Directors Message

Global boundaries are vanishing, merging people of diverse cultures, nationalities and age groups. Education is emerging as the most powerful platform in the 'boundary-less' world. Distance learning opens new directions of opportunities for students to obtain higher education without the constraint of location and time. Symbiosis Centre for Distance Learning (SCDL) offers a chance to enhance your career and life through the medium of quality education.

Symbiosis Centre for Distance Learning (SCDL) has pioneered in India interactive e-Learning content in the curriculum as a supplementary learning methodology, in order to improve the understanding of concepts through cases and examples. SCDL has for the first time in India, introduced online assessment systems, to pursue our mission of ‘flexible learning opportunities anywhere, anytime’ and to provide ultimate convenience, ease and flexibility to our students.

The Corporate Business Administration program has also gained tremendous popularity and SCDL is now an education provider to leading companies in India, such as IBM, HP, Cognizant, Cegedium, Deloitte, Infosys, Dr. Reddy's, Wipro, Ranbaxy, BOSCH, Collabera, Steria, EXL, Aditya Birla, BhartiWalmar, Vodafone and Cipla etc.

SCDL has been invited by foreign universities for collaboration; a mark of our excellent quality education. I welcome each one of you to our 'Global Campus' where latest technology, innovative teaching methodologies and quality education are blended together to create unique learning experiences.

Dr. Swati. S. Mujumdar

Principal Director, Symbiosis Open Education Society

Director, Symbiosis Centre for Distance Learning
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SECTION I
GUIDELINES FOR STUDENTS OF
ACADEMIC YEAR 2013-14
SECTION I: GUIDELINES FOR STUDENTS OF ACADEMIC YEAR 2013-14

1. ADMISSION RELATED INFORMATION / INSTRUCTIONS

Every student of SCDL who is registered receives an admission letter, ID card, set of bar code labels, SRF, Program Fee Payment form.

1.1 Confirmed Admission

Students who fulfill all the admission related eligibility criteria as per SCDL policies get confirmed admission. An admission letter, an ID card, bar codes along with exam handbook and welcome kit is send to students by post.

1.2 Provisional Admission

Provisional Admission is given when the application has deficiencies such as:

- Documents submitted are not attested.
- Service Certificate (for Diploma holders and active Defence Personnel) is not enclosed / attested.
- Insufficient documents.
- Incomplete / Unsigned application form.
- Name Change Certificate is not enclosed.
- Photographs (2 copies) are not attached.
- Visa / Passport copy (for International / SAARC students) is not enclosed.

Students admitted on provisional basis do not receive an ID card until their admission is confirmed. Students must submit required documents (notarized/attested) or comply with deficiencies immediately upon receipt of provisional admission letter, so as to get confirmed admission. Provisional admissions of students who fail to submit the required documents on or before November 30, 2013 are liable to be cancelled and SCDL will not refund any fees paid by the student in such an event. It is the sole responsibility of students to submit all the required documents within the prescribed timeline.

1.3 Late Admission

The admission of all students admitted after September 14, 2013 will be considered as late admissions. Students admitted late are required to pay the prescribed fees in full (i.e. first and second installment) of the program they have enrolled in and they will not be eligible for any kind of refund of fees or change of Program / Specialization.

1.4 Important Instruction

- It is mandatory for all students to activate & access their login-ID on the website www.scdl.net after receiving the Student Centre Login details, mentioned in the admission letter.
- All admission related queries (i.e. queries for confirmed / provisional admission, ID card) should be sent to SCDL on admissionstatus@scdl.net.
- Please ensure that the registration number printed on the admission letter & barcode labels is the same. If not, please contact SCDL for new barcode labels.
• **Students cannot opt for two PG Diploma Programs at SCDL in the same academic year.** That is, students who have enrolled earlier, should complete the earlier program successfully (exam, assignment, practical & project as applicable for the program) before applying for another PG diploma with SCDL.

• Students should forward attested photo copies of documents clearly mentioning their registration number, name & address on each document. Students should not submit any original documents. SCDL will not be responsible for return / loss of such original documents / certificates.
2. FEE INSTRUCTIONS

For General / Civil / Defence / Paramilitary / Police / Symbiosis Employee / International / SAARC Students:

2.1 Mode of Payment

- **Online:** Students can pay registration fees, program fees and exam fees online.
- **Demand Draft:** Students can pay fees via a Demand Draft (DD) drawn in the favour of “The Director, SCDL, Pune” and payable at Pune. All DDs should be sent by Post / Courier to SCDL, Pune only. Student must affix bar code sent to them with Admission Letter and mention their name, registration no., contact no., program enrolled and type of fees being remitted on the reverse side of the DD. Students must retain a photocopy of the Demand Draft sent to SCDL. SCDL will not be responsible for lost / delayed / unidentified DDs. SCDL is not liable for loss of financial instruments in transit or for unidentified financial instruments, i.e. without sender’s details or reason of fee remittance on the reverse of the DD. No Cash must be sent by Post/ Courier to SCDL. SCDL will not be responsible for depositing for any cheque which are not payable or cash sent by post/courier.
- **Cash:** All types of fees can be paid in cash only at SCDL, Main Pune Campus.
- **International / SAARC students:** Such students must remit all fees in USD or INR equivalent, as prescribed by SCDL, irrespective of the USD / SAARC conversion rate. The Exchange rate for conversion will be Rs. 55 against 1 USD for the current Financial Year - 1st April 2013 to 30th March 2014

2.2 Fee Policies for all Programs

- Students have Two options of paying the fees, as mentioned below:
  - Full fee option, wherein the student can pay the full program fees on or before August 1, 2013.
  - Two-Instalment mode, wherein the student can pay the program fees in two installments (prescribed for the respective program) by August 1, 2013 and September 30, 2013 respectively.
- Students, who pay the fees after August 1, 2013 will be required to pay as per the amount specified in the instalment mode.
- Students, who have been granted admission on a provisional basis, are also required to pay Program Fees as per the prescribed fee installment timeline.
- SCDL is not liable to refund any excess / unidentified fees (no registration number / no name / no fee type mentioned DD/s) paid by the student towards program / course / exam / other fees.
- Any excess fees, if paid by a student, can be utilized for any other applicable services by the student in the same financial year subject to the Director's approval. Student must submit a formal application (Unidentified fee Form available in student centre login) for the same on or before 1st March 2013.
- Demand Drafts received without any information of the student and / or type of fees remitted are processed under suspense account. Such demand drafts can be claimed / transferred to the respective student’s account in the same financial year, i.e. till 1st March 2014, after which such queries / applications will not be entertained / processed. Students must submit a formal application for the same on or before 1st March 2014 along with a proof (authentic bank encashment letter/ issue letter or DD photo copy). SCDL is neither responsible for returning /
crediting to students' account any unidentified DD nor for the loss of any Demand Draft / Cashier's Cheque in transit forwarded by the student.

