DRAFT

BACHELOR OF OF ARTIFICAL INTELLIGENC (BAI)

STUDENT COURSE HANDBOOK

CRICOS Provider Code: **03335G**

S P Jain School of Global Management   Bachelor of Artificial Intelligence
Office of the Registrar June 2021
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1. Message from the Dean

Dear Student,

I take immense pleasure in introducing you to SP Jain School of Global Management whose Undergraduate program is truly innovative, path-breaking, and ahead of its time. The case in point is the degree program in Artificial Intelligence that we plan to offer at the UG level. AI is everywhere. By harnessing the power of AI, organizations have amazing growth potential, and the opportunities to enhance various business areas with AI are expanding on an exponential level. We're now in an era where organizations are truly entrenched into the 4th Industrial revolution that is spearheaded by disruptive technologies such as AI, Machine Learning, Blockchain, 3D Printing and Robotics. The world is facing the onslaught of technology in its myriad ways so much so that politics, government, collaborations, trade, and commerce and even our day to day life have all changed beyond recognition.

Under this environment, the role of a manager becomes that of one who can think on the fly, improvise to improve and merge resourcefulness with enterprise. It is with these needs in mind, that the bachelor's Degree in Artificial Intelligence (BAI) has been carefully crafted to provide the student with the arsenal that is needed to tackle the onslaught of business and competition and emerge victorious. In this degree program offered by SP Jain School of Global Management (SPJSGM), you will examine several key forces that enable AI in business strategies including Algorithms, Networks, and data to gain a deeper understanding of how businesses in a wide variety of industries can get the most out of this exciting technology. Throughout the course, students will see real world examples of successful companies such as Google, Toyota and Ford use AI to deal with the competition in new, innovative and creative ways, and also hear from industry experts about how AI is truly shaping the present and the future in various industries.

Every decision in life comes with multitude choices and a significant amount of time is invested to align what you need to what provides the best value for your money. Let me provide you with multiple reasons what makes SPJSGM unique, and in what ways the time you spend with us will be of tremendous benefit to you and your family.

Do you want to be a game changer? Do you want to grab the proverbial bull by the horns and keep the learning constant and stay in the game? Do you want to learn cutting-edge frameworks, technologies, and AI strategies from top-rated faculty and industry experts who teach practical, industry-relevant courses? Do you want to learn what it takes to become a Business ready manager from day zero?

If the answer is "YES" to these questions, WELCOME to SPJGSM and Welcome to the BAI program. This is where we align academic elegance with Business relevance. Our objective is to completely transform you, the student, to become a transformational leader and offer you extraordinary opportunities to interact with global business leaders and thinkers, and make deep and lasting

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connections with your peers who come from more than 35 countries. Our goal is for you to "aspire to inspire" and empower you to the best you can be.

YES…we are different…. Hence, we want to make and deliver that difference and provide an enriching experience. We look forward to welcoming you at one of our vibrant campuses, or perhaps drop in online at http://www.spjain.org.

Dr. Vaidyanathan "Vaidy" Jayaraman
Global Dean (Undergraduate) & Professor – Supply Chain Operations, Data Sciences & Analytics

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2. Bachelor of Artificial Intelligence in Business

2.1 Special Features of the Course

Students of BAI at S P Jain are exposed to multinational IT and Artificial Intelligence industry and business environments by:

- Completing a Capstone Project with research and industry exposure
- Completing an Industry Project in AI
- Hands on experience in Robotics Lab
- Exposure to theory and applications of AI

2.1.1 S P Jain Robotics Laboratory

Autonomous robotics is one of the most important technologies of the modern era and is used in many different industries and sectors, as well as households.

The S P Jain Robotics Laboratory will address the training and workplace needs of BAI students and graduates, a matter that the School regards highly. Focus will be placed on how to use the basic functions of this technology to complete class projects and be work ready.

For example, the laboratory activities will train students to:
· program a modern microcontroller
· operate and interface its peripheral devices and sensors
· apply the basic concepts of wheeled locomotion, motion sub-system control, motion trajectory planning, and robotic implementation.

The hardware and software will include robot vehicles, encoders, sensors, a language platform, and signal processing software

2.2 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 Artificial Intelligence, Applied AI, Data Science, Programming, Mathematics and Statistics, Big Data Analysis, Machine Learning, Neural Networks, Deep Learning and more which will inspire them to appreciate, accept and adapt to working in rapidly changing business environment. Students will also gain confidence in making decisions. Units are relevant, developed with the latest content, and designed to inspire students to find creative and innovative ways to apply the knowledge acquired.

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3. BAI Course Information

3.1 Course Overview

S P Jain's Bachelor of Artificial Intelligence (BAI) is a 4-year Undergraduate course. The course is delivered in Mumbai and Sydney. To pursue this undergraduate course the students can choose to study in 1 or 2 locations.

Course	Delivery/Study Mode	Location of Study
Bachelor of Artificial Intelligence	4-Years Full-time face-to-face On campus	Study in Mumbai (Year 1) and Sydney (Years 2,3 and 4) OR Study in Sydney (Years 1,2,3 and 4)

Table 1 Course Overview

The BAI course is aimed for undergraduate students who are looking to develop a broad-based competency in the field of Artificial Intelligence, including its foundations in mathematics and computer science, its basic and most important theoretical and applied topics, and its use in solving real-life business problems.

The Bachelor of Artificial Intelligence is a specialist bachelor's level course with an innovative and interdisciplinary curriculum that aims to fulfil the skills gap and market demand in the field of Artificial Intelligence that spans all sectors and industries by equipping students with the fundamental knowledge and skills relevant in the field. In addition to foundational knowledge in mathematics, computer science, and programming, our course provides a thorough grounding in the basics of the discipline of Artificial Intelligence, and its most important advanced topics. The students will also learn about business applications of AI through both coursework and a project, as well as about the wider consequences of Artificial technologies for business and society, and its philosophical and ethical implications. They will be able to develop a deep understanding of the process of AI research, and its practical applications, in their Bachelor Thesis research. This course will also include several units that will serve to develop their skills in communication, decision making, critical thinking, and innovation.

The rapid growth of Artificial Intelligence technology and its adoption by all industries and sectors has led to an explosion in AI and AI-related jobs and demand for trained professionals who have a wide range of AI skills. Various positions advertised includes but is not limited to: Artificial Intelligence Engineer, Data/AI Platform Engineer, Machine Learning Researcher, Software Engineer - Machine Learning, Artificial Intelligence (AI) Software Engineer, Deep Learning Engineer, NLP Engineer, Artificial Intelligence Architect, Applied Scientist - Artificial Intelligence/Machine Learning/Deep, Data Scientist, Artificial Intelligence Researcher, QA Engineer with ML-AI, Senior Data Scientist- AI, Automation

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Tester, Audio AI Engineer, NLP/ AI Analyst, AI Engineer (Mathematics Background), Artificial Intelligence Specialist - Supply Chain & Logistics Domain, AI/ML - Annotation Analyst, AI Resident - Fluid Flow and Reactor Engineering, and Crop Analyst.

BAI brings together units in the foundations of Artificial Intelligence and its applications to provide graduates with key quantitative, analytical, problem solving and decision-making skills. The course enables students to gain an in-depth knowledge of Artificial Intelligence technologies and it provides practical experience through an industry- based project in the sixth semester, and a research project in the eighth semester. This course prepares and enables students to understand, execute and develop disruptive AI technologies and choose appropriate tools and techniques for the application and adoption of AI technologies in business and society. It equips the students with the knowledge, skills, and understanding necessary to successfully apply and research Artificial Intelligence in practical contexts.

The course will enable students to develop quantitative skills to develop AI models and techniques, and the analytical skills to create, manage and maintain AI solutions for business problems. The knowledge and skills the students will gain from this course will prepare them to embark on a rewarding career in the field of Artificial Intelligence. The course will ensure that the curriculum remains contemporary and relevant though industry expert lectures, industry visits, industry simulations and industry projects. The proposed course aims to include topics specifically assigned to build skills and competencies in Artificial Intelligence research through its Fourth-year immersion and research in an application area.

The students who graduate in BAI are equipped with a set of high demand skills and employable behaviours. The skills, knowledge and application will be in both technical and business oriented soft skills and include quantitative, analytical, programming, automation, decision-making, problem-solving, innovation, communication, and teamworking. These are in high demand among employers and are indispensable qualities within the AI field.

A qualification in Artificial Intelligence from SP Jain will equip students for a broad spectrum of careers. The top high demand jobs.

Other career routes for the BAI graduates include innovation experts who could be entrepreneurs. Some others would be involved in graduate studies and research elsewhere, or in our MAIB or DBA program.

*This course is not offered in Singapore.

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3.2 Course Learning Outcomes

Bachelor of Artificial Intelligence: Mapping of Course Learning Outcomes
Course Learning Outcome 1 (CLO1): Knowledge of Artificial Intelligence and Related Technologies
Students should be able to apply a coherent and comprehensive knowledge of the fundamentals of Artificial Intelligence, and related technologies of computer and data sciences, and their applications in diverse contexts and domains of business and society
Course Learning Outcome 2 (CLO2): Critical thinking, Design Thinking and Problem-Solving Skills
Students should be equipped with critical thinking, design thinking, and problem-solving skills to identify and provide innovative solutions to complex problems in a variety of contexts using Artificial Intelligence technology.
Course Learning Outcome 3 (CLO3): Communication and Team Skills
Students should acquire communication and teamwork skills that will enable them to communicate coherently and clearly the benefits of Artificial Intelligence based technology solutions, and contribute effectively as a member or leader of a diverse team that creates and provides such solutions
Course Learning Outcome 4 (CLO4): Competence in Technological Applications
Students should be able to apply their knowledge and skills in Artificial Intelligence and related technologies, to create solutions, applications, and products for business use and operate with a high level of personal autonomy and accountability in doing so
Course Learning Outcome 5 (CLO5): Ethics, Professionalism, and Social Responsibility
Students should demonstrate Integrity, ethical conduct, professional accountability and sound awareness of regulatory requirements and professional practices in the use of Artificial Intelligence in diverse domains of business and society.

Table 2 Course Learning Outcomes

3.3   Graduate Attributes of S P Jain

- Knowledge of business, management, and emerging technologies
- Research and Business Intelligence
- Problem Solving and Decision Making
- Creativity and Innovation
- Intercultural Competence / Communication
- Teamwork
- Global Citizenship / Ethics (Collaborate, Negotiate & Resolve Conflicts)

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3.4   Course Completion Requirements

To be eligible to graduate with BAI degree at S P Jain, students must complete 37 credits. (32 Core Units, 2 Electives, 1 Industry/ Entrepreneurship Project and 2 Capstone Projects).

Units	Required Units	Credits
Core Units	32	80
Electives	2	6
Industry/Entrepreneurship Projects	1	3
Capstone Industry Research Project	2	15
Total	37	104

Table 3 Units to complete for BAI

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 Pre-requisites.

S.No	Course Code	Subject Names	Timetabled Hour	Private Study	Credits	Core/Elective	Pre- or Co-Requisites
		Semester 1					
1	BAI MAT 101	Mathematics for Data Scientists	36	36	3	Core	NIL
2	BAI MAT 102	Introduction to Statistics and Probability	36	36	3	Core	NIL
3	BAI CSC 101	Introduction to Computer Programming	36	36	3	Core	Mathematics for Data Scientists
4	BAI DSC 101	Introduction to Databases	36	36	3	Core	Mathematics for Data Scientists
5	BAI BUS 101	Writing and Communication	12	12	1	Core	NIL
		Term Credits			**13**		
		Semester 2					
6	BAI MAT 103	Linear Algebra	36	36	3	Core	NIL
7	BAI MAT 104	Calculus	36	36	3	Core	Mathematics for Data Scientists
8	BAI DSC 102	Introduction to Data Science	36	36	3	Core	Introduction to Computer Programming
9	BAI CSC 102	Algorithms and Data Structures	36	36	3	Core	Introduction to Computer Programming
10	BAI PHI 101	Critical Thinking	12	12	1	Core	NIL
		Term Credits			**13**		
		Semester 3					
11	BAI MAT 205	Advanced Calculus	36	36	3	Core	Calculus
12	BAI QTT 101	Statistical Data Analysis	36	36	3	Core	Introduction to Statistics and Probability
13	BAI MAT 207	Advanced Linear Algebra and Applications	36	36	3	Core	Linear Algebra
14	BAI CSC 202	Programming for Analytics	36	36	3	Core	Algorithms and Data Structures
15	BAI ECO 201	Economics and Business in the Digital Age	12	12	1	Core	NIL
		Term Credits			**13**		
		Semester 4					

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16	BAI CSC 203	Machine Learning	36	36	3	Core	Introduction to Data Science, Programming for Analytics, Advanced Linear Algebra and Applications, Advanced Calculus, Statistical Data Analysis
17	BAI CSC 204	Introduction to Artificial Intelligence	36	36	3	Core	Introduction to Data Science, Programming for Analytics, , Advanced Linear Algebra and Applications, Advanced Calculus, Statistical Data Analysis
18	BAI CSC 205	Software Engineering	36	36	3	Core	Algorithms and Data Structures
19	BAI CSC 206	Imperative and Functional Programming	36	36	3	Core	Algorithms and Data Structures
20	BAI HRM 201	Design Thinking	12	12	1	Core	NIL
		Term Credits			**13**		
		Semester 5					
21	BAI CSC 301	Reasoning and decision making under uncertainty	36	36	3	Core	Introduction to Artificial Intelligence
22	BAI CSC 302	Knowledge Representation and Logic	36	36	3	Core	Introduction to Artificial Intelligence
23	BAI CSC 303	Neural Networks and Deep Learning	36	36	3	Core	Machine Learning
24	BAI CSC 304	Applications of AI in Business and Government	36	36	3	Core	Introduction to Artificial Intelligence
25	BAI CSC 305	Visual Exploration and Analytics of Data	12	12	1	Core	NIL
		Term Credits			**13**		
		Semester 6					
26	BAI PHI 301	AI and Society: Ethics, Transparency, Regulation, and Governance	36	36	3	Core	Introduction to Artificial Intelligence
27	BAI CSC 306	Natural Language Processing	36	36	3	Core	Introduction to Artificial Intelligence, Neural Networks and Deep Learning
28	BAI CSC 307	Machine Vision and Robotics	36	36	3	Core	Introduction to Artificial Intelligence, Neural Networks and Deep Learning
29	BAI CSC 308	Visual Presentation of Data	12	12	1	Core	NIL
		Either of the following two projects					

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30	BAI PRO 301	Industry Project OR	36	36	3	Elective	Semesters 1-5
30	BAI PRO 302	Entrepreneurship Project	36	36	3	Elective	Semesters 1-5
		Term Credits			**13**		
		Semester 7					
31	BAI CSC 401	Theoretical Computer Science	36	36	3	Core	Algorithms and Data Structures
32	BAI CPP 401	Capstone Project 1	36	36	3	Core	Semesters 1-6
33	BAI SCI 401	Cognitive Psychology	12	12	1	Core	NIL
		Two units from any one from the following four tracks: (All tracks may not be offered conditional on sufficient student enrolment)					
Track 1		**E-Commerce OR**					
34	BAI CSC 402	Recommendation Engines for Marketing Applications	36	36	3	Elective	Machine Learning
35	BAI CSC 403	Computational Advertising	36	36	3	Elective	Introduction to AI
Track 2		**Financial Services OR**					
34	BAI CSC 404	AI-based Credit and Fraud Analysis	36	36	3	Elective	Machine Learning
35	BAI CSC 405	Machine Learning for Algorithmic Trading	36	36	3	Elective	Machine Learning
Track 3		**Healthcare OR**					
34	BAI CSC 406	Medical and Clinical Applications of AI	36	36	3	Elective	Machine Learning
35	BAI CSC 407	Bioinformatics	36	36	3	Elective	Introduction to AI
Track 4		**Manufacturing**					
34	BAI CSC 408	Predictive Maintenance	36	36	3	Elective	Machine Learning
35	BAI CSC 409	Industrial Automation	36	36	3	Elective	Introduction to AI
		Term Credits			**13**		
		Semester 8					
36	BAI PHI 401	Philosophy and Ethics of Artificial Intelligence	12	12	1	Core	Introduction to Artificial Intelligence
37	BAI CPP 402	Capstone Project 2	144	144	12	Core	Capstone Project 1

For more information:

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		Term Credits			13		
		Total Credits			104		

Table 4 Course Structure

Link to Academic Calendar:
More on the Academic Calendar and term/holiday breaks can be found on the website (to be updated)

3.6 Unit Learning Outcomes

BAI - Unit Learning Outcomes (ULO)
Core Units
1. Mathematics for Data Scientists (BAI MAT 101)   • Recognize the basic concepts, problems and applications of mathematics in data science   • Develop inquiry and quantitative abilities to solve mathematical problems   • Evaluate mathematical problems, identify and innovate solutions   • Express effectively the mathematical solutions through writing and making presentations
2. Introduction to Statistics and Probability (BAI MAT 102)   • Examine mathematical statistics and provide individual solution using empirical and quantitative skill to problems   • Develop quantitative and computing skills and apply to specific real-life cases and problems   • Analyse a problem situation, choose among various mathematical methods and develop full and cogent solutions   • Write and present solutions with appropriate justification and reasoning.   • Develop realistic solutions grounded with analytical competency to real life problems
3. Introduction to Computer Programming (BAI CSC 101)   • Recognize the basic concepts in computer programming and their applications to data science discipline   • Develop inquiry and quantitative abilities to solve mathematical problems   • Explain the process of software development and propose changes to improve the final software product
4. Introduction to Databases (BAI DSC 101)   • Demonstrate concepts in database systems and their application in business contexts   • Develop inquiry and quantitative abilities to Implement SQL   • Construct a relational database design and data modelling using the Entity-Relationship (ER) model.

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- Demonstrate communications skills, orally and in writing, in presenting built databases

5. Writing and Communication (BAI BUS 101)
- Develop overall knowledge and gain confidence in communicating in the corporate world, demonstrate mastery of essential written English skills required in business world
- Apply effective presentation, interpersonal and teaming skills coupled with meaningful practice of writing business reports
- Understand the role of listening in communication & use tools/techniques of active listening
- Acquire and apply skills for communicating in various business situations, public speaking skills, individual and group presentation skills, and persuasion skills

6. Linear Algebra (BAI MAT 103)
- Recognize the basic concepts and problems of linear algebra
- Demonstrate quantitative abilities to solve data science problems
- Solve systems of linear equations, and consider possible applications in data science
- Prepare oral and written mathematical presentations

7. Calculus (BAI MAT 104)
- Demonstrate an essential knowledge of calculus
- Use quantitative and computational skills to solve calculus problems
- Categorize and solve different types of calculus problems

8. Introduction to Data Science (BAI DSC 102)
- Examine the basic concepts of data science and applications
- Use quantitative abilities to solve data science problems
- Evaluate and dissect data in different ways
- Demonstrate teamwork skills to formulate solutions for mathematical problems
- Interpret a data set and present findings in oral and written form

9. Algorithms and Data Structures (BAI CSC 102)
- Identify the basic data structures and algorithms
- Analyse algorithms and data structures to arrive at appropriate solutions
- Evaluate the object-oriented paradigm as the framework of choice for the design of data structures
- Apply Algorithm Analysis to real life business problems
- Demonstrate Algorithm Analysis to a diverse audience

10. Critical Thinking (BAI PHI 101)
- Understand the nature of arguments and rhetoric
- Apply deductive and inductive logic in order to reason critically
- Evaluate and assess arguments through reconstruction and engagement
- Recognise fallacies in reasoning, and the process of construction of truth, knowledge and belief

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11. Advanced Calculus (BAI MAT 205)

- Demonstrate knowledge of advanced calculus
- Use quantitative and computational skills to solve advanced calculus problems
- Contrast the various types of differential equations
- Demonstrate teamwork skills by working in a project to solve the problem assigned
- Prepare mathematical solutions and defend them in written and oral presentations.

12. Statistical Data Analysis (BAI QTT 101)

- Classify and interpret statistical data using quantitative techniques
- Apply quantitative and statistical analysis skills to problems
- Evaluate and manage different types of data
- Interpret a data set and present findings in oral and written form.
- Assembling and communicating data in an ethical, transparent and socially responsible manner

13. Advanced Linear Algebra and Applications (BAI MAT 207)

- Demonstrate knowledge of the basic concepts and problems of matrix algebra
- Apply matrix methods to data science problems
- Differentiate different sorts of quantitative techniques for specific sort of problems
- Apply matrix algebra to real life business problems

14. Programming for Analytics (BAI CSC 202)

- Recognize the concepts of programming and R & Python languages for data analysis
- Illustrate the basics of R, different plots, statistics functions and packages in R
- Use Python as a visualization tool and develop data analysis models
- Explain data analyses and results to a diverse audience

15. Economics and Business in the Digital Age (BAI ECO 201)

- Understand the role of information, computing, and communications technology in the global economy.
- Analyse the characteristics of ICT as the principal driver of innovation, growth and business disruption in the 21st Century
- Analyse the fundamental transformations of the economy , and the knowledge necessary for making better decisions about technological investing and policymaking and business entrepreneurship.
- Work as a team to complete projects exploring the economic impact of ICT.

16. Machine Learning (BAI CSC 203)

- Recognize the basic theory and regression models used in machine learning
- Apply classification techniques, clustering techniques, association rules and partitioning methods on a dataset.
- Prepare machine learning and data mining projects
- Demonstrate methods and solutions to various audiences
- Design ethical data solutions to real life business problems

17. Introduction to Artificial Intelligence (BAI CSC 204)

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- Understand the basic ideas and concepts of Artificial Intelligence from a comprehensive and up-to-date account of the field
- Apply acquired analytical and quantitative skills to solve practical scientific, engineering and business problems
- Apply mathematical, logical, and statistical methods to solve problems of search, knowledge representation, decision making, planning, learning, sensorimotor action, and communication
- Communicate problems, methods and solutions effectively using mathematical and computerised expressions and presentations

18. Software Engineering (BAI CSC 205)

- Apply industry standard tools for version management, issue tracking, automated build, unit testing, code quality management, code review and continuous integration.
- Create unit tests to reveal a bug or describe a new feature to be added to a system, using a test-first coding approach.
- Understand and explain the value of code reviews, and to write constructive and helpful reviews of code written by others.
- Evaluate and explain why code that is easy to test is easy to maintain and make use of test code smells in identifying and correcting design flaws (design for testability).

19. Imperative and Functional Programming (BAI CSC 206)

- Understand the concepts of different languages and choose the right fit to get the solution for the problem in hand and understand implementation details of syntax & semantic analysis for a simple programming language.
- Apply programming paradigms and associated languages and understand the use of languages as they pertain to application areas.
- Apply operations, control-structures, and program structure of both imperative and functional programs.
- Communicate effectively using computerized expressions and presentations.

20. Design Thinking (BAI HRM 201)

- Understand the essential & core principles of design thinking
- Apply tools needed to identify the concepts, methods, and standards distinctive of different disciplines.
- Evaluate when design thinking is needed and its implementation
- Analyse the impact of design thinking on their innovation culture

21. Reasoning and decision making under uncertainty (BAI CSC 301)

- Understand the concepts necessary to design artificial agents that can reason and make decisions in an uncertain environment
- Apply the principles of logical inference, and logical reasoning systems
- Analyse the mathematical description of uncertainty and probabilistic reasoning systems
- Apply the principles for making simple and complex automated decisions in an uncertain environment

22. Knowledge Representation and Logic (BAI CSC 302)

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- Understand the theory of the design of intelligent agents that can represent knowledge about a domain, and use logical inference from a knowledge base
- Apply acquired analytical and quantitative skills to solve practical scientific, engineering and business problems
- Create mathematical and algorithmic methods of knowledge representation and programmatic inference
- Communicate problems, methods and solutions effectively using mathematical and computerised expressions and presentations

23. Neural Networks and Deep Learning(BAI CSC 303)

- Understand the theory and concepts of learning with deep and wide multi-layer neural networks.
- Apply acquired analytical and quantitative skills to solve practical scientific, engineering and business problems.
- Evaluate deep learning network structures and training algorithms, its applications and some of the latest frontier research in deep learning.
- Communicate problems, methods and solutions effectively using mathematical and computerised expressions and presentations.

24. Applications of AI in Business and Government (BAI CSC 304)

- Understand the process of the application of AI to business functions, different business sectors, and government organisations
- Analyse the process of AI implementation and ethical concerns about implications about privacy, bias, and discrimination arising from AI algorithms
- Evaluate the complexities of AI implementation and their privacy, bias, and other ethical concerns
- Communicate effectively using mathematical, technical, and computerised expressions and presentations

25. Visual Exploration and Analytics of Data (BAI CSC 305)

- Learn the use of the software package Tableau
- Apply software tools to create simple and advanced visualisations of data
- Apply software tools to explore and clean data
- Work as a team to execute a project

26. AI and Society: Ethics, Transparency, Regulation, and Governance (BAI PHI 301)

- Understand and analyse the ethical principles of the relationship of AI to human society
- Evaluate concerns and principles about the transparency of AI models and the implications for trust in AI systems
- Analyse legal and regulatory issues in the application of AI
- Understand the principles and create frameworks for the corporate governance of AI

27. Natural Language Processing (BAI CSC 306)

- Apply techniques for designing software methods that can comprehend natural language text

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- Apply acquired analytical and quantitative skills to solve practical scientific, engineering and business problems.
- Create and deploy machine and deep learning methods for analysis of language and statistical language processing.
- Communicate problems, methods and solutions effectively using mathematical and computerised expressions and presentations.

28. Machine Vision and Robotics (BAI CSC 307)
- Understand and evaluate the practice of robotics and machine vision.
- Apply computational algorithms to sensor data from robot arms or from visual processing.
- Create practical algorithms, such as techniques for computing environment models, construct 3D models from matching, feature detection, segmentation, alignment, object detection and face recognition.
- Communicate problems, methods and solutions effectively using mathematical and computerised expressions and presentations

29. Visual Presentation of Data (BAI CSC 308)
- Understand the principles of choosing appropriate visualisations
- Create static and dynamic dashboards
- Create and present a data story using visual tools
- Work as a team to execute a project

30. Theoretical Computer Science (BAI CSC 401)
- Understand and evaluate the basic notions of computation and algorithms, and apply tools from discrete mathematics and probability theory to the study of computability, computational complexity, and algorithms
- Learn the basics of the theory of automata, analyse the computability, decidability, and reducibility of computational problems
- Understand the concepts and methods of computational complexity and apply them to the analysis of the time and space complexity of algorithms
- Communicate effectively using mathematical, technical and computerised expressions and presentations

31. Cognitive Psychology (BAI SCI 401)
- Analyse key theoretical models of human cognition, especially those related to perception, attention, learning, knowledge representation, memory, reasoning, and language
- Apply research methods including laboratory experiments, computational models, and brain imaging
- Relate experimental knowledge to theoretical models in such a way as to explain experimental finding and evaluate theoretical models
- Evaluate the implications of the theoretical and experimental findings in cognitive psychology for broader applications, especially with respect to Artificial Intelligence

32. Philosophy and Ethics of Artificial Intelligence (BAI PHI 401)
- Examine and criticise the philosophical principles of cognition, consciousness and machine intelligence.

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- Evaluate the theories of mind and consciousness, Turing's test, Searle's Chinese room argument, ethical imperatives and requirements for artificial general intelligence and superintelligence
- Analyse ethical imperatives and requirements for artificial general intelligence and superintelligence
- Evaluate the possibility of a run-away intelligence singularity, and existential risks from artificial intelligence.

Electives

E- Commerce

1. Recommendation Engines for Marketing Applications (BAI CSC 402)

- Evaluate the basic ideas and concepts of generating product recommendations using user feedback, preferences, and consumption patterns.
- Apply analytical and quantitative skills to create practical methods for generating product recommendations using filtering, content and knowledge based methods.
- Apply mathematical, statistical and software skills to solve practical marketing problems.
- Research & Communicate effectively using mathematical and computerized expressions and presentations.

2. Computational Advertising (BAI CSC 403)

- Apply the techniques of computational advertising that maximises product experience and monetisation efficiency
- Analyse the basics of the online market, and apply the logic that drives online product advertisements
- Implement the technology that powers online and computational advertising
- Communicate problems, methods and solutions effectively using mathematical. technical, and computerised expressions and presentations.

