S P Jain School of Global Management

DUBAI • MUMBAI • SINGAPORE • SYDNEY

MASTER OF GLOBAL BUSINESS (MGB)

STUDENT COURSE HANDBOOK

CRICOS Provider Code: **03335G**

CRICOS Course (MGB) Code: **077572E**

Content	Page No
Letter from the Dean	4
Master of Global Business: Special Features of the Course	5
Master of Global Business Course Information	7
Course Learning Outcomes	8
Graduate Attributes	9
Course Completion Requirements	9
Course Structure	9
Unit Learning Outcomes	12
Pedagogy	27
Assessments	27
Conduct of Examinations	31
Orientation	37
Attendance Requirements	39
Important Contacts & Links	40
Living in Multiple Cities	41
Student & Student Experience Support	42
Counselling	43
Library	43
Information Technology Center	45
Career Advice	45
Campus Life	45
Accommodation, Sports Facilities, Cafeteria & Committees	46
Tuition & Non-Tuition Fee Details	48
Policies & Procedures brief note	48
Annexure to Policy weblinks	55
Master of Global Business Attendance Procedure	56
Master of Global Business Rules of Progression & Completion Procedure	59

Policies Related to MGB Course*

S No	Policy Name
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	Student Tuition Fee Protection Policy
8	Statement of Tuition Assurance
9	Student Code of Conduct Policy
10	Academic Integrity Policy and Procedures
11	Processes and Guidelines for Plagiarism control for all soft copy submissions
12	Student Misconduct Policy and Procedures
13	Student Grievance and Mediation Policy and Procedures
14	Assessment Validation, Grading, and Moderation Policy and Procedures
15	Student Progression, Exclusion, and Course Completion Policy
16	Master of Global Business Rules of Progression and Course Completion Policy
17	Students at Risk Policy
18	Student Performance Data Policy and Procedures
19	Support for Students Policy
20	Student Consultation Policy and Procedures
21	Student and Staff Feedback Policy
22	Academic Freedom and Free Intellectual Inquiry Policy
23	Library Resources Collection Development Policy
24	Critical Incident Policy
25	Student Equity, Diversity and Fair Treatment Policy
26	Information Technology Policy
27	Student Sexual Assault and Sexual Harassment Policy
28	Graduation and Certification Policy
29	Record Management Policy

*For more policies and procedures, please refer to the Annexure of the handbook or School website

1. Letter from the Dean

Dear MGB 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. For companies such as Amazon, Zoom, and Gilead Sciences, it has provided new and enhanced opportunities. For others, such as Singapore Airlines, Hilton Hotels, and Disney, it has been a question of survival. 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 a rapid recovery of revenue growth and profitability while ensuring resilience and longevity by staying ahead of the curve. Our Master of Global Business is an exciting program for graduates to rapidly acquire the skills necessary to fast-track their careers. It offers experiential learning with inputs provided by diverse global faculty, using contemporary cases and simulations, solving problems and live challenges from the real world, and with sessions in a lab mode to grow one's confidence for a 'can do' attitude.

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 sixteen months!

DR BALAKRISHNA GRANDHI
Dean - Global MBA & Master of Global Business
Professor of Marketing & Strategy
MMS, MBA & PhD (USA) and FCIM (UK

2. Master of Global Business

2.1 Special Features of the Course

Students of MGB 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
- Relevant and cutting-edge specialisations
- Global and regional faculty offering diverse perspectives
- Faculty with consultancy and industry backgrounds, combining real-world perspectives with academic concepts and framework
- Use of multiple types of pedagogical including contemporary cases and simulations requiring students' engagement in critical thinking and decision-making
- An industry project to groom and develop 'consultant-minded' approach within students
- Strong emphasis on soft skills such as business communication, presentation, CV writing and mock interviews, simultaneously delivered, in addition to credit modules
- Four-month internship to put in practice the classroom learning

2.1.1 Professional Readiness Program (PRP)

Students who enrol for the MGB have, on average one year of prior working experience. It is important for them to gain the minimum additional soft skills to be well-equipped for their 'future roles. Furthermore, job scopes are constantly in flux and the choice of career choice made by S P Jain's MGB graduates may be different from what they 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 their MGB internship and post-MGB career placement.

MGB curriculum emphasis on soft and transferable skills is reinforced via out-of-classroom activities and dedicated workshops and presentations in the proposed course. Most of them are career placement-related activities and are planned to be carried all around the year.

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 MGB students.

2.1.3 Global Learning and Multi-City Model

Global Learning activities constitute an important element of the proposed MGB course. 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 Port, Marina Bay Sands, Parliament House), talks by prominent regional leaders and business experts, and regional cultural immersion (through Dragon boat racing in Singapore, visit

to the Arabic Cultural Centre in Dubai). These immersions expose students to the local culture and 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.

2.1.4 Projects

Projects are an important component of the proposed MGB multi-city learning model. The curriculum incorporates projects to increase students' understanding of regional challenges and nuances and inculcate a strong culture of 'adaptability', 'agility' and 'cross-cultural decision-making'.

Terms 1 & 2: International Business Research

Students undertake an individual research project related to their area of specialisation. It intends to give students a parallel experience of identifying an actual business challenge faced by an industry/organisation. Further to the identification, students are expected to apply relevant research methods/techniques learnt through their coursework and propose effective solutions/recommendations in relation to the identified business problem.

Term 3: Industry Project

Students have an opportunity to work in a team on a real-life industry project and develop a deep understanding and insight of the global business environment in a disciplinary or inter-disciplinary setup. Students will be provided with a live business problem for which they will apply their knowledge of concepts and frameworks to propose appropriate solutions/recommendations to the corporate client

2.1.5 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.

2.1.6 Internship

The work-integrated learning activity, also called internship is an integral and mandatory component of the MGB course with a final pass/fail award.