- Students will not receive fee credit unless the proper details are mentioned on the reverse of the DD.
- SCDL will accept DDs till 75 days from the date of issuance of a DD.
- SCDL will not accept personal Cheque and Non-MICR Demand Drafts for any kind of fee payment. SCDL does not take any responsibility to return such Cheque or Non-MICR Demand Drafts or credit the same to the student's account.
- Additional Specialization, other fees may be paid in cash (at SCDL, Pune Office only) or by Demand Draft / Cashier's Cheque in favour of 'The Director, SCDL, Pune', payable at Pune.
- All fee related queries should be sent to SCDL through 'Post My Query' option to 'Fee Queries'. from the option list provided in the dropdown menu.
- SCDL will not accept any Program fees in cash by post / courier or at any SCDL Campus/ Information Centers / at any SCDL counter other than Main Pune Campus. Students should not pay any fees directly to any bank/s.

2.3 Fee concession to the students of SCDL belonging to Economically Backward Community (EBC)

Symbiosis firmly believes that it is the foremost responsibility of every educational institute to contribute to some extent for the cause of upliftment of the weaker section of the society. Symbiosis is fully aware of its social obligations and to meet these social obligations, Symbiosis Open Education Society is pleased to announce fee concessions to 100 deserving students (belonging to Economically Backward Community (EBC)) Fulfilling the eligibility norms.
3. ADMISSION POLICIES

3.1. Admission Cancellation (By SCDL)

- It is the sole responsibility of the student to pay all prescribed fees as per the timelines mentioned in the Prospectus for the program in which he / she has enrolled. If a student fails to pay the fees as per the timelines, then in such a case, his / her admission shall stand cancelled.
- In case of students enrolled on a provisional basis, if the documents required for the purpose of eligibility are not submitted on or before November 30, 2013 or if submitted with deficiencies (i.e. not in the manner prescribed) and the deficiencies are not made good on or before November 30, 2013 or within 15 days of communication to that effect, whichever is later, then his / her admission shall stand cancelled.
- In both the cases as mentioned above, the student is not entitled to any refund of paid fees.

3.2. Refund of Program Fees (By Student)

- Students desiring to cancel their admission need to submit an application for cancellation of admission (Application for Refund of Program Fees) only in the prescribed format, available in the student login on the SCDL website, on or before September 14, 2013.
- Students will receive the refund of the Program Fees paid by them after the deduction of 50% administrative charges on the paid amount. Registration Fees are non-refundable.
- Refund Application will be processed only after the student sends back to the Institute the Self Learning Material, Confirmation / Provisional Letter, ID card or any other SCDL material that the student has. In case the study material and / or ID card are not returned to SCDL on or before the prescribed deadline, Rs. 800/- and Rs. 100/- respectively will be deducted from the refund amount for Study Material and ID card not returned.
- Any Application for Refund of Program Fees received after September 14, 2013 will not be accepted.
- Students admitted after September 14, 2013 (late admissions) will not be entitled to any refund of Program Fees.
- In case of admission being cancelled by SCDL on account of provisional admission status or non-payment / incomplete payment of program fees or both, student is not liable to apply for refund of the paid program fees.
- Program fees refund request received from the students after the due date due to their inability to fulfill the eligibility criteria will not be entertained.
- SCDL will not accept any requests for admission cancellation sent by e-mail or fax.
- The institute will take approximately 45 days to refund the course fees as per cancellation policy of the academic year 2013.

3.3. Reactivation of Admission

- If a student fails to pay the Full Program fees on or before September 30, 2013, or if the required documents for confirmation of admission as per the eligibility criteria are not submitted on or before November 30, 2013, then the admission shall stand cancelled.
- Students can re-activate their admission within the program validity Period provided they submit the required document as per eligibility criteria and or outstanding fees with the given re-activation fees. Students will be required to pay an administrative charges for reactivation of admission as given below:
- Reactivation of admission is subject to fulfillment of all admission requirements and or payment of due program fees, if any.
- Students should send the duly filled Service Request Form (SRF) available on the website in Student Centre Login (SCL) with the required documents and the DD of the applicable fees. Reactivation fees can be paid in cash only at SCDL, Pune campus. The DD should be in favour of 'The Director, SCDL, Pune', payable at Pune, India. (There will be no extension in the registration validity period.)
- Note: Student must have cleared the graduation in the year of enrollment (i.e. in case of any backlog, student should appear & pass for the backlog paper/s in the exams conducted within or at the end of 6 months for backlog paper/s) e.g. student whose has been admitted on a provisional basis in July 2013 has to clear the backlog exam, so as to be a graduate in the enrolling year or in the immediate backlog exams conducted by University around Nov-Dec 2013 / Jan 2014 respectively.

3.4. Procedures for Change of Programs / Specialization / Profile / Category

3.4.1. Program Change

- Students are requested to send the self-learning material, ID card, duly filled Service Request Form available on SCDL website along with the charges as mentioned below.
  - Indian Residents: DD of Rs. 1,000/-
  - SAARC Students: US $50 or Rs. 2,750/-
  - International Students: US $70 or Rs. 3,850/-

- The DD should be in favour of 'The Director, SCDL, Pune', payable at Pune, India must reach SCDL before 30th September 2013. Request for program change will be processed only after receiving the study kit of the previous program, ID Card, service request form & program change fees. The Registration Number remains the same.

3.4.2. Specialization Change

- Students can apply for change of Specialization on or before 30th November 2013. Students can send an e-mail through 'Post My Query' option to 'Profile Change'. or can send Service Request Form duly filled and signed on or before the due date.
- Students enrolling for single courses cannot apply for subject change.
- The students should send a duly filled Service Request Form, available in their Student Centre Login or can e-mail us through 'Post My Query' for any profile change requests, like name change, address change, DOB change, etc. with a valid proof.
- Students has to mention elective for III & IV Semester while changing specialization.
- Late program change and specialization change is allowed only on Director’s approval.

3.4.3. Change of Category

- Students who are going abroad (for a period which is equal to/more than Registration validity period) and want to change their category to International / SAARC for
continuation of their program will have to pay the difference in the program fees (as per given exchange rate) and submit necessary documents with Service Request Form such as Address Proof mentioning the foreign address and VISA or passport copy for the same. The application will be processed only after verification of documents and on receipt of payment. The ID card and registration number will remain the same. For details, check the website www.scdl.net. International / SAARC students may appear for exams in India by paying 'Exam Fees as applicable for Indian Residents'.

- Status change from International / SAARC to General Category is possible, but the excess program fees paid is non-refundable.
- For more detailed information, queries can be e-mailed at SCDL through 'Post My Query' facility. International students.
- Student should not submit any cash fees by post / courier. SCDL does not hold any responsibility and is not liable for loss or return of the same.

3.5 Important Dates

- Program commences: July 1, 2013
- Last date for paying 1st Installment of Program Fees: August 1, 2013
- Last date for paying 2nd Installment of Program Fees: September 30, 2013
- Last date of submission of application form for admission to all programs, along with Registration Fees: September 14, 2013.
- Last date for cancellation of admission and fee refund for all programs: September 14, 2013.
- Last date for change of program: September 30, 2013.
- Last date for change in Specialization: November 30, 2013.
- Last date for all documents to be received by SCDL for admission confirmation of provisionally admitted students: November 30, 2013.
- Last date for application for Dual (Additional) Specialization (applicable for PGDBA & PGDIM program only): November 30, 2013.