Financial Services

1. AI-based Credit and Fraud Analysis (BAI CSC 404)

- Examine and evaluate concepts and techniques used in retail credit scoring, credit risk analysis, and detection and prevention of fraud, using automated methods and machine learning algorithms.
- Apply techniques and algorithms for credit scorecard construction, estimation of default probability and loss functions.
- Create and apply fraud analytic tools using descriptive, predictive, and social network techniques
- Communicate effectively using mathematical, technical, and computerised expressions and presentations

2. Machine Learning for Algorithmic Trading (BAI CSC 405)

- Analyse the basic strategies, concepts, theories, and the statistical and software tools used for applying Machine Learning to algorithmic trading and investment
- Manage the machine learning workflow from data sourcing and cleaning to feature engineering, strategy design and model tuning

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- Create an algorithmic trading engine using the appropriate machine learning, deep learning, or reinforcement learning methods and software tools
- Apply a backtesting engine and carry out performance evaluation of trading strategies

Healthcare

1. Medical and Clinical Applications of AI (BAI CSC 406)

- Analyse major applications of Artificial Intelligence to medical and clinical use
- Apply AI and ML based methods for medical image analysis, automated diagnosis, and remote patient monitoring, drug discovery and delivery, assisted surgery and the design and operation of medical devices
- Analyse moral, ethical, and regulatory issues surrounding the application of AI in healthcare
- Communicate effectively using mathematical, technical, and computerised expressions and presentations

2. Bioinformatics (BAI CSC 407)

- Investigate core concepts and apply useful practical skills in the field of bioinformatics
- Analyse the basic principles of biological databases, nucleic acid and protein sequence analysis, and expression analysis
- Apply advanced concepts including proteomics, biological network analysis, metabolomics, metagenomics, and translational bioinformatics
- Communicate effectively using mathematical, technical, and computerised expressions and presentations

Manufacturing

1. Predictive Maintenance (BAI CSC 408)

- Examine the principles of predictive maintenance.
- Analyse failure mechanisms of equipment in order to anticipate failures, and execute corrective actions
- Create procedures to minimise costs and risks, assure continuity of service, increase the availability, and lengthen the life cycle of industrial systems
- Communicate effectively using mathematical, technical, and computerised expressions and presentations

2. Industrial Automation (BAI CSC 409)

- Examine and evaluate the hardware and software tools and technologies used in industrial automation and process control
- Apply the principles of programmable logic controllers, and distributed and network control systems
- Understand the technologies of distributed sensors, IoT, and communications
- Communicate problems, methods and solutions effectively using mathematical and computerised expressions and presentations

Projects

1. Industry Project (BAI PRO 301)

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- Carry out a project in a selected area of industry
- Formulation of a project idea and plan its execution.
- C Manage and execute a project in a business setting and as part of a business team.
- Write and present a comprehensive project report

2. **Entrepreneurship Project (BAI PRO 302)**

- Generate ideas for an AI based start-up business and select a feasible idea
- Research a start-up at the stage of an initial idea, and perform a technology evaluation
- Plan the execution of a start-up idea, its team, and its initial requirements
- Write and present a comprehensive business plan to raise money

3. **Capstone Project 1 (BAI CPP 401)**
- Evaluate theory and professional practice and apply research principles, theoretical propositions and methodologies to professional practice.
- Investigate, analyse and synthesise complex information and apply relevant bodies of knowledge of management and AI to industry requirements.
- Acquire research skills to analyse, evaluate and design ethical and socially responsible solutions for the assigned project.
- Write and present a comprehensive project proposal

4. **Capstone Project 2 (BAI CPP 402)**
- Evaluate theory and professional practice and apply research principles, theoretical propositions and methodologies to professional practice.
- Investigate, analyse, and synthesise complex information and apply relevant bodies of knowledge of management and AI to industry requirements.
- Acquire research skills to analyse, evaluate and design ethical and socially responsible solutions for the assigned project.
- Write and present a comprehensive project proposal

3.7 Pedagogy

The pedagogy in the BAI course is learning technologies designed to teach critical Artificial Intelligence and business decision making with dynamic, engaged learning in the classroom.

S P Jain emphasises engaged learning, with faculty using a variety of interactive techniques, including problems and exercise, case studies, simulation exercises, classroom presentation, simulation, laboratory work, reflective assignment reports, business plan development and industry reports. Assessment tasks includes numerous reports writing and presentation tasks, team-based prototype constructions tasks, industry projects and group projects that are designed to improve and assess soft skills in the areas of communication and teamwork. Individual and group assignments are primarily for problem solving exercises involving actual scenarios of AI applications in business and to encourage effective team-work capabilities.

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4. Assessments

S P Jain uses a system of continuous student evaluation, rather than a single end-of-semester final examination. At the start of each Unit, the professors provide students with a written document explaining assessment forms and their direct relevance to the learning outcomes for that unit. The Unit outline will be uploaded on the Blackboard.

Case Study

Case Study will illustrate concepts and their applications in a scenario taken from real life and students, organised in three-person teams will have to submit a report explaining their findings from the study.

Simulation Exercises

Simulation exercises will be conducted in the S P Jain Simulation Lab in which teams will compete against each other in a game that is designed to illustrate principles and concepts that have been introduced in lecture sessions.

Reflective Assignment Reports

Students will be asked to maintain and submit a journal reflecting on any one of the major themes of this subject: the ethical dilemmas arising out of AI applications, the economic and social issues of AI and their ethical implications, the philosophical nature of AI, and the risks of an AI singularity. They will also submit an essay summarising the conclusions from their journal reflections.

Group Project and Classroom Presentation

The students will be asked to complete a project and make class presentations on a topic of their choice from the material learned during the term. Individual Project and Classroom Presentation: Each student will be asked to complete a project and make a classroom presentation on a topic of his or her choice from the material learned during the term.

Quizzes

Quizzes will be conducted based on previous sessions. Quizzes are non-invigilated but formal classroom tests, usually in a multiple-choice format, and set aside to be administered at a separate time. They are used to test the student's understanding and recall of definitions, terms, notions, and concepts.

Problems and Exercises

Problems and Exercises are informal classroom exercises, set during the normal flow of the lecture. They are used to test the student's ability to apply the concepts and tools of the subject, and to solve problems using quantitative methods.

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Industry Projects

Students will be asked, as part of their group project, to construct an Artificial Intelligence – Machine learning and deep learning applications, using tools and software provided, that will be presented to an industry panel for evaluation.

Laboratory Work

Students will work in a computer laboratory to practice writing code in order to use notions and concepts introduced in lectures in a practical and applied setting

Research Essay

The purpose of the Research Essay is to capture the students' ability to carry out research and present the findings in a formal essay. Students will be assessed on their understanding of quantitative technologies and their potential for applications in the field of AI with focus on reasoning and decision making under uncertainty. The research will focus on one specific application using AI, to make decisions under uncertainty.

Final Examination

The unit concludes with the individual final examination comprising main questions with several sub-sections. The format and content of questions will closely resemble the exercises, cases, and write-ups etc., distributed in the class. The rationale of the final examination is to assess the student understanding of the knowledge, skills and their application imparted in the unit in relation to achievement of the learning outcomes described in this unit outline. Marking criteria and assessment rubrics will be made available to students in class.

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.

Students will receive timely and constructive feedback on all progressive forms of assessment to assist their learning and preparation for future assessment. All assessment results will be held in the School records system on Blackboard.

S P Jain has engaged several quality assurances, moderation and validation measures to ensure its assessment processes are fair and accurate. The Dean/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.

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At the end of each semester 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. The various types of Assignments are as mentioned in the previous sections of Pedagogy and Academic Assignments.

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

4.3   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 MAIB 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. Assignments 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

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

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

Every assignment will be verified for originality. For more details, see the section in this handbook on plagiarism. Students should keep a copy of every assignment they submit.

4.4 Release of Academic Results

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

4.5 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

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- 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

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4.6 Conduct of Examinations

- All examination arrangements are handled by the Course Office. Formal examination notification giving details of the examination schedule, venue and seating arrangement will be forwarded to the students approximately two weeks before the scheduled date of the exam. Exams may be held during the day, in the evenings or even on weekends, and a student should check the examination schedule carefully.
- Students are not permitted to approach the faculty directly to reschedule exams or to make special accommodations. Any rescheduling request needs to be submitted in writing to the MAIB 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 following semester along with students taking the retest papers.
- Examination regulations
- Students must appear for the examination at the scheduled date and time, and in accordance with the pre-set seating arrangement, as announced by the Office of Examinations
- After the first 30 minutes of the exam, students will not be allowed to enter the examination room
- Students may not be allowed to leave the examination room within the first 35 minutes (inclusive of reading time) of commencement of examination or within the final 20 minutes of examination
- In case of a closed book or closed notes examination, all books, notes, papers and bags must be left outside the examination room
- No exchange of items, including books, notes, stationery or chargers, is permitted in the examination room. This includes other kinds of malpractices
- External hard disks, memory sticks and USB flash drives are not allowed in the examinations room
- Electronic communication devices such as mobile phones, iPhones, iWatches, headsets, iPads, iPods, tablets and any other music and multimedia devices are not permitted in the examination room. Students are required to switch off Bluetooth devises on their laptops during the examination
- Students must sign the attendance sheet circulated in the examination room.
- Only S P Jain roll numbers should be mentioned on the written/electronic examination submission document. Students should not write their name on the answer booklets, since evaluations are done anonymously
- Students are responsible for verifying they have been issued correct and complete examination documents
- Students may draw the attention of the invigilator by raising their hand
- If students finish an examination early, they may submit it to the invigilator and leave if the same is a hard copy. If the examination is an electronic submission, wait for instructions from the invigilator. All soft copy submissions will be resubmitted to Turn-it-in for plagiarism detection

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

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.

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- 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. All the students should complete the Orientation workshops and get their Orientation Passport stamped.

Orientation Activity *	Speaker/Person-in-charge
Registration, ID Cards	IT Executive and Program Office
Orientation Commence	VP Administration (Online presentation)
S P Jain Prayer S P Jain Student Pledge	Head of Campus
Welcome Address by the VP Academic	VP Academic
Course Introduction	Director, BAI
Blackboard and Learning management System - Workshop	IT Executive/Program Coordinators
IT Resources and Access Workshop	IT Executive
People Soft and Student Management System	IT Executive
Library Workshop and E-learning Resources	Head Librarian
Academic Integrity Workshop and Quiz	Director - Quality Assurance/Designated Staff
SASH Workshop and Quiz	Student Counsellor and Wellbeing Officer
Student Support Workshop	Student Experience Manager
Student Well-being Workshop	Student Counsellor and Wellbeing Officer
Employability and Practitioner Skills Series workshop	Head – Corporate Relations
Global Activities and Student Life	Global Learning and Student Life team
Student Handbook, Academic Guidelines and Course Expectations	Registrar/VP Administration
Living in Mumbai, Sydney and Emergency links/contacts	Head of Campus
Buddy Support (Peers and Seniors)	Student Experience Managers
Ice Breaker and Team Building Activities	Global Learning and Student Life team

Table 5 Orientation Activities

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

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6.Attendance Requirements

1. **Attendance requirements for BAI Course**
   a. Students are expected to attend all lectures, tutorials and group activities. Attendance is taken during each class session. Students should be seated in the classroom at least five minutes before the session starts, and latecomers may not be admitted. Students may not enter or exit the classroom while a session is in progress.
   b. Leaving the class session mid-way only to come back later to sign out again 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**
   d. 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).
   e. 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
   f. 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**

   g. If a student is absent without approval for more than four class sessions in one 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-'.
   h. For each unexcused absence from class session thereafter (for the same unit of study) the student will be further downgraded by a letter notch for each unexcused absence.
   i. The students who have been downgraded due to attendance are not eligible for retest

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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 Australian Contacts/ Links

1. Your Responsibilities as Overseas Students Education Services for Overseas Students - Responsibilities
2. ESOS Framework Education Services for Overseas Students
3. Home affairs : Student Visa Requirements Student Visa Requirements
4. Study Sydney (Stakeholder Toolkit) Study Sydney Toolkit
5. Grievances and external resolution Study Assist
6. Accommodation and welfare-Sydney Accommodation
7. Learn, Live and Work Learn and live in Sydney

7.2 Immigration and Important India Contacts/ Links

1. Study in India Education Centre in India

7.3 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

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4. Grievances and external resolution [Grievance Procedure](#)
5. Learn and Live [Student Related Services](#)
6. Working in Dubai [Work in Dubai](#)

8. Living in 3 cities

8a. Living in Australia

8a.1. Health Cover in Australia

Australia has a special health insurance coverage for international students called Overseas Student Health Cover (OSHC). OSHC is insurance designed to help international students cover the costs of medical and hospital care that they may need while in Australia. Because of these requirements, it is important that international students purchase their Australian international student health insurance prior to departing their home country. Overseas Student Health Cover (OSHC) from Bupa provides cover for hospital and medical treatment if you get sick, helps meet student entry requirements and ensures you get your visa letter instantly. https://www.bupa.com.au/health-insurance/oshc

8a.2. Work Rights while Studying

Most Australian student visas allow you to work for up to 40 hours every two weeks while your course is in session, and unrestricted hours during any scheduled course break, but before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the Department of Home Affairs website. Students found to have breached their work conditions may be subject to cancellation of their visa. Students who earn income in Australia may be liable to pay Australian taxation. Employers normally ask for your Tax File Number, which can be obtained at no charge from the Australian Taxation Office.

https://www.internationalstudent.com/study_australia/working/

8a.3. Living and Studying in Australia

Live in Australia: Learn about planning your departure, finding work and accommodation, and staying safe while studying. Visa and related information: https://www.homeaffairs.gov.au/ , https://www.studyinaustralia.gov.au/English/Live-in-Australia. Home affairs : Student Visa Requirements [Student Visa Requirements](#), Study Sydney (Stakeholder Toolkit) [Study Sydney Toolkit](#)

Sydney Campus Emergency Contacts

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1. Lifeline Crisis Counselling 131114 (https://www.lifeline.org.au/)
2. Acute Mental Health Situation 1800011511 Mental Health Help
3. MensLine for support, information, referral 1300789978 (https://mensline.org.au/)
4. Sexual Assault and Domestic Violence 24/7 line 1800737732 (nswrapecrisis.com.au) (https://www.1800respect.org.au/)
5. If you are in Danger: POLICE/ FIRE/ AMBULANCE 000
6. Campus 24/7 Contact: **+61 490 014 612**

8 b. Living in Mumbai

What makes Mumbai special is its people – warm-hearted, kind, resilient, welcoming and a maybe a little cricket-crazy. Each locality has its own distinctive culture that proudly holds on to traditions alongside the youthful character. Mumbai has a thriving night life with a lively cultural component that is classical, folk lore and modern.

Mumbai Campus Emergency Contacts

If you are in Danger:
1. Women Helpline – 1091
2. Police 100, 022-22621855
3. Fire 101, 022-23085991 / 992
4. Ambulance 102, 1298, 022-24308888
5. Campus 24/7 Contact: +91 9769286003

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

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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.
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.

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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

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Library Schedule

All working days except holidays	9:00 am to 5.30 pm
Closed on Saturday 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 1.00 per day (or equivalent amount payable as per local currency) per item. Items that must be recalled incur a double fine. Lost or damaged books must be replaced at the user's cost. Students who mutilate or lose a library resource must replace it at their own cost within 30 days. If not, the library will buy the resource and charge the user the actual cost-plus 25 percent for freight and handling, depending on the type of resource being replaced.

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

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

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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.

Wi-Fi Internet access is available throughout the campuses. Students are expected to use the Internet for academic purposes only, and are not permitted to download music, videos, games, movies or illegal/unethical material. Each student will be given free access to 500 MB usage every month. On exceeding this limit, for every 25 MB download of data, it will be charged, as applicable.
Students are provided with an e-mail account under the S P Jain domain name.
Charges for printing and photocopying will be deducted from the student's deposit as per the IT guideliens

9.5 Career Advice

S P Jain helps students obtain information about specific careers and post-study professional opportunities. The Passport to Excellence and 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!

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

Sydney: The campus is within the precinct that hosted the 2000 Sydney Olympic Games and is in walking distance of the city's more famous sporting arenas and facilities. As a distinct sporting and education precinct, Sydney Olympic Park is a destination. The precinct is located some 45 minutes from Sydney's Central Business District and 20 minutes from Parramatta, a major suburban centre. Both destinations offer all the exciting social and lifestyle options

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that one can expect in metropolitan Australia, and they are both accessible by public bus, train and river ferry from Sydney Olympic Park. A full range of entertainment venues, landmarks, artistic venues, dining experiences, transport options and weather is listed on the NSW government's website at www.living-in-sydney.com.au, Learn and live in Sydney.

9.7 Accommodation

Mumbai: S P Jain assists the students for their accommodation in rental apartments near the campus.

Sydney: **Sydney**: While it is not mandatory for students to avail S P Jain's housing, students have an option to do so if required in **Sydney**. However, students who wish to opt for the School's housing option would be accommodated in rented apartments and town house in and around the Sydney Olympic Park where the campus is located. For more information please refer https://www.spjain.edu.au/global-campus/sydney

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.

9.8 Sports Facilities

Mumbai: we have indoor games as mentioned below:
- Table Tennis
- Football
- Chess

In addition to this, students have access to playgrounds around the campus, which is 10 minutes walk from the campus for playing games like Cricket, Football, Douche ball etc. Students are required to register with the Center and pay a joining fee as well as monthly or quarterly fees as determined by the Center.

Sydney: Students have access to the Aquatic Centre at the Sydney Olympic Park http://www.aquaticcentre.com.au/ which is a 5-minute walk from the campus.

The facilities offered are:
- Gymnasium
- Personal Training
- Indoor Pool
- Massages
- Group Exercise Classes

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

Dubai: Students can access sporting facilities located below.

GEMS Wellington Academy, Dubai Silicon Oasis, 5minutes drive from the campus.
• Indoor sports hall
• Outdoor soccer field with flood lights
• Outdoor court for basketball, lawn tennis etc.
GEMS Dubai Modern High School, Nad Al Sheba
• Cricket Pitch
• Full Football Pitch
• Outdoor Tennis, Basketball and Volleyball Courts

9.9 Student Council

Student council 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. Brief details are given below:

President

The President shall serve as the primary representative and channel of communication for the Student Body of S P Jain. This responsibility includes preparing agendas for each council meeting, following- up on initiatives and communicating with all co-officers. The President shall keep frequent contact with the administration, faculty, alumni, and other student bodies of the college campus. The President shall maintain, promote and execute this constitution.

Vice President / Secretary

The Vice President/Secretary is responsible for assisting the President and to ensure that the President's decisions are carried out. The Vice President/ Secretary should also keep track of committee undertakings and tasks delegated. As well as fulfilling their role in the SC, the Vice President/ Secretary must be approachable by individuals in the Student Body who wish to raise issues to the council.

Responsibilities of SC Secretaries

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The secretaries include a Sports Secretary and Cultural Secretary.Each of these will be responsible for coordinating certain extracurricular activities and keeping the Student Body motivated. Furthermore, they will be expected to act as the bridge between the council and the Student Body, working in close coordination with the SEM/SL-GL Team, heads of their respective clubs, committees and other student organizations.

Secretary of Events

The main function of the Events Secretary is to coordinate events organized both internal and external to S P Jain. Events happening on campus or planned by student organizations within S P Jain will be coordinated by the Events Secretary through the use of an event calendar and the communication of

The following are the Secretary of Events for Undergraduate:
- Secretary of Sports
- Secretary of Culture
In addition, the council members are also responsible for Academic committee:

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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.

9.10 Cafeteria

Sydney: Students have access to a cafeteria and vending machines that serve a variety of snack meals, a range of juices and drinks, confectionery and other requisites. The cafeteria offers a wide variety of options ranging from vegetarian and traditional Indian cuisine to Continental and International fare. Both vegetarian and non-vegetarian meals are served every day, and exceptional care is taken to prepare food in a clean and hygienic environment. The caterers alter menu options based on student feedback and demand. Vending machines are also distributed around the campus.

Mumbai: Students have access to a cafeteria that serve a variety of snack meals, a range of juices and drinks, confectionery and other requisites. The cafeteria offers a wide variety of options ranging from vegetarian and traditional Indian cuisine to Continental and International fare. Both vegetarian and non-vegetarian meals are served every day, and exceptional care is taken to prepare food in a clean and hygienic environment. The caterers alter menu options based on student feedback and demand.

Timings

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

Mumbai: The cafeteria is open from 8.00 am-6.00 pm, serving breakfast between 8.00 am to 11.00 am and lunch between 12 noon to 2 pm. These hours and meal arrangements are subject to change, and students will be consulted should any new arrangements be under consideration.

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Dubai: The Dubai Academic City is equipped with variety of food courts and multi cuisine restaurants and open from 9:00 am to 4:00 pm.

10. Tuition and Non-Tuition Fees

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

Non-Tuition Fees

	For UG Program (BBA)	
Sr. No.	Components	Charges in AUD
1	Re-evaluations (per unit)	30
2	Re-test (per unit)	300
3	Independent Study (per unit)	2000
4	Duplicate Degree	100
5	Duplicate Graduation Statement	30
6	Duplicate Record of Result	30
7	Postal / Courier Charges (per package) within India *	20
8	Postal / Courier Charges (per package) outside India *	30
	*Minimum charges.	

11. Policies and Procedures

For more policies and procedures please refer to the School website and the **Annexure to the Handbook.** School Website

Undergraduate 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.

BAI Course Entry pathways, articulation arrangements, exit pathways and pathways to further learning

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[1] Refer to Tuition and Non-Tuition Fee

1. **Entry Pathways**

There will be direct admission to BAI for High School graduates.

2. **Credit transfer and Articulation**

Please also refer to the 'Credit Transfer and Articulation Policy' for the School

3. **Exit Pathways**

There will be no exit pathway from BAI.

4. **Pathways to further learning**

Students will have the option to enter the Master of Artificial Intelligence for Business (MAIB), with advanced standing after they compete the BAI

Deferral Policy

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

Domestic Student Refund Policy

The purpose of this Policy is to provide clear information and guidance about the fee refund process applicable to domestic students, the process for applying for refunds and the circumstances under which refunds will be provided to current and prospective domestic students. This policy applies to domestic students studying in Australia only. This policy aligns with the requirements set out in the TEQSA Act (2011) and the Higher Education Standards Framework (the Threshold Standards) 2015.

International Student Refund Policy

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

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

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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

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.

Student Tuition Fee Protection Policy

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

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

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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

his 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.

Students at Risk

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 Progression, Exclusion and Course Completion Policy

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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.

BAI 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.

Progression:

a. To progress from one semester to the next semester a student must meet all the following conditions:

   i. a student's Cumulative Grade Point Average (CGPA) should not be less than 2.0
   ii. in a semester a student should not have received more than:
   - 1 F grade (3 credit points) and 1 D grade (3 credit points)
   - OR 2 D grades (6 credit points) and no F grade
   iii. a student needs to successfully complete all the identified pre-requisites in a current semester which are required as prerequisites for subjects to be undertaken by the student in the next semesters.

b. All students will be allowed to progress to the next semester on a conditional basis until the results of the previous semesters 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) and Registrar students will be allowed to progress to the next semester under probation.

e. In exceptional cases, where in the judgment of the faculty, the student has not satisfied all the specified requirements for the subject a student may be awarded an incomplete grade (I). Student/s who has been awarded an 'I' grade in a subject shall be deemed to be not eligible to be awarded the degree until all requirements

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for the subject have been completed by a specified time.

3. Degree Requirements

a. The period of candidature for a full-time student candidate shall be a minimum of 48 months (4 years) and maximum of 72 months (6 years).

b. To fulfil the requirements for the award of the Bachelor of Artificial Intelligence (BAI) degree:

   i. a student's cumulative grade point average (CGPA) at the end of Semester 8 (last study period) should be at least 2.0;

   ii. a student should not have more than 4 D grades (12 credits points), 2 PC grades (6 credit points) and no F grade

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.

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, subject 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

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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 endeavours. 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

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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

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BAI Course web page information: to be updated.

In accordance with regulatory requirements, S P Jain will maintain a strong policy on accurate and current records collection and keeping. Students will be required to update their personal contact details via Peoplesoft or otherwise as advised by the Course Manager as part of their re-enrolment process every term (or at 6 monthly intervals – whichever is the shorter). These details include residential address, mobile phone number and email addresses.

12. Campus Locations

SYDNEY CAMPUS

5 Fig tree Drive, Sydney Olympic Park, NSW 2127 – Australia, Tel: +612 89706800, Fax: +61289706820

DUBAI CAMPUS

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

MUMBAI CAMPUS

SP Jain, 1st Floor, Kohinoor City Mall, Gate No. 1, Premier Road, Kurla West, Mumbai - 400070

+91 22 6188 7600

www.spjain.org

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

S P Jain School of Global Management   Bachelor of Artificial Intelligence
Office of the Registrar June 2021
CRICOS Provider Code: **03335G**
CRICOS Course Code:

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BAI Course web page information: to be updated.

Policies forming a part of the BAI Handbook - (Annexure to the Handbook)

 S P Jain School of Global Management DUBAI · MUMBAI · SINGAPORE · SYDNEY	**Undergraduate (including Diploma) Admission and Selection Policy**
Document Type	Policy
Administering Entity	Director - Admissions, Registrar
Latest **Approval/** Amendment Date	September 24, 2020
Last Approval /**Amendment** Date	April 29, 2020
Approval Authority	Academic Board
Indicative time of Review	September 23, 2021

1. Purpose and Scope

This policy sets out the requirements and procedures for admission to the diploma and undergraduate courses at the S P Jain School of Global Management (S P Jain) for prospective domestic and international students.

2. Admission Selection Process

a. The process for admission and selection of students into S P Jain's diploma and undergraduate courses includes the following procedures:
  i. Meeting Eligibility Requirements
    • Academic eligibility requirements
    • English language eligibility requirements
  ii. Additional Requirements for Eligible Applicants:
    • Aptitude/entrance test
    • Evaluation of shortlisted applicants
    • Writing two essays and an interview
  iii. Notification and Offer
b. The specific admission requirements of each diploma and undergraduate course offered by S P Jain are published on the S P Jain website and/or in current course brochures, in line with the Australian Government's admissions transparency requirements, where relevant.
c. All admission decisions are made by the Admission's Office in consultation with academic staff at S P Jain.

3. Meeting Eligibility Requirements

3.1 Academic Eligibility Requirements

a. All applicants (domestic and international) are expected to have completed a minimum of 12 years of schooling demonstrated by one or more of the following:
   i. Completion of an Australian Senior Secondary Certificate of Education authorised by a relevant state-based issuing agency with an Australian Tertiary Admission Rank (ATAR) of 70 or its interstate equivalent; or
   ii. Completion of an accredited vocational education and training (VET) qualification at Diploma or Advanced Diploma level completed at an ASQA registered training organisation (RTO); or
   iii. All India Senior School Certificate (issued by CBSE) or the India School Certificate (ISC) with a score of 60% or the Higher Secondary Certificate (HSC) Year 12 exam from the Indian State Board with a score of 70% or more; or
   iv. International Baccalaureate Diploma (IB) score of 24 or more; or
   v. Completion of an international qualification where the content, level and intended outcomes are deemed to be equivalent to any of the above through official qualification recognition register or mapping of equivalence by the School.
b. In lieu of 3.1a above, completion of minimum years of 11 years of schooling for the nine Commonwealth of International States (CIS) countries subject to a minimum CGPA score of 4.00 out of 5.00 issued by the National Board in these countries.

3.2 Meeting English Language Eligibility Requirements

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

English Test	Bachelor of Economics (BEC)	Bachelor of Business Communication (BBC)	Bachelor of Business Administration (BBA)	Bachelor of Data Science (BDS)
IELTS	6 with no band less than 5.5	6 with no band less than 5.5	6	6
TOEFL iBT score	60 overall with no band less than 20	60 overall with no band less than 20	60	60
PTE score	50 with no band less than 45	50 with no band less than 45	50	50

d. Notwithstanding point 3.2.a, international applicants undertaking study at our Sydney campus may need to meet English Language tests requirements as detailed in home affairs website for student visas (https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility).

