GRADUATE CERTIFICATE OF GLOBAL MANAGEMENT (GCGM)

STUDENT COURSE HANDBOOK

CRICOS Provider Code: **03335G**

Letter from the Dean

Dear GCGM Student,

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

The Graduate Certificate of Global Management (GCGM) is a 4-month full-time course designed to equip students with foundational knowledge, skills, and a global perspective in business and management. This graduate certificate serves as both a stepping-stone towards further education in the Master of Global Business (MGB) program and a standalone certification for those seeking to gain expertise in managing businesses within a global context.

GCGM students benefit from experiential learning with inputs provided by diverse global faculty, using contemporary cases and simulations, solving business problems and live challenges from the real world, and with sessions in a lab mode to grow one's confidence and ability. Our unique GCGM course is designed to help students rapidly acquire the business and managerial skills necessary to fast-track their careers. Successful participants will have a pathway to join the prestigious Master of Global Business.

I wish you good luck!

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

1. Graduate Certificate of Global Management

The Graduate Certificate of Global Management (GCGM) course is a graduate certificate course at AQF level 8. This course is extracted from the Master of Global Business (MGB) at AQF level 9 (by Coursework). All the units extracted from the MGB course are foundational units delivered in Term 1 of the MGB course and are 1 credit (18 timetabled hours) units except Corporate Finance, 2 credits (36 timetabled hours), which are equivalent to half the study load of 36 hours (1 credit). Therefore, for the Graduate Certificate of Global Management, the students will be completing 9 units.

The four-month GCGM course has been conceptualized as a foundation course in Global Management that will give a pathway for further learning to The School's Master of Global Business (MGB) and Master of Business Administration (Global) (GMBA) courses and as a standalone foundation certification for students aiming to acquire foundational knowledge, skills and understanding of application of management and business theories, concepts, and practices in global context.

2. Course Admission Information

The admission requirements align with the course entry requirements for the MGB course and general entry requirements are detailed below in brief.

Eligibility Requirements

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

English Language Requirements

- All applicants must have completed their education as detailed above in English and must provide certified evidence to the School.
- 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:

S P Jain School of Global Management
Office of the Registrar – October 2025
CRICOS Provider Code: **03335G**
https://www.spjain.org/programs/postgraduate-certificate/graduate-certificate-of-global-management

Graduate Certificate of Global Management

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

Additional Requirements:

1. Aptitude tests

- Any if the following aptitude tests with required minimum scores:
  - GMAT (>650)
  - GRE (>320)
  - CAT (Common Admission Test - offered in India) (>80)
  - SPJAT (S P Jain Aptitude Test) (>50%)

2. Other tests, essays and interview

All shortlisted candidates will be required to undertake:

- An Essay and Case Analysis Discussion Paper
- S P Jain "Business Creativity Test"
- A personal interview with a member of the School's selection committee.

3. GCGM Course Information

Qualification to be awarded on completion	**Graduate Certificate of Global Management (GCGM)**
AQF Level	8
AQF Level of the Overarching accredited Course, Name of the course	AQF Level 9(by coursework), Master of Global Business (MGB)
Total credit points	10 Credits
No of Units	8 Units (of 1 credit each) 1 unit (of 2 credit points -9 units
Standard duration / Blocks	4 Months

4. Faculty

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

5. GCGM Course Learning Outcomes

Graduate Certificate of Global Management - Course Learning Outcomes (AQF Level 8)
Course Learning Outcome 1: Knowledge of Business and Management
Students should be prepared with the foundational knowledge of management concepts and their application within current global business environment to become effective business managers.
Course Learning Outcome 2: Global Adaptability
Students should be equipped with cognitive skills to solve problems in local, regional and global business environments.
Course Learning Outcome 3: Critical Thinking and Problem Solving
Students should acquire critical thinking skills to evaluate complex business ideas and to generate creative and sustainable solutions to business problems.
Course Learning Outcome 4: Communication and Teamwork
Students should communicate and collaborate to work effectively with stakeholders in diverse business environments.
Course Learning Outcome 5: Application Competencies
Students should demonstrate application of learning outcomes 1-4 by applying conceptual and practical management knowledge and skills to evaluate different business scenarios to plan and implement innovative and viable solutions with a high level of personal accountability and autonomy.

