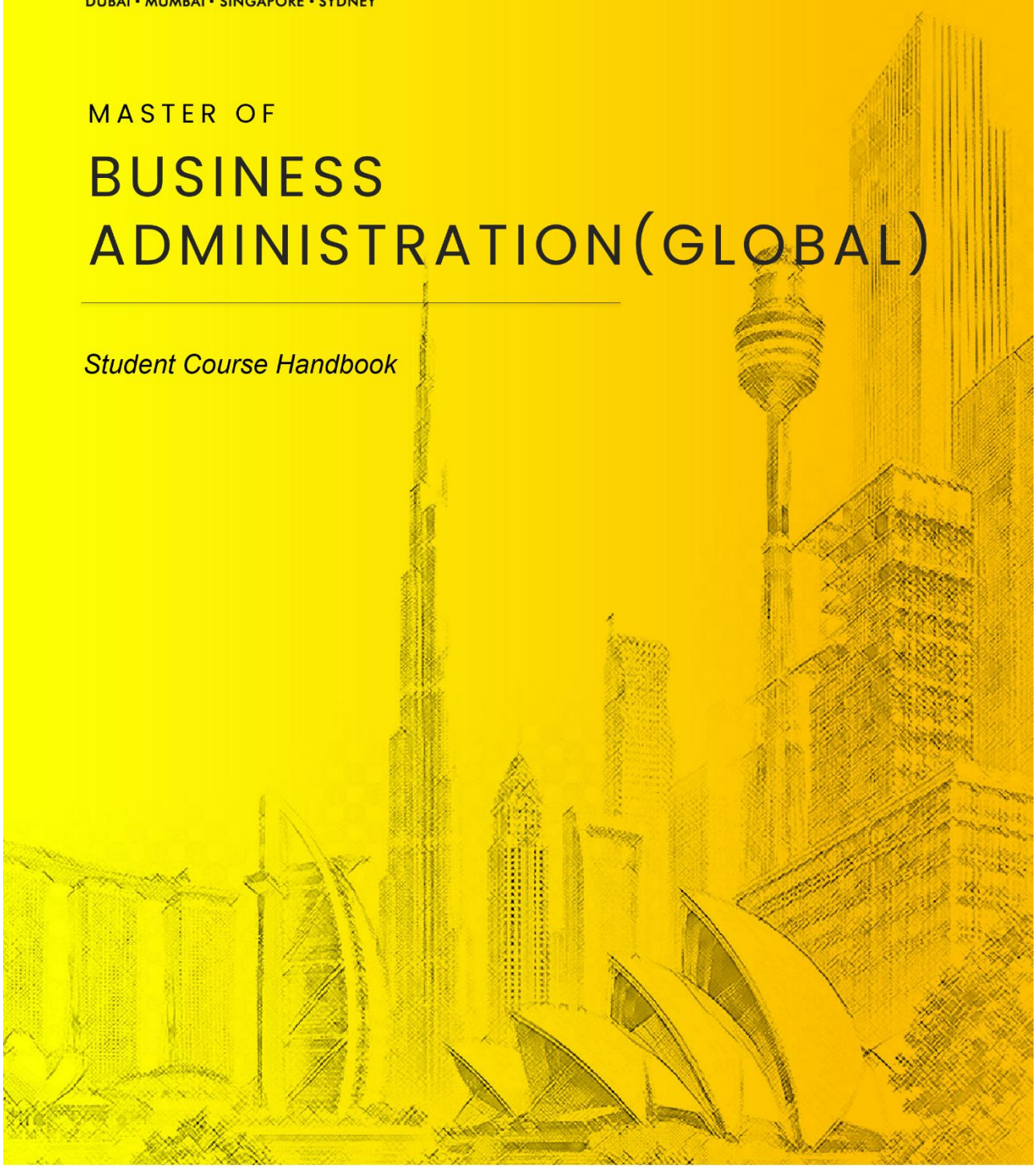
S P Jain School of Global Management

DUBAI • MUMBAI • SINGAPORE • SYDNEY

MASTER OF

BUSINESS ADMINISTRATION(GLOBAL)

Student Course Handbook



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Disclaimer:

1. *Content of this Student Handbook are compliant to the current policy & procedures prevalent at the S P Jain School of Global Management.*
2. *All policies & procedures are subject to review & change. It is the onus of the student to check for latest revised policy.*

1. Welcome Letter

Dear MBA (Global) Student,

On behalf of the leadership team and S P Jain School of Global Management, a very warm welcome to the S P Jain community! We are delighted to have you join our School.

The coronavirus has been an extreme wake-up call for businesses all over the world. No matter head winds or tail winds, irrespective of their size or sector, businesses across the globe have realised that their business models are frozen in time and now need to engage in disruptive innovation to adapt to the 'new normal'. Companies are looking to hire new-age leaders with skills to enable rapid recovery of revenue growth and profitability.

Our Global MBA is an exciting program for professionals who have more than three years of work experience and want to acquire the skills necessary to fast-track their careers. It offers experiential learning by providing inputs from diverse global faculty, using contemporary cases and simulations, solving real-world challenges, and having sessions in a lab mode to grow your confidence for a 'can-do' attitude.

Despite the rigor of your studies, you will be surprised by the supportive, family feel of the Master of MBA (Global) course. You will get to know both your peers and course directors extremely well, and you'll grow to understand that our most important goal is to help you succeed.

This handbook will help you figure out the system and hit the ground running. Perhaps the most important point to take note of is our increasing focus on leadership, decision-making, and communications. S P Jain is unique among business schools in our comprehensive preparation of students in these areas. These interrelated skills are among the most sought-after on the job market, and the Professional Readiness Program (PRP) will equip you, not just to find a job, but to excel in your career.

S P Jain emphasises leadership by having students consider the elements of decision-making, and then re-enforcing this knowledge with exercises, analysis, and case-studies that facilitate practical application. Our coursework teaches leadership with a global perspective so that employees can think and act responsibly, solve vexing problems innovatively, and work collaboratively across diverse cultures. Students learn to lead, not just in business, but in society.

Decision-making is an integral part of leadership and is cross-functional and cross-disciplinary, and must consider the learning styles, skill sets, and potential contribution of team members, as well as psychological, cultural, and behavioural issues.

We are always looking for ways to improve. So, if you have an idea, my ears (and my door) are always open. Please stop by, or send me an email, and tell me what is on your mind. After all, we are a team, working together to create a new type of global education – showing the rest of the world what a "complete" business course can be.

Here is to a fantastic twelve months!

2. Master of Business Administration (Global)

2.1 Special Features of the Course

Students of MBA (Global) at S P Jain will be engaged and motivated using a wide variety of teaching tools. The postgraduate classes often witness a fusion of technology, innovation and global business, resulting in an impactful and real-world learning experience by:

- Multi-city model promoting global mindset and adaptability
- Global faculty offering diverse perspectives leveraging on regional aspects
- Faculty with consultancy and industry background, fusing real-world perspectives with academic concepts and framework
- Very relevant and cutting-edge specialisation units
- Use of multiple types of pedagogy including contemporary cases and simulations requiring students' engagement in critical thinking and decision-making
- Global Learning activities such as talks, events and field visits for immersing students in the context of their city of study and expose them to local culture and dynamics from business, socio-politics, legal and/or economics perspectives
- Research and industry projects on local issues or companies to groom students to think cross-functionally with a 'consultant-minded' approach
- Strong emphasis on soft skills such as business communication, inter-cultural understanding, presentation, CV writing and professional readiness via mock interviews. These are simultaneously delivered, in addition to credit modules, by way of workshops

2.2 Professional Readiness Program (PRP)

Students who enrol for the Global MBA have, on an average, six years of prior working experience. It is important for them to gain additional soft skills to be well equipped for their 'future' roles. Furthermore, job scopes are constantly in flux and the choice of career chosen by graduates may be different from what they have previously had. Out-of-classroom support is provided to students in terms of communication skills, working in teams, leading a team, and professional readiness through mock interviews for career placement.

Global MBA curriculum emphasis on soft and transferable skills will be reinforced via out-of-classroom activities and dedicated workshops and presentations. Most of these career placement-related activities will be arranged through the three terms.

Alumni talks or mixers, experts sharing their experiences, inspirational evenings as well as career talks by recruiters will offer many additional networking avenues and extra learning opportunities to the Global MBA students.

2.3 Content for a new Workforce Environment

The curriculum has been designed to integrate new perspectives and provide a thrust on learning necessary to meet the emerging challenges of disruption and global uncertainties, while embracing digital technology and big data analytics. The proposed course design aims to nurture future business leaders and managers who can add value to their organisations by enabling intelligent enterprises.

2.4 Global Learning and Multi-City Model

Global Learning activities constitute another important element of the one-year full-time MBA program. These activities aim at immersing students within the context of their city of study via numerous events, company and field visits (such as trips to the Jebel Ali Free Trade Zone, Marina Bay Sands, Parliament House) talks by prominent regional leaders and business experts, and regional cultural immersion (through local sports such as Dragon boat racing in Singapore). These immersions expose students to local cultural dynamics from business, socio-politics, legal and/or economics perspectives. At the end of the course, graduates are expected to have developed a good understanding of the comparative socio-economic environments.

2.5 Projects

Projects are an important component of the proposed Global MBA multi-city learning model. The curriculum combines theory with short real-world projects to help sensitise students to possible regional challenges and equip them with the skills to handle complex situations and make the right decisions.

To leverage the dynamic regional business environment in each city, students are required to complete a one-term project. At the end of the course, students will have produced three project reports. Each project, with increasing intensity, allows them to delve deeper into their chosen domain by researching conducting through and conducting research on a region's contemporary business challenge.

In addition, the research and industry projects give students the opportunity to interface with corporate mentors and other senior practitioners for a better understanding of how their learning can be applied in solving real-world business problems in each region.

The curriculum is designed to ensure progression along the three different projects.

Term 1 - Applied Research Project

Students undertake a self-directed individual research project related to the area of their specialisation or aligned to their chosen electives. It intends to encourage the student to develop a good foundational understanding of how to conduct a research project. Students will identify suitable frameworks, business models and a research approach to address business challenges within the contemporary global/regional dynamic environment

Terms 2 & 3: Industry Projects

Students have an opportunity to work in a team on real-life industry projects to develop a deep understanding of the global business environment in the area of their specialisation or aligned to their chosen electives. Under this industry interface initiative, students will be provided with a business problem for which they will propose relevant recommendations. This initiative intends to equip and enable students to make business decisions in an unstructured business environment and hone their skills to think and work like a 'consultant.

The project reports must be submitted and defended at the end of each term. As for the industry projects done for corporates, the presentation must be done to the corporate and academic mentors in terms 2 and 3

2.6 Faculty

Our community of international faculty is dedicated to creating an engaging, rigorous and practical educational experience for students. Students will learn new knowledge about business, inspiring them to appreciate, accept and adapt to working in rapidly changing business environment. Students will also gain confidence in making decisions. Subjects are relevant, developed with the latest content, and designed to inspire students to find creative and innovative ways to apply the knowledge acquired.

3. MBA (Global) Course Information

3.1 Course Overview

S P Jain's MBA (Global) is a full-time one-year course in which students' study in world-class cities, preparing to be future global business leaders.

Course	Delivery/Study Mode	Location of Study
Master of Global Administration (Global) - MBAG	1-Year Full-time face-to-face On campus	Study in Singapore (4 months) and (8 months) in Dubai Or Study in Singapore (4 months), London* (4 months), and Dubai (4 months) **As part of an articulation agreement we have established with SP Jain London School of Management (SPJ London), students now have the opportunity to term 2 (Exchange) or term 2 and term 3(transfer) of the Global MBA program at their London campus*

The program is built on superior standards of learning engagement, research, innovation and graduate outcomes. While the classroom is dedicated to the study of various tools of business and the development of critical thinking and decision-making skills, the out-of-classroom and global immersion activities in the dynamic business hubs help students understand the global

nature of business and the influence of culture, traditions and technological advancements on business decisions. Apart from the knowledge gained, students learn to be adaptable, multicultural and globally agile.

The program offers experiential learning with inputs provided by diverse global faculty, using contemporary cases and simulations, and solving problems and live challenges from the real world. It includes a new enhanced curriculum to impart cutting-edge skills of a 'consultant' to help students fast-track their career growth in the emerging challenging environment and leverage technology for business innovation.