4. Additional Requirements for Eligible Applicants:

a. Aptitude/Entrance Score Requirements

i. All applicants that meet the eligibility requirements must take ONE of the following tests in order to be evaluated for admission:
- The Scholastic Aptitude Test (SAT): The SAT is administered by the College Board in the USA and is a measure of critical thinking skills. The minimum score required to be considered for admission for all diploma and undergraduate courses   is 1000; or
- The American College Testing (ACT): The ACT is administered by the same named institution in the USA and is administered by a non- profit organization of the same name. ACT test covers four academic skill areas: English, mathematics, reading, and science reasoning. The minimum score required to be considered for admission for all diploma and undergraduate courses is 23; or
- The S P Jain Entrance Test (SPJET): is designed and developed by S P Jain to assess a broad range of numeracy and literacy skills. The minimum score required to be considered for admission for all diploma and undergraduate courses is 50%; or
- **For the BDS course only** Joint Entrance Exam (Main) [JEE (Main)]: JEE(Main) are standardised examinations administered by the National Testing Agency (NTA), India for entrance to undergraduate engineering programs for internationally known Indian engineering colleges such as Indian Institute of technology(IIITs), National Institutes of Technology (NITs) and Centrally Funded Technical Institutions (CFTI) Institutions funded by participating State Governments. Engineering. The minimum score required to be considered for admission BDS course will be 70%.

ii. For applicants of the Bachelor of Economic (BEC) and Bachelor of Data Science (BDS) courses, the School requires the applicants to meet the minimum requirements of 600 in the Math section of the SAT; or minimum 75% in the Numeracy section of the SPJET.

iii. In addition, select applicants of the BDS course may be required to take a math test developed and administered by S P Jain to assess their numerical skills. For applicants with Indian certifications this requirement will be waived if the applicant has scored 75% or more in recognised Indian State Board Exam or Central Board exams (e.g. ICSE / CBSE).

5. Evaluation of shortlisted applicants

i. The School establishes a shortlist of potential applicants based on:
- Past academic performance and other achievements;
- English language proficiency to ensure successful participation; and

- Outcomes and scores of aptitude tests.
  ii. The School also gives consideration to other factors including:
     - Applications for credit and recognition of prior learning (as set out in section 8); and
     - Equity and Diversity considerations (as set out in section 9)
  iii. Applicants who have not been shortlisted will be notified in writing by the School.

6. Interview with shortlisted applicants

a. All shortlisted applicants will be notified in writing by the School that their application has proceeded to the shortlist for admission into the relevant course.

b. As part of the final stage of applicant evaluation, all shortlisted applicants will be required to write two essays and undertake a personal interview with a member of the School's selection committee at one of the School's campuses or via Skype/Zoom. The essays and interview are designed to assess the applicant's communication skills, aptitude and knowledge.

7. Notification and Offer

a. Approximately a week after the evaluation interviews, shortlisted applicants are notified in writing by the Admission's Office as to three potential outcomes:
   i. the applicant has been successful and is offered a place for admission;
   ii. the applicant has been placed on a 'second-round' offer waitlist with indicative timelines for potentially receiving a later offer of admission
   iii. the applicant has been unsuccessful and will not be offered a place.

b. An official letter of offer from the School will be issued to successful applicants and will include information relating to orientation, study periods, fees, fee refund, visa information where relevant, commencement date, code of conduct and for international students any other relevant information required by National Code 2018.

c. Students who have applied for credit will be notified at the time of offer whether their application for credit has been approved and what impact on their course duration and student visa (if applicable) the credit decision will have.

8. Credit and Recognition of Prior Learning

a. S P Jain accepts and considers applications for credit or recognition of prior learning (RPL) for diploma and undergraduate courses as detailed in the School's Credit Transfer and Articulation Policy.

9. Alternative Entry Schemes

a. As set out in S P Jain's Student Equity, Diversity and Fair Treatment Policy, admission criteria and processes will take into account equity and access considerations through the provision of alternative entry admission schemes with specific reference to Part A Section2.2 of the Higher Education Standards Framework (Threshold Standards) 2015.

b. The School will give specific consideration to:
   i. applications for admission from Aboriginal and Torres Strait Islander peoples;

    ii.   providing access to the educationally or socially disadvantaged; and

    iii.   addressing the under-representation of designated groups.

c.   S P Jain will monitor academic progress and provide appropriate learning support and reasonable adjustment to students admitted under any alternative entry scheme which is based on equity and diversity. This could include the use of adaptive technology or other tailored support investigated, developed and approved through an individualised Access Plan as approved by the School's Registrar in consultation with the student and other relevant stakeholders.

10. Decisions and Right of Appeal

a.   Approximately 2 weeks after the evaluation interviews, prospective students are notified by email as to three potential outcomes: (a) acceptance (b) wait-list (c) regret.

b.   All admission decisions are made by the Office of Admissions in consultation with the relevant academic staff.

c.   Students and prospective students have the right to appeal an admission decision in accordance with S P Jain's Student Grievance and Mediation Policy and Procedures.

11. Deferral of Studies

a.   All students who have been issued a Letter of Offer confirming admission into a course can apply for deferral for one study period only by completing the Deferral Form and other requirements as detailed in the Deferral Policy.

12. Appeal of Decisions

a.   Students and prospective students have the right to appeal an admission decision in accordance with S P Jain's Student Grievance and Mediation Policy and Procedures.

13. Confirmation of Enrolment (CoE) Issuance

a.   COEs for international students for their period of study in Australia will be issued as per the PRISMS and Confirmation of Enrolment (COE) Issuance, Suspension and Cancellation Policy.

14. Review

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

Related Documents

a.   Credit Transfer and Articulation Policy

b.   Student Equity, Diversity and Fair Treatment Policy

c.   Deferral Policy

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d. Student Grievance and Mediation Policy and Procedures
e. PRISMS and Confirmation of Enrolment (COE) Issuance, Suspension and Cancellation Policy

	Deferral Policy
S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	
Document Type	Policy
Administering Entity	Registrar, Course Directors/Deputy Directors (Deans/Assistant Deans)
Latest **Approval/** Amendment Date	September 24, 2020
Last Approval /Amendment Date	November 2019
Approval Authority	Academic Board
Indicative time of Review	September 23, 2022

1.   Purpose and Scope

The deferral policy for S P Jain School of Global Management is determined by the Academic Board. This policy applies to all applicants and students at S P Jain School of Global Management (S P Jain).

2.   Policy

a.   An applicant who receives an offer for an undergraduate course at S P Jain can apply for deferment to commence the course with the next commencing cohort.

b.   An applicant who receives an offer for a postgraduate course at S P Jain can apply for deferment to commence the course with the next commencing cohort.

c.   Exceptional circumstances are unforeseen circumstances outside of an applicant's control. Such circumstances might include, but are not limited to, illness, being victim to a crime, injury, personal/family problems and/or bereavement. An applicant who has received an offer and feels they are subject to exceptional circumstances may apply to defer beyond the next commencing cohort. Documentary evidence detailing the circumstances will be required to support the application and such deferments will be approved by the Registrar at his/her discretion.

d.   Deferment for a current S P Jain student who has been enrolled in/ commenced a course is at the discretion of the Course Director (Dean) and the Registrar. The application will be assessed on the basis of the evidence of exceptional circumstances as defined in 2c.

e.   Deferment will not be granted where the applicant intends to undertake another course of study at S P Jain or another registered tertiary or higher provider during the deferral period.

f.   Deferment beyond the maximum permissible period for the completion of course of study and/or student's maximum permissible visa period will not be granted.

g.   If the deferment request results in an extension of the duration for the period of study in Australia   for an   international student's enrolment the student should contact

Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

3. Procedure

3.1. Before the students enroll into a course

a. Students who have been issued a Letter of Offer confirming admission into a course may apply for a deferral admission to commence the course with the next commencing cohort by completing the Deferral Request Form (prior to course commencement)- Appendix 1.

b. The Registrar will assess the application for deferral and grant permission based on the next cohort dates, enrolments and available cohort enrolment free capacity. Deferment request prior beyond the next commencing cohort will be assessed on the basis of the evidence of exceptional circumstances as defined in 2c.

c. An undergraduate applicant whose application to defer admission has been approved will receive written confirmation of their deferment and be guaranteed a place, with the next commencing cohort.

d. A postgraduate applicant whose application to defer admission has been approved will receive written confirmation of their deferment and be guaranteed a place, with the next commencing cohort (where applicable, for the specialization offered).

e. Where an applicant's deferred place is for a course that is subsequently discontinued or withdrawn after an offer has been made, the applicant will be advised of an alternative course, available.

3.2. After the students enrolls into a course /commences course of study

a. An undergraduate applicant who intends to apply for deferment after joining / commencing the course may write an application by completing Deferral Request Form (after course commencement) - Appendix 2.

b. The Course Office will send the application to the Course Director/Deputy Director (Dean/Assistant Dean) and the Registrar.

c. The Course Director/ Deputy Director (Dean/Assistant Dean) will assess on the application on the basis of the evidence as defined in 2d, discuss with the student in detail about the reasons and make a decision in consultation with the Registrar.

d. The decision for deferment will be made keeping in mind the maximum permissible duration for course completion.

e. Upon approval of deferment by the Course Director/Deputy Director (Dean/Assistant Deans) and the Registrar, students will be informed of the decision in writing by the Office of the Registrar on the deferment.

f. The Office of the Registrar will also inform the Admissions Office to ensure internal and regulatory external (such as PRISMS) records are updated, and where relevant, student payments are adjusted / reimbursed.

4. Appeals
a. Students and prospective students (applicants) can appeal a deferral decision in accordance with S P Jain's "Student Grievance and Mediation Policy and Procedures".

Related Documents
a. Domestic Student Refund Policy
b. International Student Refund Policy
c. Postgraduate Admission and Selection Policy
d. Undergraduate Admission and Selection Policy
e. Doctor of Business Administration Admission Policy
f. Student Grievance and Mediation Policy and Procedures
g. PRISMS and CoE Issuance Policy and Procedures

<center>Appendix -1</center>
<center><u>Deferral Request From (prior to course commencement)</u></center>

Title: Mr ☐   Ms ☐   Mrs ☐   Gender: Male ☐   Female ☐

First Name: Last Name:

Contact Number: Personal E mail id:

Address for correspondence:

Course Name   PG [   ]   UG [   ]

(Specify Course Name: Example: for PG Programs - Master of Global Business; for UG Programs – Bachelor of Business Administration)

Application No:

Commencement Date: Campus:

intake: Academic Year:

Deferral for: Proposed date:
(Next Course Commencement Intake / Academic Year)

Reasons for Deferral (Tick appropriate reason and provide supporting documentary evidence)

Illness ☐   being victim to a crime ☐   bereavement of immediate family member/s ☐   injury ☐

personal / family problems ☐   others ☐ (Please specify ———————————————————————————)

Student Declaration

- I declare that the information provided in this form is complete and accurate.
- I authorise management to take the final decision on my deferral application and on the way forward amend enrolment status / mode of delivery as required.
- I understand that I need to complete the course within the duration as specified as per my terms of enrolment.

- I have read and understood the Refund Policy and Procedure and accept that the program fee for the deferred program fee may differ from original fee paid.

Applicant Name   Applicant Signature and Date

Office use only:

Date Received   Date Processed   Signature

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Appendix 2
Deferral Request Form (after course commencement)

Title: Mr ☐ Ms ☐ Mrs ☐   Gender: Male ☐   Female ☐

First Name: Last Name:

Contact Number: S P Jain E mail id:

Current Country of Residence: Personal E mail id:

Course Name   PG [   ]   UG [   ]

(Specify Course Name: Example: for PG Programs - Master of Global Business; for UG Programs – Bachelor of Business Administration)

Roll No:

Current Term / Semester: Current Campus:

Current intake: Prospective intake:

No. of Terms / Semesters of deferral: Proposed date of resuming:

Reasons for Deferral (Tick appropriate reason and provide documentary supporting evidence)

Illness ☐   being victim to a crime ☐   bereavement of immediate family member/s ☐   injury ☐

personal / family problems ☐   others ☐   (Please specify ——————————————————————————)

Student Declaration

- I declare that the information provided in this form is complete and accurate.
- I authorise management to take the final decision on my deferral application and on the way forward amend enrolment / mode of delivery status as required.
- I understand that if I am granted deferral, I need to complete the course within the duration as specified as per my terms of enrolment.
- I understand that if my deferral request is granted, I will not be eligible to apply for any further deferrals.
- I have read and understood the International /Domestic Refund Policy and Procedure and accept that the course (program) fee for the new cohort to which I will be transferred fee and understand that it may differ from original fee paid.

Student Name   Student Signature and Date

Office use only:

Date Received   Date Processed   Signature

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

1. Scope

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

2. Purpose

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

3. Guiding Principles for Refunds

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

f. The completion of the Refund Request Form does not affect the student's right to make a complaint or appeal, nor does it affect the rights of the student to take action under Australian Consumer Law.

4. Procedures for Refunds

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

5. Circumstances and applicable refunds

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

a. **Refunds where a course cannot be delivered (Provider Default)**
    i. *Full Refund of Registration and Tuition Fees*:
        After a Commencing Student has accepted an offer of enrolment at S P Jain School of Global Management, in the unlikely event that the school is unable to deliver the course as offered, the registration and any tuition fees paid by the Commencing Student to that date will be refunded within two weeks of the agreed starting day of the course or the day on which the course ceases to be provided.
        Alternatively, a Commencing Student may be made an offer by the school to enrol in an alternative course at S P Jain's expense for a cost no greater than the cost of the originally offered course of study.
    ii. *Refund of Tuition Fees Only (not including Registration fees)*:
        S P Jain will refund the tuition fees paid by a student prior to the commencement of the course on the agreed date, but not the registration fees paid, in circumstances where the School withdraws an offer because the commencing student has:
        • breached the terms and conditions of the application or letter of offer, including through the provision of fraudulent documents
        • failed to pay a required amount to the School
        • breached the Code of Conduct as defined in the S P Jain Student Handbook. All students agree to abide by the Code of Conduct when they accept an offer.

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

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

i. Prior to the commencement date: The school will retain the registration fee and refund the rest of the tuition fees after deduction of any costs incurred towards processing of visas and insurance should the same have already been processed.

ii. On or one month after the commencement date and up to three months of commencement of the course the school will refund only 60% of the tuition fees paid. The Registration fees will not be refunded.

iii. After three months from the course commencement, the school will retain the entire fees paid.

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

i. Where a Commencing Student applies for a refund of the fees without making an appeal for special circumstances the refund will be assessed by the Admissions Office and cleared for payment to the Accounts Office.

ii. Where a Commencing Student applies for a refund of the fees and makes an appeal for special circumstances, the decision will be made by Vice President – Administration and the Admissions Office in consultation with the Registrar of the program if there is a need to do so.

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

c. No refund of Registration Fees for Commencing Students

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

i. An offer of enrolment is withdrawn by the school because the Commencing Student has breached the terms and conditions of their application or letter of offer, including through the provision of fraudulent documents; or

ii. The school refuses to provide, or continue providing, the course to the Commencing Student because of one or more of the following events:

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

d. Refund of tuition fees for Continuing Students

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

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

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

e.   No Refund of tuition fees for Continuing Students
A Continuing Student will not be entitled to a refund of Registration and Tuition Fees where the School refuses to provide, or continue providing, the course to the Continuing Student because of one or more of the following events:

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

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

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

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

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

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

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

9. Record keeping

Records of all fee refunds must be retained in accordance with S P Jain's "Records Management Policy".

Related Documents

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

	International Student Refund Policy
S P Jain School of Global Management DUBAI · MUMBAI · SINGAPORE · SYDNEY	
Document Type	Policy
Administering Entity	Vice President – Administration, Registrar, Regional Heads – Admissions, Chief Financial Officer, Regional Heads – Finance and Accounts
Latest Approval/ Amendment Date	September 24, 2020
Last Approval/Amendment Date	May 01, 2019
Approval Authority	Board of Directors
Indicative Time of Review	September 23, 2022

1. Scope

This policy applies to:

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

b. international students studying online or at an offshore campus at S P Jain's multi- city campuses including Dubai, Mumbai and Singapore.

2. Purpose

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

3. Guiding Principles for Refunds for International Students

a. International Students seeking a refund, must contact the Admissions Office to complete all relevant documentation.

b. A refund can only occur if a student has a current credit on their student finance account.

c. Refunds will be processed after all other financial obligations to S P Jain have been discharged, including (but not limited to) Library fines, Student Loans, and

accommodation charges.

d. Refund payments are normally made directly into a bank account. Bank details are required for all refund requests, even if the refund is to the original credit card, to ensure payment can be finalised.

e. All refunds are normally made in US or Australian dollars (exceptions being payments in Singapore Dollars, Indian Rupees or UAE Dirhams) and are payable to the student's nominated account, with the following exceptions:

   i. The student is supported by a recognised third party sponsor and that sponsor is entitled to the refund (as per the Education Services for Overseas Students (ESOS) Act, s.47D(3)(b)).

   ii. In the event a country is subject to financial sanctions, refunds cannot be paid to a bank in a sanctioned country.

f. Refunds may be transferred to another registered higher education provider if authorised in writing by the student or, where appropriate, the student's sponsor, only after the requirements for provider transfer for international students are met under Standard 7 of the National Code (2018) as set out in the S P Jain Provider Transfer Policy.

g. The completion of the Refund Request Form does not affect the student's right to make complaints and appeal decisions, nor does it affect the rights of the student to take action under Australian Consumer Law or in other jurisdiction as applicable.

h. Under the ESOS Framework in Australia, international student fees and refund obligations are protected through the Australian Government's Tuition Protection Service.

4. Rejection of a student visa

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

b. If a student who in a multi- campus mode of delivery has commenced the course at one of S P Jain's offshore campuses and subsequently his/her Australian visa is rejected then S P Jain will refund the tuition fees paid for the periods of study non commenced yet.

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

5. Procedures for Refunds

a. All refund requests must be submitted in writing to the Admissions Office and must be accompanied by official documentary evidence of the grounds for the request.

b. Students who have accepted an offer by the School but do not commence (commencing students) may be eligible for a refund of any OSHC fees paid to the School. The amount refunded will be determined by the policies of the relevant OSHC provider.

c. Where a commencing student applies for a refund of the fees without making an appeal for special circumstances the refund will be assessed by the Admissions Office and cleared for payment to the Accounts Office.

d. All refunds to students will be paid within four weeks of the date of receipt of the approval of the refund request to a nominated account in the student's home country

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

6. Circumstances and applicable refunds

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

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

i. Full Refund of all Fees

S P Jain will refund all fees paid by commencing students including compulsory tuition, administration and registration fees in the unlikely event that the School is unable to commence delivery of the course on the agreed date and at the agreed location, as set out in the signed letter of offer. All refunds will be refunded within 14 days of the agreed starting day of the course.

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

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

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

- breaches the terms and conditions of the application or letter of offer, including through the provision of fraudulent documents;
- breaches a term or condition as part of the requirements under the Australia student visa system or the visa is revoked by the Department of Home Affairs (DHA) following issuance;
- breaches the Code of Conduct as defined in the S P Jain Student Handbook and agreed to in accepting the offer,) by a commencing Student.

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

Where a Commencing Student withdraws from a course during the first study period, s/he is entitled to a partial refund of any tuition fees paid. The amount of the registration fees

retained by the school, determined by the date at which the Commencing Student withdraws, is as follows:

i. Prior to the commencement date: The school will retain the registration fee and refund the rest of the tuition fees after deduction of any costs incurred towards processing of visas and insurance should the same have already been processed.

ii. On or one month after the commencement date and up to three months of commencement of the course the school will refund only 60% of the tuition fees paid. The Registration fees will not be refunded.

iii. After three months from the course commencement, the school will retain the entire fees paid.

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

i. Where a Commencing Student applies for a refund of the fees without making an appeal for special circumstances the refund will be assessed by the Admissions Office and cleared for payment to the Accounts Office.

i. Where a Commencing Student applies for a refund of the fees and makes an appeal for special circumstances, the decision will be made by the Vice President – Administration and Admissions Office in consultation with the Registrar of the program if there is a need to do so.

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

c. No refund of registration for Commencing Students

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

i. An offer of enrolment is withdrawn by the School because the Commencing Student has breached the terms and conditions of their application or letter of offer, including through the provision of fraudulent documents, or

ii. The School refuses to provide, or continue providing, the course to the Commencing Student because of one or more of the following events:
   o A Commencing Student failed to pay an amount s/he was liable to pay the School, directly or indirectly, in order to undertake the course.
   o A Commencing Student breached a term of his or her student visa.
   o Student misconduct (as defined in the S P Jain Student Handbook) by a Commencing Student.

d. Refund of tuition fees for Continuing Students

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

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

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

e. No Refund of tuition fees for Continuing Students
A Continuing Student will not be entitled to a refund of Registration and Tuition Fees where the School refuses to provide, or continue providing, the course to the Continuing Student because of one or more of the following events:
i. The Continuing Student failed to pay an amount he or she was liable to pay the School, directly or indirectly, in order to undertake the course.
ii. The Continuing Student breached a term of his or her student visa.
iii. Student misconduct (as defined in the Student Misconduct Policy and Procedures and Academic Integrity Policy and Procedures) by the Continuing Student

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

7. Special Consideration
When applying for a refund of fees, students may include an appeal for a refund on the basis of special consideration. Such circumstances could include but are not limited to:
a. Serious illness or misadventure, or other compassionate grounds such as death in the immediate family.
b. Political, civil or natural events which prevent full payment of fees.
A decision will be made by the Vice President – Administration and Admissions Office in consultation with the Registrar of the program.

8. Exceptions
Transactions and refunds which are exceptions to this policy may be approved if the Vice President – Administration by suggestion of the Registrar (or their delegate) considers that:
a. such a transaction is in the best interests of S P Jain and is consistent with the

objectives of this Policy,

b. the transaction is approved in writing prior to execution.

9.   Appeals

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

10.   Record keeping

Records of all fee refunds must be retained in accordance with S P Jain's "Records Management Policy".

Related Documents
a.   Provider Transfer Policy
b.   Refund Request Form
c.   Records Management Policy
d.   Student Grievance and Mediation Policy and Procedures
e.   Student Tuition Fee Protection Policy
f.   Deferral Policy
g.   Student Misconduct Policy and Procedures
h.   Academic Integrity Policy and Procedures

	Credit Transfer and Articulation Policy
Document Type	Policy
Administering Entity	Vice President – Academic, Course Directors/Deputy Directors (Deans/ Assistant Deans), Vice President – Administration, Registrar and Director – Admissions
Latest Approval/ Amendment Date	July 30, 2020
Last Approval/Amendment Date	May 06, 2019
Approval Authority	Academic Board
Indicative Time of Review	July 29, 2020

1. Purpose and Scope

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

2. Guiding Principles

a. This policy is consistent with the Higher Education Standards Framework (Threshold Standards) 2015 and;
   i.   will be applied fairly and consistently;
   ii. seeks to ensure that students have the necessary academic preparation to participate in their intended field of study, while not impeding their progression and completion; and
   iii. students granted credit transfer will not be disadvantaged in achieving the expected learning outcomes for their course of study or qualification. The granting of a credit transfer will not diminish the integrity of the course of study and the qualification awarded.
b. The objectives of the credit transfer and articulation policy are to:
   i.   Provide students due credit for demonstrated prior learning and outcomes in line with the requirements of each course of study
   ii. Assist mobility of students eligible to transfer between courses within the School and to other institutions
   iii. Institute clear guidelines and processes for determining credit transfer and articulation to and from the courses without compromising the integrity of each course
   iv. Ensure standards and integrity of the credit transfer arrangements.

Definitions

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

3. Admissions

a. Admission to the School will be based on the "Admissions Policy" as amended from time to time. The Admissions Policy only defines the eligibility criteria for applying for admissions and does not guarantee an offer for admission.

5. Granting of Credit

a. Student Transfers from other institutions
   i. The School may consider granting credit when the content and standard of a subject and learning outcomes is identical with, or similar to, that of a prescribed subject at the same AQF level for which credit is being sought.
   ii. A student must have obtained at least a passing grade in the subject submitted for credit transfer consideration and where letter grades are used, have obtained at least a 'C' grade.
   iii. Grades for the credit granted will not be included in the S P Jain transcript and will not be considered for the purpose of calculating the cumulative grade point average (CGPA). Details of credit granted will be recorded in the transcript with a grade of E (indicating exemption).
b. Transfer of Credit for subjects undertaken by S P Jain undergraduate students at an Exchange Partner School.
   i. S P Jain has signed Memoranda of Agreement (MoA) with a number of educational institutions for student exchange programs at the undergraduate level.
   ii. These MoAs are broad in nature and without any reference to any specific course(s) and subject(s) level articulation agreements. In the cases where a student of S P Jain decides to undertake a semester or academic year with an Exchange Partner School, the selection of the units of study eligible for credit transfer will be done on a case-by-case basis.
   iii. In all such subjects/instances, the grades for the credits granted will not be included

in the S P Jain transcript and will not be considered when calculating the cumulative grade point average (CGPA). Details of credit granted will be recorded in the transcript with a grade of E (indicating exemption).

c. **Internal Articulation and Credit Transfer**
   i. The School may consider granting internal credit on a case-by-case basis when the content and standard of a subject and learning outcomes are identical with, or similar to, that of a prescribed subject for which credit is being sought.
   ii. A student must have obtained at least a passing grade in the subject submitted for credit transfer consideration.
   iii. In all such subjects, the grades for the credits granted will be included in the S P Jain transcript and will be considered for the purpose of calculating the cumulative grade point average (CGPA).
d. **Articulation agreements for specific credit arrangements with other institutions**
   i. While currently the School does not have any specific credit arrangement with other educational institutions, any such agreements proposed in future will need to be approved by the Academic Board.

6. **Credit Limits**
a. To be eligible for the award of the MBA degree at S P Jain, the number of credit units for which transfer of credit is granted must not exceed 20% of the total credit units prescribed for the course.
b. In case the Student is seeking a credit transfer from the MGB to MBA (Global) course, this will be no more that 33% of the total credit units prescribed for the course.
c. To be eligible for an award of degrees at S P Jain, the course-specific guidelines may specify a maximum number of units for which transfer of credit may be granted. This must not exceed 50% of the total credit units prescribed for the course.

7. **Time Limit for Credit transfers**

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

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

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

10. Approval of Credit

a. All applications for transfer of credit will be reviewed and approved by the Registrar in consultation with the Course Director (Dean) and Vice President - Administration, if required.
b. Credit through recognition of prior learning will be considered only if the Course Director (Dean), Vice President – Administration/Registrar are satisfied that:
   i. students granted such credit are not disadvantaged in achieving the expected learning outcomes for the course of study or qualification,
   ii. the learning outcomes demonstrated through prior learning are broadly equivalent to the learning outcomes at the appropriate discipline and qualification level of the units for which credit is being awarded, and
   iii. the integrity of S P Jain's higher education qualifications is maintained.
c. The Registrar, Vice President - Administration and Course Director (Dean) may seek the assistance of the Area Heads or Faculty of specialised business area(s) relevant to the subjects for which credit transfer is sought.
d. Mapping of each course will be undertaken including the unit learning outcomes, the subject materials and the assessment of each course to establish whether credit can be awarded.

11. Record of Decision and Acceptance

a. All applicants will receive written notification of the outcomes of credit applications within 21 working days from the date of receipt.
b. A written acceptance by the student will be required for instances where a credit recognition is granted.
c. All credit decisions and written acceptances will be recorded and School   and retained for at least two years after the student ceases to be an accepted student.
d. If the granting of credit reduces an international (overseas) student's course length, then the assigned staff on Admissions Office must:
   i. inform the student of the reduced course duration following granting of credit ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course
   ii. report any change in course duration in PRISMS if course credit is granted after the overseas student's visa is granted.

12. Appeals
a. Applicants who are dissatisfied with an administrative decision pertaining to a credit transfer request may lodge an appeal against that decision pursuant to the School's 'Student Grievance and Mediation Policy and Procedures'.

13. Course Level Guidelines

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

Related Documents

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

	Provider Transfer Policy and Processes
Document Type	Policy and Processes
Administering Entity	Vice President – Administration, Registrar, Course Managers, Director - Admissions
Latest Approval/ Amendment Date	September 24, 2020
Last Approval/ Amendment Date	May 29, 2019
Approval Authority	Board of Directors
Indicative Time of Review	September 23, 2022

1. Scope

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

2. Purpose

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

3. Transferring from S P Jain to another Provider

International students studying at S P Jain in Australia on a student visa are required to complete the first six months of study at the School before transferring to another registered provider. A student's current visa may be impacted if they transfer from S P Jain to another registered provider, and they should be advised to contact or seek information from Australian Government's Department of Home Affairs website for clarification.