6. GCGM Unit Learning Outcomes

1. **Business and Global Economy (GCGM ECO 101)**
- Understand the complexity and ambiguity of today's dynamic global economy.
- Illustrate how macro-environment can impact business environment.
- Evaluate national differences vis-à-vis the rest of the world and explain the implications for management and business practices.
- Undertake economic analysis in regional and/or global contexts to arrive at key insights.
- Effectively work in teams to present economic information, analysis and insights to a non-specialist audience.

2. **Applied Statistics for Decision Making (GCGM QTT 101)**

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

3. **Business Communication and Negotiation (GCGM COM 101)**

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

4. Operations Management (GCGM OPS 101)

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

5. Financial Accounting (GCGM ACC 101)

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

6. Global Marketing Management (GCGM MKT 201)

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

7. Supply Chain Management (GCGM LSC 201)

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

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

8. Design Thinking (GCGM MGT 201)

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

9. Corporate Finance (GCGM FIN 201)

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

7. Graduate Attributes: 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]

8. 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.

Graduate Certificate of Global Management - Course Structure and Duration					
CODE	Core Subject	No of Credits	Pre-requisites and co-requisites	No of Timetabled Hours	No of Personal Study Hours
GCGM ECO 101	Business and Global Economy	1	Nil	18	18
GCGM QTT 101	Applied Statistics for Decision Making	1	Nil	18	18
GCGM COM 101	Business Communication and Negotiation	1	Nil	18	18
GCGM OPS 101	Operations Management	1	Nil	18	18
GCGM ACC 101	Financial Accounting	1	Nil	18	18
GCGM MKT 201	Global Marketing Management	1	Nil	18	18
GCGM LSC 201	Supply Chain Management	1	Operations Management	18	18
GCGM MGT 201	Design Thinking	1	Nil	18	18
GCGM FIN 201	Corporate Finance	2	Financial Accounting	36	36
				Total Timetabled Hours 180	Total Personal Study Hours 180
	Total Units of Study for the Course 10	Total Credits		Total Course Hours 360	

9. Pedagogy

Student learning – pedagogical support:

- Student Board Room (SBR) - SBRs are designed to simulate the decision making which happens in a board room in the real business world. The SBRs are one of the formats of group work in the proposed GCGM course that will help reinforce teamwork, preparation, leadership and in-class contribution.

- Group work / presentations / projects – The ELO/Zoom online delivery platforms provide students virtual 'breakout rooms' to collaborate and work on group assignments, presentations and short projects. It is planned that similar to the practice for the current ongoing Online EMBA course delivery this feature will be extensively used for the proposed GCGM course for both formative and summative assessment. This will enhance both peer-

learning and provides students to socially connect and network with peers who are located in different locations.

- Course (Program) Office – Each cohort of the proposed GCGM will be assigned a dedicated support who will also track student access, enrolments and progress.

10. Assessments and Conduct of Examinations

- A range of well-thought and planned ongoing assessment methods and tools have been used in the design of each unit towards providing adequate assurance of the unit learning outcomes and the overall alignment of the assessments to achieve the course learning outcomes. Each unit at S P Jain is designed to help students achieve the prescribed learning outcomes as well as develop essential academic and professional skills such as writing, editing, research, analysis, listening and teamwork. The overall assessment regime has been approved by and is continuously monitored by the School's Academic Board.