The internship commences on completion of Term 3 for a period of consecutive 4 months (minimum of 16 weeks) within one company upon mutually agreed conditions. The School takes the ownership of finding appropriate corporate internships via its in-house Corporate Relations Office, provided students meet specific criteria, including a CGPA score no lower than 2.0.

The MGB Internship offers the opportunity for an experiential education during which students will integrate knowledge and theory learnt in the classroom with practical application and skills development in a professional and trans-national setting.

Students are coached and monitored during their internship by a corporate mentor and an S P Jain academic mentor. This tri-party cooperation ensures a quality work integrated learning experience for students.

At the time of his/her graduation, the student will have gained self-understanding and confidence and enhanced his/her interpersonal skills. The internship adds relevant work experience to his/her portfolio and the opportunity to explore full-time career opportunities.

3. MGB Course Information

3.1 Course Overview

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

Course	Delivery/Study Mode	Location of Study
Master of Global Business (MGB)	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 spend term 2 and/or term 3 of the MGB program at their London campus*

Table 1 Course Overview

The program trains students to appreciate, accept and address various business challenges in different geographic/cultural environments, preparing them for a lifetime of decision-making and leadership. Exposure to diverse cultures and business centres makes the program and, in turn, our students truly global.

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

Master of Global Business - Course Learning Outcomes (AQF Level 9)
Knowledge
Graduates of MGB will be equipped with: • the latest disciplinary and interdisciplinary business knowledge with the support of the digital and technology literacy, to aid planning and control in a dynamic and volatile global environment. • the principles and methods of research for the purpose of responsible investigation from an applied perspective in the field of management and business
Skills
Graduates of MGB will: • Global Adaptability: understand business issues to acquire disciplinary and interdisciplinary skills to solve problems in the respective local, regional and global environments • Ethics and Integrity: identify ethical dilemmas and the concept of integrity in the context of global business situations • Problem Solving: be able to identify, analyse and acquire skills to make reasoned and sound business decisions by using models and tools to solve problem effectively in various business situations • Effective Communication: attain professional skills in written, nonverbal and verbal communication tailor-made to the needs of different stakeholders consistent with mindful listening, empathy, and reliability • Teamwork: participate collaboratively and contribute effectively to achieve team outcomes • Creativity and Innovation: should seek effective alternative solutions by improving and thinking "out of the box"
Application of knowledge and skills
Graduates will demonstrate the application of knowledge and skills: • Application and Research competencies: demonstrate their ability to apply learning outcomes 1-8 within a variety of practical situations and contexts; consequently, enabling value creation for students and organisations within their respective areas of expertise and specialisation with personal autonomy and accountability

Table 2 Course Learning Outcomes

3.3 Graduate Attributes of S P Jain

1. Knowledge of Business, Management and Emerging Technologies
2. Research and Business Intelligence
3. Problem Solving and Decision Making
4. Creativity and Innovation
5. Intercultural Competence/Communication
6. Teamwork
7. Global Citizenship/Ethics (Collaborate, Negotiate and Resolve Conflicts)

3.4 Course Completion Requirements

To be eligible to graduate* with MGB degree at S P Jain, students must complete 22 core Units, 9 Specialisation Subjects, 2 International Business Research Project and 1 Industry Project.

Units	Required Units	Credits
Core Units	22	22 subjects of 1 each = 22
Specialisation Subjects	09	09 subjects of 1 each = 09
International Business Research Project (IBR) 1 and 2 /Industry Project (IP)	05	IBR 1 of 1 each + IBR 2 of 1 each + IP of 3 each = 05
Total	**36**	**36**

Table 3 Units to complete for MGB

* Refer to Rules Progression and Completion Policy on website / annexure to handbook

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.

MGB CORE UNITS					
No.	**UNIT CODE**	**UNIT**	**CREDIT**	**TERM**	**PRE-REQUISITES & CO-REQUISITES**
1	MGB ECO 104	Business and Global Economy	1	1	Nil
2	MGB QTT 104	Applied Statistics for Decision Making	1	1	Nil
3	MGB MKT 114	Global Marketing Management	1	1	Nil
4	MGB OPS 102	Operations Management	1	1	Nil
5	MGB LSC 114	Supply Chain Management	1	1	Operations Management
6	MGB QTT 105	Research Methods	1	1	Applied Statistics for Decision Making
7	MGB ACC 104	Financial Accounting	1	1	Nil
8	MGB MGT 102	Design Thinking	1	1	Nil
9	MGB FIN 115	Corporate Finance	2	1	Financial Accounting
10	MGB COM 102	Business Communication and Negotiation	1	1	Nil
12	MGB PRO 107	International Business Research 1	1	1	Research Methods
18	MGB MGT 103	Blue Ocean Strategy	1	1	Global Marketing Management
11	MGB BUS 204	Global Adaptability 1	1	2	Nil

13	MGB QTT 206	Data Analytics	1	2	Applied Statistics for Decision Making and Research Methods
14	MGB ITM 209	Emerging Platforms & Services for Disruption	1	2	Nil
17	MGB PRO 208	International Business Research 2	1	2	Research Methods
22	MGB MKT 220	Customer Value Management	1	2	Global Marketing Management
20	MGB ENT 201	Entrepreneurship for a Disruptive Launch	1	2	Emerging Platforms & Services for Disruption
16	MGB BUS 305	Global Adaptability 2	1	3	Nil
15	MGB HRM 304	Teamwork & Leadership	1	3	Nil
19	MGB HRM 303	International Human Resource Management	1	3	Nil
21	MGB BUS 304	Business Ethics	1	3	Nil
23	MGB MGT 305	International Business Strategy	1	3	Business and Global Economy
24	MGB PRO 309	Industry Project	3	3	IBR 1 and 2
		TOTAL CREDITS	**27**		
MGB SPECIALISATION UNITS					
Note: Student needs to complete a total 9 credits by choosing 7 credits in the area of specialisation and 2 credits from other specialisations (subject to meeting the pre-requisite condition)					
GLOBAL LOGISTICS AND SUPPLY CHAIN MANAGEMENT					
No.	**CODE**	**UNIT**	**CREDIT**	**TERM**	
1	MGB LSC 215	Warehouse Management	1	2	Operations Management and Supply Chain Management
2	MGB LSC 216	Global Transportation Management	1	2	Operations Management and Supply Chain Management
3	MGB LSC 218	Technology & Digitisation of Supply Chains	1	2	Operations Management and Supply Chain Management
4	MGB LSC 219	Logistics Operations	1	2	Operations Management and Supply Chain Management
5	MGB LSC 220	Lean Manufacturing and Supply Chain	1	2	Operations Management and