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

a. Transfer before the first six months is complete

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

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

    ii.   Government-sponsored students

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

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

- they failed to read or understand the S P Jain Offer, Tuition Fee and Refund Policies.
- if a student visa was granted, they failed to enrol at S P Jain before the enrolment deadline. In this situation, they should apply to defer their offer from S P Jain
- they are planning to transfer to a standalone ELICOS program
- there is strong evidence that they have not genuinely engaged in study
- a student requires or has access to particular support services at S P Jain that will not be delivered by the new registered provider or accessible to the student following the transfer
- there are upaid course fees for the current study period
- S P Jain finds that their supporting documents are fraudulent.

    iv.   Transfer process :

- Students must request a transfer in writing to the School's Registrar.
- S P Jain will acknowledge the request within 5 working days assuming that the request is not within the restricted 6-month period.
- S P Jain's Course Manager or a staff assigned by Resitrar's Office for this instance will meet with the student to discuss and assess their request.
- S P Jain will provide a student with a written response within 14 days from the receipt of the request for release.

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- If approved, S P Jain will record the release in PRISMS. The student will also be advised to contact the Department of Home Affairs to seek advice about whether a new student visa is required.
- Records of interviews and correspondence will be documented in the student's file and relevant information entered into PRISMS.
- All due and outstanding tution and non-tution fees must be paid.
- Where the student is close to completion of a subject or near the end of term, S P Jain will advise the student to complete the term, including relevant examinations.
- If the student is struggling with their academic work, S P Jain will provide additional support as part of an intervention strategy.
- S P Jain will provide relevant information on the refund of fees.
- S P Jain cannot release a student unless a letter is provided from another registered provider confirming that a valid enrolment offer has been made.
- Records of interviews and correspondence must be placed in the student's file

v. Where S P Jain approves the request, the release will be recorded in PRISMS as detailed in the Certficate of Entitlement (CoE) Issuance and Maintainance Policy and the student will be required to apply for a refund in line with the School's policies for student refunds.

vi. If S P does not grant a release, the student will be advised of the reasons for refusing the request and his or her right to access the complaints and appeal process. S P Jain will not finalise the refusal in PRISMS until the student has been given an opportunity to access the complaints and appeals process, the student withdraws from the process, or if the process finds in favour of S P Jain.

b. *Transfer after six months of principal course is complete*
   i. S P Jain cannot prevent an international student from transferring to another provider after he/she has completed six months of their principal course with the School in Australia.
   ii. Transfer process :
   - Students must request a transfer in writing to the School's Registrar.
   - S P Jain will acknowledge the request within 5 working days assuming that the request is not within the restricted 6-month period.
   - S P Jain Course Manager or a staff assigned by Registrar's Office for this instance will meet with the student to discuss and assess their request.
   - S P Jain will provide a student with a written response within 14 days from the receipt of the request for release.
   - If approved, S P Jain will record the release in PRISMS. The student will also be advised to contact the Department of Home Affairs to seek advice about whether a new student visa is required.
   - Records of interviews and correspondence will be documented in the student's file and relevant information entered into PRISMS.
   - All due and outstanding tution and non-tution fees must be paid.

- Where the student is close to completion of a subject or near the end of term, S P Jain will advise the student to complete the term, including relevant examinations.
- If the student is struggling with their academic work, S P Jain will provide additional support as part of an intervention strategy.
- S P Jain will provide relevant information on the refund of fees.
- S P Jain cannot release a student unless a letter is provided from another registered provider confirming that a valid enrolment offer has been made.
- Records of interviews and correspondence must be placed in the student's file and relevant information entered into PRISMS.

c. Transferring to S P Jain from another Provider

i. S P Jain will not willingly enrol interational students studying onshore in Australia from another registered provider prior to the six-month requirement except under the following circumstances:
- The other registered provider has released the student and confirmation is received in writing
- The registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered or is no longer being offered
- A government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change
- The student is above 18 years of age

ii. Any request to transfer into the School must be in writing and may include S P Jain conducting an interview with the student. The School may then proceed to:
- ask permission to contact the institution concerned
- check the student's commencement date
- request that the student gets the principal provider to report the release, where the student is on a packaged offer.

iii. Where a release from the provider cannot be provided, S P Jain will check the status of the international student at the institution and enquire if exceptional circumstances exist such as:
- the original registered provider has ceased to be registered
- the course in which the student is enrolled has ceased to be registered
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

4. Appeals

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

Related Documents

a. Course Discontinuation Policy
b. Offer of Admission Letter/Student Letters of Offer and Acceptance/Student Agreement
c. International Student Refund Policy
d. Students at Risk Policy
e. Student Grievance and Mediation Policy and Procedures
f. Student Tuition Fee Protection Policy
g. PRISM and Certficate of Entitlement (CoE) Issuance, Suspension and Canclellation Policy

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

1. Purpose

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

2. Context

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

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

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

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

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

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

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

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

	Tuition Fee Protection Procedure
Document Type	Procedures and Controls
Administering Entity	President, Director – Finance , Chief Financial Officer, Regional Heads – Finance and Accounts
Latest Approval/ Amendment Date	May 01, 2019
Last Approval/ Amendment Date	August 09, 2018
Approval Authority	Board of Directors
Indicative time of Review	April 30, 2021
Responsibility for review	Board of Directors

1. Purpose

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

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

2. Context

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

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

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

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

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

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

b. Domestic (Australian) Student Fees
  i. Under the provisions of the Higher Education Support Act 2003 (HESA) and the associated Higher Education Provider Guidelines S P Jain is required to provide a tuition assurance arrangement for Australian citizens or holders of an Australian permanent humanitarian visa who are enrolled in higher education courses it offers. This requirement is to protect students in the event that S P Jain is unable to provide a course of study in which a student is enrolled.
  ii. S P Jain has met the tuition assurance requirements of the HESA and ESOS Acts through its current membership of the Council of Private Higher Education (COPHE) TDA Higher Education Tuition Assurance Scheme (for domestic students) and through the Commonwealth's Tuition Protection Service (for international students).
  iii. In the event that S P Jain ceases to provide a course of study in which a student is enrolled, the student is entitled to a choice of:
      1. An offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any student contribution or tuition

fee for any replacement units (this is known as the 'Course Assurance Option');
or

A refund of his or her upfront payments for any unit of study that the student commences but does not complete because S P Jain ceases to provide the course of study of which the unit forms part (this is known as the 'Student Contribution/Tuition Fee Repayment Option')

iv. Fee refunds will be made in accordance with the Domestic Students Refund Policy.

4. Disbursement of prepaid fees

a. Students studying in Sydney
i. **Undergraduate fees**
Any pre-paid fees for students commencing at the Sydney campus will be held in the prepaid fees account currently maintained with an authorised Australian bank.
ii. **Postgraduate fees**
The Sydney study period is always the 2nd term. When the fees are received, one third of the amount will be transferred to the prepaid fees account currently maintained with an authorised Australian bank. The fees will be held in this account until the student commences their studies at the Sydney Campus.

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

Related Documents
a. Course Discontinuation Policy
b. Refund Policy Domestic Students
c. Refund Policy International Students
d. Student Tuition Fee Protection Policy

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

1. Purpose

As a registered higher education provider, S P Jain School of Global Management (S P Jain) is committed to ensuring that all members of the S P Jain community enjoy and uphold an environment that is collegial, safe and respectful. S P Jain School is committed to the protection and promotion of a diverse and open community of students and staff. Students are a key part of the School and their well-being, active participation and success is vital to the mission of S P Jain.

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

2. Scope

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

3. Student Code of Conduct

a. Enrolment obligations
All students must:
  i. Keep the School updated if there is any change to enrolment and contact information;
  ii. Check their student email account and other modes of communication or notifications used by the School;
  iii. Pay their enrolment fees in accordance with the timelines set out in their Letter of Offer and Fee Statements;

iv. Abide by the laws of each jurisdiction in which the student is studying including complying with their VISA conditions in relation to enrolment in a course.;

v. Read, understand and comply with the School's policies and procedures;

vi. Carry their Student ID card with them at all times while on campus and produce it when required as proof of identity;

vii. Know the requirements of the course and progression rules and seek timely advice and assistance from School services, as required, to maximise successful progress.

b. Personal Behaviour

All students must:

i. Treat others with fairness, respect and courtesy and act in a manner that is not threatening, harassing or intimidating or likely to jeopardise the safety of others;

ii. Not use mobile phones, cameras, MP3 players and the like in lectures, classes, or formal learning and study spaces except with the consent of the lecturer, as part of the teaching content of the unit, or in emergency situations and then with the least disruption to other students and staff;

iii. Respect the privacy and confidentiality of others, particularly in situations of group work, electronic or other communications and in the use of personal information gathered as part of an academic piece of work or research;

iv. Not communicate using or distributing threatening, offensive or obscene language, images or information;

v. Maintain a smoke free and drug free environment;

vi. Respect the property, facilities and resources of the School and not wilfully cause damage.

c. Well-being and Safety

All students must:

i. Take every precaution, as reasonable and in control of the student, to avoid risks to personal safety and security;

ii. Avoid behaviours that threaten the well-being and safety of other members of the S P Jain community;

iii. Follow and comply with the School's policies that are designed to prevent, educate, manage and report safety and security measures including the Health and Wellbeing Policy, Staff and Student Sexual Assault and Sexual Harassment policies and procedures, and Critical Incident Policy;

iv. Take direction from staff in the event of an incident including evacuation or system security breach.

d. Academic Freedom and Integrity

All students must:

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

ii. Appropriately acknowledge, using academic referencing conventions, the use of the work of other authors or whose work has made an intellectual contribution to the contents of your work;

iii. Acknowledge shared ownership of ideas in group projects or assessment tasks;

iv. Undertake research in line with established ethical practices as set out in the School's Research Framework;

  v. Not engage or commission others to complete assessment tasks on your behalf and present work as your own;

  vi. Read, understand and comply with the School's Academic Integrity Policy and Research Ethics and Integrity Policy if engaged or undertaking research or HDR;

  vii. Respect academic freedom of both inquiry and expression provided such inquiry and expression does not contravene applicable State or Federal legislation (such as defamation and privacy laws).

e. Discrimination and Harassment

  All students must:

  i. Read and understand the School's commitment to promoting equity and diversity.

  ii. Not discriminate against any member of the S P Jain community, for example, on grounds including gender, age, marital status, sexual orientation, race, cultural background, religion, or political conviction;

  iii. Not sexually assault or harass any member of the S P Jain community. The School has a zero-tolerance approach to sexual harassment and assault and any incident considered sexual assault or harassment at any of the School's campuses will be dealt with according to procedures as set out in the Sexual Assault and Sexual Harassment Policy and in accordance with all local legislation;

4. Compliance with this Policy

a. Compliance with this policy forms part of each students' conditions of admission and enrolment. Where a student is aware of a breach of this policy, or suspects a breach, they must immediately report the breach to the School.

b. Disciplinary action may be taken against any student that breaches this or other policies of the School.

c. Breaches that relate to existing and relevant policies will be managed through the processes set out in those policies and procedures. All other disciplinary matters will be decided by the Vice President – Administration in consultation with the Registrar.

d. Any decision made by the School in relation to breaches of the policy are subject to appeal as set out in the Student Grievance and Mediation Policy and Procedures.

RELATED DOCUMENTS

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

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	Academic Integrity Policy and Procedures
Document Type	Policy and Procedures
Administering Entity	Examination Board, Vice President – Academic, Vice President - Administration, Registrar, Course Director/Deputy Course Director (Dean/Assistant Dean), Course Managers
Latest Approval/ Amendment Date	June 27, 2019
Last Approval/ Amendment Date	This policy (*Academic Integrity Policy and Procedures*) and *Student Misconduct Policy and Procedures* replaces the erstwhile *Student Misconduct and Plagiarism Policy* to segregate the oversight of academic and non-academic misconduct
Approval Authority	Academic Board
Indicative time of Review	June 26, 2021

1. Purpose and Score

a. As a registered higher education provider, S P Jain School of Global Management (S P Jain) is committed to upholding and protecting the academic integrity of its higher education operations by providing clear information to students and staff and implementing educative strategies.

b. This Policy promotes academic integrity; defines the actions that constitute a breach of academic integrity i.e. cheating and plagiarism; and, describes the School's processes for investigating and hearing allegations of cheating and plagiarism. It also describes the penalties that will apply, where allegations are proven.

c. This Policy applies to all students enrolled at the S P Jain.

2. Principles

a. S P Jain is committed to high academic standards and expects students to understand and respect principles of academic integrity.

b. All academic work submitted for assessment at S P Jain must be the independent work of the student.

c. S P Jain will take appropriate steps to detect plagiarism including the use of electronic plagiarism detection tools.

d. S P Jain provides students with information about what constitutes a breach of academic integrity and provides educative strategies to combat cheating and plagiarism.

e. S P Jain acknowledges that not all academic integrity breaches are the same and not all will result in the same outcomes or penalties.

f.   S P Jain will deal with cases of academic misconduct and plagiarism consistently and fairly. In responding to allegations of cheating and/or plagiarism, S P Jain will observe the following values of procedural fairness:

   i.   Students are presumed to be innocent unless they admit to academic misconduct, or evidence is found or observed of academic misconduct;

   ii.   Students will be given opportunity to respond to allegations of academic misconduct and will be entitled to bring support persons to any formal meeting;

   iii. A previous instance of academic misconduct will be taken into account in investigating an allegation, and the student has been provided with a formal warning or penalty; and

   iv.   When a student is determined to have committed academic misconduct, the determination and penalty will be recorded on the student's record.

3.   Plagiarism and other forms of academic misconduct

a.   Plagiarism occurs when the work of another is represented, intentionally or unintentionally, as one's own work, without appropriate acknowledgement of the author or the source. This category of academic misconduct includes but is not limited to the following:

   i.   Collusion – where a piece of work prepared by working closely with one or more individuals or in a group is represented as if it were the student's own, this includes:
   - Writing the piece of work together
   - Determining the method or approach to question and answers or completed assessment tasks
   - Sharing answers or giving access to questions and answers or completed assessment tasks

   ii.   Acquiring or commissioning a piece of work, which is not the student's own and representing it as if it were, by:
   - Purchasing a paper/essay from a commercial service, including internet sites, whether pre-written or specially prepared for the student concerned or
   - Submitting a paper written by another person, either a fellow student or a person who is not a student at S P Jain.[1]

b.   Other forms of academic misconduct include, but not limited to:

   i.   Submitting one piece of work for more than one assignment or for more than one class

   ii.   Helping or attempting to help another student to cheat including:
   - Doing work for another student
   - Designing or producing a project for another student
   - Providing answers during an exam, test or quiz including by mobile phone
   - Providing a student with an advance copy of a test
   - Leaving relevant materials behind at the exam site
   - Giving exams / other forms of assessments from outside the exam hall

   iii. Altering the outcome of results

   iv.   Acting dishonestly or improperly in assessment tasks and/or examinations

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

<ol type="i" start="5">
Cheating in examinations
Falsification of or distorting data
Attending classes or exams on behalf of someone else or asking someone to attend a class or take an exam instead of the enrolled student, and
Interfering with the work of others, such as sabotaging laboratory experiments, research or digital files, giving misleading information, or disrupting class activities.

4. Identification of breaches of academic integrity

a. Consideration of intent will be given to each allegation of academic misconduct, i.e. whether it was due to carelessness or was unintentional (minor breach) or whether it was an act of deliberate dishonesty or intentional (serious breach). Serious breaches will be dealt with formally by a well-trained investigative and decision-making committee.

b. If a person believes that academic misconduct has occurred, they must report the alleged breach of academic integrity to the relevant Course Director/Assistant Director (Dean/Assistant Dean).

5. Managing breaches of academic integrity

a. Students are provided with information on the above constituents of academic misconduct during orientation by academic staff including an overview of the e-learning system (Blackboard) and its detection mechanisms for plagiarism via SafeAssign software. Students will also receive training on the various components of what constitutes plagiarism as defined above in Section 3.

b. To emphasise the importance and gravity of any instances of academic misconduct or plagiarism, students must sign an "Academic Code of Conduct Pledge" during orientation and prior to each term and examination.

c. When a Course Director/Assistant Director (Dean/Assistant Dean)/Course Manager receives a report of alleged misconduct, they have 3 working days in which to make a preliminary investigation. The Course Director/Assistant Director (Dean/Assistant Dean must determine whether to handle the complaint in consultation with the Director of Examinations (DoE) (minor breach) or refer it to an ad hoc investigative committee (members to be decided by the Vice President – Academic, Chair- Examination Board, Vice President – Administration/the Registrar) depending on the gravity of the alleged misconduct (serious breach).

d. If the Course Director/ Assistant Director (Dean/Assistant Dean) and DoE determine to handle the case, the student/s involved must be advised in writing about the general nature of the complaint. The student will be provided with an opportunity to respond to the allegation in writing. The student will be required to meet with the Course Director/ Assistant Director (Dean/Assistant Dean) to discuss the case face to face. The penalty decision will be taken accordingly by the Course Director/Assistant Director (Dean/Assistant Dean) in consultation with DoE and communicated to student/s within 14 days. In exceptional circumstances and only with the concurrence of the Examination Board (EB) the investigation may be extended for a further finite period of time.

e. If the case is forwarded to an ad hoc committee, before the committee begins its inquiry, the student involved must be advised in writing within three working days about the general nature of the complaint. The student will be provided with an opportunity to formally respond to the allegation in writing. A decision on the allegation should normally

be conveyed to the student/s in writing within two weeks of the complaint being lodged. In exceptional circumstances and only with the concurrence of the Examination Board (EB) the investigation may be extended for a further finite period of time.

f. All staff and students will be informed about the de-identified outcomes of investigations into serious breaches of academic integrity by email.

g. Breaches of academic integrity will be monitored by the School.

5. Procedural fairness

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

6. Penalties

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

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

7. Appeals Process

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

b. As noted in the Student Grievance and Mediation Policy and Procedures:

    i. If the student is dissatisfied with the outcome of the mediation they may appeal the decision by requesting an external independent arbiter. The student must access the external independent arbitrator appointed by the Board of Directors within 30 days of receipt of the decision

    ii. external independent arbitrator arrangements identified by the School will be at no cost or at reasonable cost to students, and will be applied consistently, fairly and without reprisal. Any student who accesses the complaints and appeals process will maintain their enrolment until the case is resolved

Related Policies

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

	Bachelor of Artificial Intelligence (BAI), Attendance Policy - DRAFT
Document Type	Policy and Procedures
Administering Entity	Course Managers, Registrar
Latest Approval or Amendment Date	XXXXXXXX
Last Approval or Amendment Date	New Policy (not applicable)
Approval Authority	Academic Board
Indicative Time of Review	XXXXXXXX

1. Attendance expectations

a. A student's successful completion of a unit of study (subject) is significantly dependent upon regular class session attendance and attentiveness in class. Daily class attendance is therefore required of all students.

2. Attendance Monitoring

a. Student must be seated in the classrooms at least 5 minutes prior to the scheduled start time of the session. Latecomers will be considered absent for that session.

b. The student may not enter or exit the classroom, except with the specific consent of the instructor while a session is in progress.

c. Attendance may be monitored by manual check by the course manager, through an automated biometric attendance system and/ or by the unit of study instructor/s.

d. The BAI Course Manager will be responsible for maintaining individual attendance records for each student.

3. Absence form Class /class sessions

a. Absence in classes for a unit of study (subject) will lead to downgrading which in turn will affect the unit of study grades as below:

i) If a student is absent without approval for more than four class sessions in one 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-'.

ii) For each unexcused absence from class session thereafter (for the same unit of study) the student will be further downgraded by a letter notch for each unexcused absence.

iii) The students who have been downgraded due to attendance are not eligible for retest

4. Excused Absences

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. Decision on attendance and evaluations for such students will be taken by the Dean/Asst. Dean

5. Grievances

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

6. 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

	Processes and Guidelines for Plagiarism Control for all Soft Copy Submissions
Document Type	Guidelines and Processes
Administering Entity	Vice President – Academic, Vice President – Administration, Registrar, Director – Examinations, Course Offices and Academic Staff
Latest Approval/ Amendment Date	February 02, 2021
Last Approval/ Amendment Date	June 27, 2019
Approval Authority	Examination Board
Indicative time of Review	February 03, 2022

1. Purpose

a. As a registered higher education provider S P Jain School of Global Management (S P Jain) is committed to upholding and protecting the academic integrity of its higher education operations by providing clear information to students and staff and implementing educative strategies.

b. S P Jain will take appropriate steps to detect plagiarism including electronic plagiarism devices. S P Jain uses Turnitin, an integrated tool on Blackboard to detect plagiarism.

c. This guideline details the processes to be followed for all electronic submissions of course work assignment (including soft copy invigilated examination submissions) by students.

2. Scope

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

3. Definitions

a. Plagiarism occurs when the work of another is represented, intentionally or unintentionally, as one's own work, without appropriate acknowledgement of the author or the source. This category of academic misconduct includes but is not limited to the following:

  i. Collusion – where a piece of work prepared by working closely with one or more individuals or in a group is represented as if it were the student's own, this includes:
  - Writing the piece of work together
  - Determining the method or approach to question and answers or completed assessment tasks
  - Sharing answers or giving access to questions and answers or completed

assessment tasks

    ii. Acquiring or commissioning a piece of work, which is not the student's own and representing it as if it were, by:

- Purchasing a paper/essay from a commercial service, including internet sites, whether pre-written or specially prepared for the student concerned or
- Submitting a paper written by another person, either a fellow student or a person who is not a student at S P Jain.[2]

4. Electronic submissions

    a. Electronic assignment submissions include but are not limited to:

      i. Individual assignment

      ii. Group assignment

      iii. Invigilated exams soft copy answer script submissions

      iv. Dissertations and projects (including capstone and industry interface projects)

5. Process guidelines for electronic course work submissions

a. All electronic assignment submissions will need to be verified through the Turnitin plagiarism software and course offices are required to create assignment submissions links under Turnitin.

b. As Turnitin is unable to detect plagiarism case for submissions in Power Point and Excel spreadsheets, all Power Point and Excel spreadsheet submissions will need to be submitted in a PDF format and will be verified by Turnitin.

c. In the case of large dissertations and project submissions, subject to permission by faculty/project supervisor, students will be provided an opportunity to do a draft Turnitin submission prior to their final submission. Such draft submissions will not be updated into the Turnitin Global Databases.

d. Since the internet will not be available for the submission of invigilated examinations, the course coordinator will collate soft copy of examination papers from Blackboard and submit them to Turnitin.

e. The guideline detailed in 5d will also be followed for any exceptional cases of failure in direct assignment submissions by students.

f. After assignments have been processed through Turnitin, the faculty or designated course coordinator will analyse the percentages of matches and the text that matches existing/suspected sources to ensure that there are no cases of plagiarism as per the guidelines detailed in Appendix A, Section 4.

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

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g. If any suspected cases of plagiarism are identified these will be dealt as detailed in the Academic Integrity Policy and Procedures including providing the concerned student an opportunity to respond.

6. Procedures for electronic course work submissions

Please refer to the Appendix A for detailed procedures of submission on Turnitin.

Related Polices

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

Appendix A: Procedures for electronic course work submissions of Turnitin

1. **Creating automatic Turnitin Assignment submission links for student submissions on Blackboard**

   a. Course offices/faculty are required to create assignment submission links under Turnitin for all soft copy submissions as detailed in the guidelines.
   b. To create a Turnitin Assignment submission, link through option 'Turnitin Direct Assignment'.
      Select the below options:
      i. Click on File upload
      ii. Add the overall grade
      iii. Choose Standard Repository
      iv. Choose Check Journals and Publications
      v. Allow students to view the Turnitin originality reports on their submissions.
   c. Complete the Create Assignment page and click Submit.

2. **Manual Turnitin submissions by course offices for soft copy submissions of invigilated examinations or any exceptional cases**
   a. For the soft copy submissions of an invigilated examination after completion of the examination. The Program Coordinator is to collate all the submissions from Blackboard and submit to Turnitin Student wise.
   b. Submit Papers directly using the link
      i. Click on the tab where the link has been created
      ii. Click on View Assignment.
      iii. Click on Submit.
      iv. Choose the student name
      v. Enter a submission title: Student roll No.
      vi. Select Choose File and browse for the file. Individual papers are accepted.
      vii. Click on Submit.

c. If the papers you are directly submitting include images, please note that the images must not exceed 2MB or the submission may fail.

d. All exceptional cases will also be submitted through the above procedures.

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

a. The designated Course Coordinator creates a No repository Assignment enabling Turnitin to check the 'Exclude Submissions' options. Students submit their pre-final 'draft' works, and these submissions are not included in the Institutional or Global Databases.

b. Students submit their final works on a different link without exclude submission options (Standard Repository), and submissions are then included in the Institutional or Global Databases.

4. **Guidelines for interpreting Turnitin scores**

a. Sentence matching scores represent the percentage probability that two phrases are the same. This number also reflects the probability that these two phrases are similar by chance. For example, a score of 90 percent means that there is a 90 percent probability that these two phrases are the same. There is a 10 percent probability that they are similar by chance and not because the submitted paper includes content from the existing source – whether appropriately attributed or not.

b. The overall Turnitin score indicates the probability that the submitted paper contains matches to existing sources. This score is a warning indicator only. Review papers to see if the matches are properly attributed.

c. Scores below 15 percent: these papers typically include some quotes and a few common phrases or blocks of text that match other documents. Typically, these papers do not require further analysis as there is no evidence of plagiarism.

d. Scores between 15 percent and 40 percent: These papers include extensive quoted or paraphrased material, or they include plagiarism. Review these papers to determine if the matching text is properly referenced.

e. Scores over 40 percent: A very high probability exists that text in these papers was copied from other sources. These papers include quoted or paraphrased texts in excess and need to be reviewed for plagiarism.

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

1. Purpose and Scope

a. As a higher education provider, S P Jain School of Global Management (S P Jain) is committed to upholding the reputation of its higher education operations and the quality of the student learning experience. S P Jain is committed to protecting its students from harmful, inappropriate, disruptive or distressing behaviour by other students and expects all its students to behave respectfully, appropriately and in line with S P Jain's values.

b. 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.

c. Academic misconduct or breaches of academic integrity are dealt with in the Academic Integrity Policy and Procedures.

d. This Policy applies to all students enrolled at the S P Jain School of Global Management.

2. Principles

a. S P Jain respects the rights of higher education students to study in an environment conducive to learning

b. S P Jain expects all higher education students regardless of mode of study or location to:

   i. to take responsibility for their own behaviour and ensure that all physical and online interactions with other students, staff or other people associated with the S P Jain community including guests or agents, are fair and respectful;

   ii. to respect S P Jain's property and equipment

   iii. to respect a diversity of opinions and promote academic freedom

    iv.   to recognise the responsibilities inherent in free expression and refrain from offensive behaviour;

c.   S P Jain respects students' right to confidential procedures and to privacy and will observe the following values of procedural fairness:

    i.   Students are presumed to be innocent unless they admit to misconduct, or evidence is found or observed of misconduct

    ii.   Students will be given opportunity to respond to allegations of misconduct and will be entitled to bring support persons to any formal meeting

    iii.   A previous instance of misconduct will be taken into account in investigating an allegation of misconduct only when it is similar in nature, and the student has been provided with a formal warning or penalty.

d.   When a student is determined to have committed misconduct, the determination and penalty will be recorded on the student's record.