3.2 Course Learning Outcomes

Course Learning Outcomes
Course Learning Outcome (CLO 1): Disciplinary and Contextual Knowledge
Graduates will critically evaluate diverse business and cultural environments, emerging developments in professional practice, and how uncertainty, ambiguity, and technological change influence strategic decision-making.
Course Learning Outcome (CLO 2): Research and Analytical Knowledge
Graduates will integrate advanced research principles, data analytics, and technology-enabled methods to critically evaluate evidence and support ethical, evidence-based management practice.
Course Learning Outcome (CLO 3): Systems Thinking and Analysis Skills
Graduates will research interconnected organisational processes, technologies, and data flows, using systems thinking and analytical frameworks to generate and assess alternative solutions to complex business challenges.
Course Learning Outcome (CLO 4): Ethical, Sustainable and Responsible Leadership
Graduates will formulate and defend ethical leadership strategies, applying governance frameworks to assess organisational decisions and ensure transparent and accountable outcomes in complex and technology-driven contexts.
Course Learning Outcome (CLO 5): Leadership, Communication and Negotiation Skills
Graduates will lead multidisciplinary teams with professional autonomy, fostering open communication and constructive resolution of divergent perspectives.
Course Learning Outcome (CLO 6): Innovation and Entrepreneurship Skills
Graduates will apply innovative and entrepreneurial thinking to evaluate emerging business trends/models, design and defend viable opportunities that foster organisational growth and stakeholder value creation.
Course Learning Outcome (CLO 7): Learning Agility and Practical Application
Graduates at this level will critically evaluate their professional practice and use reflective insights to plan and implement significant, research-based business projects, demonstrating ongoing learning that entails creativity, adaptability, and responsible leadership.

3.3 Graduate Attributes of S P Jain

- Knowledge of Business, Management and Emerging Technologies
- Research and Business Intelligence

- Problem Solving and Decision Making
- Creativity and Innovation
- Intercultural Competence/Communication
- Teamwork
- Global Citizenship/Ethics (Collaborate, Negotiate and Resolve Conflicts)

3.4 Course Completion Requirements

To be eligible to graduate* with MBA (Global) degree at S P Jain, students must complete 23 core Units, 7 Specialisation Subjects, 1 Applied Research Project and 2 Industry Project.

Units	Required Units	Credits
Core Units	23	23 subjects of 1 each = 23
Specialisation Subjects	07	07 subjects of 1 each = 07
Applied Research Project (ARP)/ Industry Project (IP) 1 and 2	06	ARP of 1 each + IP 1 of 2 each + IP 2 of 3 each = 06
Total	**36**	**36**

* Refer to Rules Progression and Completion Policy

1. Pick any 7 elective credits across different functional areas
Develop the ability to analyse a problem from a cross-functional perspective

Choose any 7 elective credits that best fit your experiences and interests
Benefit from cross-functional, holistic learning
Build skills that you can apply to various industries and areas
Graduate with a Global MBA degree with no defined specialisation in your transcript

2. Pick 7 elective credits within one functional area
Specialise in any one domain aligned with your career goals

Build highly specialised skills and gain in-depth expertise in your chosen domain
Gain a competitive edge for niche roles
Get a head-start in your career within a specific domain
Graduate with a Global MBA degree with your specialisation defined in your transcript

You need not indicate your choice at the application stage; you may do so within a month after course commencement. Upon arrival on the campus, you will undergo a briefing by the dean of

the program, area heads and members of the corporate relations team to help you make an informed decision

3.5 Course Structure

The Course structure provides all the Units to be completed and the required credits, hours (both timetabled and personal study), and Prerequisites.

	Master of Business Administration (Global) - Course Structure and Units				
	GMBA CORE UNITS				
No.	**CODE**	**UNIT**	**CREDIT**	**TERM**	**PRE-REQUISITES & CO-REQUISITES**
1	MBAG ECO 104	Business and Global Economy	1	1	Nil
2	MBAG QTT 106	Research Methods	1	1	Nil
3	MBAG QTT 105	Applied Statistics for Decision Making	1	1	Nil
4	MBAG MKT 116	Marketing Management	1	1	Nil
5	MBAG ACC 113	Financial Statement Analysis and Valuation	1	1	Nil
6	MBAG ACC 114	Management Accounting	1	1	Financial Statement Analysis and Valuation (MBAG ACC 113)
7	MBAG OPS 102	Operations Management	1	1	Nil
8	MBAG LSC 113	Supply Chain Management	1	1	Operations Management (MBAG OPS 102)
9	MBAG FIN 115	Corporate Finance	1	1	Management Accounting (MBAG ACC 114)
10	MBAG MGT 105	Systems and Design Thinking	1	1	Nil
11	MBAG COM 103	Communication, Negotiation and Conflict Resolution	1	1	Nil
12	MBAG PRO 107	Applied Research Project	1	1	Research Methods (MBAG QTT 106)
13	MBAG MGT 304	Blue Ocean Strategy	1	2	Marketing Management (MBAG MKT 116)
14	MBAG QTT 208	Data Visualization and Analytics for Decision Making	1	2	Research Methods (MBAG QTT 106), Applied Statistics for Decision Making (MBAG QTT 105)
15	MBAG MKT 217	Research for Customer Insights	1	2	Research Methods (MBAG QTT 106), Marketing Management (MBAG MKT 116)
16	MBAG MKT 117	Customer Value Management	1	2	Marketing Management (MBAG MKT 116)
17	MBAG AI 201	AI in Business	1	2	Nil

18	MBAG ITM 215	Emerging Technologies and Services for Disruption	1	2	Nil
19	MBAG ITM 216	Leading Digital Disruptors	1	2	Nil
20	MBAG PRO 208	Industry Project 1	2	2	Applied Research Project (MBAG PRO 107)
21	MBAG BUS 301	Business Ethics and Sustainability	1	3	Nil
22	MBAG MGT 307	Competitive Dynamics and Change Management	1	3	Nil
23	MBAG HRM 201	Teamwork and Leadership	1	3	Nil
24	MBAG CON 312	Consulting Capabilities and Skills	1	3	Nil
25	MBAG ENT 301	Entrepreneurship for a Disruptive Launch	1	3	Emerging Technologies and Services for Disruption (MBAG ITM 215)
26	MBAG PRO 309	Industry Project 2	3	3	Industry Project 1 (MBAG PRO 208)
		TOTAL CREDITS	**29**		
	MBA (GLOBAL) ELECTIVE UNITS				
	Note: Student needs to complete a total of any 7 electives (7 credits) across five different streams (subject to meeting the pre-requisite condition).				
	STREAM 1: GLOBAL LOGISTICS AND SUPPLY CHAIN MANAGEMENT				
No.	**CODE**	**UNIT**	**CREDIT**	**TERM**	**PRE-REQUISITES & CO-REQUISITES**
1	MBAG LSC 214	Transportation Management	1	2	Operations Management (MBAG OPS 102), Supply Chain Management (MBAG LSC 113)
2	MBAG LSC 319	Strategic Sourcing	1	2	Operations Management (MBAG OPS 102), Supply Chain Management (MBAG LSC 113)
3	MBAG LSC 321	Supply Chain Simulation	1	3	Operations Management (MBAG OPS 102), Supply Chain Management (MBAG LSC 113)
4	MBAG LSC 322	Supply Chain Analytics	1	3	Operations Management (MBAG OPS 102), Supply Chain Management (MBAG LSC 113)
	STREAM 2: GLOBAL FINANCE				
No.	**CODE**	**UNIT**	**CREDITS**	**TERM**	**PRE-REQUISITES & CO-REQUISITES**
1	MBAG FIN 217	Equity Analysis & Portfolio Management	1	2	Corporate Finance (MBAG FIN 115)
2	MBAG FIN 320	Risk Management	1	2	Corporate Finance (MBAG FIN 115)
3	MBAG FTC 301	FinTech & Technology Innovations	1	3	Corporate Finance (MBAG FIN 115)
4	MBAG FIN 322	Project Finance	1	3	Corporate Finance (MBAG FIN 115)
	STREAM 3: CONTEMPORARY MARKETING MANAGEMENT				

No.	CODE	UNIT	CREDITS	TERM	PRE-REQUISITES & CO-REQUISITES
1	MBAG MKT 219	Brand Management and Marketing Communications	1	2	Marketing Management (MBAG MKT 116)
2	MBAG MKT 220	Digital Marketing and Analytics	1	2	Marketing Management (MBAG MKT 116)
3	MBAG MKT 221	Sales and Channel Management in Digital Economy	1	3	Marketing Management (MBAG MKT 116)
4	MBAG ITM 316	Customer Experience Strategy and Design	1	3	Marketing Management (MBAG MKT 116)
	STREAM 4: TECHNOLOGY MANAGEMENT				
No.	**CODE**	**UNIT**	**CREDIT**	**TERM**	**PRE-REQUISITES & CO-REQUISITES**
1	MBAG ITM 212	Enterprise Innovation and Digital Transformation	1	2	Nil
2	MBAG ITM 214	E-Business Strategies	1	2	Emerging Technologies and Services for Disruption (MBAG ITM 215)
3	MBAG ITM 318	Data, Cloud and AI Platform Management	1	3	Nil
4	MBAG ITM 315	Technology Consulting and Advisory Practice	1	3	Enterprise Innovation and Digital Transformation (MBAG ITM 212), Data, Cloud and AI Platform Management (MBAG ITM 318)
	STREAM 5: CONSULTING MANAGEMENT				
No.	**CODE**	**UNIT**	**CREDITS**	**TERM**	**PRE-REQUISITES & CO-REQUISITES**
1	MBAG CON 206	Managing Consulting Process and Client Relations	1	2	Nil
2	MBAG CON 209	Consulting for Digital Transformation	1	2	Emerging Technologies and Services for Disruption (MBAG ITM 215)
3	MBAG CON 310	New Venture Consulting	1	3	Entrepreneurship for a Disruptive Launch (MBAG ENT 301)
4	MBAG CON 313	Enabling a Future-Ready Organisation	1	3	Nil

- An elective will be offered subject to a minimum of 10 students enrolling
- Each intake may offer a few or all these electives

3.6 Unit Learning Outcomes

CORE – 26 units; Electives – 20 units.

1. AI in Business (MBAG AI 201)	
A	Evaluate AI and machine learning fundamentals to distinguish appropriate AI solutions for diverse business challenges and contexts.
B	Apply Generative AI tools using effective prompt engineering techniques to enhance business workflows.

C	Analyze AI ethics frameworks to assess bias, transparency, and accountability issues in AI-driven business decision-making.
D	Design AI-augmented solutions for functional business areas including marketing, operations, finance, and human resources.
2. Applied Research Project (MBAG PRO 107)	
A	Assess global and regional business challenges, critically evaluating diverse business and cultural environments, and address them using disciplinary skills relevant to the research project.
B	Identify suitable frameworks, business models, and research approaches through systematic review of practice and academic literature, integrating advanced research principles, data analytics, and technology-enabled methods.
C	Apply contemporary research skills to investigate complex business challenges from the viewpoint of stakeholders, using systems thinking and ethical frameworks to ensure responsible and accountable outcomes
D	Draw key inferences and prepare presentations and reports demonstrating high degree of creativity, autonomy, leadership, and innovation, fostering open communication, constructive resolution of divergent perspectives, and entrepreneurial thinking.
3. Applied Statistics for Decision Making (MBAG QTT 105)	
A	Interpret quantitative outputs and data visualizations to identify business issues, trends, and anomalies within organizational contexts.
B	Apply appropriate statistical frameworks and techniques to solve defined managerial problems and generate evidence for decision-making.
C	Evaluate the validity and reliability of statistical findings by critically assessing model assumptions, data limitations, and associated risks.
D	Synthesise quantitative insights to formulate evidence-based business strategies and communicate recommendations persuasively to stakeholders.
4. Blue Ocean Strategy (MBAG MGT 304)	
A	Understand and distinguish between Red Ocean and Blue Ocean Strategy in the context of competitive, disruptive regional/ global industry.
B	Analyse the local, regional and global competitive landscape using various strategic planning and management tools.
C	Create an innovative Blue Ocean Strategy to make existing competition irrelevant and create new market spaces.
D	Collaborate effectively as a team to execute the designed strategy impactfully and sustainably.
5. Business and Global Economy (MBAG ECO 104)	

A	Explain the complexity, ambiguity, and uncertainty of the contemporary global economy and evaluate their implications for strategic managerial decision-making in dynamic business contexts.
B	Analyse and interpret macro-environmental forces (economic, political, technological, social, and regulatory) and evaluate their impact on organisational strategy, industry structure, and competitive positioning.
C	Critically evaluate national and institutional differences across global markets
D	Assess complex and uncertain global economic conditions using systems-based frameworks to design agile and adaptive strategic responses.
E	Collaborate effectively in multidisciplinary teams to synthesise and professionally communicate economic analyses in regional and global contexts.
6. Business Ethics and Sustainability (MBAG BUS 301)	
A	Assess as to how firms/MNCs can work collaboratively with the governments and society to address global social issues in current context.
B	Identify and select business practices essential for ethical and sustainable business performance.
C	Critically evaluate the causes of unethical behaviour by firms/ managers as they relate to business.
D	Analyse the role of leadership in setting the ethical tone of the organisation and fostering ethical behaviour towards internal and external stakeholders.
7. Communication, Negotiation and Conflict Resolution (MBAG COM 102)	
A	Describe communication, negotiation, and conflict theory and techniques to complex business and cross-cultural environments, reflecting on their appropriateness and limitations.
B	Analyze written, verbal, and nonverbal situations and cues to support leadership and management communication, negotiation, and conflict resolution needs.
C	Evaluate diverse business and cultural environments to choose effective strategies and techniques to foster open communication, positive negotiation, and constructive conflict resolution.
D	D: Create, deliver, and critically reflect on leadership-level communication, negotiation, and conflict-resolution plans in diverse group settings, demonstrating adaptability and responsible leadership.
8. Competitive Dynamics and Change Management (MBAG MGT 307)	
A	Examine the essential factors that influence successful business operations of an international organisation.
B	Critically analyse research and industry data and make tactical decisions to improve financial performance.