Note:

- Students who pay the full fee after August 1, 2013 will need to follow the amount specified in the installment payment mode.
- All disputes between the applicant / student and the Institute, including any dispute relating to purchase of application form, payment of fees, refund of fees, admission, examination, certification etc. shall be exclusively subject to jurisdiction of Pune Courts.
### 3.6. Administrative Charges for Other Service Requests

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<td>US $ / INR</td>
</tr>
<tr>
<td>---</td>
<td>-------------------------------------------------------</td>
<td>----------</td>
<td>----------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td>24</td>
<td>Program Change</td>
<td>1000</td>
<td>1000</td>
<td>US $70 / INR 3850</td>
<td>US $50 / INR 2750</td>
</tr>
<tr>
<td>25</td>
<td>Dual Specialization-PGDBA</td>
<td>7000</td>
<td>7000</td>
<td>US $600 / INR 33000</td>
<td>US $300 / INR 16500</td>
</tr>
<tr>
<td>26</td>
<td>Dual Specialization-PGDIM</td>
<td>3500</td>
<td>3500</td>
<td>US $300 / INR 16500</td>
<td>US $150 / INR 8250</td>
</tr>
<tr>
<td>27</td>
<td>Study Kit (One Semester)</td>
<td>800</td>
<td>900</td>
<td>As informed by SCDL</td>
<td>As informed by SCDL</td>
</tr>
<tr>
<td>28</td>
<td>Loose Books (per book)</td>
<td>400</td>
<td>450</td>
<td>As informed by SCDL</td>
<td>As informed by SCDL</td>
</tr>
<tr>
<td>30</td>
<td>Duplicate ID Card/Barcode</td>
<td>100</td>
<td>150</td>
<td>US $27 / INR 1485</td>
<td>US $20 / INR 1100</td>
</tr>
<tr>
<td>31</td>
<td>Set of Barcode (set of 6)</td>
<td>100</td>
<td>150</td>
<td>US $27 / INR 1485</td>
<td>US $20 / INR 1100</td>
</tr>
<tr>
<td>32</td>
<td>SLM Redispatch charges</td>
<td>NA</td>
<td>500</td>
<td>As informed by SCDL</td>
<td>As informed by SCDL</td>
</tr>
<tr>
<td>33</td>
<td>Fee Receipt Duplicate</td>
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<td>150</td>
<td>US $27 / INR 1485</td>
<td>US $20 / INR 1100</td>
</tr>
<tr>
<td>34</td>
<td>Penalty for Specialisation changes for all previous Batches in exceptional cases (No need to return the SLM by student)</td>
<td>1600</td>
<td>1700</td>
<td>US $75 / INR 4125</td>
<td>US $50 / INR 2750</td>
</tr>
<tr>
<td>35</td>
<td>Penalty for Program changes for all previous Batches in exceptional cases (No need to return the SLM by student)</td>
<td>5000</td>
<td>5500</td>
<td>US $200 / INR 11000</td>
<td>US $150 / INR 8250</td>
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<tr>
<td>36</td>
<td>Loose Book Redispatch</td>
<td>NA</td>
<td>100</td>
<td>As informed by SCDL</td>
<td>As informed by SCDL</td>
</tr>
<tr>
<td>37</td>
<td>Re-activation Charges</td>
<td>3000</td>
<td>3000</td>
<td>US $300 / INR 16500</td>
<td>US $200 / INR 11000</td>
</tr>
<tr>
<td>38</td>
<td>Assignment Attempt Fee (Students are allowed 2 free attempts and subsequently 2 paid attempts)</td>
<td>300 (Per attempt)</td>
<td>300 (Per attempt)</td>
<td>US $15 / Rs. 825/- (Per attempt)</td>
<td>US $10 / Rs. 550/- (Per attempt)</td>
</tr>
</tbody>
</table>
4. SELF-LEARNING MATERIAL (SLM)

4.1. Dispatch

- SLM will be dispatched to the students semester-wise and subject to admission status and program fee payment of the respective program. The students can also collect the study kit by hand from SCDL, Pune with prior notification.
- The dispatch docket number and date of dispatch is available to students in their student centre login under Dispatches tab.

4.2. Re-dispatch

- In case the study kit is not received by the student within 30 days (if dispatch by EPP) or within 8 days (if dispatch by courier) from the date of dispatch, student should contact SCDL for the status of delivery.
- In case the study kit is returned back to SCDL due to the non-availability of student at the communication address, change of address or incomplete address, the given re-dispatch charges will have to be borne by the student.
- The students must inform the changed address, e-mail ID and contact number to SCDL immediately. SCDL will not be responsible for non-receipt of the study kits if the changed address is not communicated to SCDL before the dispatch. The student will have to bear the cost of re-dispatch of study kit.
- The first re-dispatch is subject to the previously dispatched SLM (1st SEM only) returned to SCDL / not received by student / not returned to SCDL. For any subsequent re-dispatches, the student will be required to pay additional re-dispatch fee Rs. 500/-. 
- Please note that from 2nd semester onwards, re-dispatches will be charged (as mentioned above) on account of SLM not received by the student, not returned to SCDL or returned to SCDL for any reason.
- Students are requested to inform SCDL of any change in the communication address. SCDL will not be responsible for delay / non-receipt / loss of SLM in transit.
- Any complaint received after 90 days from the date of dispatch about the non-receipt of SLM, the applicable charges for the purchase of the study kit have to be borne by the student.
- The institute is not responsible for non-receipt of study material if the change of address is not communicated immediately to SCDL and students will have to bear the cost of delivery.

4.3. Purchase of Self Learning Material (SLM)

Following Charges are applicable regarding purchase of Self Learning Material (SLM).

**Indian Residents**

- Loose Books: Rs. 450/- per book by Post and Rs. 400 by Hand.
- Entire kit for all courses of a semester: Rs. 900/- by Post & Rs. 800/- by hand

**International / SAARC Students**

- Entire kit for all courses of a semester: In US $ as communicated by SCDL.
- Loose Books: In US $ as communicated by SCDL.

