised support, individualised feedback and greater levels of information as part of their studies. In this respect, this policy ensures a consistent approach to student consultation for all students regardless of mode of study, campus location or student demographics.
- This policy aligns with the requirements for student access under Standard 3.2.5 of the Higher Education Standards Framework (2015).
- S P Jain provides specific student support services for all students as outlined in the Student Support Policy and Students at Risk Policy.

## 2. Scope

This policy applies to all students enrolled in the School.

- The policy sets out provisions for access to teaching staff and academic members of the Faculty. This includes all staff with teaching responsibilities regardless of their position within the School or location.

- b. This policy does not apply to dedicated student support staff noting that students have access to support and services staff at each of the School's campuses and are able seek support in relation at any time.

### **3. Definitions**

Student access for consultation with teaching staff in the context of this policy is defined as teaching staff being accessible to students:

- a. during scheduled class-times to address any issue raised by students to the best of their ability
- b. before or after class-time to address any issue raised by a student if time permits and suits both parties
- c. outside of scheduled class-times via phone or email
- d. by appointment in an prescribed allocation for student consultation during the teaching period and as communicated clearly to students at the start of the teaching period
- e. by appointment as necessary and as mutually agreed by the teaching staff and the student concerned.


### **4. Guidelines**

- a. Student consultations may be requested by a student to discuss any relevant matter including but not limited to the following matters:
  - i. clarification of subject requirements and progression
  - ii. clarification of assessment requirements or marking guidelines
  - iii. assistance in catching up on content from any lectures and/or tutorials they may have missed
  - iv. advice on methods and strategies to complete assessment tasks
  - v. seeking extension of assessment due dates including discussion of special consideration applications
  - vi. feedback about assessment
  - vii. issues with teaching methodologies
  - viii. clarification of specific course content including referencing support
  - ix. advice on seeking further student support
- b. Staff are required to make themselves reasonably accessible to students seeking individual consultation during class-time, and must allocate at an average of 3 hours per week outside of class-time to cater for student consultation. If required, the Registrar's Office in consultation with the Vice President – Administration and Course Director (Dean) may stipulate longer consultation hours.
- c. Where necessary, staff will refer students to specific internal support services or escalate any issue that the staff member is unable to resolve to their line manager.

- d. Allocations for prescribed consultation times must be communicated to students prior to the commencement of the teaching period for the unit.
- e. The School will ensure that all contracts and position descriptions for teaching staff will recognise time allocations required for student consultation.

**Related Documents**

- a. Student Support Policy
- b. Student at Risk Policy

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	<b>Student Equity, Diversity and Fair Treatment Policy</b>
Document Type	Policy
Administering Entity	Vice President – Administration, Heads of Campuses (HOCs), Registrar
Latest Approval/Amendment Date	May 01, 2019
Last Approval/Amendment Date	New Policy ( replacing erstwhile Student Anti-Discrimination, Harassment and Equality Policy)
Approval Authority	Board of Directors
Indicative time of Review	April 30, 2021

## 1. Purpose

The purpose of the Student Equity and Diversity and Fair Treatment Policy is to articulate S P Jain School of Global Management's (S P Jain) commitment to promote and support an environment which values and affirms equal opportunity, diversity and inclusivity in accordance with universal principles of equity, fairness and social justice, whilst ensuring that the School complies with its legal responsibilities in accordance with relevant legislation.

The School is committed to:

- maintaining practices which attract and support students from a diverse range of backgrounds including those who may have encountered disadvantages
- embedding practices in course design and support to ensure students from diverse backgrounds are enabled to succeed in their studies
- an approach for making reasonable adjustments to accommodate student disadvantage, and
- active consideration of the recruitment of Aboriginal and Torres Strait Island students.

## 2. Scope

This policy applies to all enrolled students in any course studying in any campus of the S P Jain School of Global Management.

This Policy is not limited to the campus or the hours when classes are delivered. It extends to all functions and places that are related to teaching and learning. For example, lunchtime, campus events, conferences, religious celebrations and functions.

This Policy does not form part of the School's contract with students.

### 3. Policy Principles

The School is actively committed to promoting the principles of equal opportunity and strives to support its students to achieve their full potential in a learning environment which is fair, inclusive, diverse and supports students' health and wellbeing.

The School will strive to enhance the representation of under-represented diversity groups in its student cohorts through supportive strategies and programs which recognise the needs of these individuals and provides proactive responses to enable students with personal responsibilities to integrate them with the demands of their studies.

The School is actively committed to the prevention of discrimination, bullying, harassment, victimisation and vilification in the study environment, and will take all reasonable steps and actions to ensure that students are treated fairly, and with dignity and respect, whilst studying at the School.

S P Jain adheres to the principles set out under the Commonwealth Disability Discrimination Act (1992) and the Disability Standards for Education (2005) and Higher Education Standards Framework (2015) to ensure a commitment to equity and diversity.

In support of these commitments, the School will endeavour to:

- a. foster a culture which values and responds to the rich diversity of its community
- b. provide an inclusive and flexible environment for students by identifying and removing any remaining systemic barriers to equitable access to learning activities so that all students have the opportunity to fully participate in School life
- c. ensure that students are aware of their rights and their responsibilities
- d. use non-discriminatory, inclusive language and practices
- e. develop proactive plans and programs to increase access and promote success in learning for designated under-represented groups in order to overcome disadvantage
- f. ensure that all students have fair access to benefits and services in an equitable manner, including assistance to reasonably accommodate a person's disability
- g. educate the School community on the goals and philosophy of equal opportunity, equity and social justice including provision of training and professional development opportunities
- h. develop and promote processes that support the systematic implementation, monitoring, reporting and management of equal opportunity and eliminate unlawful direct and indirect discrimination and harassment, and workplace bullying
- i. provide effective mechanisms to resolve complaints of unlawful discrimination, bullying, harassment, vilification and victimisation

- j. create a culture of support for students affected directly and indirectly by domestic and family violence.

A full list of the grounds of discrimination which operate federally and, in the States, and/or Territories in which students undertake their studies with S P Jain and which may be relevant and are listed below.

Race (including colour, nationality, descent, ethnic, ethno-religious or national origin)	Religious belief, affiliation, conviction or activity
Sex	Marital status, domestic status, relationship status
Pregnancy (including potential pregnancy)	Homosexuality, transsexuality, sexuality, sexual preference/orientation, lawful sexual activity, gender identity
Carers' responsibilities, family responsibilities, carer or parental status, being childless	Disability/impairment, including physical, mental and intellectual disability
Breastfeeding	Age (including compulsory retirement)
Physical features (VIC only)	Profession, trade, occupation or calling (ACT only)
Industrial/trade union membership, non-membership or activity	Political belief, opinion, affiliation, conviction or activity
Employer association membership, non-membership or activity	Irrelevant criminal record (NT and TAS only)
Employment activity (VIC only)	Irrelevant medical record (NT and TAS only)
HIV/AIDS	Defence service
Association (i.e. association with a person who has one or more of the attributes for which discrimination is prohibited)	Religious appearance or dress (in work or study) (SA only)
Gender history (WA only)	Association with a child (in customer service) (SA only)
Spent convictions (ACT only)	

All students should understand and apply the principles of equal opportunity, equity and social justice. The School will take reasonably practicable steps to ensure that the learning environment is safe, inclusive and free from discrimination, bullying and harassment. The School will ensure students are provided with relevant information during orientation and within the Student Handbook.

### **i. Equity and Diversity Groups**

Diversity involves recognising the value of individual differences in educational settings. Diversity in this context for the School includes age, cultural background, disability, ethnicity, family responsibilities, gender, language, religious belief and sexual orientation. Diversity also refers to the other ways in which people are different, such as educational

level, life experience, work experience, socio-economic background, personality and marital status.

Equity relates to fair treatment. The School's objective is to ensure that people from all groups in society have the opportunity to participate successfully in post-secondary education. Target groups include, but are not limited to, Aboriginal and Torres Strait Islander peoples, people with disabilities, women in areas where they are currently under-represented, people of diverse sexual orientation, sex or gender identity (e.g. LGBTI), and people from culturally and linguistically diverse backgrounds.

The School is committed to providing policies and procedures which facilitate social inclusion by recognising and addressing the character and needs of the people in the regions in which it operates.

## **ii. Gender equality**

The School aims to fulfil its obligations under the Gender Equality Act 2012 (Cth) (the Act) by making all reasonable efforts to eliminate discrimination and promote gender equality.