3. Definition of non-academic misconduct

a.   S P Jain is committed to ensuring the wellbeing and safety of students and staff regardless of their mode of study and location.

b.   During orientation the Heads of Campus provides students with an overview of the Student Code of Conduct and what constitutes misconduct.

c.   Misconduct can be defined as occurring in both physical settings or online and can include:

- behaving or acting dishonestly
- behaving improperly or inappropriately in a class, meeting, or other activity in or under the control or supervision of the School, on School premises, or on any other premises to which the student has rightful access
- failing to comply with the provisions of a placement at another institution or business
- harassing or engaging in any other form of improper or discriminatory behaviour towards another student, officer or visitor
- harassing or interfering with other students or staff
- interfering with the freedom of others to pursue their studies, carry out their functions or participate freely in the life of the School
- knowingly making any false or misleading representation as a student of the School
- fraudulently altering or attempting to alter or destroying S P Jain documents or records
- misusing, stealing, destroying, damaging or causing loss or incurring a cost to a facility or to property of the School
- misusing computing or communications equipment
- mistreating or destroying S P Jain property, or the property of other students or staff
- engage in defamatory behaviour
- discriminating against or vilifying others on the basis of race, ethnic or national origin, gender, marital status, sexual preference, disability, age, political conviction or religious belief
- refusing to identify oneself when asked lawfully to do so
- breaching the terms or conditions of a penalty imposed for misconduct

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- obstructing a representative of the School in the performance of their duties
- otherwise acting in an inappropriate manner.

d. Students are responsible for their own behaviour on or off campus which violates civil or criminal laws. Any legal action taken against a student is the student's own responsibility.

e. S P Jain is required to report all criminal acts to the police.

4. Investigation of allegations of misconduct

a. If a person believes that misconduct has occurred, they must report it to the Heads of Campus (HoCs) or department head.

b. When a HoC or department head receives a report of alleged misconduct, they have three working days in which to make a preliminary investigation.

c. All complaints received by department head must also be accelerated to the HoC. The HoC must decide in consultation with the concerned department head whether to dismiss the complaint or refer it to an ad hoc investigative committee (members to be decided by the HoC and department head).

d. Based on the severity of the complaint, if the HoC determines to handle the case, the student/s involved must be advised in writing about the general nature of the complaint. The student will be provided with an opportunity to formally respond to the allegation in writing. The penalty decision will be taken accordingly by the HoC and communicated to student/s within two weeks. In exceptional circumstances and only with the concurrence of the Vice President - Administration, the investigation may be extended for a further finite period of time.

e. If the case in forwarded to an ad hoc committee, before the committee begins its inquiry, the student involved must be advised in writing within three working days about the general nature of the complaint. The student will be provided with an opportunity to formally respond to the allegation in writing. A decision on the allegation must be conveyed to the student in writing within 2 weeks of the complaint being lodged. In exceptional circumstances and only with the concurrence of the President, the investigation may be extended for a further finite period of time.

5. Procedural fairness

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

6. Penalties

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

vi. expulsion

7. Appeals Process

a. All decisions made by the School in relation to student misconduct issues can be appealed through the processes set out under non- academic grievances in Student Grievance and Mediation Policy and Procedures.
b. As noted in the Student Grievance and Mediation Policy and Procedures:
   i. If the student is dissatisfied with the outcome of the mediation, they may appeal the decision by requesting an external independent arbiter. The student must access the external independent arbitrator appointed by the Board of Directors within 30 days of receipt of the decision
   ii. Any external independent arbitrator arrangements identified by the School will be at no cost or at reasonable cost to students, and will be applied consistently, fairly and without reprisal. Any student who accesses the complaints and appeals process will maintain their enrolment until the case is resolved.

Related Policies

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

	Student Grievance and Mediation Policy and Procedures
Document Type	Policy and Procedures
Administering Entity	President, Vice President – Academic, Vice President – Administration, Registrar, Director – Examinations, Course Directors (Deans) and Heads of Campuses (HoCs)
Latest Approval/ Amendment Date	September 24, 2020
Last Approval/ Amendment Date	August 12, 2020
Approval Authority	Board of Directors (in consultation with the Academic Board)
Indicative time of Review	September 23, 2022

1. Purpose

a. Students or persons seeking to enrol in a course of study (prospective students) with S P Jain School of Global Management (S P Jain) are entitled to access the grievance procedure as set out by S P Jain, regardless of the location of the campus at which the grievance has arisen, the students' place of residence, or the mode in which they study.

b. Students and prospective students are entitled to access the grievance procedure as set out by S P Jain for actions of the School's staff or agents and other legal, formal and publicly established associations with other parties.

c. S P Jain recognises the rights of students or those seeking to enrol in a course of study at the School to have unhindered access to mediation. This means they have the right to report problems, concerns or grievances regarding any aspect of their education or other activities, which are within the control of S P Jain.

d. S P Jain recognises mediation as an official avenue for resolving grievances in accordance with published and accountable procedures as set out in this Student Grievance and Mediation Policy and Procedures.

2. Scope

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

3. Definitions

a. A grievance is a complaint or conflict which arises out of an act, decision or omission which the grievant considers to be unjust, wrongful or discriminatory and which is within the control of the School.

b. Mediation is a process by which the participants in a dispute, together with the assistance of a neutral person, systematically isolate disputed issues in order to develop options,

consider alternatives, and reach a consensual settlement that will accommodate their needs.

c. Academic grievance may include issues relating to, but not limited to:
   i. Selection and Admission
   ii. Actions of/ experience with agents and other legal, formal and publicly established associations with any other parties
   iii. Content and delivery of subjects in a course
   iv. Recognition of Prior Learning (RPL)
   v. Advanced Standing
   vi. Assessments (for example assignments, tests, examinations)
   vii. Special Consideration
   viii. Intention to report the student due to unsatisfactory course progress
   ix. Academic grades necessary to maintain a scholarship
   x. Cancellation of enrolment
   xi. Additional matters relating to student transfers, reporting and suspension for overseas students in Australia are covered under section 7.d
d. Non-academic grievance may include but not limited to issues relating to:
   i. Fee Payment
   ii. Scholarships
   iii. Suspension of Candidature
   iv. Cancellation of enrolment
   v. Refusal of the transfer request
   vi. Withdrawal without Penalty
   vii. Misconduct (other than plagiarism)
   viii. Sexual Assault and Sexual Harassment
   ix. Critical Incidents
   x. Harassment and Discrimination
   xi. Health and Well being
   xii. Facilities

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

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

6. Guidelines

a. Grievance Mediation

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

   i. Each complaint, grievance, appeal and its outcome are recorded in writing;

   ii. To the extent practicable, each complaint or grievance is confidential (outside the parties and to whom the complaint or grievance applies and the staff who are responsible for administering the process);

   iii. Students must complete the School's Complaints and Grievance Form available from Blackboard (Appendix 1) or Registrar's Office for prospective students. The form must set out in writing the nature of the complaint or grievance including all relevant supplementary information or documents;

   iv. Both parties to the complaint or grievance are entitled to appropriate access to any records related to the compliant or grievance;

   v. Each appeal is heard by an independent person or panel, and

   vi. Each appellant

      a. has an opportunity to formally present their case; and

      b. is given a written statement of the appeal outcomes, including a full explanation for the decision

b. The School is dedicated to the fair hearing and resolution of all grievances and will discuss with students and staff their familiarity with procedures for dealing with complaints, grievances and appeals.

c. The grievance policies and procedures will be presented at orientation for both staff and students and also detailed in the student handbooks. The Vice President – Administration, Registrar and relevant Course Director (Dean) is responsible for the training of academic and academic support staff in the application of the policy. Likewise, the Head of Campus is responsible for training administration staff in the application of the policy at their respective campuses.

7. Grievance Procedures

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

a. Informal stage (recommended where it is reasonable and appropriate):

   i. Identify and discuss the complaint or grievance with the other party

   ii. Discuss the best outcome to the complaint or grievance

   iii. Agree to act to resolve the complaint or grievance

   iv. This option is not encouraged for cases relating to sexual assault and harassment.

b. Stage One:

   i. If after talking to the person, the complaint or grievance remains unresolved the student will need to lodge formal grievance or complaint using the " Grievance and Complaints Form (Appendix 1)

   ii. Enrolled and prospective students will submit grievances or complaints to the Registrar's Office.

   iii. The date and time of receipt of the complaint should be recorded.

   iv. Stage 1 academic grievances will be mediated by the Vice President – Administration or his/her nominee.

   v. Stage 1 non-academic grievances will be mediated by the Registrar or his/her

nominee.

vi. The process will commence within 10 working days of lodgement of complaint

vii. The student will have the opportunity to formally present their case

viii. Both parties to the complaint or grievance may bring a support person who is a third party to these meetings

ix. The School will provide both parties to the complaint or grievance with a written statement advising of the complaint outcome, including the reasons for the decision within 10 working days of the commencement of the process

c. Stage Two: If the enrolled or prospective student is dissatisfied with the decision and:

i. If it is an academic matter, they may appeal to the Vice President – Academic within 10 working days of receipt of the decisions. The Vice President – Academic or his /her nominee has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing

ii. If it is a non-academic matter, they may appeal to the Vice President – Administration within 10 working days of receipt of the decisions. The Vice President – Administration or his/her nominee has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing.

iii. If necessary, the Vice President – Administration will keep the Vice President – Academic (for academic grievances) and the Registrar will keep the Vice President – Administration, (for non -academic grievances) informed of the grievance in writing.

d. Exceptions: Grievances of international (overseas) students during their period of study in the School's Sydney campus and relating to the following specific sub-sections of the National Code 2018 will be dealt as exceptional grievances and directly advanced to Stage 2 to the Vice President - Administration for his/her consideration for :

i. Refusal of the transfer request (Standard 7.5.2);

ii. Intention to report the student due to unsatisfactory course; progress (Standard 8.13.3), and

iii. Suspension or cancellation initiated by S P Jain (Standard 9.4.2).

8. Grievance Protocols

a. To ensure that assessment and investigation of grievances are conducted in a fair and transparent manner:

i. If the grievance is against an administrative or a support staff, then it will be forwarded directly to the Head of Campus;

ii. If the grievance is against a faculty, then it will be forwarded directly to the respective Course Director (Dean);

iii. If the grievance is against Course Director (Dean), then it will be forwarded directly to the Vice President – Academic;

iv. If a grievance is against the Registrar, then it will be forwarded directly to Vice President – Administration;

v. If the grievance is against a Head of Campus, then it will be forwarded directly to Vice President – Administration.

   If considered necessary, the Vice President – Academic or the Vice – President Administration will keep the Academic Board or the Board of Directors, as applicable

informed of the grievance in writing;

vi. If the grievance is against the Vice President – Academic or Vice President - Administration, it will be forwarded directly to the President.
If necessary, the President will keep the Chair of Board of Directors, or Chair of Academic Board as applicable informed of the grievance in writing;

vii. If the grievance is against the President, then this will be forwarded directly through the Director Secretariat to the Chairman, Board of Directors who will progress the matter further, if needed by constituting a grievance committee of at least 2 external members of the Board of Directors and the Chairman of the Academic Board / an external member of the Academic Board nominated by the Chairman of the Academic Board, and

viii. If the School needs to rectify its own policy and procedures, the School must act immediately and document any changes to policies and procedures. This will be dealt with by the appropriate committee on a case to case basis and any changes will be implemented as soon as possible.

b. Details of the grievance process and resolution for each grievance must be documented, and copies given to all parties involved.

9. Further Appeals and Mediation Process

a. All attempts should be made to resolve a grievance in a manner acceptable to all parties in order to reach a mutually satisfactory resolution. Details of the process and resolution must be documented, and copies given to all parties involved. A complete file of the complaint will be kept confidentially, and the steps taken to resolve the matter must be retained by S P Jain in Registar's Office for a minimum of 15 years after action has been completed and then destroyed.

b. If the enrolled or prospective student is still dissatisfied with the outcome of the grievance mediation after Stage 2, they may appeal the decision by through Director Secretariat requesting an external independent arbiter. The student must access the external independent arbitrator appointed by the Board of Directors within 30 days of receipt of the decision.

c. Any external independent arbitrator arrangements identified by the School will be at no cost or at reasonable cost of no more than AUD 100/- to students, and will be applied consistently, fairly and without reprisal.

d. Any student who accesses the complaints and appeals process will maintain their enrolment until the case is resolved.

10. Other External Appeal Avenues and Processes at Campuses

a. Students also have the options accessing external appeal avenues and processes where available at each campus as detailed below.

b. **Sydney Campus**
Domestic and international students can access information about the external appeal avenues and processes available in Australia through the website links:
https://www.studyassist.gov.au/support-while-you-study/higher-education-student-complaints
http://www.study.sydney/portuguese/student-welfare/legal-advice

c. Singapore Campus

Domestic and international students can access information about the external appeal avenues and processes available in Singapore through the website link: https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html

d. Dubai (UAE) and Mumbai (India) Campuses

Currently there are no external appeal avenues and processes available in these campus locations.

11. Grievance and Appeal Decisions

a. Students are given the opportunity to continue with their studies, during the complaint and appeal processes till final decision is reached, except in instances as detailed in 11b.

b. In instances of suspension or cancellation of the student's enrolment will take effect only after the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

c. If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, the School will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action.

Related Documents

a. Complaints and Grievance Form (Appendix 1)
b. Records Management Policy
c. Staff Code of Conduct Policy
d. Student Code of Conduct Policy
e. Student Sexual Assault and Sexual Harassment Policy
f. Deferral Policy
g. Student at Risk Policy
h. Student Progression, Exclusion and Course Completion Policy
i. Academic Integrity Policy and Procedures
j. Student Misconduct Policy and Procedures
k. International Student Refund Policy
l. Domestic Student Refund Policy
m. Provider Transfer Policy and Processes
n. Credit Transfer and Articulation Policy

Appendix 1: Complaints and Grievance Form

1. **Personal Details:**

   a) Name: _____

   b) Student ID: _____

   c) Enrolled Course: _____

   d) Campus: _____

   e) Date of Birth: _____

   f) Address: _____

   g) Current Student: *YES/NO*_____

   h) Academic Grievance/Non-Academic Grievance: *Please indicate*____

2. **Complaint and Grievance**

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

3. **Declaration**
I declare that the information provided by me is true and correct.
I have read and understood the information contained on this form and in the Student Grievance and Mediation Policy and Procedures.
Name (Print): _____
Signature: _____
Date: _____

4. **Internal Use:**

Received date: **Received by:** **Number of documents received:**

![S P Jain School of Global Management logo - DUBAI · MUMBAI · SINGAPORE · SYDNEY]	**Assessment Validation, Grading and Moderation Policy and Procedures**
Document Type	Policy and Procedures
Administering Entity	Examination Board
Latest Approval / Amendment Date	December 21, 2020 (Effective from January 01, 2021 and applicable to all new cohorts commencing from January 01 2021)
Last Approval Amendment Date	August 22, 2019
Approval Authority	Academic Board
Indicative Time of Review	December 20, 2022

1. Purpose

a. S P Jain School of Global Management (S P Jain) is committed to effective assessment validation and moderation as an integral part of its assessment procedures.

b. The School has designed its procedures to ensure common interpretation of Threshold Standards 2015 in relation to student performance across all campuses.

c. S P Jain moderates the design of assessments and students' performance internally and externally to ensure the validity and reliability of its assessment practices and awarding of grades. Moderation is undertaken each term / semester as part of a continual improvement cycle.

d. The purpose of this Policy is to ensure that assessment tasks and marking is valid and reliable and that they ensure the quality of student learning outcomes.

2. Responsibilities

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

b. Campus Course Offices are responsible for:
   i. documenting and coordinating all assessments and assignments with the assigned faculty

ii.   obtaining two sets of mid-term and final assessments examination papers/assignments from faculty for each subject(unit) and forwarding the same to the Director - Examinations within the stipulated timelines.

iii.   working in close coordination with the Director - Examinations to manage invigilated mid-term and final examinations and their grading

c. Course Directors (Deans)/ the Area Heads are responsible for:

i.   ensuring pre-assessment validation of assessment briefs for all subjects for their respective course/s.

ii.   Reviewing results provided by each faculty, for an adequate spread of results such as to avoid any incongruent outcomes, in consultation with the Director - Examinations, if necessary.

d. Academic Staff are responsible for

i.   Managing and overseeing all ongoing individual and group assessments assignments in their subject/s

ii.   Generating a spread of results for each assessment item

iii.   Consulting on any incongruent assessment outcomes in the spread of results with the Course Director (Dean) / Director - Examinations and to take necessary corrective measures where required.

3. Principles of assessment

a. All subjects may include diagnostic, formative and summative assessment.

b. Assessments are designed to be:
i.   accessible to all students
ii.   accommodate diversity
iii.   appropriately weighted, and
iv.   framed in accordance with the level specifications set by the Australian Qualifications Framework (AQF).

c. Assessment tasks are constructively aligned to the subject and course content, expected subject and course learning outcomes, and graduate attributes.

d. Assessments are structured to promote and safeguard academic integrity regardless of the mode of delivery.

e. Where group work is graded, criteria are set to ensure that all students receive marks that accurately reflect their individual level of academic attainment.

f. Where applicable, the assessment schedule for all subjects may include early assessments and/or reviews that provide feedback on academic progress and identify students that need additional support.

g. Assessment sheets/rubrics are available to academic staff to ensure efficient, consistent and reliable corrections.

h. Students receive timely feedback for each assessment to assist them in achieving the specified learning outcomes. To ensure this occurs, S P Jain stipulates the following timeframes:

  i. Evaluated formative assessments scores are returned to students in class or electronically within two weeks of the due date wherever possible.
  ii. Late submissions, where permitted, are returned to students either in class or electronically within two weeks of receipt of the assessment task.
  iii. Students who have queries or seek additional feedback should approach their course coordinator / course manager immediately within 3 working days of the assessment scores being returned to students.
  iv. Results of mid- term and final examinations are communicated via Peoplesoft / Blackboard within three weeks wherever possible.

4. Validation of assessment design and moderation of assessment outcomes

a. S P Jain encourages its academic staff members to use a diverse range of assessments. Tasks may include, but are not limited to:

  i. Class participation
  ii. Case studies and role plays in either authentic or simulated environments
  iii. Individual and group assignments
  iv. Field work
  v. Student board room discussions and submission
  vi. Quizzes
  vii. Essays and discussion papers
  viii. Verbal and written presentations.
  ix. Capstone and research projects
  x. Integrated learning
  xi. Mid- term and end term examinations/assessments

b. S P Jain academic staff will monitor, assess/ co- assess and validate all Work Integrated Learning placements/ internships.

c. Validation and moderation methods may include:

   i. Validation of assessment briefs
   ii. Internal and external moderation of assessment tools and activities
   iii. An assessment review panel
   iv. An independent external validator
   v. Benchmarking against evidence from other external providers of subjects at the same AQF level.

d. Select subjects from each year of a course will undergo post assessment validation and moderation every year so that all subjects within a course undergo assessment validation and moderation over a three-year period.

5. Assessment Validation and Moderation Procedure

a. The Director - Examinations develops a schedule to determine which subjects will be chosen, the timing of assessment reviews, the types of validation and moderation methods, and the timetable for assessment validation and moderation. The schedule may include the use of any other external benchmarking resources available.

b. The assessment validation and moderation process will be implemented in two stages of pre-assessment and post assessment validation as detailed below in 5.c and 5.d

c. **Pre-assessment validation of assessment tasks**

   i. *Subject Outline Review and approval*

   - All subjects/units outlines developed by the academic staff will be reviewed and approved by the Course Directors (Deans) / Area Heads as applicable, to ensure that :
     o Assessment methods and tasks are mapped appropriately and cover all subject/unit learning outcomes
     o Assessment methods and tasks are consistent and gather sufficient evidence of achievement
     o Marking criteria and rubrics meet the subject and threshold learning outcome requirements.

   ii. *Validation of all Mid- term and Final examination paper /assessment*

   - All Mid -term and final assessments are reviewed to ensure
     o Validity of the questions posed
     o Weighting has been correctly applied
     o Appropriate variety of questioning techniques, and
     o Content being assessed links to subject and learning outcomes.
     o Questions are not repeated in previous question paper.

d. **Post-assessment moderation of assessment outcomes** prior to declaration of final results/grades

i. ***Review of* spread of results**

- The Course office will provide to the Director - Examinations Office the raw scores for each assessment item for a subject /unit.

- If the results appear to be incongruent with prior and/or expected trends, the Director - Examinations will consult the academic staff to review the interpretation of the marking criteria used.

- Post consultation, if in the opinion of the Director - Examinations, the results still require further review then DOE will consult the Course Director (Dean) and the Registrar.

- If post moderation and consultation as detailed above, any results continue to be incongruent with prior and/or expected trends then a report will be prepared by the Director - Examinations and provided to the Examination Board for its consideration. The report will include:

  o Details of assessment processes and tools used
  o Any feedback from academic staff and/or students about assessments
  o Samples of graded assessments by another academic staff for the same/similar subject

- The Examination Board will assess the report and determine whether further investigation and action required.

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

- A series of activities will be undertaken at random to verify the rigour of the assessment processes which include (but are not limited to):

  o Moderation at the margins (final results centred around the specific grade levels – a representative sample of assessments around these borderline grades will be reviewed)
  o Multiple markers in the same subject – the distribution of the marks awarded by the multiple markers is assessed (and if there are multiple questions in the assessment, then the marks for each question) to ascertain whether there are markers who might lie outside the average or general trend
  o Random sampling – review of a number of randomly-selected examples of all the assessment types for an entire subject.

o A review undertaken every year by an external reviewer in accordance with compliances and requirements of various statutory bodies. The report template includes, but is not limited to, comment on academic standards, standards of student performance, course structure and curriculum, the alignment of learning outcomes to the assessment types, teaching methods, assessment criteria and marking, grade distributions, and moderation and sampling methods.

e. The Director - Examinations will six monthly   report to the Examinations Board of the post assessment moderation and validation activities as in undertaken with details of
   o formal reports received
   o areas of improvement/gaps highlighted
   o related improvement activities plan, with   assigned responsibilities and completion dates
   o Update on actions undertaken from previous post assessment and moderation activities

6. Grading procedures

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

b. On receipt of the relevant marked assessments and examination scripts the Campus Course Offices will collate all the marks for all assessments for each subject and forward the collated raw marksheet to the Director - Examinations Office for grading.

c. Post moderation and validation, the Director - Examinations Office will submit the provisional grades to the Examination Board for approval.

d. On receipt of approval from the Examination Board, the Director - Examinations Office will upload the grades on Peoplesoft/BlackBoard for future reference of Campus Course Offices and Registrar's office.

e. The Director - Examinations Office in conjunction with the Registrar's office will provide final grades and term performance data to the Course Directors (Deans).

7. Grading systems

a. Grades awarded reflect the level of student attainment.

   i.   The Grade notations used at S P Jain are letter grades A, B, C, D, PC (Pass Conceded) and F letter grades.
   ii.   A-C are further divided in to 3 notches – e.g. letter grade A is further divided into 3 notches A+, A and A-.
   iii.   A letter grade of PC is awarded in exceptional cases for a performance below that normally required for a pass. It is granted for a subject (unit) when the overall performance is considered to warrant such a concession and allows progression to

another unit for which the former unit is a prerequisite. A PC grade for a subject unit may be awarded at the joint discretion and decision of the Course Director (Dean) and Registrar subject to a recommendation by the Director- Examinations.

    iv.   The letter grade F reflects non-achievement of subject learning outcomes.

b. At the beginning of each subject, lecturers provide a written explanation of grading procedures. In general, a weighted average total of all the evaluation components are generated at the end of each subject for every student. Then students are graded relatively on a bell curve using a weighted average, comparing performance against their peers in the subject.

c. Letter grades denote the following range of performance:

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

d. Letter grades denote the following levels of performance:

Letter Grade	Grade Point
A+	4.30
A	4.00
A-	3.70
B+	3.30
B	3.00
B-	2.70
C+	2.30
C	2.00
C-	1.70
D	1.00
PC	0.50
F	0

a. Additional letter grades apply in the following circumstances:

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

b. Both absolute and relative grading methods may be used as detailed in Section 8.a and 8.b respectively.

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c. The grading system is detailed in the course student handbook accessible to prospective students before they enrol in a course of study. It is also available to current students before they attempt assessment tasks.

d. All grades appear on academic records.

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

f. Subjects assessed on a pass/fail basis are not included in the CGPA.

g. Students who have not completed all requirements for a subject earn I (Incomplete) grade and may complete the respective subject later within the specified course completion period and earn appropriate credit

h. Students who withdraw from a subject for personal reasons are awarded a W (Withdrawn) grade. Subject to approval by the Registrar students with an W grade may complete the respective subject later within the specified course completion period and earn appropriate credit.

j. As detailed in the Credit Transfer and Articulation Policy, credit granted for recognition of learning achieved with other academic institutions will not be included in the S P Jain transcript and will not be considered for the purpose of calculating the cumulative grade point average (CGPA). Details of credit granted will be recorded in the transcript with a grade of E indicating exemption.

8. **Grading Methods**

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

   b. Relative Grading

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

   iv. **Part (A):**

   Steps to Compute 'A+' to 'F' grade (for batch size 20 and more students)
   Marks will be standardised based on the size of the enrolled student cohort. The following breakdowns apply to calculations for courses with relative grading:

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

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

Step 2 : All students who have not secured a threshold minimum of 40 percent in the end term examination AND those who do not secure an overall of 40 percent (composite score) will obtain an "F" Grade.

Step 3: Using subject-wise average and standard deviation, compute scores corresponding to 2 Standard deviation: Subject-wise Raw Average Score – 2* Subject-wise Standard Deviation.

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

Step 5 : Not withstanding condition for F grade allocation mentioned in Step 2 above, Students obtaining scores 2 and below 2 standard deviation score will be assigned 'F' grade. Students obtaining scores more than 2 standard deviation scores, but falling within the bottom 5% bracket, will be assigned 'D' grade.

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

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

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

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

Step 3: 'B' grade is taken as the mean.

c. Absolute Grading

i. All online subjects, DBA subjects, simulation subjects, student projects and DBA thesis will use the absolute grading scale as detailed below :

Score range	Letter grade
95–100	A+
90–94	A
85–89	A-
80–84	B+
75–79	B

70–74	B-
65–69	C+
60–64	C
50–59	C-
40–49	D
00–39	F

9. Re-tests

a. After the results and grades are declared on Blackboard / Peoplesoft and if permissible, students who have not met the rules for course progression may be given the opportunity to apply to the Director - Examinations Office to undertake a 're-test' (i.e. re-sit an examination or re-submit an assessment). When applying for a re-test, students must clearly state the reasons for the re-test.

b. There will be no retest for subjects not having an end term exam/ semester examination   e.g. Projects, Simulations, team-based activities etc. Students would need to redo the course or take the independent study (explained in point 11 and Appendix A) route to complete the course.

c. Students must pay the requisite fee for taking the retest, complete the Re-test Application Form and submit it to the Director - Examinations Office along-with the fee receipt.

d. The highest grade awarded at a re-test is a C+.

e. A re-test grade is considered final and it is included in the student's CGPA.

f. Re-tests take place on scheduled dates arranged by the Director - Examinations Office.

g. The Campus Course Office, under the oversight of the Director - Examinations, will manage all re-tests and their grading by relevant academic staff.

h. The Campus Course Office will provide re-test scores to the Director - Examinations Office which will submit the revised grade to Examination Board for approval.

i. Following approval by the Examination Board, the Director -Examinations will upload the grades on Peoplesoft / Blackboard for Campus Course Office and Registrar's office reference.

10. Re-evaluations

a. Students who are dissatisfied with their mid-term or final examination results may submit a Re-evaluation Request Form to the Director - Examinations.

b. There will be no re-evaluation for projects and simulations subjects.

c. The Director - Examinations will arrange for an independent assessor to re-assess the student's responses. An Independent Assessment template is provided to the independent assessor.

d. Examination scripts may only be re-evaluated once, and the results awarded upon revised assessment will be considered as final.

11. Independent Study

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

12. Appeals Process

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

13. Record Keeping

a. The Course Office keeps all assessments, examination papers and answer scripts.

b. The Director - Examinations also retains copies of all mid-term and final examination question papers for all courses.

c. Periodically, on completion of a course and as prescribed by the Registrar's Office, the full set of assessment and answers scripts for each intake will be transferred from the Campus Course Office to the Registrar's Office for centralised storage in accordance with the Records Management Policy.

Related documents
- Student Progression, Exclusion and Course Completion Policy
- Course Rules of Progression
- Credit Transfer and Articulation Policy
- Records Management Policy
- Students at Risk Policy
- Student Grievance and Mediation Policy and Procedures.