Any excess payment made to SCDL without SCDL's notification is non-refundable.
5. ACADEMIC INSTRUCTIONS

5.1. E-Learning Facility:

- For a majority of its courses, e-learning facility is offered by SCDL. The Centre's e-learning component has been introduced as a supplementary aid to all students. It is in a concise form and complex issues are highlighted to enhance students' understanding of the key concepts.
- The e-Learning content contains live examples related to the various courses--- along with flow-charts, illustrations and diagrams. The activity-based pictorial presentation of the content enhances the learners' effective understanding of the subject matter. The focus is primarily on the application of the learning with the knowledge gained.
- The e-Learning component is structured and helps the learner to progress step by step. Continuous assessment of the learner occurs as one is evaluated by the “Assessment” segment, included at the end of each concept. The feedback on a learner's performance is immediately available to one, and provides one with the much-needed motivation, coupled with an opportunity to test the quality of learning that has taken place.
- The immediate feedback to the students is a step towards assurance of the quality of the program.
- E-learning content is provided through the online portal of SCDL. At the time of admission, each student is provided with a unique login ID and students may log on to the SCDL website “www.scdl.net” and access the e-learning content.
- SCDL’s e-Learning inputs are beneficial to students and are made available to them without any additional cost. It is easily accessible to one according to one's time, place and inclination, thereby fulfilling the Centre's mission for providing “learners with flexible learning opportunities anywhere, anytime.”

5.2 Pre-Recorded Lecture DVD Facility:

- DVDs prepared by SCDL on pre-recorded lectures by eminent Subject matter Experts are available to students. These lectures help learners to comprehend the key concepts of the various courses. The core topics of the SLMs are covered in the DVD lectures.
- The DVDs make possible for students to view these lectures at a time and place convenient to one, and learn at one's own time and pace.

5.3 Live Classroom Lectures (Virtual Classrooms) via Internet:

- Virtual classrooms are one of the biggest advantages of learning with SCDL through the Distance Education Mode. These help to bridge the gap between conventional education and distance education, by providing a human touch.
- Virtual Classes are live classroom lectures which provide the learners with a live on-line classroom learning experience, enabling them to directly interact with the Expert Faculty Member, with the help of the internet. The students are able to ask questions and seek clarifications. They are also able to interact with fellow students attending the same virtual class.
- In case a student misses a particular virtual class, one may view the same lecture in the “Archive”. In the Archive, which may be accessed through the SCDL website, all previous lectures are stored for future use of the students.
• The class-size of any virtual class is kept at an optimal number of 20 – 30, to enable the teacher to provide maximum attention to students. A student, therefore, is required to register well in advance for the session one wants to attend.
• A Calendar, containing the schedule of all virtual classes for the Academic Year, is available in student calendar for the students' reference.
• Referring to the Virtual Classroom Calendar, a student may book a slot for a particular virtual class through the student centre login facility.
• The gap due to the physical distance between the learner and the educator is reduced in this process of teaching-learning, and Education ceases to remain de-humanized. The learning benefits available in a real classroom are present and the effectiveness of learning increases manifold.

5.4 Online Faculty Interactive Chat Sessions via Internet:
• On-line faculty interaction sessions enable the learners to clarify their queries. Students may log in at a pre-specified time, and seek clarification to their queries by typing out the question. The teacher, with the help of a typed text, immediately responds, thereby making available instantaneous feedback to the student.
• Contrary to the belief that education imparted through the Distance Education Mode is faceless, the process followed by SCDL, to impart education through the distance education mode, helps to create a close bond between the taught and the teacher --- who gradually becomes a 'guide' and ceases to remain a mere purveyor of knowledge.

5.5E-Library and Library Facility:
• SCDL provides the facility of e-library besides its on-campus Library. This e-library is student friendly and is linked to SCDL students' login ID. There are a host of articles and research papers on various topics available to help students enhance their knowledge. It offers more than 375 full-text and secondary research databases as also over 300,000 eBooks and audio books.
• The Library is in pursuance of its objective of providing efficient and effective academic support to working and non-working professionals. It provides the usual services such as lending of reference books, journals, project reports, e-learning content CDs, etc.
• The normal working hours of library:
  o Monday-Saturday: 9.30 a.m.-5.30 p.m.
  o Sundays and Institute holidays: CLOSED
  o Location of the Library: Fourth Floor SCDL campus only
## 6. TIMELINES FOR ACTIVITIES

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Activity</th>
<th>Time Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Dispatch of 1&lt;sup&gt;st&lt;/sup&gt; Sem Self learning Material</td>
<td>On payment of 1&lt;sup&gt;st&lt;/sup&gt; Installment</td>
</tr>
<tr>
<td>2</td>
<td>Commencement of 1&lt;sup&gt;st&lt;/sup&gt; / 3&lt;sup&gt;rd&lt;/sup&gt; Semester</td>
<td>July</td>
</tr>
<tr>
<td>3</td>
<td>Release of online assignment</td>
<td>August</td>
</tr>
<tr>
<td>4</td>
<td>Conclusion of 1&lt;sup&gt;st&lt;/sup&gt; / 3&lt;sup&gt;rd&lt;/sup&gt; Semester</td>
<td>December</td>
</tr>
<tr>
<td>5</td>
<td>Schedule of examination</td>
<td>On-demand exams are released after 3&lt;sup&gt;rd&lt;/sup&gt; month from the commencement of the Program or semester.</td>
</tr>
<tr>
<td>6</td>
<td>Declaration for results</td>
<td>10&lt;sup&gt;th&lt;/sup&gt; of every month for previous month appeared exams.</td>
</tr>
<tr>
<td>7</td>
<td>Commencement of 2&lt;sup&gt;nd&lt;/sup&gt; / 4&lt;sup&gt;th&lt;/sup&gt; Semester</td>
<td>January</td>
</tr>
<tr>
<td>8</td>
<td>Dispatch of 2&lt;sup&gt;nd&lt;/sup&gt;Sem Self learning Material</td>
<td>January / February (Subject to full fee paid &amp; confirmed admission status) from 2&lt;sup&gt;nd&lt;/sup&gt;Sem&amp; onwards.</td>
</tr>
<tr>
<td>9</td>
<td>Conclusion of 2&lt;sup&gt;nd&lt;/sup&gt; / 4&lt;sup&gt;th&lt;/sup&gt; Semester</td>
<td>June</td>
</tr>
<tr>
<td>10</td>
<td>Dispatch of certificates</td>
<td>At the end of program duration (subject to successful passing in each examinations assignment, project report/submissions/resource file as applicable for the program enrolled and payment of all fees/dues)</td>
</tr>
</tbody>
</table>
7. STUDENT SUPPORT SERVICES

The objective of the Student Care Department is to ensure prompt and effective response with 100% student satisfaction.

8.1. E-Communication Centre

E-Communication Centre is where Communication Assistants would handle student queries received via e-mail with a response time of two business days. Students can e-mail us through the 'Post my Query' option from their respective student centre login by selecting the various tabs with respect to their query type.

8.2. Grievance Cell

Students who are not content with the services may send their queries to grievance@scdl.net. All such queries will be personally handled and responded within 2 working days by the Student Care Department. Queries can also be sent by hard copy to e-Communication Department, Main Campus, address mentioned on the next page.

8.3. Dedicated Student Call Centre

Call Centre facility is available on all business days (Monday to Saturday) wherein a student can call and talk to a Call Operator for immediate resolution of their query. We have introduced a new telephonic self-guided help-line, which provides 24-hour updates. This system provides basic information on examination, assignments, accounts, study material and other routine administrative queries of students. Call Centre is functional on all business days to answer student queries from 9.30 a.m. to 5.30 p.m. IST. The call centre numbers are 020-66211000 (Hunting Lines). A feedback to the queries received in the Call Centre is also mailed to the students on the student's request.