## **iii. Equal Opportunity, Harassment and Discrimination**

Equal opportunity is about ensuring that everyone has equal access to, and opportunity to take part in, areas of public life such as education.

The School is committed to taking all reasonable steps to prevent and eradicate unlawful discrimination, bullying and harassment against individuals in the learning environment.

## **iv. Health and Wellbeing**

The School aims to create a learning and teaching culture and environment that values, supports and promotes programs and strategies that improve the physical and mental health and wellbeing of its student as detailed in the "Health and Wellbeing Policy".

## **v. Domestic and Family Violence**

The School aims to create a learning environment that allows students to safely seek support to address issues arising from direct and indirect domestic and family violence.

The School recognises that some students may face situations of domestic and family violence that may have an impact on their attendance and ability to learn.

## **4. Rights and Responsibilities**

All students should:

- understand and comply with this Policy;
- ensure they do not engage in any unlawful conduct towards fellow students or others with whom they come into contact while studying
- ensure they do not aid, abet or encourage other persons to engage in unlawful conduct;
- follow the complaints procedure if they experience any unlawful conduct

- report any unlawful conduct they see occurring to others accordance with the complaints procedure, and
- maintain confidentiality if they are involved in the complaints procedure.

## 5. Breach of this Policy

All students are required to comply with this Policy at all times. If the Policy is breached a student may be subject to disciplinary action. In serious cases this may include suspension or exclusion from study.

If a person makes an unfounded complaint or a false complaint in bad faith (e.g. making up a complaint to get someone else into trouble or makes a complaint where there is no foundation for the complaint), that person may be disciplined and may be exposed to a defamation claim.

## 6. Procedures

The following procedures reflect the scope of S P Jain's services and procedures which encompass the principles set out in this Policy:

**Student recruitment and admission** processes are bias-free and non-discriminatory. Admission to courses and programs is based on the applicant achieving transparent and published entry criteria and the availability of places.

**Special Admission** – in certain instances, applicants who do not meet the admission criteria may be considered for admission based on extenuating circumstances. These applications will be considered on a case by case basis.

**Alternative Entry Schemes** – admission criteria and processes will take into account equity and diversity considerations through the provision of alternative entry admission schemes with specific reference to Part A Section 2.2 of the Higher Education Standards Framework (Threshold Standards) 2015.

S P Jain may approve admissions schemes for purposes such as:

- a. encouraging and assisting indigenous Australian students to enroll into studies or
- b. providing access to the educationally or socially disadvantaged, or
- c. addressing the under-representation of designated groups.

**Reasonable Adjustment** – students are eligible for reasonable adjustments if they have a disability (aligned to the [Disability Standards](#)) as set out by the Department of Education and Training, or other relevant certified medical conditions. In these circumstances the School will make reasonable adjustments to ensure that students are able to participate in learning, teaching and assessment on an equivalent basis to other students.

This could include investigation, development and approval of alternative exam conditions, the use of adaptive technology or other tailored support through an individualised Access Plan as approved by the School's Registrar in consultation with the Vice President – Administration, student and other relevant stakeholders.

In addition, S P Jain will monitor students' academic progress and provide appropriate learning support to students admitted under any scheme which is based on equity and diversity.

**Right to appeal** – students have the right to appeal an assessment or recognition decision. Grievances and appeals will be addressed in accordance with the "Student Grievance and Mediation Policy and Procedure".

**Access to information** – S P Jain will ensure that all of its students have access to the information and support needed to prevent and, should it occur, deal with discrimination, bullying, victimisation, and vilification. These procedures are set out in this Policy and the Student Sexual Assault and Sexual Harassment Policy.

## 7. Complaint handling procedure

If a student feels that they have been subject to any form of unlawful conduct contrary this Policy, they should not ignore it but should register their grievance as detailed in the "Student Grievance and Mediation Policy and Procedure".

## 8. Questions

If a student is unsure about any matter covered by this Policy, they should seek the assistance of the Heads of Campus.

### Related Policies and Procedures

- a. Student Code of Conduct Policy
- b. Student Grievance and Mediation Policy and Procedure
- c. Student Sexual Assault and Sexual Harassment Policy
- d. Health and Wellbeing Policy
- e. Undergraduate Admission and Selection Policy
- f. Postgraduate Admission and Selection Policy
- g. Student Handbook

## 9. Related legislation, laws and guidelines related to access and equity:

- a. Age Discrimination Act 2004
- b. Anti-Discrimination Act 1991
- c. Australian Human Rights Commission Act 1986
- d. Disability Discrimination Act 1992

- e. Disability Standards for Education (2005)
- f. Equal Opportunities (Commonwealth Authorities) Act 1987
- g. Fair Work Act 2009
- h. Higher Education Standards Framework (2015)
- i. Human Rights and Equal Opportunity Commission Act 1986
- j. Racial Discrimination Act 1975
- k. Racial Hatred Act 1995
- l. Sex Discrimination Act 1984
- m. World Health Organisation Healthy Workplaces

## 10. Definitions

- a. Bullying** occurs where an individual or group of individuals repeatedly behaves unreasonably towards a person or group of persons and that behaviour creates a risk to health and safety
- b. Discrimination** occurs when a person or a group of people are treated less favourably than another person or group because of race, colour, national or ethnic origin; gender or marital status; disability; religion or political beliefs; sexual preference; or some other central characteristic. Discrimination may occur when a person is denied the opportunity to participate freely and fully in normal day-to-day activities, for example being harassed in the workplace or being denied entry to public places and other facilities.
- c. Domestic and Family Violence** behaviour includes, but is not limited to, physical or sexual violence, emotional or psychological abuse, financial abuse or any behaviour that is threatening or coercive or in any other way controls or dominates an individual which causes safety or well-being concerns for that individual.
- d. Harassment** occurs when a person is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex; disability; sexual preference; or some other characteristic specified under anti-discrimination or human rights legislation. Harassment may include behaviour, comments or images which a reasonable person would consider to be offensive, humiliating, intimidating or threatening.
- e. Sexual Harassment** is any unwanted or unwelcome sexual behaviour which makes a person feel offended, humiliated or intimidated. Sexual Harassment can take many different forms. It can be obvious or indirect, physical or verbal, repeated or one-off, and perpetrated by males and females against people of the same or opposite sex.  
Sexual Harassment may include:
  - i. staring or leering;
  - ii. unnecessary familiarity, such as deliberately brushing up against a person, or unwelcome touching;
  - iii. suggestive comments or jokes;
  - iv. insults or taunts of a sexual nature;
  - v. intrusive questions or statements about a person's private life;
  - vi. displaying posters, magazines or screen-savers of a sexual nature;

- vii. sending sexually explicit emails or text messages;
  - viii. inappropriate advances on social networking sites;
  - ix. accessing sexually explicit internet sites;
  - x. requests for sex or repeated unwanted requests to go out on dates;
  - xi. behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.
- f. Victimisation** includes any unfavourable treatment, or threats of unfavourable treatment against a person as a result of their actual or intended involvement in a complaint under the Anti-Discrimination Act 1991 or under any of these procedures. The involvement might include making a complaint, supplying information and producing documents to someone making a complaint or appearing as a witness in a proceeding under the Act. Unfavourable treatment may include adverse changes to their work environment, denial of access to resources, work opportunities or training, ignoring the person or lower assessment of their work. Victimisation is an offence under the Anti-Discrimination Act 1991.
- g. Vilification** is the public incitement of hatred, serious contempt or severe ridicule of a person on the basis of the race, religion, sexuality or gender identify of a person or members of a group. It can take several forms including hate-speech, graffiti, websites and the distribution of propaganda or other forms of offensive literature. Vilification includes threatening physical harm to a person or their property or inciting others to threaten physical harm to a person or to their property. Vilification is an offence against the Anti-Discrimination Act 1991.
- h. Workplace Bullying and Harassment**, under the Fair Work Act 2009, occurs where an individual or group of individuals repeatedly behaves unreasonably towards an employee or group of employees at work, and that behaviour creates a risk to health and safety. Within this definition:
- i. repeated behaviour refers to the persistent nature of the behaviour and can range in behaviours over time.
  - ii. unreasonable behaviour is behaviour that a reasonable person, having regard to the circumstances, may see as unreasonable. This may include but is not limited to behaviour that is victimising, humiliating, intimidating or threatening.
  - iii. a risk to health and safety means the possibility of danger to health and safety, and is not confined to actual danger to health and safety.
- i. Disability** in relation to a person is defined by the Disability Discrimination Act 1992 as:
- i. total or partial loss of the person's bodily or mental functions
  - ii. total or partial loss of a part of the body
  - iii. the presence in the body of organisms causing disease or illness
  - iv. the presence in the body of organisms capable of causing disease or illness
  - v. the malfunction, malformation or disfigurement of a part of a person's body
  - vi. a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
  - vii. a disorder, illness or disease that affects a person's thought processes, perceptions of reality, emotions or judgement or that results in disturbed behaviour


The definition refers to a disability that presently exists, previously existed but no longer exists, or may exist in the future. A disability is defined by the Disability Discrimination Act 1992 to include:

- physical
- intellectual
- psychiatric
- sensory
- neurological
- learning disabilities
- physical disfigurement
- the presence in the body of disease-causing organisms.