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

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

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

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

Individual and Group Assignments

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

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

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

Class Contribution

- In corporate life, business managers interact with others mostly orally and spend relatively less time reading or writing reports. For this reason, oral skills are given a high priority at S P Jain. The classroom is a laboratory where students practice persuading their peers on the correctness of their approach to a topic. This style of teaching fosters a discovery-driven mindset and builds skills. Most units have 15% - 30% of their evaluation based on class contribution. Some characteristics of effective class participation include:
- Points made are helpful in increasing understanding.
- Comments consider ideas offered by others.
- Comments show evidence of a thorough reading and analysis of the case.

- The participant distinguishes among different kinds of data such as, facts, opinions, assumptions, and inferences.

- Points illustrate a willingness to test new ideas.

- The participant interacts with other members of the class by asking questions and challenging conclusions.

- Comments are concise, accurate, relevant and timely (CART)

Problems, in class exercises, quizzes and exams

- Quizzes are impromptu tests comprising short-answer or multiple-choice questions based on material from lectures, readings or discussion groups, and will commence early in each term ranging 20% - 25% of the overall unit assessment. Students usually take written, invigilated individual examinations at the end of the term. The exams typically include short essay responses to material covered in lectures or readings ranging 30% - 40% of overall unit assessment.

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 GCGM Course Office. Requesting an extension does not guarantee that it will be granted. Every assignment, whether as hard or soft copy, must use the appropriate front-page template. Every Individual assignment should be saved by the student Roll no and every group Assignment by their group number. Assignments saved otherwise and without front page details will not be accepted. Students will receive a soft copy of the template via email from the Course Office.

- Processes and Guidelines for Plagiarism control for all soft copy submissions

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

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

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 will be posted 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 review. Final grades are declared after ratification by Academic Board. In the unlikely event of any changes to interim grades, these will be advised to students by the Dean. CGPA is also made available through Peoplesoft.

Assessment Practices and Guidelines

a. Assessment should reflect unit content
   Assessment tasks should be matched to desired unit learning outcomes and include the range of concepts, thinking processes, skills and attributes, including attributes as set down in the stated learning outcomes for the unit
b. Assessment should be appropriate, meaning that there should be a match between each assessment task and
   - the nature and extent of concepts, thinking processes, skills and attributes, including graduate attributes being assessed
   - the level of the unit and
   - the mode of study
c. Assessment should be reliable, meaning that teaching staff and curriculum planners regularly evaluate each assessment task to ensure its reliability in providing accurate and consistent information about student performance
d. Assessment should be fair and equitable, meaning that
   - all students will be provided with adequate and appropriate learning opportunities throughout a unit to enable them to demonstrate their knowledge, thinking processes, skills and attributes, including graduate attributes through the set assessment tasks
   - all students will be informed at the start of each course about the assessment tasks associated with a unit, and the assessment criteria for each assessment item
   - when marking assessment tasks, all judgments about achievement will be made against stated assessment rubrics
   - moderation processes will be an integral part of the assessment system for each unit where multiple markers are involved to ensure fair and equitable marking and grading of assessment tasks and maintenance of standards
   - processes and practices that are part of the assessment system for any student will be transparent to teaching staff and the students
   - assessment systems will be reviewed as part of regular unit reviews

4.7 Conduct of Examinations

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

Students are not permitted to approach the faculty directly to reschedule exams or to make special accommodations. Any rescheduling request needs to be submitted in writing to the respective Course Office, clearly stating the reasons for such a request and detailing any requests for special assistance. Only in the direst circumstances, such as a medical emergency, will students be permitted to reschedule a final exam. In that case, the rescheduled exam will take place the next time along with students taking the retest.

GENERAL EXAM GUIDELINES

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

- Students must install the licensed Microsoft Office Suite from the school's IT Department, available free of charge, and use only MS Office applications (Word, Excel, PowerPoint, Outlook etc). Use of other software like WPS Office, Google Docs, or other online office platforms is not allowed.