					Supply Chain Management
6	MGB LSC 321	Demand Management	1	3	Operations Management and Supply Chain Management
7	MGB LSC 322	Supply Chain Simulation	1	3	Operations Management and Supply Chain Management
		TOTAL CREDITS	**7**		
GLOBAL FINANCE					
	CODE	**UNIT**	**CREDIT**	**TERM**	
1	MGB ACC 205	Financial Statement Analysis	1	2	Financial Accounting
2	MGB FIN 216	Financial System & Markets	1	2	Corporate Finance
3	MGB FIN 217	Equity Analysis & Portfolio Management	1	2	Corporate Finance
4	MGB FIN 218	Business Valuation	1	2	Corporate Finance
5	MGB FIN 220	Financial Risk Management	1	2	Corporate Finance
6	MGB FIN 323	Wealth Management	1	3	Corporate Finance
7	MGB FTC 301	FinTech & Technology Innovations	1	3	Nil
		TOTAL CREDITS	**7**		
GLOBAL MARKETING MANAGEMENT					
	CODE	**UNIT**	**CREDIT**	**TERM**	
1	MGB MKT 215	Research for Customer Insights	1	2	Research Methods and Global Marketing Management
2	MGB ITM 212	Customer Experience Design for Digital Business **	2	2	Nil
3	MGB MKT 217	Brand Management & Integrated Marketing Communications	1	2	Global Marketing Management
4	MGB MKT 218	Digital Marketing **	1	2	Global Marketing Management
5	MGB MKT 322	Omnichannel Buyer Behaviour	1	3	Global Marketing Management
6	MGB MKT 320	Sales & Channel Management	1	3	Global Marketing Management, Supply Chain Management, Omnichannel Buyer Behaviour
		TOTAL CREDITS	**7**		
DIGITAL BUSINESS MANAGEMENT					

	CODE	UNIT	CREDIT	TERM	
1	MGB ITM 210	Enterprise Digital Business Applications	1	2	Nil
2	MGB ITM 212	Customer Experience Design for Digital Business **	2	2	Nil
3	MGB MKT 218	Digital Marketing **	1	2	Global Marketing Management
4	MGB ITM 214	E-Business Strategies	1	2	Enterprise Digital Business Applications
5	MGB ITM 309	Managing Digital Projects	1	**3**	Enterprise Digital Business Applications
6	MGB ITM 315	Digital Governance	1	3	Emerging Platforms & Services for Disruption
		TOTAL CREDITS	**7**		
MGB INTERNSHIP					
	MGB INT 402	Internship	Pass/Fail	4	Completion of the first three terms of the MGB coursework
Note: ** Common specialisation units					
		TOTAL **CORE** CREDITS	**27**		
		TOTAL **SPECIALISATION** CREDITS	**9**		Note: Refer to specialisation units details
		TOTAL CREDITS OF THE COURSE	**36**		
		INTERNSHIP	**Pass/Fail**		

- *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 UNITS

Business and Global Economy

- Understand the complexity and ambiguity of today's dynamic global economy.
- Illustrate how macro-environment can impact business environment.
- Evaluate national differences vis-à-vis the rest of the world and explain the implications for management and business practices.
- Undertake economic analysis in regional and/or global contexts to arrive at key insights.
- Effectively work in teams to present economic information, analysis and insights to a non-specialist audience.

Applied Statistics for Decision Making

- Produce appropriate graphical and numerical descriptive statistics for different types of data.
- Understand discrete and continuous random variables and be able to use their distributions to compute probabilities.
- Understand how to organize and summarize data by using descriptive statistics and appropriate statistical graphics.
- Use simple/multiple regression models to analyze the underlying relationships between the variables through hypothesis testing.

Global Marketing Management

- Discuss the contemporary concepts and frameworks of marketing and the role of marketing for product and services of global businesses.
- Identify and discuss challenges firms encounter when entering new regional and global markets and its impact on segmenting, targeting and positioning.
- Evaluate individual and business customer behaviour to develop innovative and sustainable brands.
- Develop an effective marketing mix and plan using traditional and disruptive marketing tools.
- Demonstrate an understanding of the ethical considerations in global marketing environments.

Operations Management

- Understand the various concepts of Operations Management theories, models and tools to meet organisational goals.
- Evaluate the link between corporate strategy, customer needs and operations management
- Understand operational issues and optimise processes and resources by mapping, analysis and improvements
- Illustrate how innovative operations strategies can improve organisational efficiency

Supply Chain Management

- Understand the various concepts of Supply Chain Management theories, models and tools to meet organisational goals.
- Plan basic Inventory decisions, Transportation decisions and Procurement decisions.

- Identify how the organisations achieve strategic fit between its supply chain strategy and its global competitive strategy.
- Select and analyse a world class supply chain and highlight the attributes that make it world class.
- Communicate and collaborate ethically with diverse upstream and downstream supply chain partners spread across the world.

Research Methods

- Understand use of business research to identify local/ regional business problems and identify appropriate and effective solutions.
- Define business problems into a succinct research problem (or problems).
- Identify appropriate research design and methods to address a specific research question and acknowledge the ethical implications of the research.
- Develop and present a comprehensive research proposal.
- Formulate and present effective research report.