The Act covers a disability which people have now, have had in the past, may have in the future, or are believed to have.

- j. Disability Discrimination** – the Disability Discrimination Act 1992 makes it unlawful to discriminate against a person because of their disability. This includes people who are relatives, friends, and carers of people with a disability.
- i. Direct disability discrimination occurs when a person with a disability is treated less favourably than a person without a disability would be treated in the same or similar circumstances.

Indirect disability discrimination occurs when there is a requirement, condition or practice that is the same for everyone but has an unfair effect on a particular group of people.

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	<b>Student Tuition Fee Protection Policy</b>
Document Type	Policy
Administering Entity	President, Finance Director, Chief Financial Officer
Latest Approval/ Amendment Date	May 01, 2019
Last Approval/ Amendment Date	August 09, 2018
Approval Authority	Board of Directors
Indicative time of Review	April 30, 2021
Responsibility for review	Board of Directors

## 1. Purpose

This policy outlines the ways in which students' tuition fees are protected in the event that S P Jain School of Global Management (S P Jain) is unable to deliver a course for which tuition fees have been paid. It outlines the alternative arrangements which will be made and the School's responsibility for the cost of any alternative or transitional arrangements in the event of provider or course default.

## 2. Context

Under Australian Government legislation international students are protected by a Tuition Protection Service (TPS). The aim of this protection is to ensure that students receive the tuition they have paid for or, as a last resort, a refund.

The legislation sets out what happens when a registered provider or an overseas student or intending overseas student defaults (that is, when a provider fails to start or finish providing a course to a student, or a student fails to start or finish a course with a provider). It establishes a universal single Tuition Protection Service (TPS) to provide a flexible and streamlined approach to student placement and refund arrangements in the event a defaulting provider does not meet its refund obligations under the ESOS Act. Students will be given an active role in selecting from suitable placement options through an online information service. Where a student does not access a placement through the placement facility provided by the TPS Director, the student may be eligible for a refund of their unexpended tuition fees from the TPS Director.

Students will be eligible for a refund of the unused portion of any prepaid tuition fees (i.e. tuition for which they have paid but which has not yet been delivered) rather than a full refund, in recognition of the fact that you may obtain credit for the study already completed.

In accordance with the Tuition Protection Framework, all Australian higher education providers, including S P Jain, may only collect pre-paid course fees up to one study period in advance. They may only collect a deposit of up to 50 per cent of the total course fee from commencing students.

S P Jain complies with all the requirements of the Tuition Protection Scheme and provides an explanation of what happens in the event of a course not being delivered in its written agreements in accordance with Standard 3 of the ESOS National Code.

### **3. Arrangements when a course cannot be delivered**

#### **a. Refunds**

- i. In the unlikely event that a student has accepted an offer of enrolment the School is unable to deliver the course, the student's deposit and any tuition fees paid to date will be refunded within two weeks of the agreed starting day of the course or within two weeks from the date on which the course ceases to be provided, whichever is soonest.
- ii. In these circumstances a continuing student may request a refund of any unused portion of any prepaid tuition fees (i.e. tuition which has been paid for but which has not yet been delivered) rather than a full refund in recognition of the fact that they may obtain credit with another provider for the study already completed.


#### **b. Alternative course options**

- i. In the event of a provider default, a commencing student may be made an offer to enroll in an alternative course if the School, at S P Jain's expense for a cost no greater than the cost of the originally offered course of study.
- ii. This may include enrolment at another provider in the same location (Sydney, Dubai, Singapore or Mumbai) who offers a similar course to the course offered at the School. S P Jain will meet the expenses for costs no greater than the cost of the originally offered course of study.

A continuing student may be offered the option of transferring to another S P Jain campus if the same or similar course is available. S P Jain will meet the expenses for costs no greater than the cost of the originally offered course of study.

#### **Related Documents**

- a. Domestic and International Student Refund Policies
- b. Course Discontinuation Policy

 <b>S P Jain</b> School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	<b>Student Grievance and Mediation Policy and Procedures</b>
Document Type	Policy and Procedures
Administering Entity	President , Vice President – Administration, Registrar, Director - Examinations, Vice President - Academic, Course Directors (Deans) and Heads of Campuses (HOCs)
Latest Approval/ Amendment Date	May 01, 2019
Last Approval/ Amendment Date	August 09, 2018
Approval Authority	Board of Directors ( in consultation with the Academic Board )
Indicative time of Review	April 30, 2021

## 1. Purpose

- Students or persons seeking to enrol in a course of study with S P Jain School of Global Management (S P Jain) 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.
- 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.
- 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, but not limited to:
  - i. Selection and Admission
  - ii. Content and delivery of subjects in a course
  - iii. Recognition of Prior Learning (RPL)
  - iv. Advanced Standing
  - v. Assessments (for example assignments, tests, examinations)
  - vi. Special Consideration
- d. Non-academic grievance may include but not limited to issues relating to:
  - i. Fee Payment
  - ii. Suspension of Candidature
  - iii. Withdrawal without Penalty
  - iv. Misconduct (other than plagiarism)
  - v. Critical Incidents
  - vi. Harassment and Discrimination
  - vii. Health and well being
  - viii. Facilities

### 5. 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 victimisation.

### 6. Rights of Students

S P Jain recognises that any written agreement between students and the School does not limit the students right to make complaints and seek appeals of decisions and action under various processes, and in the case of international students studying onshore in Australia, written agreements do not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

## 7. Guidelines

### 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. To the extent practicable, each complaint or grievance is confidential (outside the parties and to whom the complaint or grievance applies) and the staff who are responsible for administering the process
- iii. Students must complete the School's Complaints and Grievance Form available from Blackboard (Appendix 1) The form must set out in writing the nature of the complaint or grievance including all relevant supplementary information or documents
- iv. Both parties to the complaint or grievance are entitled to appropriate access to any records related to the complaint or grievance
- v. Each appeal is heard by an independent person or panel; and
- vi. 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 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. The grievance policies and procedures will be presented at orientation for both staff and students and also detailed in the student handbooks. The Vice President – Administration, Registrar and relevant Course Director (Dean) is responsible for the training of academic and academic support staff in the application of the policy Likewise the Heads of Campus is responsible training administration staff in the application of the policy at their respective campuses.

## 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.

- i. Academic grievances will be mediated by relevant Vice President – Administration and Course Director (Dean) in consultation with the Registrar's office
- ii. Non-academic grievances will be mediated by the Heads of Campus
- iii. The process will commence within 10 working days of lodgement of complaint

- iv. The student will have the opportunity to formally present their case
  - v. Both parties to the complaint or grievance may bring a support person who is a third party to these meetings
  - vi. 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 10 working days of the commencement of the process
- c. Stage Two: If the student is dissatisfied with the decision and:
- i. It is an academic matter they may appeal to the Vice President – Academic within 10 working days of receipt of the decisions. The Vice President – Academic has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing
  - ii. 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

## **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 Heads of Campus for non-academic grievances
  - iii. The Vice President – Administration and relevant Course Director (Dean) in consultation with the Registrar's office or Heads of Campus as applicable 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 Course Director (Dean) or Heads of Campus will inform the Vice President – Academic or President, as applicable of the complaint in writing
  - vi. If the complaint is against a Course Director (Dean) or Registrar then it will be forwarded directly to the Vice President – Academic, Vice President – Administration and if it is against the Heads of Campus, then it will be forwarded directly to the President who will progress the matter further. If necessary, the Vice President – Academic and the President will inform the Academic Board or the Board of Directors, as applicable
  - vii. If the complaint is against the Vice President – Academic or the President then this will be forwarded directly to the Chairman, Board of Directors or Academic Board (as applicable) who will progress the matter further most probably if needed by constituting a grievance committee of at least 2 external members of the Board of Directors and the Chairman of the Academic Board or an external member of the Academic Board nominated by the Chairman of the Academic Board

- 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 to case basis and any changes will be implemented as soon as possible
- 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 15 years after action has been completed and then destroyed.