Note: All hard copy correspondence with SCDL should be sent at SCDL, Pune (Main Campus) only.
8. STUDENT GRIEVANCE REDRESSAL FORUM

SCDL has provided Student Grievance Redressal Forum, is an independent body of SCDL headed by legal luminary which enable the students to get their grievances redressed. Students are advised to approach the said Student Redressal Grievance Forum to get their grievance, if any, redressed before taking any legal recourse.
9. WEB BASED SERVICES

The SCDL website, www.scdl.net, hosts all information, notification and latest updates that a student requires to obtain, through program life cycle. It also hosts a powerful assignment engine through which all students attempt online assignments any time throughout the day.

10.1 Minimum System Requirements:

- Minimum internet speed required is 256 Kbps or above.
- Flash player of version 8.0 or above. (Download the flash player from this link http://www.adobe.com/)
- Recommended 256 MB of RAM or above.
- Processor type: Pentium III compatible processor or above.
- Internet browser: IE version 6.0 and above.

10.2 Pop Up Blocker:

- You will need to disable the pop-up blocker on your system. The way to know if it is installed and enabled in your system is as follows. A pop-up blocker (sometimes called a pop-up killer) is a program that prevents new windows from displaying in a user's Web browser.
- To check whether the pop-up blocker is enabled in system (If OS is XP with service pack 2). Open Internet Explorer Here you can turn on or off pop-up blocker. on the Tools menu, point to Pop-up Blocker, and then click Pop-up Blocker Settings.
- Please do not use roaming wireless data cards for attempting the online assignments or viewing e-learning, etc.
- Tip: To temporarily allow a site to display pop-ups, click the Information Bar when it notifies you that a pop-up has been blocked. Then click temporarily Allow Pop-ups.
- Or if you had installed Google toolbar. When the pop-up blocker intercepts an incoming window, your cursor changes. The pop-up blocker button displays an icon along with a count of the number of pop-ups blocked since the last Toolbar installation. Press on this button to enable pop-ups.

10.3 SCDL World Campus Login:

- The Student Centre Login details are printed on the admission letter (provisional / confirmed admission letter). It is mandatory for a student to activate his / her login ID mentioned on the admission letter by visiting the SCDL website.
- Once you are a registered student, you can avail our services such as information on your profile, fees, e-mail, etc. through our student portal. Facilities like Online Assignments, E-learning will be activated on the payment of 1st installment of Program fees.
- SCDL provides all its students a unique personalized campus e-mail ID which comes with a 10 GB mailbox, built-in virus & spam protection and anywhere access at home, office campus or cyber cafe. This along with additional collaboration services enables SCDL students to share information, keep in touch with each other, stay updated with latest happenings at SCDL & interact in a professional manner with prospective recruiters.

- Log-in Procedure
To access Student Centre Login, you need to visit SCDL - website www.scdl.net & further: “mybook” Section
- Click on the message: “Please click here, to visit section”
- Type the Student Centre Login ID and the Password (kindly refer the admission letter for the same).
- Click on ‘Submit’.

Note: Students are requested to change their password immediately upon login and should not disclose the login ID and password to others. SCDL will not be responsible for any misuse of login ID / password.
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Courses</th>
<th>Programs</th>
<th>Sem</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Advanced Instructional Design &amp; Instructional Design</td>
<td>PGDID</td>
<td>II</td>
</tr>
<tr>
<td>2</td>
<td>Business Communication</td>
<td>PGDBA, PGDHRM, PGDIB, PGDIT, PGDIM, C-PGDBA</td>
<td>I</td>
</tr>
<tr>
<td>3</td>
<td>Business Law</td>
<td>PGDBA</td>
<td>I</td>
</tr>
<tr>
<td>4</td>
<td>Consumer Behaviour</td>
<td>PGDBA, PGDRM, PGDCRM, C-PGDBA</td>
<td>III</td>
</tr>
<tr>
<td>5</td>
<td>Consumer Protection &amp; Competition Act</td>
<td>PGDBCL</td>
<td>I</td>
</tr>
<tr>
<td>6</td>
<td>Consumer Protection Act, 1986.</td>
<td>CPCPA</td>
<td>I</td>
</tr>
<tr>
<td>7</td>
<td>Customer Relationship Management</td>
<td>PGDBA, PGDSCM, PGDCRM</td>
<td>I</td>
</tr>
<tr>
<td>8</td>
<td>E-Business</td>
<td>PGDBA, PGDSCM, PGDCRM, PGDIT</td>
<td>I</td>
</tr>
<tr>
<td>9</td>
<td>Educational Psychology</td>
<td>PGDID, PGDEA</td>
<td>II</td>
</tr>
<tr>
<td>10</td>
<td>Financial Management</td>
<td>PGDBA, PGDIT, C-PGDBA</td>
<td>II</td>
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<tr>
<td>11</td>
<td>Human Resource Management</td>
<td>PGDBA, PGDHRM, PGDIT, C-PGDBA</td>
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<td>International Economics</td>
<td>PGDBA, PGDIB</td>
<td>II</td>
</tr>
<tr>
<td>13</td>
<td>International Finance</td>
<td>PGDBA, PGDIB</td>
<td>III</td>
</tr>
<tr>
<td>14</td>
<td>Introduction to Legal System</td>
<td>CPRTI</td>
<td>I</td>
</tr>
<tr>
<td>15</td>
<td>Management Accounting</td>
<td>PGDBA, PGDIT</td>
<td>I</td>
</tr>
<tr>
<td>16</td>
<td>Management Information Systems</td>
<td>PGDBA, PGDIB, PGDIT, PGDRM, C-PGDBA,</td>
<td>II</td>
</tr>
<tr>
<td>17</td>
<td>Managerial Economics</td>
<td>PGDBA, PGDHRM, PGDIB, C-PGDBA</td>
<td>I</td>
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<tr>
<td>18</td>
<td>Marketing Management</td>
<td>PGDBA, PGDIT, PGDRM, C-PGDBA, CPED</td>
<td>II</td>
</tr>
<tr>
<td>19</td>
<td>Marketing Research</td>
<td>PGDBA, PGDIB, PGDCRM</td>
<td>III &amp; IV</td>
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<tr>
<td>20</td>
<td>Materials Management</td>
<td>PGDBA, PGDSCM</td>
<td>III</td>
</tr>
<tr>
<td>21</td>
<td>Organisational Development</td>
<td>PGDBA, PGDHRM</td>
<td>IV</td>
</tr>
<tr>
<td>22</td>
<td>Personnel Administration</td>
<td>PGDBA, PGDHRM, C-PGDBA</td>
<td>III</td>
</tr>
<tr>
<td>23</td>
<td>Principles and Practices of Management</td>
<td>PGDBA, PGDHRM, PGDIB, PGDIT, PGDIM, PGDRM, PGDID, CPED, C-PGDBA</td>
<td>I</td>
</tr>
<tr>
<td>24</td>
<td>Principles of General Ins. Including IT</td>
<td>PGDIM</td>
<td>I</td>
</tr>
<tr>
<td>25</td>
<td>Project Finance</td>
<td>PGDBA</td>
<td>III</td>
</tr>
<tr>
<td>26</td>
<td>Property and Liability Insurance</td>
<td>PGDIM</td>
<td>I</td>
</tr>
<tr>
<td>27</td>
<td>Right to Information Act</td>
<td>CPRTI</td>
<td>I</td>
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<td>28</td>
<td>Risk Management</td>
<td>PGDBF</td>
<td>IV</td>
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<td>29</td>
<td>Services Marketing</td>
<td>PGDRM</td>
<td>II</td>
</tr>
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<td>30</td>
<td>Services Marketing &amp; Brand Management</td>
<td>PGDBA, C-PGDBA</td>
<td>IV</td>
</tr>
<tr>
<td>31</td>
<td>Supply Chain Management</td>
<td>PGDBA, C-PGDBA</td>
<td>I</td>
</tr>
<tr>
<td>32</td>
<td>Techniques for Operations Efficiency</td>
<td>PGDBA, C-PGDBA</td>
<td>III</td>
</tr>
<tr>
<td>33</td>
<td>Total Quality Management</td>
<td>Single Course</td>
<td>III</td>
</tr>
<tr>
<td>34</td>
<td>TQM &amp; HR</td>
<td>Single Course</td>
<td>III</td>
</tr>
<tr>
<td>35</td>
<td>Production and Operation Management</td>
<td>PGDBA, C-PGDBA, PGDSCM</td>
<td>II</td>
</tr>
<tr>
<td>36</td>
<td>Research Methodology and SQM</td>
<td>PGDBA, C-PGDBA, PGDSCM</td>
<td>IV</td>
</tr>
<tr>
<td>37</td>
<td>Indian Banking and Financial System</td>
<td>PGDBF</td>
<td>I</td>
</tr>
<tr>
<td>38</td>
<td>Corporate Law</td>
<td>PGDBCL</td>
<td>I</td>
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<tr>
<td>39</td>
<td>Corporate Finance Law</td>
<td>PGDBCL</td>
<td>II</td>
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<td>40</td>
<td>Children with Special Needs</td>
<td>PGPTT</td>
<td>II</td>
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<tr>
<td>41</td>
<td>Course Design</td>
<td>PGDID</td>
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<tr>
<td>42</td>
<td>ICT in Education</td>
<td>PGDEA</td>
<td>I</td>
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<tr>
<td>43</td>
<td>Educational Administration</td>
<td>PGDEA</td>
<td>II</td>
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<tr>
<td>44</td>
<td>Structure of English Language</td>
<td>DTE</td>
<td>I</td>
</tr>
</tbody>
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10. LIST OF SCDL HOLIDAYS FIR THE YEAR 2013