Financial Accounting

- Understand basic accounting concepts and theories.
- Examine the impact of transactions and time period assumptions on a firm's accounts and financial statements.
- Construct basic financial and cashflow statements.
- Recognise the importance of universal accounting standards, accurate financial reporting and full disclosures in sound decision making.
- Use accounting standards and concepts as tools for decision-making.

Design Thinking

- Understand design thinking concepts and innovation tools and techniques to create value.
- Conduct IDEO-style qualitative business (ethnographic) research to uncover consumer insights, needs, and wants.
- Analyse qualitative data to uncover consumer insights and make sound decisions with tools and techniques from design thinking, ethnography, and innovation.
- Identify and deeply understand problems, as well as creatively solve them with the use of design thinking methodology in cross-cultural and team settings.
- Generate, integrate, and choose from multiple alternatives using "out of the box" thinking.

Corporate Finance

- Explain key concepts, techniques and tools of financial management and capital budgeting.

- Undertake financial forecasting to determine the funds needed for future growth and activities of a firm.
- Examine the term structure of interest rates, bond yields and various bond equity valuation models.
- Apply appropriate financial management tools and techniques in project appraisal.
- Determine the relationship between risk and return and impact of leverage on a firm's cost of capital and capital structure.
- Use various working capital, operating and cash cycle techniques to optimize a firm's short-term financial management.

Business Communication and Negotiation

- Understand the fundamentals of business communication skills and the central concepts, theories and tactics in business negotiations required at workplace in local, regional and global settings.
- Acquire and adapt verbal, non-verbal, written and presentation skills to communicate variety of information using appropriate delivery formats, with special attention to presenting analysis & recommendations.
- Identify and critically evaluate the contextual dimensions (eg. Culture, trust, bias, ethics, informational asymmetries) in a business negotiation setting and adopt appropriate communication style.
- Demonstrate effective and ethical business communication and negotiation skills and contribute as a team member or leader in diverse group settings.
- Demonstrate persuasive communication and negotiation skills using appropriate formats in a simulated complex business setting involving diverse audience.

Blue Ocean Strategy

- Understand and distinguish between Red Ocean and Blue Ocean Strategy in the context of competitive regional/ global industry.
- Gain deeper understanding of competitive landscape using relevant management and strategy tools.
- Formulate innovative Blue Ocean Strategy to make existing competition irrelevant and create new market spaces.
- Demonstrate creativity and teamwork to execute effective strategies for sustainable business outcomes.

Global Adaptability 1

- Understand the local/regional local business environment in Southeast Asia/Middle East and recognise how it differs from other parts of the world
- Review Southeast Asia/Middle Eastern issues, perspectives, opportunities and uncertainties within global context, their interdependence and impact on stakeholders

- Analyse how business approaches need adaptation in accordance with Southeast Asia/Middle East general context
- Develop sound understanding of business ethics and practices
- Demonstrate effective communication skills tailor-made to the needs of different stakeholders

Data Analytics

- Understand the fundamentals of data analytics and its applications in organisations
- Design, execute and provide a comprehensive data analytics report on a real data set
- Apply the tools and techniques of data analytics for solving business problems
- Formulate strategic Inferences through techniques such as Market Basket Analysis, Decision Tree Analysis, Clustering etc
- Apply forecasting concepts and techniques innovatively to business situations.

Emerging Platforms & Services for Disruption

- Explain the challenges in implementing emerging technologies.
- Understand the global trends in emerging services and platforms and its impact on enterprises.
- Develop a critical assessment of global technology trends and possibilities of new technology for business and present the findings effectively.
- Discuss and evaluate, as a team, how new technology adoption impact business outcomes.
- Demonstrate the business skills to manage innovation leveraging emerging platforms and services.

Customer Value Management

- Analyse regional and global market data and information to draw inferences and create marketing advantage.
- Evaluate opportunities for investing in existing and growing markets versus reaching out to new market opportunities.
- Critically analyse the market information and draw inferences for allocating marketing resources for maximum returns and enhanced customer value.
- Develop innovative impactful customer centric marketing strategies and marketing plans.
- Present business models, frameworks and marketing strategies, demonstrating individual and group accountability.

Entrepreneurship for a Disruptive Launch

- Understand the role of an entrepreneurial venture in a disruptive global business environment.
- Develop an innovative idea of an entrepreneurial business idea to solve customer and business problems based on secondary research and field work.
- Craft a detailed business plan including funding, business and marketing strategy.
- Identify ethical and strategic issues in defining the values and culture of a growing organization that caters to goals of different stakeholders.
- Work collaboratively in a team member to develop a 'pitch' and persuasively present to specialist audience.

Global Adaptability 2

- Understand the local/regional local business environment in Australia region and recognize how it differs from other parts of the world.
- Review Australian regional issues, perspectives, opportunities and uncertainties within global context, their interdependence and impact on stakeholders.
- Analyze how business approaches need adaptation in accordance with Australian general context.
- Develop sound understanding of business ethics and practices.
- Demonstrate effective communication skills tailor-made to the needs of different stakeholders.

Teamwork & Leadership

- Define and illustrate with the help of relevant examples what makes effective leadership and team performance work.
- Analyse and interpret social situations and opportunities to choose effective leadership strategies which involve collaborative and mutual agreement to solve business problems in the workplace.
- Explain the rationale and action implications of key leadership and team-building principles and concepts for managers and (emerging) leaders.
- Work in teams, collaborate effectively with others using emotional intelligence.

International Human Resource Management

- Understand the strategic and operational functions of Human Resources Management in an international context.
- Explain how cross-national differences of culture, institutions and other external forces affect human resource management of international companies.
- Evaluate diverse function in international human resource management and their impact on Employee Value Proposition.

- Interpret human capital issues in international context and design ethical and sustainable programs to enhance employee creativity and productivity.