C	Integrate multi-functional decisions and create long term strategies including change management to overcome business challenges in a global marketplace.
D	Demonstrate a high level of teamwork and effective management of group dynamics.
E	Experiment with innovative corporate strategies, including change management and assess their impact on the growth and financial performance of a company and its shareholders using the balanced score card framework.
9. Consulting Capabilities and Skills (MBAG CON 312)	
A	Apply appropriate consulting tools and techniques in various stages of the consulting project life cycle for diverse business and cultural environments, emerging developments, and strategic decisions.
B	Analyse data with appropriate frameworks and techniques in order to support ethical, evidence-based management practice to solve a client's problem(s) or help them achieve their goals.
C	Evaluate complex, interconnected organizational challenges using systems thinking and a variety of analytical frameworks.
D	Create viable solutions to client challenges and make innovative, entrepreneurial consulting-project recommendations fostering organizational growth and stakeholder value creation.
10. Corporate Finance (MBAG FIN 114)	
A	Evaluate key concepts in corporate finance, such as market efficiency, time value of money, and financial management tools.
B	Undertake financial forecasting to determine the funds needed for future growth and activities of a firm.
C	Analyse and evaluate the term structure of interest rates, bond yields, and various bond and equity valuation models.
D	Critically apply appropriate financial management tools, valuation techniques, and analytical frameworks in decision-making for projects, investments, and firm valuation.
E	Determine the relationship between risk and return and impact of leverage on a firm's cost of capital, capital structure and value.
F	Evaluate and apply various working capital, operating, and cash cycle techniques to optimise a firm's short-term financial management.
11. Customer Value Management (MBAG MKT 117)	
A	Analyse regional and global market data and information to draw inferences and create marketing advantage.
B	Evaluate opportunities for investing in existing growth markets versus new market opportunities.

C	Critically analyse market information and draw inferences for allocating marketing resources for maximum returns and enhanced customer value.
D	Apply business models and frameworks to design and execute innovative and customer centric marketing strategies.
E	Present marketing strategy and plans to demonstrate impactful written and oral business communication skills individually and as team member.
12. Data Visualization and Analytics for Decision Making (MBAG QTT 208)	
A	Evaluate business datasets using analytical frameworks to identify patterns, trends, and insights for managerial decision-making.
B	Design interactive dashboards and data visualizations using industry tools (Tableau, Streamlit) to communicate complex business insights.
C	Construct data-driven narratives, encompassing ESG metrics, sustainability reporting standards, and ethical data considerations, that translate analytical findings into actionable strategic recommendations for diverse stakeholders.
D	Apply Gen-AI tools to automate data analysis workflows and enhance visualization capabilities for real-time business intelligence.
13. Emerging Technologies and Services for Disruption (MBAG ITM 215)	
A	Understand the global trends in emerging services and platforms and its impact on enterprises.
B	Develop a critical assessment of global technology trends and possibilities of new technology for business and present the findings effectively for strategic decision making.
C	Demonstrate the business skills to manage innovation leveraging emerging platforms and services.
D	Apply the knowledge and skills in the area of Emerging Platforms and Services for Disruption.
14. Entrepreneurship for a Disruptive Launch (MBAG ENT 201)	
A	Explain design and strategy tools and techniques, as well as emerging developments (e.g. technology, geopolitics, etc.), to start-up situations in a variety of business and cultural environments.
B	Gather and analyze relevant data to support appropriate start-up management decisions.
C	Evaluate complex, interconnected start-up issues with systems thinking and appropriate analytical frameworks.
D	Create an innovative business plan and pitch for a viable entrepreneurial venture aimed at organizational growth and stakeholder value creation.
15. Financial Statement Analysis and Valuation (MBAG ACC 113)	

A	Analyse key accounting concepts and theories to interpret and evaluate financial data for strategic decision-making.
B	Evaluate how transactions, accruals, accounting policies and reporting assumptions affect financial position and performance.
C	Interpret and analyse income statements, balance sheets and cashflow statements to assess business performance, financial health and decision implications.
D	Critically evaluate the importance of accurate financial reporting, disclosure quality and governance in the context of managerial and strategic decision-making.
E	Apply the principles of valuation on a company's financials to produce and present considered and accurate valuation.
16. Industry Project 1 (MBAG PRO 208)	
A	Evaluate the global and regional industry environment to define the scope and significance of a business problem within dynamic contexts.
B	Apply relevant business models, frameworks, and research methods to define research objectives and methodology for complex business challenges.
C	Analyse collected data using research principles, methods, and appropriate analytical tools to generate evidence-based findings.
D	Synthesise actionable and innovative recommendations for diverse stakeholders supporting decision-making
E	Evaluate collaborative team processes to ensure accountability and effective contribution within diverse project environments.
17. Industry Project 2 (MBAG PRO 309)	
A	Evaluate complex business challenges within dynamic global and regional contexts, drawing on disciplinary and cross-functional knowledge to address ambiguity.
B	Apply relevant cross- functional business models, frameworks, and research methods to define research objectives and methodology for complex business challenges.
C	Analyse collected data using research principles and advanced management models, integrating cross-functional insights to generate evidence-based findings.
D	Synthesise evidence-based and strategically viable recommendations for senior management, ensuring ethical and responsible decision-making.
E	Evaluate the effectiveness of cross-functional collaboration and shared accountability in achieving strategic project outcomes.
F	Critically evaluate personal professional practice through reflective analysis to demonstrate learning agility and inform ongoing development.

18. Leading Digital Disruptors (MBAG ITM 216)	
A	Interpret relevant frameworks and analytical techniques to diverse business and cultural environments, emerging technologies, and broader uncertainty and ambiguity (e.g. geopolitical, regulatory, etc.) to guide strategic decision-making.
B	Analyze ethical leadership situations, applying appropriate strategies and governance frameworks for transparent and responsible outcomes in complex, technology-driven environments.
C	Evaluate and choose leadership, communication, and negotiation strategies in a holistic way, fostering open communication and constructive resolution of divergent perspectives.
D	Create innovative and entrepreneurial solutions for emerging business situations to foster organizational growth and stakeholder value creation.
19. Management Accounting (MBAG ACC 114)	
A	Examine the fundamentals of management accounting and their application to operational and strategic decision-making.
B	Apply cost information and management accounting techniques to support planning, control and managerial decision making.
C	Evaluate management accounting contexts and apply performance management frameworks, including the balanced scorecard, to inform strategic decision-making.
D	Evaluate and recommend appropriate cost allocation strategies for management decision making.
20. Marketing Management (MBAG MKT 116)	
A	Understand the fundamental marketing concepts and theories and its relevance for the organization and marketing practices.
B	Discuss the role of marketing, within the local regional and global business environments impacted by emerging technologies and technological disruptions.
C	Undertake an analysis of customer and competitive environments in both conventional and technology-enabled business environments shaped by emerging technologies.
D	Consider moral and ethical aspects in evolving customer value propositions.
E	Construct and present a marketing plan for allocating marketing resources to address 4As of marketing.
21. Operations Management (MBAG OPS 102)	
A	Understand the various concepts of Operations Management theories, models and tools to meet organisational goals.
B	Evaluate the link between corporate strategy, customer needs and operations management.

C	Analyse operational issues and optimise processes and resources by mapping, analysis and improvements.
D	Apply AI-driven innovative operations strategies to improve organisational efficiency and sustainability.
22. Research for Customer Insights (MBAG MKT 217)	
A	Design and execute contemporary marketing research to generate actionable customer insights that inform marketing decisions across cultures and geographies.
B	Select, justify, and apply appropriate research designs, sampling approaches, and measurement scales; analyse and interpret qualitative and quantitative data to produce decision-ready insights and recommendations.
C	Conduct and communicate marketing research in line with ethical and legal standards, including informed consent, privacy/data protection, and transparent, unbiased reporting.
D	Collaborate effectively with stakeholders to scope the business problem, align on decision criteria and success metrics, and deliver innovative insight solutions that drive measurable marketing impact.
23. Research Methods (MBAG QTT 106)	
A	Explain how business research is used to identify local and regional business problems and support the development of evidence-based solutions.
B	Analyse and formulate business problems into succinct, researchable problem statement(s).
C	Evaluate research designs and methods appropriate for a specific research question, demonstrating awareness of relevant ethical considerations.
D	Develop a comprehensive research proposal that integrates the research problem, research questions, and methodological justification.
E	Produce a research report and deliver a professional presentation that clearly communicates the study's rationale, methodology, and expected contributions.
24. Supply Chain Management (MBAG LSC 113)	
A	Understand the various concepts of Supply Chain Management theories, models and tools to meet organisational goals.
B	Evaluate basic Inventory Decisions, Transportation decisions and Procurement decisions.
C	Investigate how the organisations achieve strategic fit between its supply chain strategy and its global competitive strategy.
D	Analyse a world class supply chain and highlight the attributes that make it world class.
E	Collaborate and communicate with upstream and downstream supply chain partners spread across the world.

25. Systems and Design Thinking (MBAG MGT 105)	
A	Understand design thinking concepts, innovation tools, and value-creation techniques.
B	Apply IDEO-style qualitative business (ethnographic) research techniques to uncover consumer insights, needs, and wants.
C	Apply systems thinking frameworks (e.g., causal mapping, feedback loops, system boundaries) to analyse interdependencies and leverage points in complex business challenges.
D	Create an innovative, entrepreneurial, and viable solution to user challenges, integrating both Design Thinking insights and systems-level considerations, to foster significant organisational growth and stakeholder value.
26. Teamwork and Leadership (MBAG HRM 301)	
A	Explain teamwork, collaboration, and leadership theory and techniques in a variety of business and cultural environments.
B	Analyze a variety of contexts and options with appropriate frameworks in order to choose appropriate teamwork, collaboration, and leadership strategies.
C	Evaluate situations and options for communicating, negotiating, and resolving conflict in situations where stakeholders hold diverse perspectives.
D	Create viable communication, negotiation, and conflict resolution plans/recommendations for realistic situations.

ELECTIVES – 20 units (5 streams)

Stream 1 - GLSCM – Specialisation

1. Strategic Sourcing (MBAG LSC 219)	
A	Understand the cross-functional connections between sourcing and other departments in the organisation, and their interlinkages to globally dispersed external stakeholders.
B	Apply sourcing decision that are ethically and morally aligned with organisational philosophy.
C	Identify opportunities and challenges when acting as the interface between internal customer requirements and global supply networks.
D	Apply a range of sourcing techniques and tools to sourcing activities and evaluate the impact of digitisation on sourcing activities.
2. Supply Chain Analytics (MBAG LSC 322)	
A	Understand the fundamentals of demand planning and supply chain analytics and appreciate their strategic impact on supply chain performance.
B	Apply data-driven analytical methods including time series analysis, regression, and AI-enabled approaches to forecast demand and support supply chain decision-making.