Acknowledgements

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

Appendix A
Guidelines for Independent Studies (IS)

a. If a student is unable to improve the grades or is unable to complete the subject successfully, such a student may give a further opportunity to do an independent study. at the discretion of the School, subject to a maximum of:
   - Two independent studies for MBA (Global), MGB and MAIB courses during the entire course of study.
   - A maximum of 1 independent study for MBA (Executive) course or Diploma in Business course
   - A maximum of four independent studies for BBA course
   - A maximum of three independent studies for BEC and BBC courses

b. No independent study is permitted for DBA coursework subjects.

c. A student who proposes to undertake an independent study for a subject must send a formal application to the Registrar's Office expressing intention to do so with an explanation for the request duly supported with documentation for the request.

d. On receipt of an application, the Registrar in consultation with the Course Director (Dean) will decide as to whether the student's request is a valid request and to approve or refuse the request.

e. For eligible students, the Dean will nominate a Faculty who will be the guide and mentor to the student.

f. The nominated Faculty will ensure the following:
   a. Fulfilment of contact hours
   b. Fulfilment of learning outcome
   c. Fulfilment of assessment type

g. Fulfilment of contact hours: The Faculty shall ensure that the contact hours are as prescribed in the course outline and that these are fulfilled by the combination of:
   a. personal contact with the student in chamber or electronically
   b. OR by a combination of personal contact and regular attendance in the library with in/out attestation by the librarian to authenticate the hours spent studying/researching the subject. The library hours may be documented through a log book maintained by the student.
   c. Assignment of tutorials through Academic Managers.

h. Fulfilment of learning outcome: It is of utmost importance that the nominated faculty ensures that the learning outcomes of the subject are not diluted. Towards this objective the faculty shall ensure:
   a. Matching of learning outcome with assessment type prescribed in the course outline
   b. Matching of learning outcome with weightage of marks allocated for the assessment type
      i. Fulfilment of assessment type, particularly final examination:

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

j. Besides the above the faculty will also ensure that the student has acquired adequate knowledge and skills as stated in the course outline for the concerned subject. This can be ensured through prescribed textbooks and reading materials. This can also be ensured through assignments, quizzes, tests, etc.

k. The final exam paper set by the faculty shall be vetted as per the procedure laid for normal question papers administered to all students in the normal course.

l. The exam shall be independently invigilated by Academic Managers/Course Coordinators.

m. The faculty would be required to evaluate the paper and send the statement of marks covering the marks secured in the final examination, tests, quizzes, individual assignments, etc. This should be in line with the assessment type mentioned in the course outline.

n. The faculty would also be required to send a declaration through the Dean to the Director - Examination that all the requirements of the contact hours and the learning outcomes match the assessment type and weightage prescribed in the course outline have been complied with. The declaration needs to be attested to by the Dean.

o. The statement of marks and declaration by the faculty would be sent to the Course coordinators who in turn would forward the same to the Director - Examinations with a request to put forth the same to the Examination Board.

p. On reviewing the papers received, the Director - Examinations would put forth the same to the Examination Board.

q. The Examination Board would follow the usual procedure of grading the student and declaring the results.

r. The minutes of the Examination Board would be the place before the Academic Board for a final approval.

s. If the examination is a second attempt for the student, the highest grade that would be awarded would be a C+.

S P Jain School of Global Management DUBAI · MUMBAI · SINGAPORE · SYDNEY	**Student Progression, Exclusion and Course Completion Policy**
Document Type	Policy
Administering Entity	Registrar, Assistant Registrars, Course Directors/Deputy Directors (Deans/ Assistant Deans)
Latest **Approval** or Amendment Date	September 24, 2020
Last Approval or Amendment Date	New Policy
Approval Authority	Academic Board
Indicative Time of Review	September 23, 2022

1. **Purpose and Scope**
a. This Policy provides the broad framework for the rules of progression and course completion requirements for all the accredited degree courses offered by S P Jain School of Global Management (S P Jain).

2. **Guiding Principles**
a. This policy is consistent with the Higher Education Standards Framework (Threshold Standards) 2015, Education Services for Overseas Students (ESOS Act 2000), Education Services for Overseas Students Regulations 2019 (ESOS Regulations 2019) and National Code 2018.
b. The Policy will be applied fairly and consistently so that students will not be disadvantaged in achieving the expected learning outcomes for their course of study or qualification.
c. The objectives of the Policy are to provide broad guidelines so as to:
   i. ensure that students have the necessary academic progression at the end of each term/semester (study period) in their course of study;
   ii. enable identification of students at risk who are not able to progress satisfactorily to enable informed advice and timely referral to academic or other support, and
   iii. Inform students (in particular, international students) of the importance of achieving satisfactory course progression and the possible consequences of unsatisfactory course progress.

3. **Progression guidelines**
a. The progression guidelines at course level will specify for each term/semester the qualifying Grade/ Cumulative Grade Point Average (GPA/CGPA) and / or permitted maximum number of D grades and/or F grades which will enable a student to progress to the next term.
b. In instances where the results of the previous term have not been released the student will be allowed to progress to the next term on a conditional basis. Once the grades for

the previous term are declared, students who fail to meet the requirements for progression will be provided will opportunities to re-test in the subjects where they have obtained a grade lower than C. Students will need to meet the criteria for the previous term before they are permitted to continue to the next term.

   a. In instances where the student has not achieved the qualifying criteria for a term, the Course Director (Dean) of the course and the Registrar may jointly permit the student to progress to the next term on a probationary basis.
   b. The Registrar will issue letters and obtain student acceptance in all instances of probationary progress.
   c. Course Directors (Deans) will provide update in their reports to the Academic Board.
   d. Student performance will be monitored, and students considered to be 'at risk' of not progressing will be identified and supported as detailed in the Student at Risk Policy.
   e. In instances described in 3 b and 3 c above, the student must achieve the requirement for the specific term/semester for which they have been conditionally progressed prior to being permitted to progress to the next term/semester.
   f. For example, if a student is conditionally progressed from Semester 1 to Semester 2 then she /he must complete the qualifying criteria for Semester 1 during study period or holiday break of Semester 2, before he or she can progress to Semester 3.

4.   Unsatisfactory Course Progress Reporting

   a. It is noted that for international students studying in Australia, S P Jain is required by Australian regulations to systematically and closely monitor student course progress. International students whose progress is not assessed as satisfactory by the School, after implementing the foregoing at risk identification and remediation processes, will be reported to the Department of Education and the Department of Home Affairs through their Provider Registration and International Student Management System (PRISMS) as detailed in 4 c and 4 d .
   b. Such a report to the authorities can lead to cancellation of the student's visa, thereby invalidating the student's right to stay in Australia as also detailed in the PRISMS and CoE Issuance, Suspension and Cancellation Procedures.
   c. If the School assesses that the international student studying in Sydney as not meeting course progress requirements, it will give the international student a written notice as soon as practicable:
       i.   notifying the international student of the intention to report the overseas student for unsatisfactory course progress;
       ii. the reasons for the intention to report, and
       iii. advise the international student of his/her right to access the School's complaints and appeals process as detailed in the Student Grievance and Mediation Policy and Procedures, within 20 working days.
   d. The School will only report such unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:
       i.   the School's complaints processes have been completed and the decision or recommendation supports the School's decision, or

ii. the student has chosen not to access the internal complaints and appeals process within the 20 working days period, or

iii. the student has chosen not to access the external complaints and appeals process, or

iv. the student has withdrawn from the internal or external appeals processes by notifying the registered provider in writing.

5. **Cancellation or Suspension**
   a. A student's enrolment to the course may be cancelled or suspended including, but not limited to, on the basis of:
      i. non-academic student misconduct by the student as detailed in the Student Misconduct Policy and Procedures;
      ii. breach of academic integrity and academic misconduct as detailed in the Academic Integrity Policy and Procedures;
      iii. the student's failure to pay an amount he or she was required to pay to undertake or continue the course as stated in the student offer-acceptance letter agreement; and/or
      iv. a breach by an international student in Australia of the course progress requirements.
   b. Before initiating a suspension or cancellation of an international student enrolment the School will inform the student of that intention and the reasons for doing so, as also their right to appeal within 20 working days and through the internal complaints and appeals process as detailed in the Student Grievance and Mediation Policy and Procedures.
   c. The suspension or cancellation of the international student's enrolment will take effect only after the internal appeals process is completed, unless the international student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

8. **Completion Requirements**
   a. The completion requirements for each course will be specified with details as below:
      i. Required minimum cumulative grade point average (CGPA) at the end of last term / semester; and
      ii. Permitted maximum Ds and Fs in a term /semester and for the overall course duration; and
      iii.   Where applicable the requirements for successful completion of an internship (Work Integrated Learning).

7. **Support for Completion requirements**
a. Students will be provided with opportunities to clear their F grades including:
   i. Revaluation of their final exams
   ii. Retests
   iii. Independent Studies as per independent study guidelines detailed in the Assessment Validation, Grading and Moderation Policy and Procedures
   iv. Where possible re- enrolment in the unit of study

b.   If a student still fails to meet the graduate requirements through these various avenues,

then they are not eligible to graduate.

8. Deferrals

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

9. Appeals

a.   Students who are dissatisfied with any decisions may lodge an appeal against that decision pursuant to the School's 'Student Grievance and Mediation Policy and Procedures'.

Related Documents

a.   Student Grievance and Mediation Policy and Procedures
b.   Course Rules of Progressions and Degree Completion Requirements
c.   Students at Risk Policy
d.   Assessment Validation, Grading and Moderation Policy and Procedures
e.   Deferral Policy
f.   Student Misconduct Policy and Procedures
g.   Academic Integrity Policy and Procedures
h.   PRISMS and CoE Issuance, Suspension and Cancellation Procedures

	DRAFT - Bachelor of Artificial Intelligence (BAI) **Rules of Progression and Completion Policy**
Document Type	Policy and Procedures
Administering Entity	Dean – Undergraduate, Deputy Directors (Assistant Deans), Registrar, Director of Examinations
Latest **Approval** or Amendment Date	XXXXXXXXX
Last Approval or Amendment Date	XXXXXXXXX
Approval Authority	Academic Board
Indicative Time of Review	XXXXXXXXX

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

2. Progression:

a. To progress from one semester to the next semester a student must meet all the following conditions:

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

ii. in a semester a student should **not have received more than**:

- 1 F grade (3 credit points) and 1 D grade (3 credit points)
  - **OR** 2 D grades (6 credit points) and no F grade

iii. a student needs to successfully complete all the identified pre-requisites in a current semester which are required as prerequisites for subjects to be

undertaken by the student in the next semesters.

b. All students will be allowed to progress to the next semester on a conditional basis until the results of the previous semesters 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) and Registrar students will be allowed to progress to the next semester under probation.

e. In exceptional cases, where in the judgment of the faculty, the student has not satisfied all the specified requirements for the subject a student may be awarded an incomplete grade (I). Student/s who has been awarded an 'I' grade in a subject shall be deemed to be not eligible to be awarded the degree until all requirements for the subject have been completed by a specified time.

3. Degree Requirements

a. The period of candidature for a full-time student candidate shall be a minimum of 48 months (4 years) and maximum of 72 months (6 years).

b. To fulfil the requirements for the award of the Bachelor of Artificial Intelligence (BAI) degree:
   i. a student's cumulative grade point average (CGPA) at the end of Semester 8 (last study period) should be at least 2.0;
   ii. a student should **not have more** than 4 D grades (12 credits points), 2 PC grades (6 credit points) and no F grade

4. Grievances and 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".

5. 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

6. Related Documents

a. Deferral Policy

b. Student Progression, Exclusion and Course Completion Policy

c. Students at Risk Policy

d. Student Grievance and Mediation Policy and Procedures

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	Students at Risk Policy
Document Type	Policy
Administering Entity	Course Directors /Deputy Directors (Deans/Assistant Deans), Registrar, Student Counsellors, Course Managers
Latest **Approval** or Amendment Date	July 30, 2020
Last Approval or Amendment Date	August 22, 2019
Approval Authority	Academic Board
Indicative Time of Review	July 29, 2022

1. Purpose

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

2. Guiding Principles

a. S P Jain is committed to the provision of student support for all students.

b. As a higher education provider, S P Jain recognises the regulatory framework under the Tertiary Education Quality Standards Act (2011), Higher Education Standards Framework (Threshold Standards) 2015, the ESOS Framework and the National Code 2018.

c. The Rules of Progression for each course of study clearly outline the requirements to achieve satisfactory course progress for each unit, study period and the overall course and are informed to all students before they commence the course.

d. S P Jain will implement processes for early identification of personal or academic issues that have the potential to adversely affect their educational outcomes.

e. S P Jain supports students and also fosters independence by encouraging them to be responsible for their own learning.

f. S P Jain will implement processes to identify students needing additional support so that the intervention is respectful, timely, equitable, consistent and procedurally fair. Towards this, the School will:

   i. have in place strategies to identify students who require additional support to achieve their academic potential;

   ii. support the mental health and well-being of its student body through a range of educational and support initiatives;

   iii. undertake analysis of admission data or entry pathway to identify cohorts who may require additional support;

   iv. undertake cohort analysis of progression, completion and attrition rates to identify strategies supporting student success;

    v.   make available information about support services to staff and students; and

    vi.   encourage students with academic or personal support needs to access support from relevant internal and external support services.

3. Scope of the Policy

a.   The scope of the Policy applies to students in accredited courses at all AQF levels.

4. Duties

a.   Student obligations

Students are expected to:

    i.   seek and follow advice from the academic staff teaching them;

    ii.   meet attendance requirements for each unit of study;

    iii.   regularly access Blackboard, keep updated on the unit materials and submit ongoing assessments for each unit of study;

    iv.   achieve at least the minimum progression rate/minimum pass of subjects for each term/semester, including practical placement as defined by the course requirements;

    v.   make the School aware of any impediments to completing their academic requirements in a timely fashion;

    vi.   make contact as soon as possible with the course office should they receive any formal notifications regarding concerns for their progress, and

    vii.   not hesitate to seek relevant internal or external support/professional assistance where a psychological issue is having or is likely to have an impact upon their academic progress.

b.   School's academic team and Registrar office duties

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

    i.   identification of demographic information, English language proficiency, and levels of prior study through admission processes;

    ii.   provide information about student support and early intervention strategies through orientation programs;

    iii.   outline information about academic expectations, academic integrity, course requirements and conditions of completion to students prior to commencement;

    iv.   monitor, record and identify students who do not meet the attendance requirements (as detailed in each Course's Attendance Policy) or do not access the Blackboard regularly for each unit of study;

    v.   identify students at risk through early assessments;

    vi.   monitor term/semester progression and overall progress towards completion of degree;

    vii.   identify students who require additional English language support;

    viii.   identify students requiring academic support as detailed in 5a;

    ix.   implement remediation activities as detailed in 5b, and

    x.   Monitor allegations of misconduct.

5. Academic Support

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a. **Identification of students requiring academic support**
   i. For courses/units where prescribed class attendance is required for students, the rolls will be monitored by the relevant Course Manager. As an early intervention strategy, student/s failing to meet the attendance requirements (as detailed in the Attendance Policy for each Course) for any such individual units of study, or perceived by the Course Manager as having a low attendance record in general for the course, will be reported to the relevant Course Director/Deputy Director (Dean/Assistant Dean as appropriate), Registrar, assigned teaching staff and the Student Experience Manager for initiation of remediation and intervention as detailed in 5b.
   ii. As an additional early intervention strategy, the relevant Course Manager will monitor students' Blackboard (Learning Management System) access for each unit for the initial 5 sessions to identify any students who show low engagement with the unit learning material provided in Blackboard by the assigned teaching staff. Any students identified to have low Blackboard engagement will be reported to the relevant Course Director/Deputy Director (Dean/Assistant Dean as appropriate), Registrar, assigned teaching staff and the Student Experience Manager for initiation of remediation and intervention as detailed in 5b.
   iii. Early assessments by Session 4 or 5 , within a unit will be used to allow students to gauge their academic progress as also to identify students 'at risk' and enable these students to seek support as early as possible as also for remediation and intervention as detailed in 5b.
   iv. Students who do not meet the Rules of Progression for a term/semester for a course will be reported by the Registrar's office to the respective Director/Deputy Director (Dean /Assistant Dean) and will be put under academic probation.
   v. For any instances of students who are minors, the parents/legal guardians will also be kept updated.

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

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

    v.   Apart from the above, performance and to date progress of every student who is unable to meet the rules of progression at the end of each term/semester will be reviewed by the respective Director/Deputy Director (Dean /Assistant Dean) and Registrar and, where deemed fit, students will be progressed to next term under academic probation. Such students will be provided greater access to the appropriate faculty and administered a re-test exam offering them a second opportunity to improve their grades in subjects where their performance is below requirements.

    vi.   On occasions where students are still not able to achieve the required results and if considered appropriate by the relevant Director/Deputy Director (Dean /Assistant Dean) and Registrar, an opportunity to undertake independent study for the subject as detailed in the Assessment Validation, Grading and Moderation Policy and Procedures will be provided to the students.

The Course Directors (Deans) will provide periodic updates and analysis to the Academic Board on "students at risk " for each course and across each campus to enable oversight of academic risk and ensure academic quality across the School.

c.   It is noted that for international students studying in Australia, S P Jain is required by Australian regulations to systematically and closely monitor student course progress. International students whose progress is not assessed as satisfactory by the School, after implementing the foregoing at risk identification and remediation processes, will be reported to the Department of Education and the Department of Home Affairs through their Provider Registration and International Student Management System (PRISMS) as detailed in the Student Progression, Exclusion and Course Completion Policy.

6. Personal support

a. Identification and care of students requiring personal support

    i.   Staff and students are encouraged to be alert to inappropriate, intimidatory and aggressive behaviours by a student.

    ii.   For the purposes of this policy, a student may be identified as requiring personal support and intervention, where their psychological or medical welfare is reasonably considered to warrant some form of intervention by the School.

    iii.   In cases where a student is exhibiting possible signs of distress, how staff respond to the individual student will depend upon the nature and level of their distress. Staff should be aware of their own personal and professional limitations. Staff members are encouraged to consult with the Student Counsellor for advice about the appropriate management of any student.

    iv.   Where required the Student Counsellor will closely monitor the student and if needed, recommend external medical consultation. If needed, the Student Counsellor will also update the Head of Campus and Resident Housing Manager to enable closer monitoring of the student.

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

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7. Appeals and Grievances

a. Students can appeal an "at risk" decision in accordance with S P Jain's "Student Grievance and Mediation Policy and Procedures".

Related Documents

a. English Language Proficiency Policy
b. Rules of Progression for various accredited courses
c. Student Consultation Policy
d. Student Support Policy
e. Assessment Validation, Grading and Moderation Policy and Procedures
f. Student Grievance and Mediation Policy and Procedures
g. Attendance Policy for various accredited courses
h. Student Performance Data Policy and Procedures
i. Student Progression, Exclusion and Course Completion Policy

	Student Performance Data Policy and Procedures
Document Type	Policy and Procedures
Administering Entity	Vice President – Academic, Vice President – Administration, Course Directors (Deans), Registrar, Director – Examinations, Course Managers
Latest **Approval** or Amendment Date	September 05, 2019
Latest **Approval** or Amendment Date	August 23, 2018 (erstwhile Management for Student Performance and Data Policy)
Approval Authority	Board of Directors and endorsed by the Academic Board
Indicative Time of Review	September 04, 2021

1. Purpose

a. This document outlines the policy for the management of 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.

b. This Policy documents and formalises existing processes already in operation and to ensure continuation of these processes into the future.

c. S P Jain collects a range of data including information relating to student attendance, grades, student performance including progression, outcomes including completion, feedback including complaints and breaches of academic integrity.

d. S P Jain collects student data for the purposes of quality assurance and to ensure positive student outcomes. The monitoring of student data is used to inform the School's operations including admission requirements, assessment and curriculum.

e. 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, subject pass rates, semester/term progression and course completion and attrition. This information is used by a range of stakeholders, and in particular, by the Course Director (Dean) and the Academic Board.

1 Responsibilities

a. The Registrar has overall responsibility for ensuring that all record management requirements are met with regards to student performance data.

b. The Registrar and Director of Examinations (DoE) h a v e the joint responsibility to accurately report student performance data to various regulatory bodies across a

number of jurisdictions including TEQSA (Australia), the Department of Education and Training in Australia, CPE (Singapore), KHDA (UAE) and in relation to a number of legislative, regulatory and accreditation frameworks including the ESOS Framework for international students in Australia including reporting to the Department of Home Affairs in Australia as required.

c. The Registrar and DoE also have the joint responsibility of providing detailed performance data by student and summary statistics to the Course Directors (Deans) and for their reference and use.

d. The Course Directors (Deans) supported by the Registrar and DoE have the responsibility for using the student performance data for the management of academic at risk students, and to monitor their subject pass rates, semester/term progression and course completion for their respective courses and for providing analysis and recommendations about the data in regular reports to the Academic Board.

e. The student performance data collected through these procedures is used by the Course Directors (Deans), Academic Regulations and Course Development Committee (ARCDC) and the Academic Board to monitor key quality indicators such as course commencements, progression, grade distribution and completions, and to identify strategies to mitigate academic risk through more detailed cohort analysis.

f. Course Directors (Deans) use the student feedback data to provide an update to the Academic Board each quarter that includes data and analysis about student feedback on subjects, courses and campuses and recommendations for improvement.

g. The Learning, Teaching and Quality Assurance Committee arranges for external benchmarking of the key student performance data as detailed in the Benchmarking Policy and reports benchmarking findings to the Academic Board.

h. Reporting student performance data detailed in 2 e-g to the Board of Directors is facilitated by the Academic Board or at request of the Board by the Vice President – Academic and Vice President – Administration.

i. The Vice President - Administration reports on an annual basis details of all formal student grievances and Academic Integrity and other cases of misconduct to both the Academic Board and the Board of Directors

3. **Procedure Guidelines for Management of Student Performance Data**
   a. **Attendance**
      i. For courses/units where prescribed class attendance is required for students, the rolls are monitored by the relevant Course Manager.
      ii. Campus Course Managers report the list of students who fail to meet the attendance requirement, and therefore may be at risk, to the Course Directors/Deputy Directors (Dean/Assistant Dean).
      iii. Where required, these students are placed on an intervention strategy by the Course Directors/Deputy Directors (Dean /Assistant Dean) and their performance is monitored at regular intervals in line with the School's Student at Risk Policy and Procedure.
   b. **Release of Marks and Grades**
      I. The Course Directors (Deans) are provided updates of the final grades and semester/ term performance by the Office of the DoE and Office of the Registrar.
   c. **Performance monitoring**

I. Students' subject and semester/term performance is monitored at regular intervals as detailed in the Rules of Progression and Student at Risk Policy and Procedure for each course by the respective Course Directors (Deans).

d. Student Surveys and Feedback

I. As detailed in the Student and Staff Feedback Policy, a range of feedback mechanisms including surveys, focus groups, informal comments and other participatory activities are employed to obtain student feedback.

II. Student grievance data across all campuses is collated and maintained by the Registrar's office.

e. Academic Integrity

1. Campus, course and cohort wise academic integrity and misconduct cases register will be maintained by the Registrar's Office

Related documents

a. Academic Integrity Policy and Procedures
b. Benchmarking Policy
c. Course Rules of Progression
d. Student Grievance and Mediation Policy and Procedures
e. Student and Staff Feedback Policy
f. Students at Risk Policy

	Student Support Policy
Document Type	Policy
Administering Entity	President, Vice President – Administration, Vice President – Academic, Registrar, Deans/ Directors, Heads of Campuses (HOCs)
Latest Approval/ Amendment Date	May 01,2019
Last Approval/ Amendment Date	New Policy
Approval Authority	Board of Directors
Indicative time of Review	April 30, 2021

1. Purpose

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

2. Scope

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

3. Policy Principles

a. S P Jain is committed to the provision of timely and targeted student support for all students to enable a positive learning experience, the development of knowledge and skills including language skills, and to ensure personal well-being.

b. S P Jain recognises its obligations to provide a range of support student services as a registered higher education provider under the TEQSA Act (2011), and as a registered CRICOS provider of courses to international students under the ESOS Act (2000).

c. S P Jain supports students and also fosters independence by encouraging them to be responsible for their own learning.

d. S P Jain is committed to ensuring that all students, regardless of their educational background, entry pathway, mode or place of study have equivalent opportunities to successfully transition and progress in their course of study, and that the School has mechanisms and strategies to identify specific learning and support needs of all students.

e. S P Jain is committed to the ongoing resourcing and improvement of a range of support services that acknowledges the academic, personal, cultural, technical and language needs of all students enrolled at S P Jain.

4. Scope of Services

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

a. Orientation

    i. In the week preceding the commencement of classes, the Vice President – Administration, Registrar and Course Director (Dean's) Office organises several days of orientation and induction for all new students. These sessions build on information already provided to students as part of the offer process including student academic, library resources and access, IT services safety information about the campus, international student services, language and personal support services, locations and access.

    ii. Students are also provided with information that sets out student responsibilities and code of conduct including expectations of behavior, academic integrity, academic progress and attendance.

    iii. The Vice President – Administration, Registrar, Director (Dean), Heads of Campus and other personnel from various departments such as Course Office, Library, Facilities, IT, Student Counselor and Student Life also provide students an opportunity to seek assistance in learning more about S P Jain and its services and ask any questions about what to expect while studying at the School.

    iv. For students studying in multi-campus mode, a one-day campus orientation is held for all students new to the campus to familiarize students to the new facilities services, city and country information.

b. International Student Services

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

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

Learning Resources

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

    ii. The library aims to:

- Develop and deliver customer-focused services, support the achievement of learning and teaching objectives and the achievement of student learning outcomes
- Provide access to local and external learning resources for all users to support course delivery and academic scholarship

- Provide a wide-range of scholarly academic electronic library while maintaining appropriate print collections at each campus
- Widen and facilitate access to scholarly information for all students and staff at S P Jain
- Provide support through services of qualified librarians who are able to assist students with a range of learning resource services.

c. Information Technology Support

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

   ii. The Information Technology Centre provides a robust, reliable, and secure IT infrastructure and support services for the S P Jain student community. It recognises the privacy of students' files and communications, but also reserves the right to examine files and directories when necessary, especially when there is evidence of compromised security or prohibited activities to protect the integrity of the School and to ensure a positive student experience.

d. Counselling Support

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

   ii. In addition, and if required, the School contracts an external counsellor for any student needing additional services. Students needing the help of a counsellor should contact the office of the S P Jain Student Counsellor to make an appointment. In some situations, a member of the faculty or staff may recommend that a student consult a counsellor and, with the student's agreement, make necessary arrangements

e. Career Advice

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

f. Language Suppor

   i. The School's recruitment and admission processes are robust and are designed to ensure that all students have the necessary English language skills to progress

successfully through each course and communicate effectively with both students and staff during their studies at S P Jain.

    ii. In many undergraduate courses the School has integrated compulsory Business English Writing and Business Oral Communications in the core curriculum for most undergraduate courses. For postgraduate students, the School provides English language support workshops that available for all students.

    iii. The School also recognises that some students will require additional specific language support identified at admission and during the units/ workshops listed in 4.h.ii, and any additional English language support needs are identified with support measures designed in collaboration of the academic team and the Registrar's office.

g. Student Access to Academic Staff

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

    ii. Students need to seek prior appointments with the faculty for faculty hour meetings.

i. Identifying of Students 'At Risk'

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

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

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

j. Student Anti-Discrimination, Harassment and Equality

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

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5. Information to Students

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

Related Policies and Documents
a. Health and Wellbeing Policy
b. Student Code of Conduct Policy
c. English Language Proficiency Policy
d. Student Consultation Policy and Procedures
e. Student Equity, Diversity and Fair Treatment Policy
f. Student at Risk Policy
g. Rules of Progression Policy
h. Sexual Assault and Sexual Harassment Policy
i. Student Handbook
j. Campus Handbooks

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

1. **Purpose**

a. This policy sets out the S P Jain School of Global Management's (S P Jain) commitment to the provision of timely and equitable access for students seeking individual assistance with any aspect of their studies.

b. Any student seeking individual assistance, support or consultation, from teaching staff or academic members of the faculty, are able to access the appropriate and relevant staff member in a timely fashion to enable effective support, feedback and/or provision of information to assist student progression, well-being and academic success.

c. As a multi-city institution with a diverse student cohort, S P Jain recognises that students will at times, require personalised support, individualised feedback and greater levels of information as part of their studies. In this respect, this policy ensures a consistent approach to student consultation for all students regardless of mode of study, campus location or student demographics.

d. This policy aligns with the requirements for student access under Standard 3.2.5 of the Higher Education Standards Framework (2015).

e. S P Jain provides specific student support services for all students as outlined in the Student Support Policy and Students at Risk Policy.