Business Ethics

- Understand the basic ethical principles consistent with CSR and sustainability.
- Understand as to how MNCs can work collaboratively with the governments and society to address global social issues.
- Identify ethical issues and dilemmas in the context of corporations being part of wider society.
- Evaluate the role of shareholders, democracy and responsible investment in promoting ethical business behaviour.
- Analyse the role of managers in fostering ethical behaviour towards internal and external stakeholders.

International Business Strategy

- Understand the appropriate concepts and theories of business strategy in the context of international business.
- Understand each management-related discipline and the financial implication of international strategy and operational decision in changing complex global context.
- Develop and enhance problem-solving skills by addressing relevant managerial problems in international business strategy.
- Apply theories, tools and frameworks to analyse business situations and make ethical strategic decisions in the complex international business context.
- Effectively communicate key results and decisions to relevant stakeholders.
- Collaborate and contribute effectively in teams to generate creative solutions.

SPECIALISATION UNITS

Global Logistics and Supply Chain Management

Warehouse Management

- Understand the warehousing needs of the organisations based on their supply chain network.
- Appreciate the role of a warehouse and distribution centre in fulfilling the customer demand in a global supply chain.
- Learn warehouse operations and based on the product, market, technology and the business environment, design the warehouse to fulfil the market demand.
- Systematically analyse problems related to warehousing in a group, analyse the merits and demerits of alternative solutions and make suitable decisions.

Global Transportation Management

- Understand various modes of transportation and select the right mode of transportation and the logistics service provider to meet customer needs.
- Understand the strategic, technological and regulatory issues involved in global transportation of goods including reverse logistics and e-Commerce logistics and take transportation decisions, which are competitive and compliant.
- Design transportation networks and plan alternative Transport Solutions in the event of disruption to ensure the goods reach the destination safely and it time.
- Systematically analyze transportation related problems in a group, merits and demerits of alternative solutions and lead the decision making process.

Technology & Digitisation of Supply Chains

- Understand the various technologies, which are transforming the global supply chains and learn the utility of technology tools to effectively manage supply chains in digital era.
- Understand the various challenges posed by digitization and design the strategies for digital transformation.
- Reflect and critically analyse the impact of technological advancements such as IoT, Blockchain, 3D Printing on the supply chains.
- Systematically analyse a problem related to digitization of supply chains in a group, analyse the merits and demerits of alternative solutions and lead the decision making process.

Logistics Operations

- Understand logistics and supply chain concepts, operations and driving forces and how logistics operations can impact overall return on a particular investment or a firm.
- Appreciate the role of logistics operations in improving the efficiency of global supply chains and the performance parameters used to measure facility performance and to highlight the costs involved in running global facilities.
- Critically analyse the cost of an inventory policy and the use of information to restructure the inventory and distribution policies.
- Apply quantitative tools to take decisions related to inventory and logistics network design.

Lean Manufacturing and Supply Chain

- Recognize and explain the concepts and principles of lean manufacturing and supply chain management.

- Understand the importance of lean methodologies and learn to create global lean supplier network.
- Critically evaluate the current state of operations and design Kanban and Kaizen systems to enable lean systems.
- Create value stream maps to depict current state and future state of operations while undertaking the lean journey.

Demand Management

- Understand the fundamentals of demand planning and to appreciate the impact it has on supply chain.
- Understand different revenue management techniques, forecasting methodologies and variations across different industries and geographies.
- Reflect and critically analyses the impact of accurate forecasts on the performance of supply chain. Able to evaluate different forecasting techniques constructively.
- Able to apply the concepts in forecasting/ demand management software/ statistical tools.

Supply Chain Simulation

- Analyse large amount of data and information related to supply chain of a simulated manufacturer.
- Understand strategic and operational supply chain decisions for the firm within a competitive environment.
- Understand trade-offs and the impact of imperfect information on decision making in supply chains.
- Analyse data and market scenario and take decisions to ensure profitability of the enterprise.
- Participate collaboratively and contribute effectively as a member among competing teams.

GLOBAL MARKETING MANAGEMENT

Research for Customer Insights

- Develop an understanding of the need for, and place of, marketing research in supporting marketing decisions across different cultures and geographies.
- Understand the process of contemporary marketing research to gather customer insights in relation to omnichannel behaviour.
- Recognize and use different research designs and scales and be able analyse and interpret data for marketing decisions.
- Conduct and present marketing research based on principles and requirements of ethical research and investigation.

- Work collaboratively and effectively with all stakeholders to engage in an innovative marketing research.

Customer Experience Design for Digital Business

- Discuss current Internet and digital technologies available for digital business applications.
- Explain the success principles for designing customer experience.
- Evaluate technology infrastructures and applications for designing customer experience.
- Apply customer experience design principles to develop web/mobile applications by working in teams.
- Identify ways to differentiate E-Business with customer experience management and present the findings effectively.

Brand Management & Integrated Marketing Communications

- Understand the main theories underlying brand management and integrated marketing communication mix in both B2B and B2C contexts.
- Acquire familiarity with a wide range of contexts and applications of branding communication.
- Understand brand equity and brand valuation and be able to calculate audience reach & frequency for estimating budget and enhancing ROI.
- Provide strategic direction when moving brands across borders and select most appropriate communication channel in a global context.
- Appraise ethical issues in branding and in IMC.

Digital Marketing

- Understand concepts and recent developments in the field of digital marketing and apply this knowledge to practical real-world scenarios.
- Apply contemporary digital marketing concepts and techniques to conduct audit of digital footprint of a company.
- Be aware of global and local market trends to be able to define desired buyer persona and propose globalized campaigns as well boost digital engagement with campaigns relevant to given industry vertical.
- Propose integrated approach based on digital engagement tools and suggest innovative and engaging solutions to boost digital presence of a company in paid, owned and earned media

Omnichannel Buyer Behaviour

- Understand the nature and scope of the field of consumer behaviour.
- Analyse consumer behavior theories to understand omnichannel buyer behaviour.
- Understand and evaluate the role of new technologies (e.g. AI, machine learning) in omnichannel customer journey experience.
- Evaluate tactics and strategies of new technologies to optimize cross-border omnichannel customer experience.
- Develop an understanding of ethics in implementing omnichannel customer experience.