## **8. Appeals and Mediation Process**

- a. 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 arbitrator appointed by the Board of Directors within 30 days of receipt of the decision.
- b. Any external independent arbitrator arrangements identified by the School 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 complaints and appeals process will maintain their enrolment until the case is resolved.
- c. Additionally, and for non-academic and administrative appeals only, the following external mediation avenues are available to students in Australia :

- **For Domestic students**

Resolution Institute: is an independent national association of dispute resolution.  
Level 1, 13-15 Bridge Street  
Sydney NSW 2000  
Phone: (+61 2) 9251 3366  
Fax: (+61 2) 9251 3733  
Freecall: 1800 651 650  
Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)  
Website: [www.resolution.institute](http://www.resolution.institute)

- **For Domestic FEE-HELP Students**

A student who is enrolled in or entitled to FEE- HELP and is not satisfied with the decision may apply to the Administrative Appeals Tribunal (AAT) for a review of that decision. Further information about the AAT including all costs and required application forms can be obtained from [www.aat.gov.au](http://www.aat.gov.au).

- **For International Students in Australia**

An international student may lodge an external appeal or complain about the decision to the Overseas Student Ombudsman. The Overseas Student Ombudsman offers free



and independent advice to international students who may have a complaint about their private education or training provider.

Overseas Student Ombudsman  
GPO Box 442 Canberra ACT 2601  
Phone: 1300 362 072

[www.oso.gov.au](http://www.oso.gov.au)

### **Related Documents**

- c. Student Code of Conduct Policy
- d. Staff Code of Conduct Policy
- e. Records Management Policy
- f. Complaints and Grievance Form (Appendix 1)

## **Appendix 1: Complaints and Grievance Form**

### **1. Personal Details:**

- a) Name: \_\_\_\_\_
- b) Student ID: \_\_\_\_\_
- c) Enrolled Course: \_\_\_\_\_
- d) Campus: \_\_\_\_\_
- e) Date of Birth: \_\_\_\_\_
- f) Address: \_\_\_\_\_
- g) Current Student: *YES/NO* \_\_\_\_\_
- h) Academic Grievance/Non Academic Grievance: *Please indicate* \_\_\_\_\_

### **2. Complaint and Grievance**

Please provide:

- a) a description of the complaint/grievance including the date, the location and all persons involved
- b) summary of the processes and steps taken to date to try and resolve the grievance informally
- c) a proposed resolution which you may believe will settle the grievance
- d) attach any documentation in support of the grievance or proposed resolution

### **3. Declaration**

I declare that the information provided by me is true and correct.

I have read and understood the information contained on this form and in the Student Grievance & Mediation Policy

Name (Print):

Signature:

Date:


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#### 4. Internal Use:

**Received date:**

**Received by:**

**Number of documents received:**

 <b>S P Jain</b> School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	<b>Student Information Provision Policy</b>
Document Type	Policy
Administering Entity	Registrar, Vice President – Administration, Heads of Campuses (HOCs)
Latest Approval/Amendment Date	May 29, 2019
Last Approval/Amendment Date	New Policy
Approval Authority	Board of Directors
Indicative Time of Review	May 28, 2021

## 1. Overview

- S P Jain School of Global Management (S P Jain) recognises its responsibility to collect, manage and disclose student information in accordance with relevant legislation and guidelines and prevailing community expectations.
- The Privacy Act (1988) Australia regulates the way in which organisations collect, use, disclose, keep secure and allow people access to their personal information. S P Jain affirms the 13 Australian Privacy Principles (APP) from schedule 1 of the Act and will respect the dignity and privacy of all individuals with whom it is engaged.
- Likewise, S P Jain respects and complies with other countries' privacy laws where its campuses are located.

## 2. Purpose

- This Policy establishes a framework for the management and handling of student information and records which protects the privacy of students and promotes the responsible handling of student information by staff.
- This Policy also establishes procedures through which a student may access his or her personal information, or make a complaint in respect to the loss, misuse or unauthorised disclosure of, or unauthorised access to, information about them.

## 3. Scope

- This Policy applies to student records and information relating to applicants, current and former students.

#### **4. Guiding Principles**

- a. Student information will be collected, stored, used and disclosed only where it is necessary to carry out one or more legitimate functions or activities of the School.
- b. The School will take all reasonable steps to ensure responsible handling and management of student information in accordance with the Records Management Policy.
- c. The School will take all reasonable steps to protect student information from misuse, loss, unauthorised access, modification or unauthorised disclosure.
- d. Student information should be treated as confidential, and should not be disclosed to other persons except:
  - i. staff who have been authorised to do so because they have a demonstrated need for this information to carry out their duties; or
  - ii. where disclosure is permitted under the provisions of this Policy.
- e. In certain circumstances, the confidentiality requirements in this Policy will be overridden by legal or legislative obligations of disclosure.

#### **5. Collection, storage, use and disposal of Student Information**

- a. The School collects and stores a range of information about its students. This includes: personal information, academic records, and sensitive information. Some information is collected from students, while other information is generated by the School in the course of its activities (e.g. assessment results and grades).
- b. S P Jain will collect personal information directly from a student wherever possible.
- c. Where information is collected, all reasonable steps will be taken to inform students of:
  - i. the purpose for which the information is collected
  - ii. any law or legal authority that requires or authorises particular information to be collected or disclosed to a third party, and
  - iii. any third party to whom S P Jain usually discloses the student information that is being collected.
- d. S P Jain will take all reasonable steps to:
  - i. ensure that student information is accurate, relevant, up-to-date, complete, and not misleading

- ii. adequately protect student information that it collects and stores to prevent misuse or unauthorised access or disclosure of the information.
- e. Staff responsible for the management of sensitive information about a student must ensure this information is stored and managed securely and confidentially.
- f. Legitimate purposes for which information may be used, include but are not limited to:
  - i. the administration of admission, enrolment, and class registration
  - ii. the administration of course completions and award conferrals
  - iii. course and topic administration
  - iv. administration of prizes and scholarships
  - v. student retention and academic progress matters
  - vi. communication with students
  - vii. the School's internal planning purposes
  - viii. the provision of student services including health and well-being programs
  - ix. provision of associated services such as security, parking and information technology
  - x. arrangement of work-integrated learning placements
  - xi. conduct of student elections
  - xii. administration of student fees and charge
  - xiii. provision of information to current and former students and applicants about S P Jain's courses, activities and programs
  - xiv. fostering alumni relations
  - xv. verification of student records for employers or external bodies with legitimate reasons for checking the academic credentials of students, and
  - xvi. mandatory reporting to government departments and agencies under Commonwealth and State legislation.
- g. Where student information has been obtained for one or more legitimate purposes, it will not be used for any other purpose, unless:
  - i. the individual concerned has consented to its use
  - ii. use of the information is required by law, or
  - iii. S P Jain believes it is necessary in order to prevent or lessen a serious and imminent threat to the life or health of the individual concerned, or another person.

## **6. Staff access**

- a. Staff access to student information will be restricted to those staff members who require the information in order to carry out their duties and responsibilities.

- b. Staff who are granted access to student information will only use that information for legitimate purposes and activities, in accordance with this Policy and the scope of their duties and responsibilities.
- c. Staff requesting access to student information, held electronically, must acknowledge their responsibility to maintain confidentiality of information.

## **7. Student access**

- a. S P Jain will take all reasonable steps to allow individual students to view the information it holds about them.
- b. A student may directly view a limited amount of information about themselves which is held on S P Jain's Student Information System and Learning Management System.
- c. Requests to view additional information or documents held by S P Jain must be directed to the Registrar's Office.
- d. Where access is granted, this information may only be viewed in the presence of a member of staff. A student will not be permitted to view any document which is marked confidential or which contains information on another student but will be provided with a brief description of any such document or with a copy of the document with information regarding other student(s) redacted/deleted.