2. **Scope**

This policy applies to all students enrolled in the School.

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

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

3. Definitions

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

a. during scheduled class-times to address any issue raised by students to the best of their ability

b. before or after class-time to address any issue raised by a student if time permits and suits both parties

c. outside of scheduled class-times via phone or email

d. by appointment in an prescribed allocation for student consultation during the teaching period and as communicated clearly to students at the start of the teaching period

e. by appointment as necessary and as mutually agreed by the teaching staff and the student concerned.

4. Guidelines

a. Student consultations may be requested by a student to discuss any relevant matter including but not limited to the following matters:

    i. clarification of subject requirements and progression

    ii. clarification of assessment requirements or marking guidelines

    iii. assistance in catching up on content from any lectures and/or tutorials they may have missed

    iv. advice on methods and strategies to complete assessment tasks

    v. seeking extension of assessment due dates including discussion of special consideration applications

    vi. feedback about assessment

    vii. issues with teaching methodologies

    viii. clarification of specific course content including referencing support

    ix. advice on seeking further student support

b. Staff are required to make themselves reasonably accessible to students seeking individual consultation during class-time, and must allocate at an average of 3 hours per week outside of class-time to cater for student consultation. If required, the Registrar's Office in consultation with the Vice President – Administration and Course Director (Dean) may stipulate longer consultation hours.

c. Where necessary, staff will refer students to specific internal support services or escalate any issue that the staff member is unable to resolve to their line manager.

d. Allocations for prescribed consultation times must be communicated to students prior to the commencement of the teaching period for the unit.

e. The School will ensure that all contracts and position descriptions for teaching staff will recognise time allocations required for student consultation.

Related Documents

a. Student Support Policy

b. Student at Risk Policy

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

1. Purpose

a. This Policy provides a framework for seeking and reporting feedback from academic staff and students on their perceptions of the quality of S P Jain School of Global Management's (S P Jain) operations.

b. Specifically, this Policy provides a framework for:
   i. monitoring and improving the quality of students' learning experiences
   ii. providing academic staff and students with the opportunity to participate in the improvement of subjects and courses, and
   iii. linking academic staff and student feedback to the development of improvement plans through S P Jain's quality assurance framework.

2. Scope

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

3. Responsibilities

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

4. Principles

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

5. Types of Feedback

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

a. Students are surveyed in relation to:
   i. Units(subject) – student feedback for each unit is taken twice as below:
      - Interim feedback at the end of three sessions to enable the faculty to address any early issues.
      - Final Feedback the end of delivery of each unit.
   ii. Term/Semester – Student feedback is obtained in each term/semester on both academic and non-academic matters.
   iii. Courses – Student feedback for each course is taken periodically during the course delivery and also at the end of the course delivery on both academic and non-academic matters.

b. Student feedback is also obtained via:
   i. periodic student 'town halls' with the Course Dean/ Assistant Dean (Course Director/Deputy Director) and attended by other key academic and administrative staff.
   ii. Student Council / student committee meetings with the Course Dean/ Assistant Dean (Course Director/Deputy Director).
   iii. Individual student meetings with the Course Dean/ Assistant Dean (Course Director/Deputy Director).

c. Finally, student feedback is sought from graduating students on their graduate destinations.

d. Written feedback is sought from academic staff for each unto they teach in relation to student preparedness and academic administration support.

6. Reporting Feedback

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

b. Reports are distributed to staff with responsibility for improving student experiences.

c. Students are informed of changes made to courses and subjects or to learning resources on the basis of feedback received.

7. Using Feedback

a. Course Managers in the Registrar's Office consolidate, summarise and disseminate survey feedback to:
   i. Vice President – Academic
   ii. Course Deans/ Assistant Deans (Course Directors/ Deputy Directors)
   iii. Area Heads
   iv. Vice President – Administration
   v. Registrar
   vi. Heads of Campus

b. Vice President – Academic, Vice President – Administration, Course Deans (Directors), Registrar, Area Heads and academic staff meet to review academic survey feedback and undertake improvement planning based on the feedback.

c. Vice President – Administration, Heads of Campus, Student experience managers and key administration staff meet to review non-academic survey feedback and undertake improvement planning based on the feedback.

d. Course Deans (Directors) submit a Dean's Report to the Academic Board each quarter that includes data and analysis about student feedback on subjects, courses and campuses and recommendations for improvement.

e. Specifically, student and staff feedback are used to:
   i. improve the delivery of courses and subjects through the development of annual improvement plans,
   ii. enhance course design and the connection of inter-related courses
   iii. motivate and support the scholarship of teaching
   iv. improve the provision of learning resources, facilities, equipment and services, and
   v. inform professional development programs.

	Academic Freedom and Free Intellectual Inquiry Policy
Document Type	Policy
Administering Entity	Academic Board
Latest Approval/ Amendment Date	May 29, 2019
Last Approval/Amendment Date	August 31,2017
Approval Authority	Board of Directors
Indicative time of Review	May 28, 2021

1. Purpose

This policy articulates S P Jain School of Global Management's (S P Jain) commitment to the protection and promotion of academic freedom and free intellectual inquiry within the School. As a registered higher education provider within the TEQSA Act (2011), S P Jain ensures an institutional environment in which freedom of intellectual inquiry is upheld and protected and that diversity of thought is fostered and encouraged. S P Jain ensures that all staff and students understand the responsibilities that accompany freedom of expression and inquiry with a higher education setting.

In doing so, S P Jain is committed to providing an academic environment that:
- preserves, defends and promotes the right to academic freedom for all staff and students without disadvantage;
- encourages, supports and fosters free intellectual inquiry in teaching and learning, scholarly activities and research across the School;
- observes the responsibilities that accompany academic freedom and free intellectual inquiry, including integrity, diversity and equity.

2. Scope

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.

3. Policy Principles

a. S P Jain ensures that all higher education courses engage with advanced knowledge and inquiry, which is student-focused, informed by current and relevant scholarship and research, and which promotes intellectual inquiry, critical thinking and creative reasoning.

b. S P Jain ensures that it has the appropriate resources including academic staffing profile and learning resources required to lead students in intellectual inquiry and scholarly activities suited to the discipline, level and expected outcomes of its higher education offerings.

c. S P Jain ensures that there are policies that promote and uphold the academic and research integrity and that all students and staff are providing ongoing information and educative opportunities to prevent misconduct and foster the application of high academic standards across the School.

d. S P Jain will provide students with a learning environment that motivates and supports positive and analytical discourse.

e. S P Jain shall endeavour to support a culture of open-minded research investigation and scholarship and wherever possible, to embed such personal development and scholarly activities as part of its learning and teaching activities.

f. S P Jain ensures that all academic staff and students have accessible information setting out rights and responsibilities when exercising academic freedom and free intellectual inquiry. This includes the right to exercise academic freedom of expression without disadvantage or less favourable treatment by the School as a result.

g. All discourse, commentary and activity in pursuit of free intellectual inquiry should be undertaken reasonably and in good faith and with an understanding of the responsibilities that accompany these rights.

4. Rights and Responsibilities when exercising academic freedom

a. The right to academic freedom and free intellectual inquiry come with responsibilities. All staff and students must therefore ensure that they approach all issues in a balanced, open, fair and academically rigorous manner in line with academic and research ethics where relevant, and the School's code of conduct for staff and students.

b. The right to free intellectual inquiry and academic freedom does not extend to staff expressing views on topics other than those within their sphere of academic expertise when identifying themselves as being staff members of the School. Accordingly, members of staff will not link or represent comments or opinions to the School when speaking, writing or otherwise communicating on matters not within the province of their academic expertise.

c. As scholars, academic staff must remember that their special position in the community imposes specific obligations. They should note that the public may judge their profession and their institution by their statements. Accordingly, they should at all times be accurate, exercise appropriate restraint, show respect for the opinions of others, and should make every effort to indicate that they are not speaking on behalf of S P Jain unless authorised to do so.

d. If a student or staff member acts in a manner clearly contrary to the principles articulated above, he or she may be in breach of the Codes of Conduct and may subject to disciplinary action. All decisions made can be appealed as set out in the Student Grievance and Mediation Policy and Procedures and Staff Grievance Policy and Procedures.

Related Documents
a. Staff Code of Conduct Policy
b. Staff Grievance and Complaints Policy and Procedures
c. Student Code of Conduct Policy
d. Student Grievance and Mediation Policy and Procedures

S P Jain School of Global Management DUBAI · MUMBAI · SINGAPORE · SYDNEY	**Library Resources Collection Development Policy**
Document Type	Policy
Administering Entity	Campus Librarians
Latest Approval/ Amendment Date	May 01, 2019
Last Approval/Amendment Date	August 09,2018
Approval Authority	Board of Directors
Indicative time of Review	April 30,2020

1. Purpose

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 endeavours. The policy ensures that the library develops and maintains a range of relevant, current and appropriate scholarly information to support staff and students. The policy is directly relevant to and supports the learning, teaching, research and scholarship endeavours of S P Jain School of Global Management (S P Jain).

2. Scope
The development of the School's library's learning resources collection is an inclusive program involving library and academic staff, as well as student users.

3. Policy Principles
a. The S P Jain libraries exist to support teaching and learning, academic endeavours and scholarship through the provision of appropriate learning resources, up-to-date and accurate information, and to provide services required by staff and students.
b. The libraries act as the most convenient point of access for the required materials and information. They actively seek to make library users aware of library resources and services, which are also made available electronically.
c. The libraries serve to provide and promote access to information resources that are integral to the scholarly endeavours of students, staff and researchers of the School.
d. The School's libraries aim to have primarily electronic and digital resources. This will be achieved by purchasing electronic versions of material in preference to print or hardcopy versions. Electronic materials are available through the library catalogue and via the library knowledge portal on Blackboard 24/7.
e. The School may supplement access to broader collections by entering into collaborative partnerships with other libraries, educational and professional organisations to add value to the library services.

4. Collection Development and Review Process

a. The S P Jain library collections support the teaching, learning, scholarship and research of staff and students, through careful selection and purchase of learning resources.

b. Since library materials and information come in a wide variety of formats, the library fulfils its mission by buying materials in both print and non-print form. Multimedia and learning tools such as DVDs, e-journals, online simulations, case studies and CDs are examples of other resources being purchased for the collection.

c. When selecting materials, the librarian considers the relevance to the School's programs, the learning outcomes of each course, the number of copies required to support the student cohort, the date of issue, the profile of the author, and whether the material is a seminal work and/or an emerging area of scholarship. The librarian will also consider:
   i. that materials are relevant, accessible and provided in a timely fashion
   ii. that materials represent diverse academic perspectives of pertinent topics and issues.
   iii. that materials are presented accurately, clearly, and in a readable manner.
   iv. Besides books, the library maintains an extensive collection of reference books, journals, magazines, DVDs, CDs, e-journals and electronic databases to meet the informational needs of the library patrons. The librarian will consider whether or not the material under consideration duplicates materials already in the library's collection.

d. The S P Jain Librarians support the research and scholarly activities of staff and students through subscriptions of online resources and databases such as EBSCO business source complete, ProQuest Business complete, Euromonitor, Thomson Reuters Eikon terminals as well as subscriptions to premier business news sources.

e. The decisions of purchasing and acquisitions are made according to the teaching and learning needs of the faculty members and in consultation with the library staff, to ensure that all students readily have access to electronic and or physical library and information resources required to achieve their learning outcomes for their courses for all modes of delivery and degree levels.

f. Major library resource acquisitions will be made through consultation with the Learning, Teaching and Quality Assurance Committee (a subcommittee of the Academic Board) and if significant resources or unplanned expenditure is required, approval by the Board of Directors will be required.

g. For each subject that is delivered, the Libraries hold copies of the prescribed and recommended texts.

h. Other than in exceptional circumstances, all book orders and journal subscriptions for resources required as working tools or professional reference by staff will be purchased by the library staff.

i. The libraries provide targeted services that are aligned to developing the research priorities of the School and to support researchers and their activities.

j. The Library accepts gifts of materials that fall within the scope of the resource collection development policy and are approved by the Library Manager. Materials are accepted on the condition that the Library manages what is held and what is not needed, and where items will be shelved. Only items which will develop the collection are added.

k. The Librarians give preference to electronic subscriptions which allow greater access of electronic resources from any location.

l. The library welcomes suggestions for the purchase of materials. Suggestions will be subject to the same standards of selection as other considered materials.

m. On regular intervals, librarians conduct and seek feedback from its users about its collections and their relevance to school curriculum. On the basis of feedback from users and following ongoing review and replacement of collections to ensure currency and quality, updates will be made to each collection.

n. Deselection of library materials is essential to ensure an active, academically useful library collection. Deselection provides quality control for the collection by elimination of outdated, inaccurate, and worn-out materials. Library staff is responsible for conducting ongoing evaluation and for maintaining the quality of the collection. As an overall principle, the library will retain a single, 'last copy' of all titles held. Superseded editions will generally be withdrawn unless they continue to provide valuable, relevant information.

o. This Policy is reviewed and revised annually in order to reflect the changing information environment and the changing needs of students and staff of the School. This includes the review, stock take and weeding of all library items.

Related Policies and Procedures
a. Library Collection Development Procedures

	Critical Incident Policy
Document Type	Policy
Administering Entity	President, Vice President – Administration, Heads of Campuses (HoCs)
Latest Approval/ Amendment Date	September 24, 2020
Last Approval/ Amendment Date	May 01, 2019
Approval Authority	Board of Directors
Indicative time of Review	September 23, 2022

1. Purpose

a. S P Jain School of Global Management (S P Jain) is committed to providing an environment that conforms to all legislative requirements in respect to providing an environment that is safe and has well-maintained physical and electronic resources and infrastructure.

b. The purpose of the policy is to provide guidance and direction for managing critical incidents that may occur and is applicable at all S P Jain campuses.

2. Overview

a. Protecting the health and safety of employees, students, visitors, and the environment is of primary concern and S P Jain takes an active role in identifying hazards before injuries and illnesses occur. An effective critical incident program benefits the S P Jain community by reducing illnesses and injuries, preventing property damage, and preserving the environment.

b. S P Jain will make every reasonable effort to promote, create, and maintain a safe and healthy environment through adherence to basic safety principles, sound management practices, and compliance with applicable federal, state, and local standards.

c. The critical policy also outlines the basic responsibilities for occupational and environmental health and safety concerns at S P Jain, stresses efforts to reduce accidents, ensures compliance with applicable health and safety regulations, and emphasizes S P Jain's commitment to a safe and healthy operation.

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

3. Definition of a critical incident

a. S P Jain's Critical Incident Policy lays out the procedures and actions to be taken in the event of a serious incident that involves S P Jain students, faculty, staff members and visitors. A critical incident is a traumatic event, or the threat of such which causes extreme stress, fear or injury and has the potential to affect the safety and well-being of S P Jain students, staff, faculty or visitors in a dangerous or tragic way. Critical incidents include, but are not limited to:

   i. Serious injury or death
   ii. Sexual assault, harassment or abuse
   iii. Violence or threats of violence
   iv. Robbery with threat of violence
   v. Sudden or unexpected death or suicide of a work colleague, student or faculty
   vi. Natural disasters
   vii. Hazards including fire, chemical exposure or structural collapse
   viii. Threat to IT systems including shut down of systems
   ix. Bomb threats
   x. High publicity violent crimes
   xi. Unable to contact international student/missing student
   xii. Drug or alcohol abuse
   xiii. Any incident that is charged with extreme emotion

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

a. All incidents are first reported to the Heads of Campuses or their nominee in the facilities team of respective campus, who is accessible at the time of the incident. If it is a member of the facilities team, she/he needs to escalate it to the Facilities Manager immediately.

b. The Heads of Campuses/Facilities Manager investigates the reported incident and extracts as many facts as possible to identify the staff/student/faculty/visitor involved.

c. On knowing what the incident is, and the persons involved, corrective steps need to be taken immediately by the Heads of Campuses. These could be:

   i. Seeking emergency assistance – Police, Ambulance, Fire Brigade as required
   ii. Notifying senior relevant staff as necessary to assist with managing the incident such as the Registrar, Manager – Information Technology, and facilities staff, Counsellors, PR and Media.
   iii. Notifying security contractors if the incident is related to on-campus activities.
   iv. Making immediate contact with the family member of the staff/faculty/student involved.
   v. Providing ongoing support to the individual and other affected people as required such as counselling, medical support, and academic support.
   vi. If required, making arrangements for the concerned individual to return home, or any other place, considered suitable.
   vii. Notification to TEQSA if required under Material Change Notification provisions, or if the incident represents a risk to the School's ongoing compliance under the TEQSA Act (2011) as a registered higher education provider.
   viii. Notifying the police and any other relevant Government agencies (like Commonwealth, state or territory agencies in Australia) as soon as practicable on

applicable critical incidents mentioned in Section 3 including missing students who are not able to be located with efforts made as in 4c.

    ix. Contact with the Department of Home Affairs (DHA) for all international students studying in Australia on a student visa that have been involved in or affected by a critical incident including missing student who are not able to be located as in 4c. viii.

    x. Contact with other regulatory or accreditation bodies as required.

    xi. Coordinating with consulate or embassies, as required.

    xii. Arranging for emergency travel/funds if required.

d. A critical incident log should be maintained throughout the event by the Heads of Campuses. This should include:

    i. Describing the incident, date, time and location

    ii. Actions taken to manage the incident

    iii. Persons involved, witnesses including full contact details.

    iv. Details of notification and liaison with government agencies or representatives contacted, including TEQSA (where a Material Change Notification was required) and the Department of Home Affairs (DHA) in relation international students studying onshore in Australia.

    v. After the event the Facilities Manager should provide a full report detailing the Critical Incident to the Head of Campus.

    vi. A debriefing meeting will be held with those involved in managing the incident to discuss the report and how the incident was managed. Further, the group may make recommendations on how to improve the response to the incident. The critical incident will be entered into a formal incident register and the file will be held for reference of any agencies/persons that may need to refer to the same. The Heads of Campuses are to ensure recommendations from the meeting are implemented.

    vii. The Vice President – Administration will ensure that the critical incident log and other analysis for all campuses are reported annually to the Board of Directors.

    viii. All documentation relating to critical incidents must be retained by the School for at least 2 years after the student ceases to be an accepted student for administrative and legislative purposes and for review in scheduled audit processes and as set out in the Record Management Policy.

5. Safety Policy

a. Part of the mission of the Facilities Department is to provide a safe environment for the students, faculty, staff, and visitors. The Heads of Campuses and Facilities Manager coordinate all safety functions at S P Jain. These objectives are achieved through inspections, environmental surveillance, training, hazardous chemical management, and plan reviews.

b. Efforts are channelled into several specialty areas including security, fire protection, occupational health and safety, asbestos management, environmental health, emergency planning and risk management.

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

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

7. **Inspections and Safety Audit**
a. To ensure that S P Jain's policy for a safe and healthy environment is carried out, the Facilities Manager conducts periodic inspections of all facilities at respective S P Jain campus. The goal is to reduce accidents and injuries by eliminating safety and health hazards and unsafe practices among employees by conducting annual inspections of all facilities. Staff and students can strengthen personal safety by regularly reporting of potential safety risks to the Facilities Manager/Heads of Campuses at any time.
b. Safety audits by external and appropriately qualified auditors of each campus will be conducted on a scheduled basis as recommended by the Risk Management and Audit Committee (RMAC) and approved by the Board of Directors in line with Occupational and Health Safety requirements or equivalent in each jurisdiction in which the School operates.
c. Each campus will undergo a comprehensive safety audit on a four-yearly basis or earlier as required. The RMAC is responsible for developing an Audit Schedule, developing the scope of each audit against the relevant Occupational Health and Safety Standards and associated legislation applicable to each campus (noting jurisdictional and legislative differences within each of the School's campuses)
d. Each safety audit will be reviewed by the Heads of Campuses, the RMAC and the Board of Directors. The outcome and ratings of the audit will be used to develop a rectification plan (if necessary, to address risk areas), an improvement plan (to mitigate risk) and/or changes to relevant policies or practices.
e. The RMAC will use the findings, outcomes and response of the audit to inform regular risk management processes and risk ratings as set out in the Risk Management Framework.

8. **Fire Safety**
a. **Fire Safety Plan**
   i. Each campus will have a Fire Safety Plan, based on the format recommended by the NSW Fire Brigade or the local Fire Safety authority, which provides instructions for identifying, monitoring and addressing fire safety issues.

b. Fire Suppression Equipment

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

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

c. Drills

i. Fire drills are carried out regularly under the guidance of the Facilities Manager.

d. Reports

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

9. Procedures to be followed in the event of student death

a. In the event of a death of an S P Jain student on campus or in School provided housing, the Head of Campus, must contact the local police and/or ambulance immediately and direct to the site.

b. The Head of Campus should advise the President, Vice President - Administration, the relevant Course Director (Dean) and the Director - Admissions of the incident immediately after notifying police. The following details should be provided:

i. student name;

ii. student number;

iii. course, campus and the duration the student attended the School;

iv. date of birth;

v. date of death (if known);

vi. cause of death (if known);

vii. detailed circumstances of death;

viii. name of next of kin; and

ix. contact address for next of kin.

c. The Head of Campus will identify repatriation and insurance information for international students.

d. Affected students and staff should receive counselling or other similar support as required.

e. The Head of Campus liaises with the next of kin and/or relevant embassy or consulate for handling of repatriation and insurance information.

f. A memorial service will be organised by S P Jain for fellow students, staff and family to attend.

g. The relevant Course Director (Dean) will check the student's course progression in case the student may be eligible for a posthumous award or for a refund of fees paid. The relevant Course Director (Dean) will then determine whether an application for a posthumous award should be lodged for consideration by the Academic Board.

h. If the deceased is an enrolled international student studying in Australia there are additional reporting requirements under the Education Services for Overseas Students Act 2000 (ESOS Act) as follows:

    i.   As soon as practical, the Head of Campus must advise the Australian Government, Department of Education and Training, TEQSA, the Department of Home Affairs (DHA), Education Provider Liaison Officer of the details and circumstances of death.

    ii.   PRISMS database should be updated ensuring that the Liaison Officer may prevent a letter being sent to the student's most recent recorded address thus minimising the possibility of further distress for the student's family.

    iii.   In the case of all other campuses, the Heads of Campuses must arrange to advise TEQSA and relevant Immigration Departments and government agencies as soon as practicable.

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

a.   In the event of the death of a staff on campus, the Head of Campus, must contact the local police and/or ambulance immediately and direct to the incident site.

b.   An Official from the School should direct against anyone entering or leaving the area or touching the victim or any property until the police arrive.

c.   The Head of Campus should advise the President, Vice President - Administration, campus HR and reporting manager of the incident immediately after notifying police. The following details must be provided by the HR staff:

    i.   Staff name;
    ii.   Staff code;
    iii.   Place of incident
    iv.   date of death (if known);
    v.   cause of death (if known);
    vi.   detailed circumstances of death;
    vii.   name of next of kin; and
    viii.   contact address for next of kin.

d.   The Head of Campus must:

    i.   liaise with the law enforcement agencies and the coroner's office, if appropriate, to arrange notification to the family of the deceased.

    ii.   act as the primary point of contact for the family of the deceased.

    iii.   draft and disseminate an announcement to the staff member's department and colleagues.

    iv.   liaise with the next of kin and/or relevant embassy or consulate for handling of repatriation distribute the completed Death of a Staff Member Incident Report

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

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

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

The following details must be provided:

    i.   Staff name;
    ii.   Staff code;

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

b. The Heads of Campuses must:
      i.   advise the campus Human Resources Office and reporting manager.
      ii.   coordinate all communication with the family.
      iii.   draft and disseminate an announcement to the staff member's department and colleagues.
c. A memorial service will be organised by campus Human Resources Office for staff, students, and family to attend.

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

Related Documents
a. Course Handbook
b. Health and Wellbeing Policy
c. Student and Staff Sexual Assault and Sexual Harassment Policy (SASH) Policy

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	Student Equity, Diversity and Fair Treatment Policy
Document Type	Policy
Administering Entity	Vice President – Administration, Heads of Campuses (HOCs), Registrar
Latest Approval/ Amendment Date	May 01, 2019
Last Approval/ Amendment Date	New Policy (replacing erstwile Student Anti-Discrimination, Harassment and Equality Policy)
Approval Authority	Board of Directors
Indicative time of Review	April 30, 2021

1. Purpose

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

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

2. Scope

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

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

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

3. Policy Principles

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

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

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

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

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

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

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

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

i. Equity and Diversity Groups
Diversity involves recognising the value of individual differences in educational settings. Diversity in this context for the School includes age, cultural background, disability, ethnicity, family responsibilities, gender, language, religious belief and sexual orientation. Diversity also refers to the other ways in which people are different, such as educational level, life experience, work experience, socio-economic background, personality and marital status.

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

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

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

iii. **Equal Opportunity, Harassment and Discrimination**
   Equal opportunity is about ensuring that everyone has equal access to, and opportunity to take part in, areas of public life such as education.
   The School is committed to taking all reasonable steps to prevent and eradicate unlawful discrimination, bullying and harassment against individuals in the learning environment.

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

v. **Domestic and Family Violence**
   The School aims to create a learning environment that allows students to safely seek support to address issues arising from direct and indirect domestic and family violence. The School recognises that some students may face situations of domestic and family violence that may have an impact on their attendance and ability to learn.

4. **Rights and Responsibilities**

All students should:

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

Breach of this Policy

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

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

5.   Procedures

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

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

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

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

S P Jain may approve admissions schemes for purposes such as:
a.   encouraging and assisting indigenous Australian students to enroll into studies or
b.   providing access to the educationally or socially disadvantaged, or
c.   addressing the under-representation of designated groups.