Sales & Channel Management

- Understand and evaluate the theories, arguments and schools of thought that advocate the creation of value in various distribution networks & channels.
- Critically apply key sales and channel management theories and concepts to develop marketing strategies in a local and global market.
- Identify and explain relevant sources and analysis necessary to support enhanced sales force efficiency and effective and optimal channel strategy.
- Propose innovative sales and channel solutions for better return on marketing investment.

DIGITAL BUSINESS MANAGEMENT

Enterprise Digital Business Applications

- Discuss core business applications and pertinent aspects in managing enterprise business applications.
- Analyse global digital technology trends for adoption in business applications.
- Discuss and evaluate as a team, the value of various digital business applications and technology infrastructure to an organisation.
- Recognize and evaluate the relevance of innovative enterprise business paradigms like SaaS and cloud adoption.

Customer Experience Design for Digital Business

- Discuss current Internet and digital technologies available for digital business applications.
- Explain the success principles for designing customer experience.
- Evaluate technology infrastructures and applications for designing customer experience.

- Apply customer experience design principles to develop web/mobile applications by working in teams.
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Digital Marketing

- Understand concepts and recent developments in the field of digital marketing and apply this knowledge to practical real-world scenarios.
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E-Business Strategies

- Appreciate the evolution of E-business and the significant role of E- business in various industries, verticals and settings.
- Understand the strategic transformations that ICT & E-business brings to the industry value chain with a focus on both internal and external environments, processes and stakeholders.
- Develop a roadmap for e-business strategy implementation.
- Apply e-business strategy frameworks in a team environment and present the findings effectively.
- Analyse technical development and trends for E-Business model innovation.

Managing Digital Projects

- Explain the various phases of project life cycle and concepts and theories related to managing digital projects.
- Recognise the global project management challenges including related cultural and ethical issues.
- Evaluate project management information for decision making support.
- Work in teams to analyse various project management issues and present the findings effectively.
- Apply project management techniques creatively to ensure project success.

Digital Governance

- Recognise international perspectives related to cyber laws and governance.
- Identify ethical imperatives and requirements for digital governance.

- Develop the capability to apply framework for data governance.
- Identify and discuss contemporary cyber law issues in a team environment and present the findings effectively.

GLOBAL FINANCE

Financial Statement Analysis

- Understand core concepts and techniques for financial statement analysis.
- Examine the financial statements to ascertain financial health, strengths and weaknesses of local and international companies.
- Recognise the importance of ethics and accounting standards in accurate financial reporting and analysis.
- Use financial statement analysis and financial forecasting for decision making.
- Collaboratively examine and present financial statement analysis of a listed corporation.

Financial System & Markets

- Discuss the role of financial markets, institutions and intermediaries.
- Analyse the global financial system and its impact on business.
- Examine the emerging regulations in regional and international financial markets.
- Consider the risks associated with equity, bond and derivatives markets in decision making on financial market transactions and investments.

Equity Analysis & Portfolio Management

- Explain portfolio management concepts, theories and strategies.
- Apply various equity and portfolio management techniques for tactical, portfolio rebalancing and strategic decision making.
- Develop investment policy statements for various investor (individual and institutional profiles and in line with regional regulatory guidelines.
- Evaluate performance of portfolios and fund managers using appropriate tools and techniques.

Business Valuation

- Understand the core concepts, methods and techniques in business valuation.
- Analyse a company's current financial and non-financial information to diagnose future growth.
- Identify the appropriate and accurate method/s of valuation for a company depending on its stage of business, its industry and its geographies of operations.
- Apply valuation principles to business's financial and market information to produce and present a considered valuation.

Financial Risk Management

- Explain and differentiate various financial and business risks.
- Undertake the identification and quantification of various market risks.
- Identify strategies to mitigate, hedge, and reduce risks through synthetic option strategies.
- Evaluate the advantages, disadvantages and integrity of risk management techniques and models.
- Discuss the impact of technological innovation on risk evolution and mitigation.

Wealth Management

- Understand the fundamentals of Personal financial planning and Wealth Management.
- Evaluate different investment products in line with goal-based planning.
- Analyse the need for insurance and suggest appropriate products.
- Critically appraise the tax planning avenues and align with the financial goals.
- Create comprehensive personal financial plan using Investment Policy Statements.

FinTech & Technology Innovations

- Acquire knowledge of disruptive and innovative Financial Technologies in business.
- Understand the suitability of emerging technologies in local/regional/global banking, payments and financial services domain.
- Evaluate innovative FinTech solutions to address complex, real-world problems considering the associated risks.
- Apply sound judgement and ethical principles in adopting fin-tech solutions that cater to diverse stakeholders.

PROJECT

International Business Research 1

- Understand contemporary research skills to investigate and analyse specific business issues.
- Identify relevant local/ regional business issues/gaps through systematic review of relevant practice and academic literature in chosen discipline.
- Identify relevant disciplinary and management knowledge, frameworks and models to conduct the study.

- Develop and present a coherent research proposal with appropriate research framework, data collection and analysis strategies and expected project outcomes.
- Conduct primary/secondary data collection, data analysis to draw out key inferences.
- Syntheses complex inferences and present innovative, viable and sustainable solutions to assigned business problems.
- Write and present a comprehensive, professional research report.
- Plan and execute an applied research project with a high level of personal autonomy and accountability.