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Date</th>
<th>Day</th>
<th>On account of</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>January 14, 2013</td>
<td>Monday</td>
<td>MakarSankranti</td>
</tr>
<tr>
<td>2</td>
<td>January 26, 2013</td>
<td>Saturday</td>
<td>Republic Day</td>
</tr>
<tr>
<td>3</td>
<td>April 11, 2013</td>
<td>Thursday</td>
<td>Gudipadva</td>
</tr>
<tr>
<td>4</td>
<td>May 1, 2013</td>
<td>Wednesday</td>
<td>Maharashtra Day</td>
</tr>
<tr>
<td>5</td>
<td>August 9, 2013</td>
<td>Friday</td>
<td>RamzanEid</td>
</tr>
<tr>
<td>6</td>
<td>August 15, 2013</td>
<td>Thursday</td>
<td>Independence Day</td>
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<td>7</td>
<td>August 20, 2013</td>
<td>Tuesday</td>
<td>Rakshabandhan</td>
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<td>8</td>
<td>September 9, 2013</td>
<td>Monday</td>
<td>Ganesh Chaturthi</td>
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<td>9</td>
<td>September 18, 2013</td>
<td>Wednesday</td>
<td>AnantChaturthi</td>
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<td>10</td>
<td>October 2, 2013</td>
<td>Wednesday</td>
<td>Mahatma Gandhi Jayanti</td>
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<td>11</td>
<td>November 1, 2013 to November 5, 2013</td>
<td>Friday to Tuesday</td>
<td>Diwali</td>
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<tr>
<td>12</td>
<td>December 25, 2013</td>
<td>Wednesday</td>
<td>Christmas</td>
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SECTION II
EXAMINATION HANDBOOK
11. INTRODUCTION:

11.1 Online Examination:

Computer based examinations attempted through designated test centres are called Online Examinations. Online Examination consists of objective questions and descriptive questions and can be scheduled 'On Demand' at student's convenience through the SCDL website. The result of the examination is officially declared on 10th of every month. However for online exams students can see the result immediately after completion of the exam.

11.2 Online Assignment:

Computer-based assignments submitted through SCDL website (Student Centre login) are called Online Assignments. Each Online Assignment is objective in nature & provides immediate results / score card. Online Assignments can be submitted at any time during the program registration validity for current and previous semester courses.

11.3 On Demand Examination:

On Demand Online Examination is the mode of examination which facilitates students to schedule the exam on desired date, time slot and in the near by test center, at his / her own convenience. A student can book a slot through his / her own Student login.

11.4 Designated Test Centres

For online examination SCDL has more than 50 test centres. You can appear for online examination as per the booked slot through these exams centres. The list of designated test centres is available in the student centre login under exam form option.
12. EVALUATION METHODOLOGY

12.1 Evaluation Methodology for Two Year Post Graduate Diploma Programs (PGDBA, PGDBF, PGDIB, PGDIT, PGDEA):

- The two year Post Graduate programs consist of four semesters. The first two semesters consist of Foundation Courses while third and fourth semesters have specialization courses. For each course, there will be an online assignment and an online examination. Students are requested to study regularly and attempt Online Assignment/s, and Online Examination/s of each subject, every semester and complete the respective program in the duration of two years. The registration validity of the enrolled program is four years.
- It is mandatory for all the students to appear for the first semester. Students can book exam slot from the third month of the commencement of the program for subsequent semester.
- Disclaimer: Students are requested to refer to the ‘applicable fees’ in the ‘other fee section’ given in the welcome kit.
- On-Demand Online Examination: For each course (except Project) there will be a computer based and descriptive examination of 70 marks. Minimum pass marks are 35. Students are required to pay Examination Fees separately for each attempt. Students may give backlog exams (for failed subjects / courses) anytime during their registration validity period.
- Online Assignments: For each course, there will be an online assignment of 30 marks. Minimum pass marks are 15. In case of failure, students may avail one free attempt and two paid attempts. The student is required to pay for each paid attempt.
- To become eligible to receive diploma certificate, the student is required to pass in all examinations, assignments and project report, as applicable for the program enrolled.