- Run the Mettl Compatibility Test before each exam

- Disable auto-updates; they may interrupt your exam and can cause unwanted restarts

- On-campus students must connect only to the school Wi-Fi. No other networks are permitted unless explicitly approved by the Exams Department

- Keep the mic and speaker unmuted; turn off Bluetooth and Airdrop.

- Log out of all cloud-based platforms, including OneDrive, Blackboard, WhatsApp, and any social media applications

- Electronic devices such as Bluetooth earphones, mobile phones, headsets, smartwatches or any device that transmits or receives electronic signals is strictly NOT allowed

- Disable camera, mic and speaker permissions for all apps except Mettl.

- Save all e-notes and working files on your Desktop. Do not store them on OneDrive or any cloud-based storage. Do not copy and paste directly from your notes. Write answers in your own words to show understanding.

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

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

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

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

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

- Bring your own materials and ensure your system / laptop is in good working condition. Students are responsible for all hardware and software issues of their systems.

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

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

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

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

METTL EXAM GUIDELINES

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

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

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

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

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

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

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

- Keep a backup of your notes to avoid data loss due to file corruption or access issues.

- Save your answer sheet before you begin writing the answers. While saving use relevant and appropriate file extensions (preferably Microsoft products). This will help you prevent data loss.

- Do not copy, paste or screenshot the questions into notes or answer sheet. It will be considered as an attempt to obtain answers using AI

- Monitor your own exam time using the on-screen timer at the top right corner of Mettl screen. You are solely responsible for your own time management.

- The exam will begin and end at the fixed time communicated by the Exam/Program Office

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

- In case of any ambiguity during the exam, kindly state your assumptions clearly in the examination script and proceed to answer the question. In case, you have any exam-related query/issues, please report them via the Candidate Comment Sheet using link https://forms.gle/HjuJQruof8PywQom7

- It is compulsory to upload your answer file at least 5 minutes before the exam concludes to avoid last-minute issues.

- Save your work in answer file (MS Word/Excel) regularly to prevent data loss.

- Verify Microsoft Office recovery settings with the IT Helpdesk before exam day, it can recover the most recently saved versions of files in case of unexpected shutdowns or system issues

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

- Save answer file as : RollNo_SubjectName (mandatory). Enter only your Roll No and Subject Name in the table titled TO BE FILLED BY STUDENT on the answer file. Mentioning identity elsewhere can be tantamount to academic misconduct

- All responses must be in a single document (MS Word/Excel), with each answer clearly labeled by question number.

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

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

- Submissions containing plagiarism will be subject to penalties.

- Students will be monitored online throughout the exam, whether taking the exam on campus or remotely.

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

GUIDELINES FOR THE CONDUCT OF ONLINE EXAMINATIONS

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

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

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

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

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

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

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

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

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

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

<div align="center">ACADEMIC MISCONDUCTS AND PENALTIES</div>

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

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

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

4	Use of Unauthorized Devices or Tools	- Usage of Bluetooth devices / smart gadgets - Using mobile phone(s) - Using multiple monitors - Possession of smartwatches or any other electronic gadgets - Using apps/software/browser extensions to limit the exam software - Disabling laptop mic/camera/speaker to cheat - Taking screenshots - Copying exam questions to notes or answer sheet

Sr	Category Name	Actions / Examples of Misconduct
5	Exam Software/ Environment Misuse	- Disconnection from exam software - Using multiple desktop function (especially in Mac) - Not disabling or logging out from social media or messaging apps - Not saving answer sheet and notes on desktop
6	Submission-Related Misconduct	- Submitting blank, tampered, or wrong files - Non-submission - Failure to submit work within the prescribed time / delayed submissions
7	Misconduct with Invigilator, proctor or Authorities	- Using inappropriate language with the in-class invigilators or online proctor - Contacting faculty directly during or after an exam

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

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

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

11. Orientation

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

- During the Orientation, students are divided into classes and groups within those classes for tutorial and other purposes. Students are also required to complete all visa, medical and legal formalities as applicable to the campus at which they would be undertaking their studies. It is mandatory for all students to attend the orientation. Students are not allowed to miss any orientation without the prior approval of the Registrar / Director / Dean of the program.