International Business Research 2

- Understand contemporary research skills to investigate and analyse specific business issues.
- Identify relevant local/ regional business issues/gaps through systematic review of relevant practice and academic literature in chosen discipline.
- Identify relevant disciplinary and management knowledge, frameworks and models to conduct the study.
- Develop and present a coherent research proposal with appropriate research framework, data collection and analysis strategies and expected project outcomes.
- Conduct primary/secondary data collection, data analysis to draw out key inferences.
- Syntheses complex inferences and present innovative, viable and sustainable solutions to assigned business problems.
- Write and present a comprehensive, professional research report.
- Plan and execute an applied research project with a high level of personal autonomy and accountability.

Industry Project

- Study the business issues at regional/ global level and articulate project objectives.
- Conduct comprehensive review of relevant disciplinary and interdisciplinary management knowledge, research methodologies and define project plan.
- Investigate, analyses and evaluate complex information and apply relevant bodies of knowledge to identify creative solutions.
- Generate innovative, ethical and sustainable solutions to address the business issues using relevant business models and frameworks.
- Write and present a comprehensive high impact project report to stakeholders.
- Collaborate effectively as a team to plan and execute the assigned project with a high level of personal and group accountability.

Internship

- Develop self-understanding, self-confidence and interpersonal skills
- Acquire competencies and experience to carry out a particular assignment, job or project at workplace.
- Articulate and apply the knowledge and skills acquired in the course at the work placement

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, MGB 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 MGB 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 MGB 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 subject 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 MGB 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 Release of Academic Results

All grades are posted on Ken 42, including progressive assessment results posted by academic faculty. Each student's interim mark for the final assessment will be posted 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 review. Final grades are declared after ratification by Academic Board. In the unlikely event of any changes to interim grades, these will be advised to students by the Dean. CGPA is also made available through Ken 42.

4.7 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

4.8 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.

GENERAL EXAM GUIDELINES

Please ensure you follow the instructions outlined below with utmost seriousness. Any instance of non-compliance will be deemed sufficient grounds for imposing a penalty. No excuse for the action being caused by negligence, mistakes, or deliberate intent will be entertained.

- Students must install the licensed Microsoft Office Suite from the school's IT Department, available free of charge, and use only MS Office applications (Word, Excel, PowerPoint, Outlook etc). Use of other software like WPS Office, Google Docs, or other online office platforms is not allowed.
- Run the Mettl Compatibility Test before each exam
- Disable auto-updates; they may interrupt your exam and can cause unwanted restarts
- On-campus students must connect only to the school Wi-Fi. No other networks are permitted unless explicitly approved by the Exams Department
- Keep the mic and speaker unmuted; turn off Bluetooth and Airdrop.
- Log out of all cloud-based platforms, including OneDrive, Blackboard, WhatsApp, and any social media applications
- Electronic devices such as Bluetooth earphones, mobile phones, headsets, smartwatches or any device that transmits or receives electronic signals is strictly NOT allowed
- Disable camera, mic and speaker permissions for all apps except Mettl.
- Save all e-notes and working files on your Desktop. Do not store them on OneDrive or any cloud-based storage. Do not copy and paste directly from your notes. Write answers in your own words to show understanding.

- You must submit your answer file on the Blackboard link shared by the Program Office while you are visible on Mettl camera. Submissions done after Mettl camera has been switched off can be rejected.

- Do not contact faculty during/after the exam regarding your attempt. Such instances will be considered as academic misconduct.

- Late entry is not permitted beyond the first 30 minutes of the exam, whether on-campus or online. Online students must log in within the first 30 minutes or they will not be allowed for exam(s).

- Please take note that disconnection during the exam is strictly not allowed and will be reported as an act of academic misconduct. Frequent disconnections during the exam may lead to termination of the exam.

- Students are not allowed to leave the exam room/platform during the first 30 mins and last 30 mins of exam. (The last 30 mins will be determined from the scheduled exam start time for all students).

- 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.

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

- 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.

- Do not argue with proctors. Use of foul language is considered academic misconduct.

- Remain visible on camera throughout the exam. Any unusual movements during the exam are monitored by AI. It may lead to suspicion and would require explanation.

METTL EXAM GUIDELINES

Read the following guidelines carefully to ensure a smooth and hassle-free examination experience on the Mettl platform.

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

- Check emails for Mettl exam links and do the System Compatibility Test beforehand.

- Disable all screen sharing and casting devices before starting the exam

- Click the exam link promptly as per the exam start time and complete your registration to avoid any last-minute issues. Keep your SP Jain ID or Passport handy to capture during registration and keep it on your desk throughout the exam.

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

- All E-notes must be in English only, notes in any other language(s) are not allowed. Save all notes/files (Word / Excel / PPT) in one desktop folder named after the course. Apple Notes are strictly not allowed. Save your answer file in this folder or on desktop.

- Keep a backup of your notes to avoid data loss due to file corruption or access issues.
- Save your answer sheet before you begin writing the answers. While saving use relevant and appropriate file extensions (preferably Microsoft products). This will help you prevent data loss.
- Do not copy, paste or screenshot the questions into notes or answer sheet. It will be considered as an attempt to obtain answers using AI
- Monitor your own exam time using the on-screen timer at the top right corner of Mettl screen. You are solely responsible for your own time management.
- The exam will begin and end at the fixed time communicated by the Exam/Program Office
- 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.
- 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 report them via the Candidate Comment Sheet using link https://forms.gle/HjuJQruof8PywQom7
- It is compulsory to upload your answer file at least 5 minutes before the exam concludes to avoid last-minute issues.
- Save your work in answer file (MS Word/Excel) regularly to prevent data loss.
- Verify Microsoft Office recovery settings with the IT Helpdesk before exam day, it can recover the most recently saved versions of files in case of unexpected shutdowns or system issues
- 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.
- Save answer file as : RollNo_SubjectName (mandatory). Enter only your Roll No and Subject Name in the table titled TO BE FILLED BY STUDENT on the answer file. Mentioning identity elsewhere can be tantamount to academic misconduct
- All responses must be in a single document (MS Word/Excel), with each answer clearly labeled by question number.
- Upload your answer file on Blackboard (mandatory). Do not reopen the answer file after submission. Submit your answer file on Mettl as well, if instructed to do so.
- 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.
- Submissions containing plagiarism will be subject to penalties.
- Students will be monitored online throughout the exam, whether taking the exam on campus or remotely.
- No disconnections are allowed during the exam. No extra time will be given regardless of the reason.