## **8. Disclosure to third parties**

S P Jain will not disclose information about students to persons, bodies or agencies outside the School including parents, spouses or other relatives or friends of the student, or to staff who have no need of the information, unless one of the following provisions apply:

- a. Disclosure to third parties with the consent of the student concerned  
Student information may be disclosed to third parties with the consent of the student concerned. Such consent should be given in writing. The consent should specify the extent and nature of the information the student agrees may be disclosed.
- b. Disclosure under statutory or other legal authority in Australia  
S P Jain is required under State and Commonwealth legislation to provide student information to the following government departments and agencies. It will take reasonable steps to inform students of the types of information that are usually disclosed or reported to government departments and external agencies:
  - i. The Tertiary Education Quality and Standards Agency (TEQSA) established under the TEQSA Act (2011)
  - ii. The Australian Government department responsible for tertiary student support funding and programs, for reporting purposes and to enable the administration of Commonwealth student contribution, tuition fee and loans programmes

- iii. Centrelink, as required to enable verification of entitlement to Centrelink payments
- iv. The Australian Taxation Office (ATO) on the liabilities of students who have elected to defer and repay costs incurred during their study under the range of Commonwealth loans and contribution programs
- v. The relevant Australian Government department (currently the Department of Home Affairs) responsible for student visa requirements in respect to relevant administrative information on student visas
- vi. Professional registration or accreditation bodies and authorities regarding the registration requirements of students or graduates or with respect to mandatory reporting requirements (e.g. EQUIS, AMBA etc ).

c. Disclosure under statutory or other legal authority outside Australia

Under the legislation relevant to the countries within which its campuses are located, S P Jain is required to provide student information to government departments and agencies. It will take reasonable steps to inform students of the types of information that are usually disclosed or reported to government departments and external agencies.

d. Disclosure of information under court order

S P Jain must also provide information concerning a student if required to do so under a Court order.

e. Release of information to state or Federal Police

S P Jain may be required to release information to state or Federal police where a student is reasonably suspected of having committed a criminal offence or can assist in the prevention or solving a crime, or in the case of an emergency. Such requests must be directed to the Head of Campus who must confirm the identity and credentials of the person requesting the information and recommend release of information to the Registrar's Office or President, except in case of an emergency where there is no time available for approval where the Head of Campus may make the decision.

f. Staff of an associated or affiliated institution or organisation

S P Jain may grant access to student information to staff of an associated or affiliated institution, who have a demonstrated need to access it in order to carry out duties relevant to the administration of admission or enrolment activities, course or topic administration or other relevant activities in connection with S P Jain students or prospective S P Jain students. Requests for access to student information should be directed to the Registrar who will review the request and approve further action as appropriate.

Access to student information to staff of an associated or affiliated institution or organisation will only be granted on the authority of the Registrar and will be limited to only that information which the Registrar considers appropriate to meet the need.

- g. Verification of an academic record or testamur
- i. Enquiries concerning a student's academic records from a person or body with a valid reason for seeking the information (e.g. another registered provider or a prospective employer who has been presented with a testamur or transcript of academic record from the student) should be referred to the Office of the Registrar.
  - ii. Such requests must be in writing and include a copy of the testamur or transcript of academic record. On receipt of a request, the Registrar's Office will check the identity and credentials of the person or body making the request, and if appropriate, will verify the student's academic record or testamur.
  - iii. Where there is evidence that a student may have submitted to another educational institution, employer, or other person or body a falsified testamur or transcript of academic record, a formal report will be made to the Registrar. The report will include a copy of the falsified document, details of when and where this document was submitted, and a copy of the student's actual academic record. On receipt of the report the Registrar will investigate and write to the student or former student inviting them to respond to an allegation that they have falsified an official S P Jain document and undertake any additional investigation as appropriate.
  - iv. Where an allegation that a student or former student has falsified an official S P Jain document has been proven, the Registrar in consultation with the Vice President – Academic may take one of the following actions, taking into account, any statement or information presented by the student or former student, including any extenuating circumstances:
    - issue the student or former student with a formal warning about his or her conduct
    - approve the application of a sanction precluding the student or former student from further enrolment at S P Jain
    - refer the matter to an external authority
  - v. The Registrar will notify the student or former student of the outcome of the investigation.
- h. *Serious and imminent threat to the life or health of a student or other person*  
S P Jain may disclose information about a student to the police, emergency services, an external health service provider, or nominated emergency contact person where there is a reasonable belief that disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or another person. Disclosure of student information in these circumstances will only be made by the respective HoC.
- i. Release of student information to contracted third parties  
Where any staff of department needs to release student information to contracted service providers (who the School uses to perform services on its behalf) release of student information must be approved by the Registrar and the contract must include provisions to protect the security and confidentiality of the student information.

j. **Freedom of Information**

S P Jain complies with the provisions of state and federal government Freedom of Information Acts in Australia and elsewhere. Any request for information concerning a student or former student made under the terms of a Freedom of Information Act must be referred immediately to and be approved by the President.

**9. Correction of student information**


- a. S P Jain will take reasonable steps to enable students to correct any inaccurate information held by the School as appropriate.
- b. Students who wish to correct personal information held by the School may correct certain details such as their address and emergency contact details directly via the Student Information System.
- c. Students who believe there is an error in other personal details (e.g. birth date, citizenship or residency status or name) should contact Registrar's Office and, where required, provide official documentation to support their request.
- d. A student who has a reasonable belief that there is an error or inaccuracy in a other documents or records held with or issued by S P Jain about them or that is associated with them may make a written request, with documentary evidence if required, for a correction to be made to the document or record in question. Written requests for a correction to a document or record should be directed to the Registrar's Office. A copy of the written request will be retained on the student's file.
- e. A student who has a reasonable belief that there is an error in an academic grade or result should raise his or her concern with the relevant Course Manager /Coordinator in the first instance.

**10. Complaints regarding student information records**

- a. Students may lodge a complaint about a breach of confidentiality, misuse or inappropriate disclosure of information held by S P Jain as detailed in the School's Student Grievance and Mediation Policy and Procedures.
- b. Where an investigation into a complaint establishes that there is a clear case that a staff member has deliberately disclosed or given unauthorised access to student information or breached student confidentiality or may be guilty of serious misconduct as a result of the misuse of student information, a recommendation may be referred to the President to initiate disciplinary procedures.

**Related Documents**

- a. Information Management Policy
- b. Graduation and Certification Policy
- c. Critical Incident Policy
- d. Student Grievance and Mediation Policy and Procedures
- e. Records Management Policy

 <b>S P Jain</b> <b>School of Global</b> <b>Management</b> <small>DUBAI • MUMBAI • SINGAPORE • SYDNEY</small>	<b>Student Sexual Assault and Sexual Harassment Policy</b>
Document Type	Policy
Administering Entity	Director - Human Resources, Vice President - Academic, Vice President – Administration, Registrar, Heads of Campuses (HOCs) and Student Counsellors
Latest Approval/ Amendment Date	July 10, 2019
Last Approval/ Amendment Date	New Policy
Approval Authority	Board of Directors
Indicative time of Review	July 9, 2021

## 1. Purpose

- S P Jain School of Global Management (S P Jain) has zero tolerance for all forms of sexual assault and sexual harassment (SASH) and is committed to achieving and maintaining safe learning environments.
- Sexual harassment in any teaching and learning context will not be tolerated under any circumstances. This Policy outlines S P Jain's stance and general approach to matters of sexual misconduct.

## 2. Application

- This Policy applies to S P Jain students at all campuses.
- This Policy is not limited to S P Jain campuses or teaching or study hours. This Policy extends to all functions and places where students interact.

## 3. Laws

- Under the Australian Human Rights Commission Act 1986 (Cwlth), the Sex Discrimination Act 1984, Australia (CWLTH) and Anti-Discrimination Act 1977 (NSW,), sexual harassment is unlawful and strictly prohibited.
- This Policy applies to every one of S P Jain's campuses and the laws that apply in each jurisdiction.

#### **4. What is Sexual Harassment?**

- a. Sexual harassment is unwelcome conduct of a sexual nature, which makes a person feel offended, humiliated or intimidated. Conduct can amount to sexual harassment even if the person did not intend to offend, humiliate or intimidate the other person.
- b. However, conduct will not be sexual harassment if a reasonable person, having regard to all the circumstances, would not have anticipated that the conduct would offend, humiliate or intimidate the other person.
- c. Sexual harassment does not have to be directed at a particular individual to be unlawful. Behaviour which creates a hostile learning environment for other students can also be unlawful. Examples of sexual harassment include:
  - i. physical contact such as pinching, touching, grabbing, kissing or hugging
  - ii. staring or leering at a person or at parts of their body
  - iii. sexual jokes or comments
  - iv. requests for sexual favours
  - v. persistent requests to go out, where they are refused
  - vi. sexually explicit conversations
  - vii. displays of offensive material such as posters, screen savers, internet material etc
  - viii. accessing or downloading sexually explicit material from the internet
  - ix. suggestive comments about a person's body or appearance
  - x. sending rude or offensive emails, attachments or text messages.