C	Reflect on and critically analyze inventory planning policies and their robustness and communicate analytical insights to support stakeholder decision-making.
D	Evaluate inventory optimization and production-transportation strategies and synthesize findings to identify innovative solutions that create supply chain value and competitive advantage.
E	Apply analytical tools and software for demand forecasting, inventory optimization, and supply chain planning including under uncertainty, for new product introduction, and using generative AI demonstrating reflective judgement in tool selection.
3. Supply Chain Simulation (MBAG LSC 321)	
A	Understand strategic and operational supply chain decisions for the firm within a competitive environment.
B	Analyse datasets and information related to supply chain of a simulated manufacturer.
C	Evaluate trade-offs and the impact of imperfect information on decision making in supply chains.
D	Apply decisions to ensure profitability of the enterprise based on data analysis and scenario planning.
E	Collaborate and contribute effectively as a member among competing teams.
4. Transportation Management (MBAG LSC 214)	
A	Understand the various modes of transportation and techniques to meet customer needs.
B	Evaluate the various strategic and regulatory issues involved in global transportation of goods (including reverse logistics and e-Commerce logistics) to enable transportation decisions, which are competitive and compliant.
C	Design transportation networks and plan alternative transport solutions in the event of disruptions to ensure that the goods reach the destination safely and on time.
D	Analyse transportation related problems, the merits and demerits of alternative solutions to lead the decision-making process including decisions related to adoption of technology.

Stream 2 - GF – Specialisation

5. Equity Analysis & Portfolio Management (MBAG FIN 217)	
A	Analyse portfolio management concepts and investment strategies.
B	Apply advanced equity and portfolio techniques to optimize portfolios and support strategic asset allocation.
C	Develop tailored investment policy statements for diverse investors, integrating regulatory and sustainability requirements.
D	Evaluate portfolio and fund manager performance using analytical frameworks and ESG-focused principles.
6. FinTech & Technology Innovations (MBAG FTC 301)	

A	Acquire knowledge of disruptive and innovative Financial Technologies in business.
B	Examine the suitability of emerging technologies in local/regional/global banking, payments and financial services domain.
C	Develop innovative FinTech solutions to address complex, real-world problems considering the associated risks.
D	Apply sound judgement and ethical principles in adopting fin-tech solutions that cater to diverse stakeholders.
7. Project Finance (MBAG FIN 322)	
A	Understand project finance structures, including non-recourse financing, capital structure design, and risk allocation mechanisms.
B	Develop and apply financial models for project finance, including cash flow forecasting, debt structure and sensitivity analysis.
C	Analyse infrastructure finance as an application of project finance, including sector characteristics, investor participation, and financing instruments.
D	Evaluate Public-Private Partnership (PPP) frameworks, regulatory environments, and geopolitical factors influencing infrastructure investment and project outcomes.
8. Risk Management (MBAG FIN 320)	
A	Explain the concepts and applications of financial risk management to make strategic decisions.
B	Understand how to identify, assess, quantify, value, model, optimise, and forecast risks.
C	Formulate econometric and predictive modelling and implement risk diversification in portfolios.
D	Evaluate strategies to mitigate, hedge, and reduce risks through synthetic option strategies.
E	Appraise the advantages and disadvantages of risk management techniques and models.

Stream 3 - GMM – Specialisation

9. Brand Management and Marketing Communications (MBAG MKT 219)	
A	Understand brand-related theories underlying brand management and communication, particularly the concepts of brand equity, strategic branding creation, and branding narrative.
B	Evaluate the formulation and applications of branding communication in an omnichannel global environment.
C	Apply and critically assess principles of ethics and corporate social responsibility in the context of nurturing and growing brands.
D	Analyse and justify strategic decisions for communication channel selection and media purchase to ensure return on marketing investment.

E	Examine innovative strategies of maintaining the distinctive global positioning of a brand despite the brand's concurrent localization across different geographies.
10. Customer Experience Strategy and Design (MBAG ITM 316)	
A	Understand the fundamentals of customer experience strategy and design.
B	Analyze and articulate customer expectations, customer journey maps, and their strategic value.
C	Appraise and use commercial customer experience software and tools.
D	Apply customer experience design principles to develop and differentiate E-Business solutions with customer experience strategy.
E	Critically assess ethical principles in customer experience management and their implications for responsible practice.
11. Digital Marketing and Analytics (MBAG MKT 220)	
A	Explain the theories, principles and practices of digital marketing and analytics in a global business environment.
B	Critically assess and apply contemporary digital marketing theories in the context of digital marketing analytics.
C	Identify relevant analytics tools to skilfully conduct audit of company's digital footprint, analyse performance and propose solutions to boost online presence and run digital marketing campaign.
D	Disrupt an existing business model by proposing recurring source of revenue embedding contemporary trends and tools of digital marketing analytics.
12. Sales and Channel Management in Digital Economy (MBAG MKT 324)	
A	Understand foundation concepts of omnichannel marketing and sales management across markets and segments for effective sales force and channel mix decisions.
B	Debate the importance of aligning the sales, omnichannel and distribution strategy with corporate strategy for participating in a global business environment.
C	Maximise the use of limited marketing resources for enhanced sales force efficiency and effectiveness and optimising channel and retail mix.
D	Develop innovative entrepreneurial sales strategies to build and sustain a profitable and socially relevant organisation.

Stream 4 - TM – Specialisation

13. Data, Cloud and AI Platform Management (MBAG ITM 318)	
A	Analyse cloud platform options (AWS, Azure, GCP) to select appropriate infrastructure for enterprise data and AI workloads.
B	Design data architecture frameworks including data lakes, warehouses, and pipelines to enable analytics and machine learning operations.

C	Apply MLOps practices to manage AI model deployment, monitoring, and governance throughout the machine learning lifecycle.
D	Formulate cloud migration strategies balancing cost optimization, security requirements, and performance objectives for enterprise systems.
14. E-Business Strategies (MBAG ITM 214)	
A	Explain the evolution of E-business and the significant role of E-business across diverse industries, verticals and organizational settings.
B	Explain the strategic transformations that ICT and E-business introduce across the industry value chain, and examine their implications for internal and external environments, processes and stakeholders.
C	Evaluate the opportunities and strategy options for E-business and present the findings effectively.
D	Analyse technical developments and trends for E-Business model innovation.
E	Apply E-business strategy frameworks and develop a roadmap for e-business strategy implementation.
15. Enterprise Innovation and Digital Transformation (MBAG ITM 212)	
A	Explain and discuss the latest digital technology trends and their impact on enterprise innovation.
B	Identify and evaluate elements of being a digital enterprise in a rapidly changing technology landscape.
C	Examine the opportunities and business drivers for digital transformation in verticals (e.g. Healthcare, Finance etc.) and present the findings effectively.
D	Analyse and differentiate leadership and governance principles and practices in the context of digital transformation.
16. Technology Consulting and Advisory Practice (MBAG ITM 315)	
A	Evaluate Agile, Waterfall, and hybrid project methodologies including project planning techniques to select and apply appropriate approaches for AI and technology project delivery.
B	Design technology sourcing strategies including Request for Proposal (RFP) development, vendor evaluation, and contract negotiation for optimal outcomes.
C	Apply technology consulting frameworks to diagnose client challenges, structure engagements, and deliver measurable business value.
D	Formulate project governance structures ensuring stakeholder alignment, risk mitigation, and successful technology implementation outcomes.

Stream 5 - Consulting Mgt – Specialisation

17. Consulting for Digital Transformation (MBAG CON 209)	

A	Apply digital transformation concepts in complex business and cultural contexts, helping consulting clients make strategic decisions amidst uncertainty, ambiguity, and technological change.
B	Analyze interconnected processes, technologies, data flows, and client issues with appropriate analytical frameworks, to help clients digitally transform.
C	Evaluate ethical, technological, and business options to choose appropriate digital transformation strategies.
D	Create a research-based digital transformation strategy for a company, for sustainable growth, adaptability, and value.
18. Enabling a Future-Ready Organisation (MBAG CON 313)	
A	Understand how to envision possible futures and prepare for strategic decision-making in volatile, uncertain, complex, and ambiguous environments.
B	Apply the tools and techniques of Strategic Foresight to generate alternative approaches and key signals to track for complex business, system, and environmental challenges.
C	With an entrepreneurial mindset, evaluate key trends/factors that may impact a business, as well as potential opportunities to foster growth and stakeholder value creation.
D	Develop foresight recommendations to help a real organization become a learning and adapting organization.
19. Managing Consulting Process and Client Relations (MBAG CON 206)	
A	Identify diverse business situations, emerging developments, and their influence on strategic decision-making for clients.
B	Analyse and choose a course of action to resolve a client's business situation as a consultant.
C	Apply analytical skills and systems thinking to client situations to generate and assess solutions to complex business challenges.
D	Create solutions for client problems in innovative and entrepreneurial ways that foster organizational growth and value creation.
20. New Venture Consulting (MBAG CON 310)	
A	Apply relevant frameworks to a new venture's business and cultural situation and help it strategically navigate uncertainty, ambiguity, and technological and business changes to survive and grow.
B	Analyze a new venture's business and cultural situation using relevant data and analytical methods.
C	Evaluate a new venture's strategic options in the face of complex business challenges, using systems thinking and appropriate analytical frameworks.

D	Create viable, innovative, and entrepreneurial strategies to foster organizational growth and stakeholder value creation.

3.7 Pedagogy

The pedagogical approach at S P Jain aims at grooming young professionals with theoretical, technical and practical knowledge while building a new generation of confident leaders with a confident global attitude and the ability to articulate professionally. At the end of the course, Global MBA graduates should be able to leverage digital literacy, business process agility and customer insight, innovation and transformation to cope with constant fluctuations in today's uncertain business environment.

The course structure and pedagogy have subjects taught over a period of two weeks (9 sessions of 2 hours each). Decision-making techniques are embedded in the GMBA coursework through Decision Making Lab's and Student Board Rooms (SBR's).

Decision Making Labs

All classrooms are designed as decision-making labs in which students will be encouraged to sort through and analyse available information, make inferences, and apply tools and concepts toward business solutions that add measurable value to the organisations being studied.

Student Board Rooms (SBRs)

A vital component of the GMBA experience for all students is the SBR. SBRs are used on a regular basis, for evening assignments taken up for discussion the next day.

SBRs are one of the common formats used for group work and aims to reinforce teamwork, preparation, leadership and in-class contribution. SBRs are designed to simulate the decision-making which happens in a board room in the real world. SBR teams are formed for a specified duration, usually for every two modules. Teams are reshuffled periodically giving everyone an opportunity to learn and work with each other. Each SBR group will have an elected team leader (CEO). (For more details, see course outlines)

4. Assessments

A range of well-thought and planned ongoing assessment methods and tools have been used in the design of each unit towards providing adequate assurance of the unit learning outcomes and the overall alignment of the assessments to achieve the course learning outcomes. Each unit 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.

Beside specific classroom activities (formative assessment), most of the assessments are summative. Assignments are both individual and group-based, varying across units. The assessment criteria are designed to gauge the intended learning outcomes of the unit.

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 Ken 42.

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

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

4.1 Individual and Group Assignments

Consistent feedback from employers confirms their strong expectation that graduates have highly developed teamwork skills. S P Jain recognises this, and students will gain knowledge on the dynamics of good teamwork as well as having many opportunities to practice and refine their skills.

Assignments may be designed for either individuals or groups. Normally, the outcome of an assigned task will be summarised in three or four typewritten pages. If exhibits, project reports or models are constructed, these are to be explained within the page limit. A lecturer will assess an assignment more highly where the topic is treated in depth and statements are well documented, as opposed to a superficial treatment and data-free conclusions. When an individual or group selects the topic for the assignment, the choice of topic is an important consideration in the assessment.

The assignment will be expected to include a specific statement concerning the topic, the reason for choosing that topic, as well as an in-depth analysis of the topic. It will end with a set of conclusions drawn from the analysis and the reasons for these conclusions. In most units where group work is prescribed, there may be an element of peer evaluation in the overall assessment scheme. This element will be moderated by the lecturer to limit dysfunctionality and bias.

4.2 Exams and Quizzes

Students usually take written, 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 term.

4.3 Class Contribution

In corporate life, business 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 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 units 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 consider 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 (CART)

4.4 Student Board Room

Student Board Rooms or SBRs are Board Room Discussions during which students get hands on experience in corporate board room decision making. It is an attempt to train the brain to consistently make decisions in a structured way. Students learn the art of working effectively in teams by capitalising on diversity thereby strengthening their capability of collaborating and resolving conflicts.