GUIDELINES FOR THE CONDUCT OF ONLINE EXAMINATIONS

- You are being proctored live using artificial intelligence. Your eye movements (e.g., looking sideways), your surroundings, and your desktop activity are being monitored. If the proctor misses any undesirable activity you engage in, the software will capture it in a report that will be sent to the Office of Exams. In short: sit straight and avoid looking sideways.

- If the proctor suspects any disturbance or misconduct, he/she will communicate with you via the chat window and may ask you to show your room and under your table using your laptop camera. Your test may be paused, if required. KINDLY COOPERATE. Refusal to co-operate may result in termination of the test session. If you wish to communicate, use the chat box to chat with the proctor.

- Use the washroom before starting the exam. Keep a bottle of drinking water with you.

- Switch off your phone before starting the exam. The proctor will ask to show the phone at any time to confirm if it is switched off.

- 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.

- 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.

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

- 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

- In case of doubts while answering, make your own assumptions and proceed. You have the right to request a candidate comment sheet to voice concerns after the exam and send it to your program coordinator.

- Do not argue with the proctor. Foul language will be treated as academic misconduct.

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, 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 department/PO ▪ 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

Sr	Category Name	Actions / Examples of Misconduct
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

The 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 marks or reduced marks for any part of the assessment for a subject
3	Requirement to complete an 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.

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, MGB
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
APA Referencing Introduction, Plagiarism and Academic Integrity Workshop	Associate Professor, Communications
Library Workshop and E-learning Resources	Librarian
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
Global Activities and Student Life	Global Learning and Student Life team
Ken 42 and Student Management System	Program Office and IT team
SASH Workshop	Student Counsellor
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

Table 4 Orientation Activities

*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 MGB 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'.

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.

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

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.

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

8a. Living in Singapore

8a.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/

8b. 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

8b. 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/

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 24/7 Contact: **+65 9168 6165**

8c. Living in Dubai

8c. 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

8c. 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/

8c. 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/

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 24/7 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 and language support.

The online students receive ongoing support from the assigned Course Coordinators for matters such as unit enrolment, reading materials, submissions, communication regarding exams, retests, and results. 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 campuses

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 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.

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

c. Public Relations Committee

This Committee conducts public relations activities for the school.
Responsibilities include:

- Arranging guest lectures
- Setting up field visits for students
- Supporting the S P Jain Corporate Relations team
- Managing student blogs
- Organising special PR events
- Suggesting website updates
- Organising events on and off the campus

d. 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.

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 (MGB)	
Sr. No.	**Components**	**Charges in AUD**
1	Re-evaluations (per unit)	30
2	Re-test (per unit)	300
3	Independent Study (per unit)	1500
4	Duplicate Degree	100
5	Duplicate Graduation Statement	30
6	Duplicate Record of Result	30
7	Postal Charges (per package) within India *	20
8	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

[1] Refer to: Tuition and Non-Tuition Fee
[2] *School website*

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.

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.

MGB 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.

1. 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) MGB and Registrar students will be allowed to progress to the next term under probation.

2. Degree Requirements

a. The period of candidature for a full-time student candidate shall be a minimum of 16 months (1 year 4 months) and maximum of 36 months (3 years).
b. To fulfil the requirements for the award of the Master of Global Business (MGB) 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
   iii. Achieve a pass grade in their internship

3. 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. (**Please refer to course rules of progression in Annexure)**

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:

SYDNEY CAMPUS:
15 Carter Street , Lidcombe, NSW, 2141, Australia, Tel: +612 89706800, Fax: +612 89706820

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

MUMBAI CAMPUS:
VIOS Tower, 5th Floor, Sewri-Wadala Link Road, New Cuffe Parade, Mumbai – 400 037

SINGAPORE CAMPUS:
10, Hyderabad Road, Near junction of Alexandra and Depot Road, Singapore – 119579, Tel: +65 62704748, Fax: +65 68385406
https://www.spjain.edu.au/

For details on Policies please refer the Annexure to Master of Applied Finance and Wealth Management Handbook

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 Global Business 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 Global Business 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 Global Business Ryles 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	**MGB (Master of Global Business) Attendance Policy Procedure**
Document Type	Policy and Procedures
Administering Entity	Course Managers, Registrar
Latest Approval or Amendment Date	June 27, 2019
Last Approval or Amendment Date	New Policy (not applicable)
Approval Authority	Academic Board
Indicative Time of Review	December 2026

1) Attendance requirements for MGB 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) 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'.

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.

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

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.

7. Grievances

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

8. 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	**(MGB) Master of Global Business Rules of Progression and Completion Policy Procedure**
Document Type	Policy and Procedures
Administering Entity	MGB 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)
Last Approval or Amendment Date	November 11, 2019
Approval Authority	December 20, 2022
Indicative Time of Review	December 2026

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 MGB course and should be read in conjunction with the overarching policy.

2. Progression:

e. 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.

f. 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.

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

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

3. Degree Requirements

c. The period of candidature for a full-time student candidate shall be a minimum of 16 months (1 year 4 months) and maximum of 36 months (3 years).

d. To fulfil the requirements for the award of the Master of Global Business (MGB) 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

iii. Achieve a pass grade in their internship

4. Deferrals

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

5. 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".

6. 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

7. Related Documents

- Deferral Policy
- Student Grievance and Mediation Policy and Procedures
- Student Progression, Exclusion and Course Completion Policy
- Students at Risk Policy