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

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

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

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

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

6. Complaint handling procedure

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

7. Questions

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

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

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

a. Age Discrimination Act 2004
b. Anti-Discrimination Act 1991
c. Australian Human Rights Commission Act 1986
d. Disability Discrimination Act 1992
e. Disability Standards for Education (2005)
f. Equal Opportunities (Commonwealth Authorities) Act 1987
g. Fair Work Act 2009
h. Higher Education Standards Framework (2015)
i. Human Rights and Equal Opportunity Commission Act 1986
j. Racial Discrimination Act 1975
k. Racial Hatred Act 1995
l. Sex Discrimination Act 1984
m. World Health Organisation Healthy Workplaces

10. Definitions

a. **Bullying** occurs where an individual or group of individuals repeatedly behaves unreasonably towards a person or group of persons and that behaviour creates a risk to health and safety

b. **Discrimination** occurs when a person or a group of people are treated less favourably than another person or group because of race, colour, national or ethnic origin; gender or marital status; disability; religion or political beliefs; sexual preference; or some other central characteristic. Discrimination may occur when a person is denied the opportunity to participate freely and fully in normal day-to-day activities, for example being harassed in the workplace or being denied entry to public places and other facilities.

c. **Domestic and Family Violence** behaviour includes, but is not limited to, physical or sexual violence, emotional or psychological abuse, financial abuse or any behaviour that is threatening or coercive or in any other way controls or dominates an individual which causes safety or well-being concerns for that individual.

d. **Harassment** occurs when a person is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex; disability; sexual preference; or some other characteristic specified under anti-discrimination or human rights legislation. Harassment may include behaviour, comments or images which a reasonable person would consider to be offensive, humiliating, intimidating or threatening.

e. **Sexual Harassment** is any unwanted or unwelcome sexual behaviour which makes a person feel offended, humiliated or intimidated. Sexual Harassment can take many different forms. It can be obvious or indirect, physical or verbal, repeated or one-off, and perpetrated by males and females against people of the same or opposite sex.
   Sexual Harassment may include:
   i. staring or leering;
   ii. unnecessary familiarity, such as deliberately brushing up against a person, or unwelcome touching;
   iii. suggestive comments or jokes;
   iv. insults or taunts of a sexual nature;
   v. intrusive questions or statements about a person's private life;
   vi. displaying posters, magazines or screen-savers of a sexual nature;
   vii. sending sexually explicit emails or text messages;
   viii. inappropriate advances on social networking sites;
   ix. accessing sexually explicit internet sites;
   x. requests for sex or repeated unwanted requests to go out on dates;
   xi. behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

f. **Victimisation** includes any unfavourable treatment, or threats of unfavourable treatment against a person as a result of their actual or intended involvement in a complaint under the Anti-Discrimination Act 1991 or under any of these procedures. The involvement might include making a complaint, supplying information and producing documents to someone making a complaint or appearing as a witness in a proceeding under the Act. Unfavourable treatment may include adverse changes to their work environment, denial of access to resources, work opportunities or training, ignoring the person or lower

assessment of their work. Victimisation is an offence under the Anti-Discrimination Act 1991.

g. **Vilification** is the public incitement of hatred, serious contempt or severe ridicule of a person on the basis of the race, religion, sexuality or gender identify of a person or members of a group. It can take several forms including hate-speech, graffiti, websites and the distribution of propaganda or other forms of offensive literature. Vilification includes threatening physical harm to a person or their property or inciting others to threaten physical harm to a person or to their property. Vilification is an offence against the Anti-Discrimination Act 1991.

h. **Workplace Bullying and Harassment**, under the Fair Work Act 2009, occurs where an individual or group of individuals repeatedly behaves unreasonably towards an employee or group of employees at work, and that behaviour creates a risk to health and safety. Within this definition:

   i. repeated behaviour refers to the persistent nature of the behaviour and can range in behaviours over time.

   ii. unreasonable behaviour is behaviour that a reasonable person, having regard to the circumstances, may see as unreasonable. This may include but is not limited to behaviour that is victimising, humiliating, intimidating or threatening.

   iii. a risk to health and safety means the possibility of danger to health and safety, and is not confined to actual danger to health and safety.

i. **Disability** in relation to a person is defined by the Disability Discrimination Act 1992 as:

   i. total or partial loss of the person's bodily or mental functions

   ii. total or partial loss of a part of the body

   iii. the presence in the body of organisms causing disease or illness

   iv. the presence in the body of organisms capable of causing disease or illness

   v. the malfunction, malformation or disfigurement of a part of a person's body

   vi. a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction

   vii. a disorder, illness or disease that affects a person's thought processes, perceptions of reality, emotions or judgement or that results in disturbed behaviour

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

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

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

j. **Disability Discrimination** – the Disability Discrimination Act 1992 makes it unlawful to discriminate against a person because of their disability. This includes people who are relatives, friends, and carers of people with a disability.

   i. Direct disability discrimination occurs when a person with a disability is treated less favourably than a person without a disability would be treated in the same or similar circumstances.

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

	Student Information Provision Policy
Document Type	Policy
Administering Entity	Registrar, Vice President – Administration, Heads of Campuses (HOCs)
Latest Approval/ Amendment Date	May 29, 2019
Last Approval/ Amendment Date	New Policy
Approval Authority	Board of Directors
Indicative Time of Review	May 28, 2021

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

2. **Purpose**
a. 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.
b. This Policy also establishes procedures through which a student may access his or her personal information, or make a complaint in respect to the loss, misuse or unauthorised disclosure of, or unauthorised access to, information about them.

3. **Scope**
a. This Policy applies to student records and information relating to applicants, current and former students.

4. **Guiding Principles**
a. Student information will be collected, stored, used and disclosed only where it is necessary to carry out one or more legitimate functions or activities of the School.
b. The School will take all reasonable steps to ensure responsible handling and management of student information in accordance with the Records Management Policy.
c. The School will take all reasonable steps to protect student information from misuse, loss, unauthorised access, modification or unauthorised disclosure.
d. Student information should be treated as confidential, and should not be disclosed

to other persons except:

    i.   staff who have been authorised to do so because they have a demonstrated need for this information to carry out their duties; or

    ii.   where disclosure is permitted under the provisions of this Policy.

e.   In certain circumstances, the confidentiality requirements in this Policy will be overridden by legal or legislative obligations of disclosure.

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

a.   The School collects and stores a range of information about its students. This includes: personal information, academic records, and sensitive information. Some information is collected from students, while other information is generated by the School in the course of its activities (e.g. assessment results and grades).

b.   S P Jain will collect personal information directly from a student wherever possible.

c.   Where information is collected, all reasonable steps will be taken to inform students of:

    i.   the purpose for which the information is collected

    ii.   any law or legal authority that requires or authorises particular information to be collected or disclosed to a third party, and

    iii.   any third party to whom S P Jain usually discloses the student information that is being collected.

d.   S P Jain will take all reasonable steps to:

    i.   ensure that student information is accurate, relevant, up-to-date, complete, and not misleading

    ii.   adequately protect student information that it collects and stores to prevent misuse or unauthorised access or disclosure of the information.

e.   Staff responsible for the management of sensitive information about a student must ensure this information is stored and managed securely and confidentially.

f.   Legitimate purposes for which information may be used, include but are not limited to:

    i.   the administration of admission, enrolment, and class registration

    ii.   the administration of course completions and award conferrals

    iii.   course and topic administration

    iv.   administration of prizes and scholarships

    v.   student retention and academic progress matters

    vi.   communication with students

    vii.   the School's internal planning purposes

    viii.   the provision of student services including health and well-being programs

    ix.   provision of associated services such as security, parking and information technology

    x.   arrangement of work-integrated learning placements

    xi.   conduct of student elections

    xii.   administration of student fees and charge

    xiii.   provision of information to current and former students and applicants about S P Jain's courses, activities and programs

    xiv.   fostering alumni relations

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   xv. verification of student records for employers or external bodies with legitimate reasons for checking the academic credentials of students, and

  xvi. mandatory reporting to government departments and agencies under Commonwealth and State legislation.

g. Where student information has been obtained for one or more legitimate purposes, it will not be used for any other purpose, unless:

   i. the individual concerned has consented to its use

  ii. use of the information is required by law, or

  iii. S P Jain believes it is necessary in order to prevent or lessen a serious and imminent threat to the life or health of the individual concerned, or another person.

6. Staff access

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

b. Staff who are granted access to student information will only use that information for legitimate purposes and activities, in accordance with this Policy and the scope of their duties and responsibilities.

c. Staff requesting access to student information, held electronically, must acknowledge their responsibility to maintain confidentiality of information.

7. Student access

a. S P Jain will take all reasonable steps to allow individual students to view the information it holds about them.

b. A student may directly view a limited amount of information about themselves which is held on S P Jain's Student Information System and Learning Management System.

c. Requests to view additional information or documents held by S P Jain must be directed to the Registrar's Office.

d. Where access is granted, this information may only be viewed in the presence of a member of staff. A student will not be permitted to view any document which is marked confidential or which contains information on another student but will be provided with a brief description of any such document or with a copy of the document with information regarding other student(s) redacted/deleted.

8. Disclosure to third parties

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

a. **Disclosure to third parties with the consent of the student concerned**
Student information may be disclosed to third parties with the consent of the student concerned. Such consent should be given in writing. The consent should specify the extent and nature of the information the student agrees may be disclosed.

b. **Disclosure under statutory or other legal authority in Australia**
S P Jain is required under State and Commonwealth legislation to provide student information to the following government departments and agencies. It will take reasonable steps to inform students of the types of information that are usually disclosed or reported to government departments and external agencies:

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i. The Tertiary Education Quality and Standards Agency (TEQSA) established under the TEQSA Act (2011)

ii. The Australian Government department responsible for tertiary student support funding and programs, for reporting purposes and to enable the administration of Commonwealth student contribution, tuition fee and loans programmes

iii. Centrelink, as required to enable verification of entitlement to Centrelink payments

iv. The Australian Taxation Office (ATO) on the liabilities of students who have elected to defer and repay costs incurred during their study under the range of Commonwealth loans and contribution programs

v. The relevant Australian Government department (currently the Department of Home Affairs) responsible for student visa requirements in respect to relevant administrative information on student visas

vi. Professional registration or accreditation bodies and authorities regarding the registration requirements of students or graduates or with respect to mandatory reporting requirements (e.g. EQUIS, AMBA etc).

c. Disclosure under statutory or other legal authority outside Australia

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

d. Disclosure of information under court order

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

e. Release of information to state or Federal Police

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

f. Staff of an associated or affiliated institution or organisation

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

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

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

9. Correction of student information

a. S P Jain will take reasonable steps to enable students to correct any inaccurate information held by the School as appropriate.

b. Students who wish to correct personal information held by the School may correct certain details such as their address and emergency contact details directly via the Student Information System.

c. Students who believe there is an error in other personal details (e.g. birth date, citizenship or residency status or name) should contact Registrar's Office and, where required, provide official documentation to support their request.

d. A student who has a reasonable belief that there is an error or inaccuracy in a other documents or records held with or issued by S P Jain about them or that is associated with them may make a written request, with documentary evidence if required, for a correction to be made to the document or record in question. Written requests for a correction to a document or record should be directed to the Registrar's Office. A copy of the written request will be retained on the student's file.

e. A student who has a reasonable belief that there is an error in an academic grade or result should raise his or her concern with the relevant Course Manager /Coordinator in the first instance.

10. Complaints regarding student information records

a. Students may lodge a complaint about a breach of confidentiality, misuse or inappropriate disclosure of information held by S P Jain as detailed in the School's Student Grievance and Mediation Policy and Procedures.

b. Where an investigation into a complaint establishes that there is a clear case that a staff member has deliberately disclosed or given unauthorised access to student information or breached student confidentiality or may be guilty of serious misconduct as a result of the misuse of student information, a recommendation may be referred to the President to initiate disciplinary procedures.

Related Documents

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

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

1. Purpose

a. S P Jain School of Global Management (S P Jain) has zero tolerance for all forms of sexual assault and sexual harassment (SASH) and is committed to achieving and maintaining safe learning environments.

b. Sexual harassment in any teaching and learning context will not be tolerated under any circumstances. This Policy outlines S P Jain's stance and general approach to matters of sexual misconduct.

2. Application

a. This Policy applies to S P Jain students at all campuses.

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

3. Laws

a. Under the Australian Human Rights Commission Act 1986 (Cwlth), the Sex Discrimination Act 1984, Australia (CWLTH) and Anti-Discrimination Act 1977 (NSW,), sexual harassment is unlawful and strictly prohibited.

b. This Policy applies to every one of S P Jain's campuses and the laws that apply in each jurisdiction.

4. What is Sexual Harassment?

a. Sexual harassment is unwelcome conduct of a sexual nature, which makes a person feel offended, humiliated or intimidated. Conduct can amount to sexual harassment even if the person did not intend to offend, humiliate or intimidate the other person.

b. However, conduct will not be sexual harassment if a reasonable person, having regard to all the circumstances, would not have anticipated that the conduct would offend, humiliate or intimidate the other person.

c. Sexual harassment does not have to be directed at a particular individual to be unlawful. Behaviour which creates a hostile learning environment for other students can also be unlawful. Examples of sexual harassment include:

   i. physical contact such as pinching, touching, grabbing, kissing or hugging

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ii.   staring or leering at a person or at parts of their body

iii.   sexual jokes or comments

iv.   requests for sexual favours

v.   persistent requests to go out, where they are refused

vi.   sexually explicit conversations

vii.   displays of offensive material such as posters, screen savers, internet material etc

viii. accessing or downloading sexually explicit material from the internet

ix.   suggestive comments about a person's body or appearance

x.   sending rude or offensive emails, attachments or text messages.

4.   What is not sexual harassment?

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

5.   Responsibilities of Workplace Participants:

a.   Students are responsible for:

- modelling appropriate behaviour
- reporting any incident of sexual harassment that they have experienced or witnessed
- ensuring that a person is not victimised for making, or being involved in, a complaint of sexual harassment

b.   To ensure effective communication, education and enforcement of this Policy and students' understanding of their responsibilities, S P Jain includes SASH awareness modules in orientation presentations at each of its campuses.

6.   Breach of Policy:

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

7.   Procedure for handling Sexual Harassment complaints for students

a.   S P Jain's procedures for handling complaints are based on confidentiality, impartiality, procedural fairness, protection from victimisation and prompt resolution.

b.   Where necessary the procedures set out in the School's Critical Incident Policy will be implemented by the Head of Campus.

c.   Management will ensure that all complaints of sexual harassment are investigated quickly and fairly and treated with complete confidentiality. Any student or staff member found guilty of perpetrating or condoning sexual harassment will be disciplined accordingly. This may include having their employment or enrolment terminated.

d.   If a student feels that they have been sexually harassed, the aggrieved person may make a complaint via the following Procedure:

i.   If student believes or perceives that they are been sexually harassed, they should approach the harasser, if they feel comfortable to do so, and tell them to stop the offending behaviour immediately

ii.   If the student is either not satisfied with the outcome of their discussions with the harasser or feels uncomfortable about approaching the harasser on their own, the student should seek the assistance of a Student Counsellor or in absence of the Student Counsellor the Head of Campus and request intervention on their behalf

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iii. The Student Counsellor's and Head of Campus's contact will be available in each Student Campus handbook

iv. If the matter is not resolved, the student should make a formal written complaint of harassment to the Students' Counsellor or in absence of the Student Counsellor the Head of Campus in writing via email or letter. The student may elect to make such a complaint as an initial step without approaching the harasser

v. To ensure the prompt and thorough investigation of a sexual harassment complaint, the student should provide as much of the following information as possible:
- The name, department and position of the person or persons allegedly committing harassment
- A description of the incident(s), including the date(s), location(s) and the presence of any witnesses
- The effect of the incident(s) on the student's ability to learn
- The names of other individuals who might have witnessed the harassment or been subject to the same or similar harassment
- Any other information the student believes to be relevant
- All complaints will be investigated promptly, fairly and confidentially by the Student Counsellor.

vi. The investigation will involve interviewing the person or persons about whom the complaint has been lodged

vii. Any person who has a complaint of harassment made against them must be provided with an opportunity to respond to the allegations

viii. Any other person(s) who may have been involved or who may have witnessed the incident(s) will be interviewed as part of the investigation

ix. Investigations may last between three days to maximum of three weeks

x. If the investigation finds that sexual harassment has occurred, the Head of Campus will be consulted, and an appropriate response approved. This may include the perpetrator's enrolment being terminated

xi. Following the investigation, the complainant will be informed by the Head of Campus in writing about what action (if any) is proposed to be taken. If the complainant is not satisfied with the way the complaint has been handled, they have the right to appeal the decision through the Student Mediation and Grievance Policy or with in case of Sydney campus refer the matter to the Equal Opportunity Commission

xii. All documentation in relation to the complaint, investigation and outcomes must be filed securely in the Complaints Register Folder by the Student Counsellor and a copy must be forwarded to Management upon completion of the investigation.

e. The Student Counsellor or in absence of the Student Counsellor the Head of Campus is responsible for:

i. Ensuring that both the individual filing the complaint (complainant) and the accused individual (respondent) are aware of the seriousness of a sexual harassment complaint

ii. Explaining S P Jain's Sexual Harassment Policy and investigation procedures to all parties involved

iii. Exploring informal means of resolving sexual harassment complaints if appropriate

iv. Notifying the police if criminal activities are alleged

v.   Arranging for an investigation of the alleged harassment and the preparation of a written report

vi.   Submitting a written report summarising the results of the investigation and making recommendations to the Head of Campus

vii.   Notifying the complainant and the respondent of the corrective actions to be taken, if any, and administering those actions

viii.   Determine if an in-house investigation will be conducted or if a third party will be contracted to complete the investigation.

8.   Emergency Contact details:

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

Related documents

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

	Graduation and Certification Policy
Document Type	Policy and Procedures
Administering Entity	Academic Board, Examination Board, Vice President – Administration, Registrar
Latest Approval/ Amendment Date	May 29, 2019
Last Approval/ Amendment Date	New Policy (replacing erstwile "Policy and Procedures on Adherence to Australian Qualifications Framework and Australian Professional Standards")
Approval Authority	Board of Directors
Indicative time of Review	May 28, 2021

1. Purpose

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

2. Principles

a. Only those students who have legitimately met the academic requirements of each course as set by the School and as accredited by TEQSA under the Higher Education Standards Framework (2015) are eligible for conferral of a higher education award.

b. Achievement of all course requirements including recognition of academic excellence has been confirmed by the School's Academic Board and conferred by the Board of Directors.

c. All certification is clearly documented to recognise the award, the authority issuing the award, the recipient and the date of issue, and is protected from fraudulent use or reproduction.

d. Students who have completed a unit/s of study that do not lead to an award have access to a certified record of results.

e. All courses of study leading to an AQF prescribed Australian qualification will need to be accredited by TEQSA as reflected on the TEQSA National Register.

f. Programs that do not align to the AQF and are not accredited by TEQSA as higher education awards, including executive education, will be differentiated from certifications reserved for S P Jain's TEQSA accredited AQF courses to ensure the integrity of AQF awards.

g. Non-AQF, non-accredited programs will not use any of the nomenclature described in AQF Policy or formats prescribed by AHEGS.

3. Types of Certification
a. All certified documentation issued by the School must include the following information:
    i.   the name of the registered higher education provider issuing the documentation,
    ii. the full name of the person to whom the documentation applies,
    iii. the date of issue,
    iv. the name and office of the person authorised by the higher education provider to issue the documentation, and
    v.   if the qualification is recognised in the Australian Qualifications Framework, the testamur and/or the graduation statement is certified with either the logo of the Australian Qualifications Framework or the words, 'This qualification is recognised within the Australian Qualifications Framework'.
b. Record of Results: the official record of all units of study undertaken by a student including study that does not lead to an AQF award. The Record of Results must include the following information:
    i.   the full name of all courses and units of study undertaken and when they were undertaken and completed,
    ii. credit granted through recognition of prior learning,
    iii. the weighting of each unit,
    iv. the grades and/or marks awarded for each unit of study undertaken and, where applicable, for the course,
    v.   an explanation of the grading system used,
    vi. where a course includes a significant particular focus of study such as honours, an area of specialisation or a major study, a definition of that component of significant focus, and
    vii. any unit of study or assessment that was conducted in a language other than English.
c. Graduation Statement/Australian Higher Education Graduation Statement (AHEGS): a statement issued to graduates upon successful completion of an accredited course leading to an AQF award. The Statement must include conform to all requirements as stipulated by the Commonwealth Department of Education and Training and include all information outlined above at 3a.
d. Testamur: the official document bearing the S P Jain logo and security features and signed by the Chair of the Board of Directors, the Chair of the Academic Board and the School's Registrar. The Testamur must include all information outlined above in 3a. and in addition include:
    i.   the full title of the qualification awarded, including the field or discipline of study
    ii. any subsidiary component of the qualification (such as integrated honours, an area of specialisation or a major study), and
    iii. if any parts of the course of study or assessment leading to the qualification were conducted in a language other than English, except for the use of another language to develop proficiency in that language.

4. **Procedures for Certifying Achievement**

a. The Examination Board Committee shall recommend to the Academic Board the names of those candidates who have fulfilled all requirements for an award and also received academic recognitions as detailed in section 5.

b. The Academic Board will review the list and if satisfied that each candidate has successfully met the requirements of each award, will recommend the names of eligible candidates to the Board of Directors.

c. The Board of Directors is responsible for endorsing the recommendations of the Academic Board and approving a list eligible graduands for conferral of the School's accredited AQF award.

d. The Chairs of both the Board of Directors, the Academic Board and the School's Registrar are authorised signatories of each S P Jain testamur.

5. **Procedure for Recognising Academic Achievements**

a. At the end of each semester, students whose Cumulative Grade Point Average (CGPA) is in the top 10 percent of their class and/or specialisation are nominated for the Dean's List in recognition of outstanding academic achievements. Inclusion is highlighted on their graduation statement.

b. The Dean's list is shared by the Registrar in consultation with the Vice President – Administration and official announcement is made by the Dean.

c. In recognition of outstanding academic achievement, students on the Dean's List will be mentioned as part of the graduation proceedings. Students are given a certificate of Dean's list along with medals.

d. In addition, for undergraduate courses, the student with the highest CGPA in the graduating class is named Valedictorian.

6. **Procedures for Graduation**

a. The Registrar under the guidance of Vice President – Administration shall have overall responsibility for the staging and conduct of graduations.

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

c. The Registrar, in consultation with the Vice President – Academic shall decide on the format of the graduation ceremony, arrange an occasional speaker as the principal guest and possibly some musical interlude. A celebratory dinner may also be organised in association with the graduation and attended by the graduates and their guests, the President and academic staff and other invited guests.

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

e. Students who are graduating in absentia may arrange to collect their degrees and transcripts from the Registrar's office or campus office at an agreed date and time any time after the graduation.

f. Students who cannot collect their documents personally can authorise someone to do so (in writing) on their behalf, or request that documents be sent by mail, for which a postal charge will be applied. Duplicate degree scrolls and transcripts may be ordered from the Registrar. Costs for duplicate degree scroll and transcripts will be detailed in the Student Handbooks.

Related documents

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

	Records Management Policy
Document Type	Policy
Administering Entity	President, Vice President – Academic, Vice President – Administration, Registrar, Chief Financial Officer (CFO), Chief Marketing Officer (CMO), Director – Accreditation and Regulatory Compliance, Director – Human Resources, Director – Secretariat to AB and BoD, Heads of Campuses (HoCs)
Latest Approval/ Amendment Date	July 10, 2019
Latest Approval/ Amendment Date	November 9, 2017
Approval Authority	Board of Directors
Indicative time of Review	July 9, 2021

1. Purpose

This Policy regulates the creation, maintenance and disposal of records relating to S P Jain School of Global Management (S P Jain) for the purposes of administration, security, corporate memory and legal obligations.

2. Scope
The policy applies to all academic and administrative staff at S P Jain with responsibilities for record management. All physical and digital records are the property of S P Jain and as such this policy governs the processes for record management.

3. Responsibilities
a. The President is responsible for ensuring that record management meets legislative requirements.
b. The managers below are responsible for records management at the operational level and ensuring the implementation of this Policy:
   i.   Student Records: Vice President – Administration, Registrar, Director – Examinations and Director – Admissions
   ii. Finance Records: Chief Financial Officer (CFO)
   iii. Staff Records: Director – Human Resources
   iv. Campus, Facilities and IT Records: Vice President – Administration, Heads of Campuses
   v.   Marketing and Advertising Records: Chief Marketing Officer (CMO)
   vi. Accreditation and Registration Records: Vice President – Academic, Vice President - Administration and Director Accreditation and Regulatory Compliance

     vii.   Course/ Curriculum Materials: Vice President – Academic and nominees

   viii.   Contract and Legal: President, Vice President – Administration and Heads of Campuses

    ix.   Security and OHS: President, Vice President – Administration and Heads of Campuses

     x.   Institutional Policies: Vice President – Administration and Director – Accreditation and Regulatory Compliance

    xi.   Governance Records: Director – Secretariat

c. All staff are responsible for creating appropriate and accurate records of the business activities and affairs of the School.

d. All staff with responsibilities for record management will receive records management training as part of their orientation and induction.

e. Each manager with responsibility for records creation and management must:

    i. Create and maintain accurate records of all activities for which he or she is responsible;

   ii. Create records that document formal decisions;

  iii. Create records that are accurate and detailed sufficiently to capture and communicate important and significant events relevant to the safety, security, compliance and continuity of the School and its students;

  iv. Handle all records with care and confidentially where required and as applies to personal data or records;

   v. Protect records from accidental damage;

  vi. Protect sensitive records from unauthorised access;

 vii. Archive or store records in line with their period of retention; and

 viii.   Not destroy records without prior authorisation

4. Auditing

Records management activities will be periodically audited to ensure they are being created and maintained correctly and an accurate record of the School's business activities and affairs is being captured in the records management system.

5. Collection, storage, use and access to third party of student and staff information

a. S P Jain will only manage student and staff information by lawful and fair means and as set out in the Information Management Policy and the Student Information Provision Policy.

b. If a staff member or student believes their privacy has been breached, they may make a complaint in accordance with the relevant Student Grievance and Mediation Policy and Procedures or Staff Grievance and Complaints Policy and Procedures, as applicable.

6. Retention and Disposal of Records

a. Financial, personnel and administration related records should comply with local regulatory requirements for records management at each of the campus locations.

b. The delegated officers listed are responsible for developing and implementing supporting procedures and processes for retention and disposal of records in their respective functional areas.

c. No records can be destroyed without the permission of the relevant manager.

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d. The destruction process must be secure to ensure confidentiality.
e. Appendix 1 sets out the retention period and guidelines for record types.

7. Record Security

a. Records must not be altered, and all care must be taken not to damage records.
b. All records will be kept in a secure environment.
c. All access to and use of School records will comply with relevant privacy and freedom of information legislation.
d. School records will be available to staff for the purposes of their work, within the constraints of security, privacy and confidentiality.

Related Documents

a. Information Management Policy
b. Staff Code of Conduct Policy
c. Staff Grievance and Complaint Policy and Procedures
d. Student Grievance and Mediation Policy and Procedures
e. Student Information Provision Policy

Appendix 1: Record Retention Guide

i. As a privately owned higher education provider registered under the TEQSA (2011) and the ESOS Act (2000), S P Jain- is not subject to the Retention and Disposal Authority–

University records GDA23 2005---
http://www.records-.nsw-.gov.au/recordkeeping/rules/retention-- and- disposal authoritie s/generalretention and disposal authorities/files/gda23 university records

o However, the School will use the Authority as a guide to determine minimum period of record retention for common records unless otherwise required by other legislative or regulatory requirements.

Summary of Retention Periods for Key Records

Record Area	Responsibility	Record	Retention Period
Student Records	Vice President - Administration, Registrar and Director - Admissions	• Student Applications • Written Agreements • RPL and Credit Applications • Fees Receipt	Retain for at least 2 years after student ceases to be a student (National Code 2018)
Student Records	Vice President - Administration and Registrar	• Student Grievances & Appeals • Student Penalties • Student Medical Records	Retain for at least 7 years after the student ceases to be a student.
Student Records	Director - Examinations and Registrar	• Assessment Records	Retain for at least 5 years after the student ceases to be a student.
Student Records	Registrar	• Graduation Records	Permanent Retention
Finance Records	Chief Financial Officer (CFO)	• All accounting records	Retain for at least 5 years after audit or longer as required by local regulations

Record Area	Responsibility	Record	Retention Period
Staff Records	Director - Human Resources	• Staff /Employee application, supporting evidence and contractual agreements • Payroll records • Staff / Employee Taxation Records Separation • Certificates	Retain for at least 7 years after employment ceases or longer as required by local regulations
Campus, Facilities and IT Records	Vice President - Administration and Heads of Campuses	• IT agreements • Critical Incidents • Housing and Accommodation Records	Retain for at least 7 years or longer as required by local regulations
Marketing and Advertising Records	Chief Marketing Officer (CMO)	• Student Recruitment Marketing Materials	Retain 5 years from date of distribution and for cohort specific marketing and advertising materials at least 2 years after every student in the cohort graduates/ ceases to be a student
Student guidebooks	Registrar and Heads of Campuses	• Student Handbooks • Student Campus handbooks	Retain for at least 2 years after at least 2 years after every student in the cohort graduates /ceases to be a student
Accreditation and Registration Approvals and Records	Vice President – Academic, Vice Presdient Adminsitration and Director- Accreditation and Regulatory Compliance	• All legislative approvals and exemptions • All regulatory and accreditation decisions	Permanent Retention
Curriculum materials	Vice President - Academic and nominees	• Curriculum materials for each unit of study	Retain for at least 2 years after cohort graduation
Contract and Legal	President, Vice	• Agreements	Retain 7 years after

Record Area	Responsibility	Record	Retention Period
	President – Administration and Heads of Campuses	Establishment, negotiation, maintenance and review of agreements • Insurance Acquisition	expiry or termination of agreement or after action completed, or as per local regulatory requirements whichever is later
Security and OHS	President, Vice President – Administration and Heads of Campuses	• Records relating to incidents that result in serious personal injury or incapacity to employees and students.	Retain for 7 years after action completed or as per local regulatory requirements whichever is later
Security and OHS	Vice President – Administration and Heads of Campuses	• Records relating to the provision of first aid treatment that do not result in serious injury	Retain for 5 years after action completed
Institutional Policies	Vice President Administration and Director- Accreditation and Regulatory Compliance	• All policies	Retain 5 years after policy is superseded
Governance Records	Director - Secretariat	• Approved Committee TORs, Confirmed Papers and Minutes	Permanent Retention