Each SBR assignment is carefully selected to be related and is synchronised with the classroom agenda/ topic /deliverables. During these SBR sessions, students discuss the case assigned by the faculty, assuming the role of members of the board of directors of the company represented in the case and reach a final consensus on the decision to be taken just like in a corporate board room. Each team submits its decision for evaluation and the same case is taken up for discussion in the class next day.

4.5 Assessment Submission

Assignments must be turned in on time. Extensions for deadlines may be granted only in extreme circumstances. The decision to grant or refuse an extension is made by the faculty in coordination with the MBA(Global) Course Office. Requesting an extension does not guarantee that it will be granted. Every assignment, whether as hard or soft copy, must use the appropriate front-page template. Every Individual assignment should be saved by the student Roll no and every group Assignment by their group number. Assignments saved otherwise and without front page details will not be accepted. Students will receive a soft copy of the template via email from the Course Office.

Processes and Guidelines for Plagiarism control for all soft copy submissions

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

All electronic assignment submissions will need to be verified through the Turnitin plagiarism software. Students should keep a copy of every assignment they submit.

4.6 Assessment Practices and Guidelines

a. Assessment should reflect unit content.
   Assessment tasks should be matched to desired unit 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 unit.
b. Assessment should be appropriate, meaning that there should be a match between each assessment task, and:
   - the nature and extent of concepts, thinking processes, skills and attributes, including graduate attributes being assessed;
   - the level of the unit; and
   - 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 unit 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 unit, and the assessment criteria for each assessment item
   - when marking assessment tasks, all judgments about achievement will be made against stated assessment rubrics

- moderation processes will be an integral part of the assessment system for each unit 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 unit reviews

4.7 Release of Academic Results

The final assessment marks, ETE marks, grades, progression outcomes, and graduation eligibility decisions shall not be released to students until they have been reviewed, endorsed, and approved by the relevant academic authorities in accordance with institutional assessment, examination, and

governance procedures. In this regard, there is still the provision for students to apply for ETE re-evaluation after grades have been released. All grades are posted on Ken 42, including progressive assessment results posted by academic faculty. Each student's interim mark for the final assessment by

Program Office and overall course grade will be posted on Ken 42 by the Office of Exams following submission of final assessment marks by academic faculty and subsequent progression through moderation and validation processes and Examination Board.

4.8 Conduct of Examinations

All examination scheduling, communication to students and arrangements are handled directly by the respective Course Office (Program Office) in consultation with the Office of Exams. 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 respective Course Office, clearly stating the reasons for such a request and detailing any requests for special assistance. Only in the direst circumstances, such as a medical emergency, will students be permitted to reschedule a final exam. In that case, the rescheduled exam will take place the next time along with students taking the retest.

4.9 Refer Annexure 1 for General Exam guidelines

5. Orientation

In the week preceding the commencement of classes, S P Jain organises several days of orientation and induction for all new students. This introduces new students to the key personalities of S P Jain and 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. 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.

During the Orientation, students are divided into classes and groups within those classes for tutorial and other purposes. Students are also required to complete all visa, medical and legal formalities as applicable to the campus at which they would be undertaking their studies. It is mandatory for all students to attend the orientation /s (Term 1 to 3). Students are not allowed to miss any orientation without the prior approval of the Registrar / Dean of the program. Violation of this may lead to disciplinary action as decided by the Dean of the Program.

Term 1 Orientation Activity *	Speaker/Person-in-charge
Registration, ID Cards	Program Office and Facilities team
Orientation Commence with Official lamp Lighting	Head of Campus
S P Jain Prayer	S P Jain Staff
S P Jain Student Pledge	Student from the new batch
Program Overview	Dean, MBA(Global)
Professional Readiness Program (PRP) Overview	Director, PRP
Blackboard (Learning Management System)	Program Office
Ice Breaker and Team Building Activities	Global Learning Team
Case Analysis Workshop	Dean/ Assistant Dean
Area Heads Interaction	Area Heads
Medicals	Facilities Team
Simulation Workshop	Dean
Student Board Room Workshop	Dean/Assistant Dean
Academic Integrity APA Referencing Introduction and Plagiarism Workshop and Quiz	Associate Professor, Communications
Library Workshop and E-learning Resources	Librarian
Living and working , Visa and Housing guidelines	Head of Admin and Facilities
Student Handbook, Academic Guidelines and Course Expectations	Registrar
IT Resources and Access Workshop	IT Manager
Industry Interface Projects team Interaction	IIP Deputy Director
Corporate Relation Team Interaction	Deputy Director, Corporate Relations
Student Support Workshop	Student Experience Manager
SASH Workshop and Quiz	Student Counsellor

Global Activities and Student Life	Global Learning and Student Life team
Ken 42 and Student Management System	Program Office and IT team
Student Visa Registration (Immigration and Checkpoint Authority)	Facilities Team
City Tour	Global Learning and Student Life team
Term 2 Orientation Activities - Full day	
Registration and Biometrics	Facilities team
Commencement of Orientation	Head of Campus
Academic Integrity	Deputy Director
Health and Well Being	Student Counsellor
Real world Skills	Director, PRP
Global Learning	Head, Student Life
Blackboard (Learning Management System)	Program Office
Ice Breaker and Team Building Activities	Global Learning Team
Term 3 Orientation Activities - Half a day	
Commencement of Orientation	Head of Campus
Academic Integrity	Deputy Director
Brief of Administration	Vice President, Administration
Mentoring and Counselling Session	Director, Counselling and Coaching Centre
Global Learning	Senior Manager, Global Learning and Student Life
Health and Well Being	Student Counsellor
Industry Interface Projects team Interaction	Senior Manager, IIP
Corporate Relation Team Interaction	Global Director, Corporate Relations

*More on the Orientation activities and schedule will be sent in the welcome letter. The activities are subjected to change if required.

6. Attendance Requirements

1. Attendance requirements for GMBA Course

a) Students are expected to attend all lectures, tutorials, group activities and turn on their cameras (applicable to Virtual sessions). Attendance is taken during each class session (Face to face or Virtual). Students should be seated in the classroom / signed into the virtual platform at least five minutes before the session starts, and latecomers may not be admitted. Students may not enter or exit the classroom (Face to face or Virtual) while a session is in progress.

b) Leaving the class session mid-way (Face to face / virtual) not turning on camera (virtual) will be treated as absent.

c) A lecturer is not required to provide substitute tests, nor arrange repeat trips or other out-of-session experiences when a student is absent.

2. Excused attendance

a. A student who cannot attend a session/s due to a medical illness must produce a medical certificate to have absences excused. Where applicable, the student 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).

b. In the event of a serious illness or death in the immediate family, the student should notify the course office and provide supporting documents to obtain an excused absence

c. A student with infectious diseases should report their condition immediately and take all precaution to avoid spreading the infection and as per documented advise of the physician or program office not attend the class/class sessions. Such absences will be treated as excused absences.

d. If a student frequently submits medical certificates to request excused absences, they may be asked to meet with the Campus Counsellor or Assistant Dean to verify the reasons. In some cases, the student may be advised to defer their studies for one semester and provide a fitness certificate before rejoining the program with the next intake.

3. Unexcused absences

a. If a student is absent without approval for more than one class session in each unit of study, they will be downgraded by a letter notch. For example, if the original grade is 'A', it will be downgraded to 'A-'.

b. If a student is absent for three sessions or more of a particular unit or subject; 'F' grade will be awarded and need to repeat the unit or subject by paying necessary, fee as applicable.

c. Students are allowed to absent themselves for a maximum of six sessions per term across all units of study during that term.

d. In instances where students are absent for more than 6 sessions across all units of study in a term, the 7th class session absenteeism onwards in any unit of study will result in a downgrade by a letter grade for that unit of study. For example, if the original grade is 'A', it will be downgraded to 'B'.

e. The students who have been downgraded due to attendance are not eligible for retest in case they get 'F' Grade, they have to do IS/REDO as applicable.

4. Attendance Marking and Monitoring

a. If a student has been marked absent wrongly, he/she needs to inform the Course Office immediately so that the Course Coordinator can double-check the absence with the faculty.

b. Attendance cannot be reviewed more than one day after the date in question.

c. Random spot checks will be conducted by the Course Office. If a student has been found not to be in class, he/she will be marked absent.
d. It is responsibility of Student to monitor their own attendance.

5. Excused absences which result in inability to attend the Class

a. In instances of excused instances where a student is unable to attend the majority or all of the class sessions the student will need to register for the unit of study again
b. If the unit of study is not available as needed the student will be provided an opportunity to undertake an independent study. These will be at extra cost to the student and not included in the regular tuition fees.

6. Monitoring of students with low attendance

Student/s failing to meet the attendance requirements for a unit of study, or perceived by the Course (Program) Manager as having a low attendance record in general for the course, will be reported to the relevant Assistant Dean/Dean, Registrar, Assigned Faculty and the Student Experience Manager.

7. **Unit-Wise Penalty Matrix for Unauthorised Quiz Attempts Outside the Classroom**

All quizzes must be attempted only within the designated classroom setting and under the supervision of the faculty member, unless otherwise authorised by the Program Office.

With immediate effect, the following penalties will apply for unauthorised quiz attempts outside the classroom:

Unit-Wise Penalty Matrix for Unauthorised Quiz Attempts Outside the Classroom

Number of Unauthorised Quiz Attempts Outside the Classroom	**Penalty Applied**
First unauthorised quiz attempt in a unit	Zero marks for the unauthorised quiz attempt **and** one-letter grade reduction for the respective unit
Second unauthorised quiz attempt in a unit	Zero marks for the unauthorised quiz attempt **and** two-letter grade reductions for the respective unit
Third or subsequent unauthorised quiz attempt in a unit	Zero marks for each unauthorised quiz attempt **and** F grade awarded for the respective unit

These measures are being implemented to ensure fairness, maintain academic standards, and uphold the principles of academic integrity for all students.

8. No-Phone Classroom Policy

At SP Jain School of Global Management, we are committed to creating a learning environment that promotes engagement, professionalism, and academic integrity. To support these goals, we are implementing a "No-Phone Classroom Policy" across all classes.

Research consistently shows that limiting the use of mobile devices during class enhances concentration, participation, collaboration, and learning outcomes. As future business leaders, developing the discipline to remain fully present and engaged is an important professional skill.

Students are not permitted to bring mobile phones, smartwatches, or similar personal electronic devices into the classroom for any class activity, including lectures, tutorials, quizzes, assessments, presentations, and other in-class activities.

Students are expected to:

- Leave their mobile phones and personal electronic devices outside the classroom before the session begins.
- In case of an urgent or exceptional circumstance, students may hand over their phones to the Programme Office before the class begins. The Programme Office will retain the phone securely and contact the student if there is an urgent matter requiring their attention.

This initiative is intended to create a focused, respectful, and distraction-free learning environment that benefits everyone. It also reinforces the professional behaviours and ethical standards expected in the workplace and aligns with our commitment to academic integrity.