Orientation Activity *	Speaker/Person-in-charge
Day 1	
Registration, ID Cards	Program Office and Facilities team
Orientation Commence with Official lamp Lighting	Head of Campus and Deputy Director
Welcome Address	President
S P Jain Prayer	S P Jain Staff
S P Jain Student Pledge	Led by one of the students
Campus Overview	Head of Campus
Course (Program) Overview	Deputy Director
Overview of Administration and Support Services	Vice President - Administration
Student Handbook, Academic Guidelines and Course Expectations	Registrar
Day 2	

Ice Breaker and Team Building Activities	Global Learning Team
Case Analysis Workshop	Assigned Faculty
Library and E-learning Resources Workshop	Librarian
APA Referencing Introduction, Plagiarism and Academic Integrity Workshop	Assigned Faculty
Blackboard (Learning Management System)	Program (Course) Office
Housing Guidelines	Head of Admin and Facilities
IT Resources and Access Workshop	IT Manager
Day 3	
Capstone Project Overview	Deputy Director
Student Support Workshop	Student Experience Manager
Corporate Relations (placement services) Overview	Corporate Relations staff
Introduction to 'Professional Readiness Program (PRP)	PRP Team
Student Information System	Program Office and IT team
Math and Excel Workshop	Assigned Faculty
Day 4	
Math and Excel Workshop (continued)	Assigned Faculty
Visa Guidelines and requirements for International Students	Facilities Team
SASH Workshop	Student Counsellor
Global Activities and Student Life	Global Learning and Student Life team
Day 5	
City Tour	Global Learning and Student Life team
Alumni Interaction and Welcome Dinner	Head of Campus and Alumni Relations Staff

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

12. Attendance Requirements

1. **Attendance requirements for GCGM Course**
a) Students are expected to attend all lectures, tutorials, group activities and turn on their cameras (applicable to Virtual sessions). Attendance is taken during each class session (Face to face or Virtual). Students should be seated in the classroom / signed into the virtual platform at least five minutes before the session starts, and latecomers may not be admitted. Students may not enter or exit the classroom (Face to face or Virtual) while a session is in progress.
b) Leaving the class session mid-way (Face to face / virtual) not turning on camera (virtual) will be treated as absent.
c) A lecturer is not required to provide substitute tests, nor arrange repeat trips or other out-of-session experiences when a student is absent.

2. **Excused attendance**
a. A student who cannot attend a session/s due to a medical illness must produce a medical certificate to have absences excused. Where applicable, the student should also enclose photocopies of hospitalisation records of physician's orders, if

appropriate (only certificates issued by a local physician will be accepted where the student is studying).

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

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

3. Unexcused absences

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

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

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

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

4. Attendance Marking and Monitoring

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

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

c. Random spot checks will be conducted by the Course Office. If a student has been found not to be in class, he/she will be marked absent.

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

a. In instances of excused instances where a student is unable to attend the majority or all of the class sessions the student will need to register for the unit of study again

b. If the unit of study is not available as needed the student will be provided an opportunity to undertake an independent study. These will be at extra cost to the student and not included in the regular tuition fees.

6. Monitoring of students with low attendance

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

13. GCGM Course Completion Requirements

Course Completion requirements

At the end of completion of all units and on declaration of all the results, students will be assessed by the GCGM Course Director /Deputy Course Director and the Registrar, who will deem whether the student qualifies to graduate as detailed below :

    a. To complete the course and to obtain the degree, a student must achieve a CGPA of 2.0 or higher.
    b. In addition, with respect to all the mandatory subjects undertaken for the completion of the course, the student must NOT have obtained more than 2 D grades for all the units.
    c. Student must NOT have any F grades for all the units.
    d. The period of candidature for a full-time student shall be a minimum of 4 months and a maximum of 10 months

14. Living in India (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

1. 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

As a higher education provider, SP Jain is committed to the provision of timely and targeted student support for all students to enable a positive learning experience, the development of knowledge and skills, and to ensure their personal well-being. These support services are designed in line with the student's lifecycle, right from admission through graduation, and includes academic, cultural, personal, technical and language support.