#### **4. What is not sexual harassment?**

- a. Behaviour which is consensual, welcome and reciprocated, and based on mutual attraction, friendship and respect is not sexual harassment.

#### **5. Responsibilities of Workplace Participants:**

- a. Students are responsible for:
  - modelling appropriate behaviour
  - reporting any incident of sexual harassment that they have experienced or witnessed
  - ensuring that a person is not victimised for making, or being involved in, a complaint of sexual harassment
- b. To ensure effective communication, education and enforcement of this Policy and students' understanding of their responsibilities, S P Jain includes SASH awareness modules in orientation presentations at each of its campuses.

## **6. Breach of Policy:**

- a. If any student commits, condones or encourages any form of sexual harassment, they will be subject to disciplinary processes in accordance with Student Grievance and Mediation Policy and Procedures and may have their enrolment terminated as a result.

## **8. Procedure for handling Sexual Harassment complaints for students**

- a. S P Jain's procedures for handling complaints are based on confidentiality, impartiality, procedural fairness, protection from victimisation and prompt resolution.
- b. Where necessary the procedures set out in the School's Critical Incident Policy will be implemented by the Head of Campus.
- c. Management will ensure that all complaints of sexual harassment are investigated quickly and fairly and treated with complete confidentiality. Any student or staff member found guilty of perpetrating or condoning sexual harassment will be disciplined accordingly. This may include having their employment or enrolment terminated.
- d. If a student feels that they have been sexually harassed, the aggrieved person may make a complaint via the following Procedure:
  - i. If student believes or perceives that they are been sexually harassed, they should approach the harasser, if they feel comfortable to do so, and tell them to stop the offending behaviour immediately
  - ii. If the student is either not satisfied with the outcome of their discussions with the harasser or feels uncomfortable about approaching the harasser on their own, the student should seek the assistance of a Student Counsellor or in absence of the Student Counsellor the Head of Campus and request intervention on their behalf
  - iii. The Student Counsellor's and Head of Campus's contact will be available in each Student Campus handbook
  - iv. If the matter is not resolved, the student should make a formal written complaint of harassment to the Students' Counsellor or in absence of the Student Counsellor the Head of Campus in writing via email or letter. The student may elect to make such a complaint as an initial step without approaching the harasser
  - v. To ensure the prompt and thorough investigation of a sexual harassment complaint, the student should provide as much of the following information as possible:
    - The name, department and position of the person or persons allegedly committing harassment
    - A description of the incident(s), including the date(s), location(s) and the presence of any witnesses


- The effect of the incident(s) on the student's ability to learn
  - The names of other individuals who might have witnessed the harassment or been subject to the same or similar harassment
  - Any other information the student believes to be relevant
  - All complaints will be investigated promptly, fairly and confidentially by the Student Counsellor.
- vi. The investigation will involve interviewing the person or persons about whom the complaint has been lodged
  - vii. Any person who has a complaint of harassment made against them must be provided with an opportunity to respond to the allegations
  - viii. Any other person(s) who may have been involved or who may have witnessed the incident(s) will be interviewed as part of the investigation
  - ix. Investigations may last between three days to maximum of three weeks
  - x. If the investigation finds that sexual harassment has occurred, the Head of Campus will be consulted, and an appropriate response approved. This may include the perpetrator's enrolment being terminated
  - xi. Following the investigation, the complainant will be informed by the Head of Campus in writing about what action (if any) is proposed to be taken. If the complainant is not satisfied with the way the complaint has been handled, they have the right to appeal the decision through the Student Mediation and Grievance Policy or with in case of Sydney campus refer the matter to the Equal Opportunity Commission
  - xii. All documentation in relation to the complaint, investigation and outcomes must be filed securely in the Complaints Register Folder by the Student Counsellor and a copy must be forwarded to Management upon completion of the investigation.
- e. The Student Counsellor or in absence of the Student Counsellor the Head of Campus is responsible for:
- i. Ensuring that both the individual filing the complaint (complainant) and the accused individual (respondent) are aware of the seriousness of a sexual harassment complaint
  - ii. Explaining S P Jain's Sexual Harassment Policy and investigation procedures to all parties involved
  - iii. Exploring informal means of resolving sexual harassment complaints if appropriate
  - iv. Notifying the police if criminal activities are alleged
  - v. Arranging for an investigation of the alleged harassment and the preparation of a written report
  - vi. Submitting a written report summarising the results of the investigation and making recommendations to the Head of Campus
  - vii. Notifying the complainant and the respondent of the corrective actions to be taken, if any, and administering those actions
  - viii. Determine if an in-house investigation will be conducted or if a third party will be contracted to complete the investigation.

## **9. Emergency Contact details:**

Internal emergency and external emergency contacts will be detailed in each Student Campus Handbook

### **Related documents**

- a. Student Grievance and Mediation Policy and Procedures
- b. Student Code of Conduct Policy
- c. Critical Incident Policy

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	<b>Student Support Policy</b>
Document Type	Policy
Administering Entity	President, Vice President – Administration, Vice President – Academic, Registrar, Deans/ Directors, Heads of Campuses (HOCs)
Latest Approval/ Amendment Date	May 01,2019
Last Approval/ Amendment Date	New Policy
Approval Authority	Board of Directors
Indicative time of Review	April 30, 2021

## 1. Purpose

The purpose of the *Student Support Policy* is to set out the nature and scope of support services available to all S P Jain School of Global Management (S P Jain) students. This policy outlines S P Jain's obligations to all higher education students as a registered higher education provider. It details the support processes, mechanisms and services designed for a diverse cohort of students to enable student progression, student achievement of learning outcomes and ultimately enable student success.

## 2. Scope

This Policy applies to all enrolled students in any course studying in any campus of the S P Jain School of Global Management.

## 3. Policy Principles

- S P Jain is committed to the provision of timely and targeted student support for all students to enable a positive learning experience, the development of knowledge and skills including language skills, and to ensure personal well-being.
- S P Jain recognises its obligations to provide a range of support student services as a registered higher education provider under the TEQSA Act (2011), and as a registered CRICOS provider of courses to international students under the ESOS Act (2000).

- c. S P Jain supports students and also fosters independence by encouraging them to be responsible for their own learning.
- d. S P Jain is committed to ensuring that all students, regardless of their educational background, entry pathway, mode or place of study have equivalent opportunities to successfully transition and progress in their course of study, and that the School has mechanisms and strategies to identify specific learning and support needs of all students.
- e. S P Jain is committed to the ongoing resourcing and improvement of a range of support services that acknowledges the academic, personal, cultural, technical and language needs of all students enrolled at S P Jain.

#### 4. Scope of Services

S P Jain has designed its approach to student support services in line with our students' lifecycle from admission through to graduation and includes:

##### a. Orientation

- i. In the week preceding the commencement of classes, the Vice President – Administration, Registrar and Course Director (Dean's) Office organises several days of orientation and induction for all new students. These sessions build on information already provided to students as part of the offer process including student academic, library resources and access, IT services safety information about the campus, international student services, language and personal support services, locations and access.
- ii. Students are also provided with information that sets out student responsibilities and code of conduct including expectations of behavior, academic integrity, academic progress and attendance.
- iii. The Vice President – Administration, Registrar, Director (Dean), Heads of Campus and other personnel from various departments such as Course Office, Library, Facilities, IT, Student Counselor and Student Life also provide students an opportunity to seek assistance in learning more about S P Jain and its services and ask any questions about what to expect while studying at the School.
- iv. For students studying in multi-campus mode, a one-day campus orientation is held for all students new to the campus to familiarize students to the new facilities services, city and country information.

##### b. International Student Services

- i. S P Jain recognises the challenges for international students and is committed to providing clear, supportive and accessible services for all international students through the establishment of a central and /or campus point of contact for international students.

- ii. Before and during orientation, all international students are provided with information about S P Jain, living in Australia and other international campuses including geography, culture, lifestyle, currency and other important information to enable successful transition and experience including about housing, visas, finances, local laws and customs, and insurance. Each student is provided a Campus Handbook at each new campus orientation.

#### c. Learning Resources

- i. 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 S P Jain library resources includes an on-campus collection at each delivery location and an e-library with e-resources that includes business-relevant e-databases, online journals and newswires.
- ii. The library aims to:
  - Develop and deliver customer-focused services, support the achievement of learning and teaching objectives and the achievement of student learning outcomes
  - Provide access to local and external learning resources for all users to support course delivery and academic scholarship
  - Provide a wide-range of scholarly academic electronic library while maintaining appropriate print collections at each campus
  - Widen and facilitate access to scholarly information for all students and staff at S P Jain
  - Provide support through services of qualified librarians who are able to assist students with a range of learning resource services.