7 Important Contacts and Links

7.1 Immigration and Important Singapore Contacts/ Links

1. Your Responsibilities as Overseas Students A Concise Guide for International Students Enrolling in Private Education Institutions in Singapore
2. Education Service Centre in Singapore Education Service Centre for Overseas students
3. Home Affairs: Student Visa Requirements Student Visa requirements
4. Grievances and external resolution Study Assist
5. Learn and Live Living in Singapore
6. Working in Singapore Work in Singapore

7.2 Immigration and Important Dubai Contacts/ Links

1. Your Responsibilities as Overseas Students Your responsibilities as Overseas students
2. Education Service Centre in Dubai Service Catalog
3. Home Affairs: Student Visa Requirements Student Visa requirements
4. Grievances and external resolution Grievance Procedure

5. Learn and Live Student Related Services
6. Working in Dubai Work in Dubai

8 Living in multiple cities

8.1 Living in Singapore

1. Health Cover in Singapore

International students need help to cover the costs of medical and hospital care while in Singapore. Because of these requirements, it is important that international students purchase their international student health insurance prior to departing their home country. So, if you're studying abroad, make sure you've thought about international student health insurance. It covers you when you're studying overseas or if you want health insurance that covers you in more than one country.

https://www.axaglobalhealthcare.com/en/international-health-insurance/students-health-insurance/

2. Work Rights while studying

If you are holding a Student Pass in Singapore, you are only allowed to work if you meet specific requirement. Students on exchange programs and those who are not a student of approved institutions are not allowed to work. So, it is necessary to find out if you are eligible. You can find out more from the Ministry of manpower website. Students found to have breached their work conditions may be subject to cancellation of their visa.

https://www.mom.gov.sg/passes-and-permits/work-pass-exemption-for-foreign-students

3. Living and Studying in Singapore

Singapore has one of the highest living standards in the South East Asia. Daily necessities and luxuries are readily available. Budget required during your stay in Singapore do not include tuition fees and travel expenses from your home country to Singapore. Learn about planning your departure, finding work and accommodation, and staying safe while studying.

https://www.eduopinions.com/blog/where-to-study/pros-cons-studying-singapore/

4. Singapore Campus Emergency Contacts

1. Lifeline Crisis Counselling 1800-221 4444 (https://www.sos.org.sg/)
2. Acute Mental Health Situation 1800-283-7019 (https://www.samhealth.org.sg/)
3. Sexual Assault and Domestic Violence +65 6779 0282 (http://sacc.aware.org.sg/)
4. If you are in Danger:
   POLICE 999
   FIRE 995
   AMBULANCE 995
   Non-Emergency Ambulance 1777
5. Campus Contact: **+65 9168 6165**

8.2. Living in Dubai

1. Health Cover in Dubai

International students need help to cover the costs of medical and hospital care while in Dubai. Because of these requirements, it is important that international students purchase their international student health insurance prior to departing their home country. So, if you're studying abroad, make sure you've thought about international student health insurance as it covers you when you're studying overseas.

https://www.dha.gov.ae/en/Aboutus/Pages/Vision.aspx

2. Work Rights while studying

Working while you study allows you to gain valuable experience of the workplace at the same time as being enrolled at University, helping you to make informed decisions about the career path you hope to follow once you graduate

If you are holding a Student Pass in Dubai, you are only allowed to work if you meet specific requirement. So, it is necessary to find out if you are eligible. You can find out more from the Dubai Development Authority website. Students found to have breached their work conditions may be subject to cancellation of their visa.

https://dda.gov.ae/earn-while-you-learn/earn/academic-institutions/

3. Living and studying in Dubai

Rapid development in Dubai's education system in recent years means it now competes with the best places to study, whether as an undergraduate or graduate. Higher education in the UAE has also made significant progress, thanks to strategic partnerships with Western institutions, with notable universities opening campuses in this vibrant, fast-growing country

Learn about planning your departure, finding work and accommodation, and staying safe while studying

https://www.bayut.com/mybayut/popular-areas-students-live-dubai/

4. Dubai Campus Emergency Contacts

1. Lifeline Crisis Counselling 80078839 (https://www.idp.com/)
2. Acute Mental Health Situation 800342 (800 DHA) (https://www.dha.gov.ae/)
3. If you are in Danger:
   POLICE 999
   FIRE 997
   AMBULANCE 998
4. Campus Contact: **+971509085972**

9. Student Support

As a higher education provider, SP 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, and to ensure their personal well-being. These support services are designed in line with the student's lifecycle, right from admission through graduation, and includes academic, cultural, personal, technical support.

The planners and class schedules will be made available in advance for students. All the sessions will be recorded and are made available to students through the LMS. Students can contact the Course Coordinators via emails. Student attendance is monitored remotely on sessional basis by the Course Office and any shortfall is communicated to students through email. The students have access to the centralised online support to escalate and resolve any academic and administrative matters. Through the Course Office; students receive support from all concerned departments e.g. Registrar's Office and Examinations Office.
https://www.spjain.sg/student-support

9.1 Student Experience and Support

At Student Experience our motto is "Journey is the reward".

Student Experience and Enhancement is a student centric team which provides support and guidance to the students throughout their Student Life Cycle. Each of the 4 campus has a Student Experience Manager who are aptly guided by the Team Leader.

Specific strategies of the team towards support transition includes, assessing the needs and preparedness of individual student and cohorts and undertaking early assessment or review the formative feedback on academic progress and identify needs for additional support.

All the Student feedbacks are analysed and discussed with all stakeholders to address gaps or unresolved issues, both academic and non-academic. Apart from the various SE initiatives and activities like focussed group feedback sessions, chat sessions, coffee or lunches with student groups, buddy programs, the team also engages with them continuously targeting improvement measures, share best practises, all to obtain a favourable learning environment. Alongside this, the student also receives support from the team using online and offline mechanisms. Student progression is tracked, and alerts of risk are raised well before time and help is provided to them to change gears and obtain success.

Every student is encouraged to optimise on each of these opportunities provided by the school and hone their skills to excel not only within the campus but also outside in the larger community.

9.2 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.

9.3 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

Library Schedule

All Campus

Monday to Friday	9.00 am to 5.00 pm
Closed on Saturdays and Sundays	

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 AUD 1 for each 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.

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 and chairs, and not consume food and beverages.
- Switch off the lights and air conditioners when not required.
- Not switch on any audio/video CD (academic or entertainment) without using headphones.
- Replace newspapers, periodicals, books etc. in their original place after reading – and not carry them outside the library premises.
- Students should leave their baggage, personal belongings at the space provided in the library at their own risk.

9.4 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.

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

9.5 Career Advice

S P Jain helps students obtain information about specific careers and post-study professional opportunities. The Corporate Relations teams work with students to aid with career planning, resume writing, interview techniques, on-campus recruiting, and local advice on contacts to assist students in making career connections.

9.6 Campus Life

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

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 and Admission offices, classrooms, lounge, banquet hall and 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 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.

9.7 Accommodation

Singapore: The Student Hostel is located on campus, within HortPark. Girls and boys are housed separately for privacy. Security guards patrol the premises at night to ensure the safety of all students living there. The Hostel is air-conditioned, and students have access to common areas like a TV lounge and group work areas. More information on Accommodation

Dubai: SP Jain's student accommodation is in the International City, one of Dubai's largest residential areas. We provide a bus service to transfer students to and from campus, which is about 15 minutes away. More information on Accommodation

9.8 Sports Facilities

Students can access the sporting facilities with the help of the school administration

9.9 Cafeteria

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.

Timings: The cafeteria is open from 8.30am-10.30pm, 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.

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.

Timings: 8 am to 6 pm, Friday and Public holiday closed

9.10 Committees

Various student committees help to integrate the working of S P Jain students and management. These working groups act as facilitators or student bodies for the different areas that they represent. Some of the committees and their key responsibilities are described below:

a. Academic Committee

This Committee helps the Institute review courses and academic policies. Student suggestions and feedback on faculty, courses, assignments, exams, grievances or grades can be routed through the Academic Committee. Members are also proactive and take informal feedback from all students about every course. They meet regularly with the Course Manager to share feedback. Members are selected by the Course Manager based on students' performance records. Special care is taken to ensure that every specialisation or division is well represented in the Committee.

Key responsibilities:

1. To liaise between Program Office, students and faculty.
2. To get informal feedback from all students about every subject and share with Deputy Director/Assistant Dean/Associate dean during regular meetings.
3. Student suggestions and feedback on faculty, subjects, assignments can be routed through the Academic Committee.

b. Placement Committee

The Placement Committee acts as an interface between the Corporate Relations Team of S P Jain and the student body. Some of its responsibilities include:

- Leveraging personal business contacts for placing batch mates, officially through the S P Jain Placement Cell
- Collating resumes of the entire batch in a pre-set format
- Coordinating activities like mock GDs, mock interviews and individual feedback sessions
- Circulating job descriptions from prospective recruiters
- Assisting in corporate presentations
- Recording the number of interviews attempts of each student, and collating interview

questions of each student for documentation and future reference

Key responsibilities:

1.To liaise between corporate relations team of all campuses and students
2. Act as the single point of contact for the respective cohort, per specialization, for all Corporate Relations (CR) matters- internships, placements, industry events and more
3. Partnering with CR teams for job posting engagement, placement operations, industry event management
4. Handle concerns and grievances of students relating to CR matters
5. Interested students will need to fill the online application form shared by CR team. Shortlisted candidates will be called for interview. Final selection will be announced after the interview.

c. Industry Interface Committee

This group acts as an intermediary between the Industry Interface Projects leadership teams on each campus and the students to facilitate the execution of the Industry Interface Projects. When a company offers its project/s to the School, the Committee, along with an S P Jain representative, work cooperatively to match the company's requirements to the students' experience, potential and specialisation, as much as possible. Every specialisation is well represented in the Committee.

Other student committees and clubs may also be formed depending on student interest and School needs.

Key responsibilities:

1. To liaise between IIP office, students and mentors.
2. Helping IIP office for project roll out. Setting up feedback meetings and project reviews
3. Partnering with IIP office for the company project rollout
4. Proactively reaching out with any feedback/ concerns/ anxiety that the cohort may have that needs attention

10.Tuition and Non-Tuition Fees

Tuition Fees: Please refer to the Signed Offer Letter/ Website[1] for more details

Non-Tuition Fees

	For PG Programs (GMBA)	
Sr. No.	**Components**	**Charges in AUD**

[1] Refer to: Tuition and Non-Tuition Fee

1	Re-evaluations (per unit)	30
2	Re-test (per unit)	300
3	Independent Study (per unit)	1500
4	Alternate Assessment	500
5	Duplicate Degree	100
6	Duplicate Graduation Statement	30
7	Duplicate Record of Result	30
8	Postal Charges (per package) within India *	20
9	Postal Charges (per package) outside India *	30
	* Minimum Charges	

11.Policies and Procedures

*For more policies and procedures[2] please refer to the School website and the **Annexure to the Handbook.**

Postgraduate Admission and Selection Policy
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.

Deferral Policy
This policy describes the deferral procedures before students enrolls into a course, after the students enrols into a course / commences course of study.

Domestic Student Refund Policy
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. 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.

International Student Refund Policy
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.

[2] *School website*

Credit Transfer and Articulation Policy

This Policy provides students the broad policy and framework for articulation, recognition of prior learning (RPL) and credit transfer for all the courses offered. Provide due credit for demonstrated prior learning and outcomes in line with the requirements of each course of study, assist mobility of students eligible to transfer between courses within the School and to other institutions, institute clear guidelines and processes for determining credit transfer and articulation to and from the courses without compromising the integrity of each course and ensure standards and integrity of the credit transfer arrangements.

Provider Transfer Policy and Processes

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.

Tuition Fee Protection Procedure

This procedure outlines how the pre-paid tuition fees for students who have enrolled but not yet commenced studies at 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).

Student Code of Conduct Policy

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

Academic Integrity Policy and Procedures

This Policy promotes academic integrity; defines the actions that constitute a breach of academic integrity i.e. cheating, contract 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.

Processes and Guidelines for Plagiarism control for all soft copy submissions

Academic integrity will be upheld and protected by providing clear information to students and staff and implementing educative strategies. Appropriate steps will be taken to detect plagiarism including electronic plagiarism devices. S P Jain uses Turnitin, an integrated tool to Blackboard to detect plagiarism.

Student Misconduct Policy and Procedures

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.

Student Grievance and Mediation Policy and Procedures

This policy describes the procedures for student grievance mediation; 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. This policy 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.

Assessment Validation, Grading and Moderation Policy and Procedures

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. The School is committed to effective assessment validation and moderation as an integral part of its assessment procedures and has designed its procedures to ensure common interpretation of Threshold Standards 2015 in relation to student performance across all programs. The Examination Board moderates the design of assessments and students' performance internally and externally. This is 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, as detailed in Assessment Validation, Grading and Moderation Policy.

Student Progression, Exclusion and Course Completion Policy

The Policy provides broad guidelines and framework for all courses on the rules of progression, and course completion. This policy informs the students of the importance of achieving satisfactory course progression and the possible consequences of unsatisfactory course progress.

MBA (Global) Rules of Progression and Completion Policy

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.

a. To progress from one term to the next term:

   i. a student's Cumulative Grade Point Average (CGPA) should not be less than 2.0
   ii. and a student needs to successfully complete all the identified pre-requisites in a

current term which are required as prerequisites for subjects to be undertaken by the student in the next terms.

b. 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 the grades are declared students who fail to meet the progression requirements, will be provided retest opportunities in the subjects where they have obtained a D or F grades.

c. Student performance will be monitored regularly and "students at risk" will be identified and supported as detailed in the Student at Risk Policy.

d. On occasions where students are unable to meet the required criteria mentioned above, and if considered appropriate by the Course Director (Dean) MBA (Global) and Registrar students will be allowed to progress to the next term under probation.