The online students receive ongoing support from the assigned Course Coordinators for matters such as unit enrolment, reading materials, submissions, communication regarding exams, retests, and results. The planners and class schedules will be made available in advance for students. All the sessions will be recorded and are made available to students through the LMS. Students can contact the Course Coordinators via emails. Student attendance is monitored remotely on sessional basis by the Course Office and any shortfall is communicated to students through email. The students have access to the centralised online support to escalate and resolve any academic and administrative matters. Through the Course Office; students receive support from all concerned departments e.g. Registrar's Office and Examinations Office.

https://www.spjain.sg/student-support

Student Experience and Support

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

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

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

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

of risk are raised well before time and help is provided to them to change gears and obtain success.

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

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.

Library

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

The library aims to:

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

Library Schedule

All campuses

Saturday to Thursday	9.00 am to 7.00 pm
Closed on Saturdays and Sundays	

Circulation

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

Reference books, rare books, bound journals, periodicals and newspapers may not be taken out of the library. Borrowers may renew a loan in person or by email. A resource may be renewed twice unless requested by another borrower. After being renewed twice, the resource must be returned to the library before it can be checked out again.

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

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

Basic Library Decorum

Students are expected to:

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

- Students should leave their baggage, personal belongings at the space provided in the library at their own risk.

Information Technology Centre

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

The IT Centre hours of operation are from 8.30 to 5.30 p.m. Students are discouraged from bringing food or beverages inside the IT Centre.

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

Career Advice

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

Campus Life

Mumbai: The Mumbai campus is located in heart of the city 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 nightlife with a lively cultural component that is classical, folk lore and modern, which is just few minutes away from the campus.

Accommodation

Mumbai: The Mumbai campus does not have accommodation facilities. The school will assist students in finding rental accommodation on an individual or shared basis close to the campus

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

Cafeteria

Mumbai: Students have access to a cafeteria that serve a variety of snack meals, a range of juices and drinks, confectionery and other requisites. 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

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.

Committees

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

a. Academic Committee

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

b. Placement Committee

The Placement Committee acts as an interface between the Corporate Relations Team of S P Jain and the student body. Some of its responsibilities include:
- Leveraging personal business contacts for placing batch mates, officially through the S P Jain Placement Cell
- Collating resumes of the entire batch in a pre-set format
- Coordinating activities like mock GDs, mock interviews and individual feedback

sessions
- Circulating job descriptions from prospective recruiters
- Assisting in corporate presentations
- Recording the number of interviews attempts of each student, and collating interview questions of each student for documentation and future reference

c. Public Relations Committee

This Committee conducts public relations activities for the school.
Responsibilities include:
- Arranging guest lectures
- Setting up field visits for students
- Supporting the S P Jain Corporate Relations team
- Managing student blogs
- Organising special PR events
- Suggesting website updates
- Organising events on and off the campus

d. Industry Interface Committee

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

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

16. Tuition and non-tuition fees

Tuition and Non-Tuition Fees

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

Non-Tuition Fees

	GCGM Program	
Sr. No.	Components	Charges in AUD

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

17. Policies and Procedures

*For more policies (Links) and procedures please refer to the School website and the **Annexure to the Handbook.**

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

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

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

Credit Transfer and Articulation Policy
This Policy provides students the broad policy and framework for articulation, recognition of prior learning (RPL) and credit transfer for all the courses offered. Provide due credit

for demonstrated prior learning and outcomes in line with the requirements of each course of study, assist mobility of students eligible to transfer between courses within the School and to other institutions, institute clear guidelines and processes for determining credit transfer and articulation to and from the courses without compromising the integrity of each course and ensure standards and integrity of the credit transfer arrangements.