Research Methodology & Statistical Quantitative Methods (For PGDBA)
- A student will be required to complete an online assignment, of 30 marks, on Research Methodology and Statistical Quantitative Methods. The minimum pass marks is 15.
- The project report is of 70 marks. The minimum pass marks of the project report are 35. In case of failure, a student may resubmit a project report on payment of the prescribed fees. There will not be an online assignment of said subject.
- Project (For PGDBF and PGDEA): In the Fourth Semester, a student is required to submit a project report. The project report is of 100 marks. Minimum pass marks are 50. In case of failure, a student may resubmit a project report on payment.
- For PGDBA, PGDBF and PGDEA: Students have to submit the hard copy of a project through post or courier to SCDL, Pune.
- Note: The project guidelines will be made available in the student centre during fourth Semester.

Project (For PGDIT): In the Fourth Semester, a student is required to submit a project report. The project report is of 100 marks. Minimum pass marks are 50. In case of failure, a student may resubmit a project report on payment of prescribed fees. Students have to submit the soft copy of a project through online project submission link available in student centre login. (Note: The project guidelines will be made available in the student centre login during the fourth Semester.)
- Disclaimer: Students are not allowed to re-attempt for examination /assignment / projects for marks / class improvement.

Exit Policy for PGDBA Program (Diploma in Management): Exit policy only for PGDBA program will be available, from Academic Year June 2013. A student who has completed one full year of study (I and II Semesters) and has successfully passed the examination and an assignment
corresponding to first two semesters, but due to unavoidable circumstances is unable to complete the III and IV Semesters will be eligible for a Diploma in Management. An eligible student will have to make a specific application to SCDL to opt out of the PGDBA Program within the registration validity period of PGDBA. Students may submit an application to the Director, SCDL, for approval, stating the reasons for discontinuing the second year. The fees paid for PGDBA are non-refundable and non-transferable. In case the student wishes to obtain the PGDBA, he will need to take fresh admission in the next academic year. In such a case, credit transfer will be valid only for courses of I and II Semester. There will be no separate enrollment for Diploma in Management.

- **Disclaimer:** Students are requested to refer to the ‘applicable fees’ in the ‘other fee’ section given in the general guidelines.

### 12.2 Evaluation Methodology for One Year Post Graduate Diploma Programs (PGDHRM, PGDIM, PGDCRM, PGDSCM, PGDRM, PGDEXIM, PGDBCL, PGDTW, PDGID, PGDPPTT, DCWE, DELT):

- **The One Year Post Graduate programs consist of two semesters. Students are requested to study regularly and appear for Online Assignments and then for Online Examinations every semester and complete the respective program in the specified time period of one year. The registration validity of the enrolled program is two years.**

- **It is mandatory for all the students to appear for the first semester. Students can book exam slot from the third month of the commencement of the program for the subsequent semester.**

#### Evaluation Methodology for PGDHRM, PGDEXIM, PGDID, PGDIM, PGDRM, PGDCRM, PGDSCM, PGDBCL, PGDTW Program:

- **On-Demand Online Examination:** For each course (except Project) there will be a computer based and descriptive examination of 70 marks. Minimum pass marks are 35. Students are required to pay Examination Fees separately for each attempt. Students may give backlog exams (for failed subjects / courses) anytime during their registration validity period.

- **Online Assignments:** For each course, there will be an online assignment of 30 marks. Minimum passing marks are 15. In case of failure, students may avail one free attempt and two paid attempts. The student is required to pay for each paid attempt. Students are required to pass in the on-demand online examination and also in each of the online assignments and project report as applicable for the enrolled program.

- **Project (For PGDHRM and PGDEXIM):** In the Second Semester, a student is required to submit a project report of 100 marks. The minimum pass marks are 50. In case of failure, a student may resubmit a project report on payment. Students have to submit the project in the form of hard copy through post or courier to SCDL.

- **Disclaimer:** Students are requested to refer the ‘applicable fees’ in the ‘other fee’ section given in the welcome kit.

#### Project Report (For PGDID only): In the Second Semester, a student is required to submit a Project Report of 100 marks. The soft copy of Project Report should be sent to projectreport@scdl.net, only. Minimum pass marks are 50. In case of failure, a student may resubmit a project report on payment.

#### Case Study (For PGDTW only): In the Second Semester, a student is required to submit a case study of 100 marks. Minimum pass marks are 50. In case of failure, a student may resubmit a case study on payment. Students have to submit the case study in the form of hard copy through post or courier to SCDL.
Note: The project Report & case study guidelines will be made available in the student centre login in the 2nd Semester.

Evaluation Methodology for PGDPTT Program:

- **Hard Copy Submissions**: For each course of this program, there will be one hard copy submission of 30 marks. Minimum passing marks will be 15. In the case of failure in a particular submission the students need to resubmit the submission related to that course only. The student should pay the resubmission fee in case of failure. The facility for resubmission will be available only during the registration validity period of the enrolled program.

- **Resource File I & II**: The students have to submit above mentioned hard copy submissions related to each course of Sem. I at the end of semester I in the form of resource file I & II at SCDL Pune address. The detail for the preparation of the resource file I & II is provided in the practical manual. The resource file I & II should comprises of the following material:
  - **Resource File I**: 5 lesson plans & teaching practice sheet for each lesson plan, teaching learning activities gp. A, school observation report & one project report.
  - **Resource File II**: 5 lesson plans & teaching practice sheet for each lesson plan, teaching learning activity gp. B & case study of one normal or disabled child.

- **Computerized Exam**: For each course of this program the student need to give 70 (60 marks objective + 10 marks subjective) marks computer based exam. Minimum pass marks will be 35. Students are required to pay Examination Fees separately for each attempt. Students may give backlog exams (for failed subjects / courses) anytime during their registration validity period.

Evaluation Methodology for DELT Program:

- **Submission**: For DELT, the evaluation is in the form of 'Submission'. Students are expected to send a submission of assignments in printed format for courses 1, 2, 3 in Semester I and II. Each submission will carry 30 marks. The minimum pass marks are 15 marks. For semester I, the hardcopy of all three submissions together have to be sent along with submission fees to SCDL, Pune by post / courier. For semester II, the hardcopy of all three submissions together have to be sent along with submission fees to SCDL, Pune by post / courier. A student must pass in each and every course. All submissions of first semesters should be sent together and write as Recourse file -1. All submissions of second semesters should be sent together and write as Recourse file -2.

- Note: The submissions guidelines will be made available in the student centre login during 1st & 2nd Semester.

- Disclaimer: Students are requested to refer to the ‘applicable fees’ in the ‘other fee’ section given in the welcome kit.

Evaluation Methodology for DCWE Program:

- **Submission**: For each of the three courses, in each of the two semesters, students have to make submissions of 30 marks each Course. Minimum pass marks are 15. For each semester, the hardcopy (in printed form) of all three submissions together have to be sent along with submission fees to SCDL, Pune by post / courier. All submissions of first semesters should be sent together and write as Submission -1. All submissions of second semesters should be sent together and write as Submission 2.
• Note: The submissions guidelines will be made available in the student centre login during 1st & 2nd Semester.