#### d. Information Technology Support

- i. The School uses a student Learning Management System (LMS) that:
  - supports remote and mobile access, webinars, threaded discussion boards, blogs and simulations
  - provides technology to enable online academic support
  - provides facility for online feedback surveys
  - enables automatic marking of attendance, submission and logging of requests for leave of absence from webinars
  - provides continued integrated anti-plagiarism services
  - provides online and remote access to School's e-libraries. video recording facility of webinar class sessions
- ii. The Information Technology Centre provides a robust, reliable, and secure IT infrastructure and support services for 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 to protect the integrity of the School and to ensure a positive student experience.

e. Counselling Support

- i. S P Jain has a counselling and coaching team staffed with and professionally qualified Student Counsellors at each campus. 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 to help resolve any issues that might be impeding student progression or the enjoyment of the S P Jain experience.
- ii. In addition, and if required, the School contracts 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.

f. Career Advice

- i. S P Jain helps students obtain information about specific careers and post-study professional opportunities by the Corporate Relations team at each campus and also provide information and support for on-campus recruiting and local advice on contacts to assist students to make career connections. In addition, professional readiness teams provide assistance with career planning, resume writing and interview techniques.

g. Language Support

- i. The School's recruitment and admission processes are robust and are designed to ensure that all students have the necessary English language skills to progress successfully through each course and communicate effectively with both students and staff during their studies at S P Jain.
- ii. In many undergraduate courses the School has integrated compulsory Business English Writing and Business Oral Communications in the core curriculum for most undergraduate courses. For postgraduate students, the School provides English language support workshops that available for all students.
- iii. The School also recognises that some students will require additional specific language support identified at admission and during the units/ workshops listed in 4.h.ii, and any additional English language support needs are identified with support measures designed in collaboration of the academic team and the Registrar's office.

h. Student Access to Academic Staff

- i. Academic Staff allocate an average of 3 hours a week to provide additional student consultation for "faculty hour meetings" with staff. Students can seek additional support relating to any aspect of their studies, seek clarifications or request specific feedback.
- ii. Students need to seek prior appointments with the faculty for faculty hour meetings.

i. Identifying of Students 'At Risk'

i. S P Jain has a range of mechanisms and strategies to identify students at risk of progression as detailed in the *Student at Risk Policy* and listed below:

- For courses /units where prescribed class attendance is required for students, the rolls will be monitored by the relevant Course Manager. Student/s failing to meet the attendance requirements or having a low attendance record in general for the course, will be reported to the, relevant Course Director /Deputy Director (Dean /Assistant Dean as appropriate), Registrar, assigned teaching staff and the Student Counsellor.
- Students who do not meet the rules of progression for a term/semester will be reported by the Registrar's office to the respective Director/Deputy Director (Dean /Assistant Dean) and will be put under academic probation.
- For any instances of students who are minors the parents /legal guardians will also be kept updated.

ii. Furthermore, as detailed in the *Student at Risk Policy* S P Jain has a range of remediation services to support students at.

j. Student Anti-Discrimination, Harassment and Equality


i. S P Jain aims to provide an environment where students and others in the School are treated fairly and with respect, and are free from unlawful discrimination, harassment and vilification as detailed in the *Student Diversity, Equity and Fair Treatment Policy and Sexual Assault and Sexual Harassment Policy*.

## 5. Information to Students

The procedures related to each of the services and the mechanisms for implementation are set out in specific detail in a range of information sources available to students and staff including related policies, on campus information, student handbooks, the S P Jain website and on the student learning management systems (LMS).

### Related Policies and Documents

- h. Health and Wellbeing Policy
- i. Student Code of Conduct Policy
- j. English Language Proficiency Policy
- k. Student Consultation Policy and Procedures
- l. Student Equity, Diversity and Fair Treatment Policy
- m. Student at Risk Policy
- n. Rules of Progression Policy
- o. Sexual Assault and Sexual Harassment Policy
- p. Student Handbook
- q. Campus Handbooks

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	<b>Tuition Fee Protection Procedure</b>
Document Type	Procedures and Controls
Administering Entity	President, Finance Director, Chief Financial Officer, Regional Heads – Finance and Accounts
Latest Approval/ Amendment Date	May 01, 2019
Last Approval/ Amendment Date	August 09, 2018
Approval Authority	Board of Directors
Indicative time of Review	April 30, 2021
Responsibility for review	Board of Directors

## 1. Purpose

This procedure outlines how the pre-paid tuition fees for students who have enrolled but not yet commenced studies at the S P Jain School of Global Management ( S P Jain) are managed and protected.

This procedure applies to pre-paid tuition fees paid by students studying at any of the School's campuses (Sydney, Dubai, Singapore and Mumbai).

## 2. Context

Under Australian Government legislation international students are protected by a Tuition Protection Service. The aim of this protection is to ensure that students receive the tuition they have paid for or, as a last resort, a refund.

The legislation sets out what happens when a registered provider or an overseas student or intending overseas student defaults (that is, when a provider fails to start or finish providing a course to a student, or a student fails to start or finish a course with a provider). It establishes a universal single Tuition Protection Service (TPS) to provide a flexible and streamlined approach to student placement and refund arrangements in the event a defaulting provider does not meet its refund obligations under the ESOS Act. Students will be given an active role in selecting from suitable placement options through an online information service. Where a student does not access a placement through the placement facility provided by the TPS Director, the student may be eligible for a refund of their unexpended tuition fees from the TPS Director.

Students will be eligible for a refund of the unused portion of any prepaid tuition fees (i.e. tuition for which they have paid but which has not yet been delivered) rather than a full refund, in recognition of the fact that you may obtain credit for the study already completed.

In accordance with the Tuition Protection Framework, all Australian higher education providers, including S P Jain, may only collect pre-paid course fees up to one study period in advance. They may only collect a deposit of up to 50 per cent of the total course fee from commencing students.

S P Jain complies with all the requirements of the Tuition Protection Scheme and provides an explanation of what happens in the event of a course not being delivered in its written agreements with students in accordance with Standard 3 of the ESOS National Code.

### **3. Tuition protection arrangements**

#### **a. International Students Fees**

- i. In all cases the process followed is based on the requirements of the Australian Government's Tuition Protection Service ([www.tps.gov.au](http://www.tps.gov.au))
- ii. In circumstances where there S P Jain defaults on delivery of a course or subject and an alternative provider cannot be found for a student, a full refund of the student's fees must be provided.
  - a. Refunds are conditional upon the funds for the refund being available: that is
    - i. electronic funds transfers must have cleared and been received
    - ii. debts to the School must have been paid, and
    - iii. the School must have cancelled the course or subject, or be unable to deliver the course or subject
- iii. Fee refunds will be made in accordance with the International Students Refund Policy.

#### **b. Domestic (Australian) Student Fees**

- i. Under the provisions of the Higher Education Support Act 2003 (HESA) and the associated Higher Education Provider Guidelines S P Jain is required to provide a tuition assurance arrangement for Australian citizens or holders of an Australian permanent humanitarian visa who are enrolled in higher education courses it offers. This requirement is to protect students in the event that S P Jain to provide a course of study in which a student is enrolled.
- ii. S P Jain has met the tuition assurance requirements of the HESA and ESOS Acts through its current membership of the Council of Private Higher Education (COPHE) TDA Higher Education Tuition Assurance Scheme (for domestic students) and through the Commonwealth's Tuition Protection Service (for international students).
- iii. In the event that S P Jain ceases to provide a course of study in which a student is enrolled the student is entitled to a choice of:

1. An offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any student contribution or tuition fee for any replacement units (this is known as the 'Course Assurance Option'); or
  2. A refund of his or her upfront payments for any unit of study that the student commences but does not complete because S P Jain ceases to provide the course of study of which the unit forms part (this is known as the 'Student Contribution/Tuition Fee Repayment Option')
- iv. Fee refunds will be made in accordance with the Domestic Students Refund Policy.

#### **4. Disbursement of prepaid fees**

##### **a. Students studying in Sydney**

###### **i. Undergraduate fees**

Any pre-paid fees for students commencing at the Sydney campus will held in the prepaid fees account current maintained with an authorised Australian bank.

###### **ii. Postgraduate fees**

The Sydney study period is always the 2<sup>nd</sup> term. When the fees are received, one third of the amount will be transferred to the prepaid fees account currently maintained with an authorised Australian bank. The fees will be held in this account until the student commences their studies at the Sydney Campus.