Provider Transfer Policy and Processes

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

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

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

Student Misconduct Policy and Procedures

This Policy defines the actions that constitute non-academic student misconduct; describes the School's processes for investigating and hearing allegations of student misconduct; and, describes the penalties that will apply, where allegations are proven.

Student Grievance and Mediation Policy and Procedures

This policy describes the procedures for student grievance mediation; S P Jain has individual academic, administrative, and supervisory avenues for mediation. Should other avenues come into conflict with the Student Grievance and Mediation Policy, this policy overrides all other avenues for meditation. This policy is dedicated to the fair hearing and resolution of all grievances and will discuss with students and staff their familiarity with procedures for dealing with complaints, grievances, and appeals.

Assessment Validation, Grading and Moderation Policy and Procedures

The purpose of this Policy is to ensure that assessment tasks and marking is valid and reliable and that they ensure the quality of student learning outcomes. The School is committed to effective assessment validation and moderation as an integral part of its assessment procedures and has designed its procedures to ensure common interpretation of Threshold Standards 2015 in relation to student performance across all programs. The Examination Board moderates the design of assessments and students' performance internally and externally. This is to ensure the validity and reliability of its assessment practices and awarding of grades. Moderation is undertaken each term / semester as part of a continual improvement cycle, as detailed in Assessment Validation, Grading and Moderation Policy.

Student Progression, Exclusion and Course Completion Policy

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

Students at Risk Policy

Student performance will be monitored regularly and "students at risk" will be identified early and supported for early intervention to aim at good progress rates thus increase the completion rates as detailed in the School Policy of "Student at Risk Policy". This also sets out the School's mechanisms for timely identifying students who may be at risk of not progressing satisfactorily in a course of study and the processes used to provide targeted and timely support.

Student Performance Data Policy and Procedures

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

Student Support Policy

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

Student Consultation Policy and Procedures

The policy sets out provisions for access to teaching staff and academic members of the Faculty. This includes all staff with teaching responsibilities regardless of their position within the School or location. This policy does not apply to dedicated student support staff noting that students have access to support and services staff at each of the School's campuses and are able seek support in relation at any time.

Student and Staff Feedback Policy

This Policy relates to all S P Jain's students enrolled in degree courses leading to an AQF qualification and related academic and administration staff. This Policy provides a framework for seeking and reporting feedback from academic staff and students on their perceptions of the quality of S P Jain School of Global Management's (S P Jain) operations.

Academic Freedom and Free Intellectual Inquiry Policy

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

Library Resources Collection Development Policy

The Library Resources Collection Development Policy is intended to guide the library's collection development activity in order to ensure that staff and students have access to the necessary academic resources to support their learning, development and scholarly endeavors. The policy ensures that the library develops and maintains a range of relevant, current and appropriate scholarly information to support staff and students.

Critical Incident Policy

S P Jain's Critical Incident Policy lays out the procedures and actions to be taken in the event of a serious incident that involves S P Jain students, faculty, staff members and visitors. A critical incident is a traumatic event, or the threat of such which causes extreme stress, fear or injury and has the potential to affect the safety and well-being of S P Jain students, staff, faculty or visitors in a dangerous or tragic way.

Student Equity, Diversity and Fair Treatment Policy

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

Student Information Provision Policy

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

Student Sexual Assault and Sexual Harassment Policy

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

Graduation and Certification Policy

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

Record Management Policy

In accordance with regulatory requirements, S P Jain will maintain a strong policy on accurate and current records collection and keeping. Students will be required to update their personal contact details via 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.

Campus Address:

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

www.spjain.org

POLICIES https://www.spjain.org/governance-policies

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

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

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