1. Degree Requirements

e. The period of candidature for a full-time student candidate shall be a minimum of 12 months (1 year) and maximum of 30 months (2 years 6 months).

f. To fulfil the requirements for the award of the MBA (Global) degree, a student must:

i. Achieve a cumulative grade point average (CGPA) of at least 2.0 at the end of term 3 (last study period) and;

ii. Have NO MORE than

- 3 D grades (3 credit points), 1 PC grade (1 credit point) and no F grade
- OR 4 D grades (4 credit points) and no PC or F grade

2. Deferrals

a. The Deferral Policy details the grounds, guidelines and procedures for deferral requests by students.

Grievances

Applicants who for any reason are dissatisfied with an administrative decision of the Dean-Undergraduate, Registrar or delegate may lodge an appeal against that decision pursuant to the Student Grievance and Mediation Policy and Procedures.

Students at Risk Policy

Student performance will be monitored regularly and "students at risk" will be identified early and supported for early intervention to aim at good progress rates thus increase the completion rates as detailed in the School Policy of "Student at Risk Policy". This also sets out the School's mechanisms for timely 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.

Student Performance Data Policy and Procedures

This policy outlines the student performance data for all the courses offered by S P Jain School of Global Management (S P Jain) so as to ensure that there is sufficient oversight of the collection, timing, accuracy, consistency and effective use of student performance data for each course and across each delivery site. Information relating to student attendance, grades, student performance including progression, outcomes including completion, feedback including complaints and breaches of academic integrity. This policy also enables the monitoring and mitigation of academic risk at the School through analysis of student performance data identification of at-risk students, unit pass rates, semester/term progression and course completion and attrition.

Student Support Policy

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.

Student Consultation Policy and Procedures

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. 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.

Student and Staff Feedback Policy

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. 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.

Academic Freedom and Free Intellectual Inquiry Policy

This policy articulates S P Jain's commitment to the protection and promotion of academic freedom and free intellectual inquiry within the School. This policy applies across the School, all students and staff, visitors and campuses. The protection of academic freedom and free intellectual inquiry and the responsibilities associated with these academic rights apply to everyone in the S P Jain community.

Library Resources Collection Development Policy

The Library Resources Collection Development Policy is intended to guide the library's collection development activity in order to ensure that staff and students have access to the necessary

academic resources to support their learning, development and scholarly endeavors. The policy ensures that the library develops and maintains a range of relevant, current and appropriate scholarly information to support staff and students.

Critical Incident Policy

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.

Student Equity, Diversity and Fair Treatment Policy

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.

Student Information Provision Policy

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

Student Sexual Assault and Sexual Harassment Policy

This Policy outlines S P Jain's stance and general approach to matters of sexual misconduct applies to S P Jain students at all campuses. It is not limited to S P Jain campuses or teaching or study hours. It also extends to all functions and places where students interact.

Graduation and Certification Policy

This Policy sets out the principles and procedures for the issuance, certification and conferral of awards and units of study at the School. The School 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, as detailed in Graduation and Certification Policy.

Record Management Policy

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 Ken 42 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.

12. Campus Address:

www.spjain.org

SYDNEY CAMPUS	DUBAI CAMPUS	SINGAPORE CAMPUS
15 Carter Street, Lidcombe, NSW 2141, Australia **Tel:** +61 2 8970 6800 **Web:** www.spjain.edu.au	**Block 5, Dubai International Academic City, P.O. Box 502345, Dubai, UAE** **Tel:** +971 4 561 6700 / +971 56 416 5194 **Web:** www.spjain.ae	**10 Hyderabad Road, Next to Hort Park, off Alexandra Road, Singapore 119579** **Tel:** +65 6270 4748 **Web:** www.spjain.edu.sg

POLICIES - https://www.spjain.edu.au/governance-policies

The SP Jain Policy Document Library is an online database containing institution-wide rules, policies, procedures and guidelines that have been formally approved by the School's Board of Directors, the Academic Board and/or other relevant authorities. To access the policies; click on hyper link appended in the annexure table.

S No	Annexure to the Master of Business Administration (Global) Handbook
1	Postgraduate Admission and Selection Policy
2	Deferral Policy
3	Domestic Student Refund Policy
4	International Student Refund Policy
5	Credit Transfer and Articulation Policy
6	Provider Transfer Policy and Processes
7	Statement of Tuition Assurance
8	Housing and Accommodation Policy
9	Student Code of Conduct Policy
10	Academic Integrity Policy and Procedures
11	Master of Business Administration (Global) Attendance Policy
12	Processes and Guidelines for Plagiarism Control for all Soft Copy Submissions
13	Student Misconduct Policy and Procedures
14	Student Grievance and Mediation Policy and Procedures
15	Assessment Validation, Grading and Moderation Policy and Procedures
16	Student Progression, Exclusion and Course Completion Policy
17	Master of Business Administration (Global) Rules of Progression and Completion Policy
18	Student at Risk Policy
19	Student Performance Data Policy and Procedures
20	Support for Students Policy
21	Student Consultation Policy and Procedures
22	Student and Staff Feedback Policy
23	Academic Freedom and Free Intellectual Inquiry Policy
24	Library Resources Collection Development Policy
25	Critical Incident Policy
26	Student Equity, Diversity and Fair Treatment Policy
27	Information Technology Policy
28	Student Sexual Assault and Sexual Harassment Policy and Procedures
29	Graduation and Certification Policy
30	Records Management Policy

Note: Due to technical difficulty if any hyperlink is not active or not functional, you are requested to visit https://www.spjain.edu.au/governance-policies if you have any doubts, please write to registrar@spjain.org

S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	**Master of Business Administration (Global), Attendance Policy**
Document Type	Policy and Procedures
Administering Entity	Course Managers, Registrar
Latest Approval or Amendment Date	June 27, 2019
Approval Authority	Academic Board
Indicative Time of Review	June 26, 2031

1) Attendance requirements for GMBA Course

a) Students are expected to attend all lectures, tutorials, group activities and turn on their cameras (applicable to Virtual sessions). Attendance is taken during each class session (Face to face or Virtual). Students should be seated in the classroom / signed into the virtual platform at least five minutes before the session starts, and latecomers may not be admitted. Students may not enter or exit the classroom (Face to face or Virtual) while a session is in progress.

b) Leaving the class session mid-way (Face to face / virtual) not turning on camera (virtual) will be treated as absent.

c) A lecturer is not required to provide substitute tests, nor arrange repeat trips or other out-of-session experiences when a student is absent.

2) Excused attendance

a) A student who cannot attend a session/s due to a medical illness must produce a medical certificate to have absences excused. Where applicable, the student 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).

b) In the event of a serious illness or death in the immediate family, the student should notify the course office and provide supporting documents to obtain an excused absence

c) A student with infectious diseases should report their condition immediately and take all precaution to avoid spreading the infection and as per documented advise of the physician or program office not attend the class/class sessions. Such absences will be treated as excused absences.

3. Attendance at all scheduled academic activities is mandatory, with **attendance at the first session of each subject being compulsory**.

The attendance-related grade downgrading rules will not apply to this cohort. However, students are expected to attend classes regularly, participate actively in all scheduled academic activities, and complete all assessments in accordance with the published requirements.

Where an assessment or graded activity, including a quiz or any other in-class activity, is conducted during a scheduled class, a student who is absent from that session will receive zero marks for the relevant assessment or activity, unless the absence has been formally approved in accordance with the School's applicable procedures. No retake or alternative assessment will be permitted for absences that are unapproved or are not supported by the required medical or other acceptable documentation.

Students must also continue to comply with all attendance, immigration, visa, and other regulatory requirements applicable to them.

These attendance arrangements are subject to review during the course of the programme. Students will be notified of any changes that may apply during their period of study.

3) Attendance Marking and Monitoring

a) If a student has been marked absent wrongly, he/she needs to inform the Course Office immediately so that the Course Coordinator can double-check the absence with the faculty.
b) Attendance cannot be reviewed more than one day after the date in question.
c) Random spot checks will be conducted by the Course Office. If a student has been found not to be in class, he/she will be marked absent.

4) Excused absences which result in inability to attend the Class

a) In instances of excused instances where a student is unable to attend the majority or all of the class sessions the student will need to register for the unit of study again
b) If the unit of study is not available as needed the student will be provided an opportunity to undertake an independent study. These will be at extra cost to the student and not included in the regular tuition fees.

5) **Monitoring of students with low attendance**

a) Student/s failing to meet the attendance requirements for a unit of study, or perceived by the Course (Program) Manager as having a low attendance record in general for the course, will be reported to the relevant Assistant Dean/Dean, Registrar, Assigned Faculty and the Student Experience Manager.

6) Grievances

a) Students who for any reason are dissatisfied with an administrative decision of the MBA (Global) Course Manager or instructor may lodge an appeal against that decision pursuant to the "Student Grievance and Mediation Policy and Procedures".

7) Related Policies

a. Student Grievance and Mediation Policy and Procedures
b. Assessment Validation, Grading and Moderation Policy and Procedures
c. Student at Risk policy
d. Student progression, Exclusion and Course Completion Policy

S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	**MBA (Global) Rules of Progression and Completion Policy**
Document Type	Policy and Procedures
Administering Entity	MBA (Global)Course Director/Deputy Director (Dean/Asst Deans), Registrar, Director - Examinations
Latest **Approval** or Amendment Date	December 21, 2020 (to be implemented from the next commencing cohort)
Approval Authority	Academic Board
Indicative Time of Review	December 20, 2028

1. Purpose and Scope

a. This Policy is under the overarching institutional level 'Student Progression, Exclusion and Course Completion Policy' which is applicable to all the accredited degree courses offered by S P Jain School of Global Management (S P Jain).

b. This Policy details the rules of progression and course completion requirements for the successful completion of the MBA(Global) course and should be read in conjunction with the overarching policy.

2. Progression

a. To progress from one term to the next term:

I. a student's Cumulative Grade Point Average (CGPA) should not be less than 2.0

II. and a student needs to successfully complete all the identified pre-requisites in a current term which are required as prerequisites for subjects to be undertaken by the student in the next terms.

b. 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 the grades are declared students who fail to meet the progression requirements, will be provided retest opportunities in the subjects where they have obtained a D or F grades.

c. Student performance will be monitored regularly and "students at risk" will be identified and supported as detailed in the Student at Risk Policy.

d. On occasions where students are unable to meet the required criteria mentioned above, and if considered appropriate by the Course Director (Dean) MBA (Global) and Registrar students will be allowed to progress to the next term under probation.

4. Degree Requirements

a. The period of candidature for a full-time student candidate shall be a minimum of 12 months (1 year) and maximum of 30 months (2 years 6 months).

b. To fulfil the requirements for the award of the MBA (Global) degree, a student must:

iii. Achieve a cumulative grade point average (CGPA) of at least 2.0 at the end of term 3 (last study period) and;

iv. Have **NO MORE** than

- 3 D grades (3 credit points), 1 PC grade (1 credit point) and no F grade
- **OR** 4 D grades (4 credit points) and no PC or F grade

5. Deferrals

a. The Deferral Policy details the grounds, guidelines and procedures for deferral requests by students.

6. Appeals

a. Applicants who for any reason are dissatisfied with an administrative decision of the Course Director (Dean), Registrar or delegate may lodge an appeal against that decision pursuant to the "Student Grievance and Mediation Policy and Procedures".

7. Other Matters

a. The following are covered in the overarching institutional level Student Progression, Exclusion and Course Completion Policy:

i. Unsatisfactory Course Progress Reporting - Section 4

ii. Cancellation or Suspension - Section 5

iii. Support for Completion requirements - Section 7

8. Related Documents

a. Deferral Policy
b. Student Grievance and Mediation Policy and Procedures
c. Student Progression, Exclusion and Course Completion Policy
d. Students at Risk Policy

Annexure 1 General Exam Guidelines

a) General Exam Guidelines:

Please note that it is compulsory to follow the below exam guidelines for a seamless exam experience. Non-compliance will result in an academic misconduct investigation and the imposition of appropriate penalties. Negligence will not be treated as a valid excuse.

1. ***Before the exam day/time***

1.1 Make sure that you have cleared all outstandings fees and are eligible to take the exam.

1.2 You are entitled to a free licensed version of MS Office suite being provided by the school. It is compulsory to have a fully updated licensed version of MS Office for a smooth exam experience.

1.3 Use of other software applications like WPS Office, Google Docs or other online office platforms is strictly prohibited and shall be interpreted as accessing internet during exam.

1.4 Bring your own materials and ensure your system / laptop is in good working condition. Students are responsible for all hardware and software issues of their systems. Regular laptop maintenance and hygiene needs to be practiced compulsorily for a seamless exam experience.