##### **b. Students studying in Dubai, Singapore and Mumbai**

- i. Prepaid fees received from students commencing at the Dubai, Singapore and Mumbai campuses will be protected as S P Jain will have a Term Deposit and Prepaid Fees Bank accounts in Dubai which at all times shall have a balance equivalent to the amount of prepaid fees received from students.
- ii. The balances in the above shall allow for the reimbursement of students fees should the School be unable to deliver the course the student has enrolled in.

#### **Related Documents**

- a. Student Fee Protection Policy
- b. Course Discontinuation Policy
- c. Refund Policy International Students
- d. Refund Policy Domestic Students

 <b>S P Jain</b> <b>School of Global</b> <b>Management</b> DUBAI • MUMBAI • SINGAPORE • SYDNEY	<b>Postgraduate Admission and Selection Policy</b>
Document Type	Policy
Administering Entity	Director – Admissions, Registrar
Latest Approval/Amendment Date	April 29, 2020
Last Approval/Amendment Date	August 22, 2019
Approval Authority	Academic Board
Indicative time of Review	April 28, 2021

## 1. Purpose and Scope

This policy applies to all applications for admission to postgraduate courses at S P Jain School of Global Management (S P Jain) for prospective domestic and international students.

## 2. Admission Selection Process

- a. The process for admission and selection of students into S P Jain's postgraduate courses includes the following procedure:
  - i. Meeting Eligibility Requirements
    - Academic eligibility requirements
    - English language eligibility requirements
  - ii. Additional Requirements for Eligible Applicants:
    - Aptitude/entrance tests
    - Evaluation of shortlisted applicants
    - Essays and Case Analysis Discussion Paper and Interview
  - iii. Notification and Offer
- b. The specific admission requirements of each postgraduate course offered by S P Jain are published on the S P Jain website and/or in current course brochures.
- c. All admission decisions are made by the Admission's Office in consultation with academic staff at S P Jain.

### 3. Meeting Eligibility Requirements

#### a. Academic and Work Experience Eligibility Requirements

##### i. Master of Business Administration (Global) and Master of Business Administration (Executive) courses:

- All applicants (domestic and international) will have an undergraduate degree from a recognised university or other approved tertiary institution; and
- Evidence of having worked after graduation on a full-time basis in a role which has been assessed by S P Jain as relevant to the course of study for a minimum period of 3 years.
- For MBA (Executive) applicants, in exceptional cases and no more than 5% of a cohort, professional experience deemed equivalent to an undergraduate degree may enable consideration for eligibility, subject to the approval of the Course Director (Dean).

##### ii. Master of Global Business (MGB) course:

- All applicants (domestic and international) will have an undergraduate degree from a recognised university or other approved tertiary institution.

#### b. Meeting English Language Entry Requirements

- All applicants must have completed their education as detailed above in English and must provide certified evidence to the School.
- In exceptional cases where an applicant is unable to provide certified evidence for 3.b.i. the Admission Director may approve self-attested copies of the completion of education certification.
- Applicants who have not completed their most recent education qualifications in English are required to take any of the following recognised formal English language tests and obtain currently valid **minimum** scores as below:

English Test	Minimum requirements
IELTS	6.5
TOEFL iBT score	70
PTE score	60

## 4. Additional Requirements for Eligible Applicants:

### a. Aptitude/Entrance Test Score Requirements

- i. S P Jain requires candidates to take one of the following aptitude tests: GMAT, GRE, GMAC Executive Assessment (for MBA (Executive) only), CAT (Common Admission Test - offered in India) or SPJAT (S P Jain Aptitude Test).
- ii. Scores of GMAT of 650 or more, GRE of 320 or more, GMAC Executive Assessment of 125 or more (for MBA (Executive) course only), CAT score of 80 percentile or more, or SPJAT scores of 50% or more will be the minimum expected scores to be considered for admissions.
- iii. Candidates may apply even if they have not yet taken the aptitude test, or if their scores are pending. However, candidates will not be shortlisted for an evaluation interview until they submit their final test scores. S P Jain accepts the best score from the stated tests.
- iv. Students who do not meet the aptitude test score requirements may be considered for interview, subject to the decision of the Director - Admissions/Registrar

### b. Evaluation of shortlisted applicants

- i. The School establishes a shortlist of potential applicants based on:
  - Past academic performance other achievements;
  - Past work experience
  - English language proficiency to ensure successful participation;
  - Outcomes and scores of aptitude tests; and
- ii. The School also gives consideration to other factors including:
  - Application for credit and recognition for prior learning (as set out in Section 6); and
  - Equity and Diversity considerations (as set out in section 7)
- iii. Applicants who have not been shortlisted will be notified in writing by the School.

### c. Interview with shortlisted candidates

- i. All shortlisted applicants will be notified in writing by the School that their application has proceeded to the shortlist for admission into the relevant course.
- ii. As part of the final stage of applicant evaluation, all shortlisted candidates will be required to undertake:
  - An Essay and Case Analysis Discussion Paper
  - S P Jain "Business Creativity Test" for MBA (Global) and MGB applicants
  - A personal interview with a member of the School's selection committee at one of the School's campuses or via Skype/Zoom. The interview is designed to

assess the applicant's communication skills, analytical skills, aptitude and subject knowledge.

## **5. Notification and Offer**

- a. Approximately a week after the evaluation interviews, shortlisted applicants are notified in writing by the Admission's Office as to three potential outcomes:
  - i. the applicant has been successful and is offered a place for admission;
  - ii. the applicant has been placed on a 'second-round' offer waitlist with indicative timelines for potentially receiving a later offer of admission
  - iii. the applicant has been unsuccessful and will not be offered a place.
- b. An official letter of offer from the School will be issued to successful applicants including information relating to orientation, study periods, fees, fee refund, visa information where relevant, commencement date, code of conduct and for international students any other additional information required by the National Code 2018.
- c. Students who have applied for credit will be notified at the time of offer whether their application for credit has been approved and what impact on their course duration and student visa (if applicable) the credit decision will have.

## **6. Credit and Recognition of Prior Learning**

- a. S P Jain accepts and considers applications for credit or recognition of prior learning (RPL) for postgraduate courses in accordance with the School's Credit Transfer and Articulation Policy.

## **7. Alternative Entry Schemes**

- a. As set out in S P Jain's Student Equity, Diversity and Fair Treatment Policy, admission criteria and processes will take into account equity and access considerations through the provision of alternative entry admission schemes with specific reference to Part A Section 2.2 of the Higher Education Standards Framework (Threshold Standards) 2015.
- b. The School will give specific consideration to:
  - i. applications for admission from Aboriginal and Torres Strait Islander peoples;
  - ii. providing access to the educationally or socially disadvantaged; and
  - iii. addressing the under-representation of designated groups.
- c. S P Jain will monitor academic progress and provide appropriate learning support and reasonable adjustment to students admitted under any alternative entry scheme which is based on equity and diversity. This could include the use of adaptive technology or other tailored support investigated, developed and approved through an individualised Access Plan as approved by the School's Registrar in consultation

with the student and other relevant stakeholders.

## **8. Decisions and Right of Appeal**

- a. Approximately 2 weeks after the evaluation interviews, prospective students are notified by email as to three potential outcomes: (a) acceptance (b) wait-list (c) regret.
- b. All admission decisions are made by the Office of Admissions in consultation with the relevant academic staff.
- c. Students and prospective students have the right to appeal an admission decision in accordance with S P Jain's "Student Grievance and Mediation Policy and Procedures".

## **9. Deferral of Studies**

- a. All students who have been issued a Letter of Offer confirming admission into a course are able to defer admission for one study period only by completing the Deferral Form.
- b. Should a student require a longer period of deferral, an application to the School through the Registrar will need to be made.
- c. All decisions on deferral beyond one study period will be made by the School at its discretion.
- d. All students who have deferred their studies will be issued a written confirmation of the date of deferral.
- e. All information about refunds can be found in the School's Refund Policy

## **10. Review**

The admissions criteria will be reviewed annually by the Director - Admissions or an Advisory Group set up by the Registrar. Any recommendations for changes to the policy will be submitted to the Registrar for consideration. The Registrar will then recommend to Academic Board (through ARCDC) any changes to the criteria for approval.

## **Related Documents**

- a. Credit Transfer and Articulation Policy
- b. Student Equity, Diversity and Fair Treatment Policy
- c. Student Grievance and Mediation Policy and Procedures