1.5 All end term exams are done using Mettl. Note that you and your surroundings are being monitored online using camera and mic. Your personal data is protected as per internationally accepted and appropriately compliant provisions and norms.

1.6 Download and install the Mettl safe exam browser. In case you face any problems, immediately contact Mettl help desk for support and resolve all issues. The Mettl safe exam browser is used for closed book exams which restricts you from moving out of Mettl browser. If you force-quit the browser, the exam will terminate and you may not be permitted to resume the test.

1.7 Check your Email for the Mettl link sent by Exams office. In case you do not find it in your inbox, check the junk / spam folder

1.8 In case you cannot locate the exam link Email immediately contact the Program Office and/or Exams Office in writing and by phone, wherever possible.

1.9 Ensure that you have your valid ID card. In case you have lost it, immediately report the matter to Program Office and request for a temporary ID card which should contain your photo and student details

1.10 If the exam is being done on Mettl - Run the Mettl compatibility test by clicking on the link https://tinyurl.com/Mettl-compatibility-test . This test checks for ruling out any restrictions due to firewall. Prohibited Network, prohibited servers etc and does not check for proper functioning of the camera and mic which are compulsorily required to start the exam

1.11 Use Google Chrome or Mozilla Firefox only and ensure your browser is up to date. Safari and other browsers are strictly not permitted. Non-compliance will be considered as academic misconduct

1.12 Ensure that your laptop mic and camera are fully functional and the system settings do not restrict their usage. If access is restricted, enable camera and microphone permissions for Mettl. It is strongly recommended to disable the mic and camera from all other devices for a seamless exam experience.

1.13 LOGOUT from all apps that use the system camera and microphone. Seek professional help in advance if you are not familiar on how to process the above instructions.

1.14 Disable auto-updates in your laptop

1.15 **Dual screens or second monitors are strictly prohibited.** Only a single laptop should be used for all exams.

1.16 Save all e-notes and working files on your Desktop **in a folder titled exam notes for (unit name). The notes must be in English language only**, **notes in any other language(s) are not allowed**. Do not store them on OneDrive or any cloud-based storage. Keep a backup of your notes to avoid data loss due to file corruption or access issues.

1.17 **All answers and exam contents must be written in English only.** The use of any other language(s) is strictly not allowed and will be reported as academic misconduct.

1.18 In case of File upload exams, Files saved on BB in Mettl camera will only be considered for evaluation.

1.19 Answer scripts will not be accepted by Email or any other means. No excuse will be accepted and no exceptions shall be made by Exams office.

1.20 In case of Mettl text box exams where you will type answers in a text box on Mettl platform, answers will be saved automatically by Mettl software.

2. On day of the exam

2.1 Always carry your ID card. Entry in the exam hall is allowed only for valid ID card holders. No excuse is valid

2.2 Power OFF all your smart devices like phones, watches, blue tooth, eyewear or any device that transmits or receives electronic signals etc and leave it in your bags. The in-class invigilator will tell you where to leave your bags.

2.3 Be seated 20 minutes before start of exam in your designated place ONLY.

2.4 Late entries are allowed only as an exception but no later than 15 minutes after actual commencement of the exam. whether on-campus or online. EMBA Students not taking the exam on campus must log in within the first 30 minutes or they will not be allowed for exam(s).

2.5 Bring your own water bottle and keep it with you

2.6 No washroom breaks are allowed after 45 minutes of commencement of exam and 45 minutes before exam conclusion

2.7 Frequent washroom breaks are strictly disallowed, and washroom breaks beyond 3 minutes are not acceptable.

2.8 Check your surroundings and report / handover any incriminating objects that may be seen as a reason for indulging in academic misconduct.

2.9 Connect only to campus Wifi connection when taking exam from campus. Hotspot connections are strictly prohibited

3. On exam day but before the exam

3.1 Re check that auto-updates in your laptop is disabled

3.2 Logout from cloud-based platforms including OneDrive, Blackboard (BB) (BB), WhatsApp, and any social media applications and communication apps from your laptop

3.3 Ensure that the system speaker is not muted. Online proctors will communicate through the Mettl chat box and each message generates an audio alert.

3.4 Ensure that there is no hindrance in the camera. If your laptop camera has a shutter to cover it, please open it.

4. During the exam

4.1 No exchange of items, including notes, books, stationery or chargers, is allowed.

4.2 Open the Mettl exam invite Email and click on the link to start the exam

4.3 Fill all registration details and click your photo and the photo of your ID at the appropriate places.

4.4 Type the phone number in your immediate possession. Do not give phone numbers you do not have physically in your possession

4.5 In case of file upload exams, the answer sheet template will be shared via Blackboard (BB) (BB). Email with details shall be shared by the Program Office in advance. Download the answer sheet on Mettl camera View ONLY.

4.6 Case studies will be provided via Blackboard (BB) (BB) (BB) under the exam tab of respective courses. In case of shorter cases, it will be directly provided on Mettl as part of the questions.

4.7 The exam shall commence at the scheduled time only. The duration of the exam shall be as per the actual clock in the exam room and not the Mettl timer visible on your screen

4.8 The Mettl exam can be an open book or closed book exam

4.9 In case of open book and file upload exams you will use MS Word / Excel. Switch OFF auto save. Always manually save your file at short periodic intervals.

4.10 Do not copy and paste the questions at any point of time on any other document. All such acts are deemed as academic misconduct.

4.11 Loss of files will lead to zero marks and therefore F grade.

4.12 Loss of file contents could potentially lead to evaluation of whatever is visible in the file and therefore corresponding marks and grades.

4.13 DO NOT use the share button in MS Word / Excel under any circumstances

4.14 Download the answer sheet template on Mettl camera view only and save it on the desktop using the naming convention – Your name_campus ID_Unit name. E.g the file name for student Peter Young doing exam for unit marketing and having campus ID SPJ1234 will be ***PeterYoung_SPJ1234_Marketing.***

4.15 Analyze the questions and use your own language to answer. COPY and Paste is strictly prohibited. No excuse will be valid for the same.

4.16 If you have any doubt(s) about any of the exam instructions provided on Mettl, ask the In-class Invigilator or seek clarification from the Online Proctor using the Mettl chat. Do not presume or interpret instructions on your own.

4.17 In case of any ambiguity during the exam, kindly state your assumptions clearly in the examination script and proceed to answer the question. In case, you have any exam-related query/issues, please reProgram Officert them via the Candidate Comment Sheet using link **https://tinyurl.com/CandidateCommentSheet-V2**

4.18 In case of file upload exams, the final 5 minutes is reserved only for uploading the answer sheet on Blackboard (BB) (BB). Students should not use this time for writing answers.

4.19 Files submitted on Blackboard (BB) (BB) on the link shared by the Program Office and in Mettl camera view shall only be accepted for evaluation purposes. All other submissions shall not be evaluated, and student will get zero marks.

4.20 You are responsible for saving and uploading the correct file before the exam time out. Incorrect file uploads (blank or wrong file) cannot be rectified under any circumstance.

4.21 Upload your answer file on Blackboard (BB) (BB) (mandatory). **Do not reopen the answer file after submission.** Submit your answer file on Mettl as well, if instructed to do so.

4.22 Turnitin link will close at scheduled exam time, regardless of when a student joins the exam. No additional time will be granted for late logins. Late submissions will not be accepted under any circumstances.

4.23 No disconnections are allowed during the exam. No extra time will be given regardless of the reason.

4.24 Students cannot seek exclusive advantage due to software and / or hardware issues and this includes internet and / or power outages. Students need to arrange. for all such backups. This does not include instances of force majeure.

4.25 Do not argue with online and in-class invigilators. Use of foul language is considered as an act of non-academic misconduct.

4.26 Any video or audio evidence indicating the presence of another person in your vicinity will be treated as academic misconduct. SIT ALONE FOR THE EXAM.

4.27 IF REQUESTED during the exam show the proctor your immediate surroundings (including under the exam table) using your laptop camera. Pan the camera slowly and at the correct angle so that the room can be seen properly. REMOVE ALL ITEMS NOT REQUIRED AS PER EXAM INSTRUCTIONS.

4.28 Your exam will be temporarily paused for the room check process. Your exam time will not be affected.

4.29 Your face must be visible on camera for the entire duration of the exam. Any unexpected movements will be monitored using artificial intelligence. Suspicious activity may require explanation

5. After the exam

5.1 In case you need to share any feedback regarding the exam, please use the online candidate comment sheet by clicking on the link https://tinyurl.com/CandidateCommentSheet-V2

5.2 Do not contact faculty during/after the exam regarding your attempt. Such instances will be considered as acts of academic misconduct. For all exam related matters always use the candidate comment sheet referred to above.

B. ACADEMIC MISCONDUCTS AND PENALTIES

Below is a partial list of academic misconduct, which is not exhaustive.

The appropriate penalty shall be decided from the list at the end of this page, depending on the severity or repetition of misconduct

Sr	Category Name	Actions / Examples of Misconduct

1	AI, Plagiarism & Academic Integrity Violations	▪ High AI index, High RSID ratio, High Similarity ▪ Plagiarism and copy/paste ▪ Use of snipping tools ▪ Use of LLMs and generative AI tools like ChatGPT ▪ Accessing Google or any other unauthorized websites during exams ▪ Usage of Language Assisting Tools (e.g., QuillBot, dictionaries, translators, thesaurus, paraphraser etc.) ▪ Using browser other than Google Chrome or Mozilla Firefox (Safari not allowed) ▪ Suspicious metadata in submitted files (word count, saved/edited time, etc.) ▪ Engaging in contract cheating
2	Collusion & Unauthorized Collaboration	▪ Document sharing using cloud platforms like OneDrive, iCloud, Google Drive, Google Collab etc. ▪ Screen sharing using apps like AnyDesk, Zoom, TeamViewer etc. ▪ Sharing of notes during exam ▪ Talking to another student in classroom ▪ Sharing online login credentials with malintent ▪ Sharing answer script with another batchmate ▪ Submitting on behalf of another student ▪ Submitting another student's file ▪ Using another student's login credentials (Blackboard (BB) (BB), Mettl etc.) ▪ Taking third-party help for exam ▪ Collusion
3	Exam Protocol Violations	▪ Late entry to exam hall ▪ Unexplained delay during restroom breaks ▪ Leaving exam hall or camera view without permission ▪ Taking exam from outside exam hall without permission ▪ Writing answers during final 10 minutes after submission was announced ▪ Not using designated answer sheet provided by Exams office/PROGRAM OFFICE ▪ Not carrying student ID ▪ Not sitting as per seating plan or misleading by changing seat number/name label
4	Use of Unauthorized Devices or Tools	▪ Usage of Bluetooth devices / smart gadgets ▪ Using mobile phone(s)

		▪ Using multiple monitors ▪ Possession of smartwatches or any other electronic gadgets ▪ Using apps/software/browser extensions to limit the exam software ▪ Disabling laptop mic/camera/speaker to cheat ▪ Taking screenshots ▪ Copying exam questions to notes or answer sheet
5	Exam Software/ Environment Misuse	▪ Disconnection from exam software ▪ Using multiple desktop function (especially in Mac) ▪ Not disabling or logging out from social media or messaging apps ▪ Not saving answer sheet and notes on desktop
6	Submission-Related Misconduct	▪ Submitting blank, tampered, or wrong files ▪ Non-submission ▪ Failure to submit work within the prescribed time / delayed submissions
7	Misconduct with Invigilator, proctor or Authorities	▪ Using inappropriate language with the in-class invigilators or online proctor ▪ Contacting faculty directly during or after an exam

Below penalty list is indicative. Penalties may vary depending on the uniqueness of the misconduct and the decision of the Program Dean.

Sr	**Penalty Description**
1	Resubmit the specific task
2	Zero mark or reduced marks for any part of the assessment for a subject
3	Requirement to complete an alternative additional assessment for the subject
4	Fail grade and academic progression allowed with paid / unpaid retest and with / without grade capping
5	Fail grade and academic progression allowed with redo with junior batch
6	Fail grade and academic progression allowed with independent study
7	Downgrading (reducing the grade by one or more letter notch)
8	Suspension from a course for up to twelve (12) months

9	Revocation of a recommendation that a student has satisfied all requirements
10	Expulsion
11	Revocation of an academic award conferred by the School (requires approval Board of Directors on the recommendation of the Academic Board)
12	Exam declared null and void. Academic progression to be done with makeup OR paid / unpaid retest with / without grade capping.

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