12.3 Evaluation Methodology for Six months Certificate Programs (CPED, CPCL):

• On-Demand Online Examination: For each course there will be an online examination of 70 marks. Minimum pass marks are 35. Students are required to pay Examination Fees separately for each attempt. Students may give backlog exams (for failed subjects / courses) anytime during their registration validity period. Students are not allowed to re-attempt examination for marks / class improvement.

• Online Assignments: For each course, there will be an online assignment of 30 marks. Minimum passing marks are 15. In case of failure, students may avail one free attempt and two paid attempts. The student is required to pay for each paid attempt.

• The duration of the program is six months, while the course registration is valid for one year.

12.4 Evaluation Methodology for Single Courses:

• On-Demand Online Examination: For each course there will be an online examination of 70 marks. Minimum pass marks are 35. Students are required to pay Examination Fees separately for each attempt. Students may give backlog exams (for failed subjects / courses) anytime during their registration validity period. Students are not allowed to re-attempt examination for marks / class improvement.

• Online Assignments: For each course, there will be an online assignment of 30 marks. Minimum passing marks are 15. In case of failure, students may avail one free attempt and two paid attempts. The student is required to pay for each paid attempt.

• A certificate will be awarded on successful completion of the on-demand online examination and online assignment.

• Disclaimer: Students are requested to refer to the ‘applicable fees’ in the ‘other fee section’ given in the welcome kit.
13. GRACE MARKS

13.1 Grace Marks Policy:

- The award of grace marks will be regulated as per the rules and procedures mentioned below:
  - The grace marks not exceeding 10 will be awarded to a student only if these grace marks enables him/her to pass the entire examination leading to making him/her eligible for award of diploma/certificate.
  - Eligibility: A student who has failed in only three heads of passing (Online examination/case study/project report taken together) and having deficiency of not more than 10 marks having passed in all the other heads of passing of online examinations, assignments, project report, case study, submissions etc. is eligible to avail grace marks up to 10. The project report/case study shall be awarded maximum 5 marks.

13.2 Procedure to apply for grace marks:

- A student fulfilling the conditions of Rule 1 & 2 mentioned above, should send a Service Request Form addressed to the Director, SCDL, Pune requesting to grant grace marks in the head of passing in which the student has failed.
- The student whose program validity period is over should apply to avail grace marks within a period of one month after becoming eligible for award of grace marks. If he/she fails to do so, SCDL will suo-moto award the necessary grace marks by following the above procedure and will declare the result of the student and will process the diploma certificate.
- The student whose program validity period is not over should inform in writing to SCDL whether he/she wish to avail the grace marks or whether he/she wish to reappear for the subject in which he/she has failed, within one month after becoming eligible for award of grace marks.
- In case the student does not communicate in writing his/her choice within given time limit mentioned above, SCDL will award grace marks up to 10 and will process his/her diploma certificate.
14. GUIDELINES FOR ONLINE ASSIGNMENTS:

- Online Assignments are preloaded inside the student centre login on the SCDL website. Students should click on the Online Assignment Link inside the log in to attempt Online Assignment.
- Each Online Assignment carries 30 marks and the minimum pass marks are 15.
- Students should follow Applicable Methodology ONLY to submit their Online Assignments for all courses (subjects) of their curriculum. SCDL will not accept any paper-based Online Assignments.
- Online Assignments consist of, objective questions which are easy for submission and get evaluated online. Students can see their Online Assignment marks instantly, after completing and submitting the Online Assignment.
- Students are recommended to submit one Online Assignment per month and ensure that all the Online Assignments for a semester are submitted prior to the Online Examination of that semester.
- All Online Assignments must be submitted and cleared within the program registration validity period.
- Students cannot submit Online Assignments for courses belonging to future / upcoming semesters. Students can submit Online Assignments only for their current or previous semesters.
- If an Online Assignment is left mid-way, it will be considered as 'Incomplete session'. & status is in progress. The details of each 'Incomplete session' are stored. The next time the student logs in to complete the Online Assignment, he / she will have to attempt the remaining questions in the remaining time.
- The student can see the statistics of questions attempted and answered immediately after completion of assignment. Students can complete all the Online Assignment attempts with “n” number of session breaks. The duration of the Online Assignment is 30 min.
- Diploma entitlement is subject to successful completion of all Online Assignments, Exams, Project, and Practical as applicable during the Registration validity period of the program.
- In case of failure, students may avail one free attempt and two paid attempts. The student is required to pay for each paid attempt.
- Note: It is not compulsory to pass the Online Assignments for a particular semester / course before appearing for the Online Examination for that semester / course.
15. GUIDELINES FOR ON-DEMAND EXAMINATIONS:

- Computer-based examinations attempted through designated test centers are called Online Examinations.
- The exam will be of 70 marks and the duration of the exam will be 2 hours. The minimum pass marks are 35 in each course (subject).
- Student has to pass in the Online Examination and Online Assignments separately for each course (subject) of the program.
- Students should visit the SCDL website regularly for current updates and exam information.
- Students who have paid complete program fee and have confirmed admission status at the time of applying for the Online Examination only will be allowed to appear for the Online Examination.
- Students can book the exam slot from the 3rd month of the commencement of the program for the subsequent semester.
- Exam fees are not included in the Program fees; it has to be sent with the exam enrollment form from time to time.
- Exam fees are non-refundable and non-transferable.
- There is no re-evaluation / re-checking for Online Examination.
- If a student has paid the exam fees, but fails to book the exam slot or does not attempt the Online Examination in spite of exam slot booking, he/she will be required to re-pay the due exam fees at the time of re-booking.
- Student who have booked the exam slot but not appeared or have attempted the exam but failed, will not be able to re-attempt until the official declaration of exam results, i.e. after the 10th of next month for exams appear in previous month.
- Students are required to report at least 30 minutes prior to the actual Examination at the Designated Test Centre.
- Students are warned not to use any unfair means in the designated Test Centre.
- Students are requested to carry their Exam Hall Ticket and their SCDL Identity Card and Govt. Authorized Photo ID Proof like PAN Card / Driving License / Aadhar Card / Voter ID Card etc. card to the exam centre. No other proof of identity will be accepted.
- Students would be responsible for signing the attendance sheet available at the exam centre without which their paper will not be assessed and the student would be marked absent for the exam.
- Students are not allowed to bring Digital Diary, Cell phone, pager, palmtops, Jewellery etc in the Online Examination hall. SCDL or the exam centre is not responsible for the safekeeping / loss of your belongings. In case a student is found using the cell phone, the same shall be confiscated and the student shall be debarred from the program. All cell phones should be Switched Off during the Online Examination.
- Smoking is not allowed in the campus / Online Examination area. High standards of discipline have to be maintained during the Online Examination sessions. Defaulters will be dealt with strictly.
- Students violating any of the above procedures may be subjected to admission cancellation.
- The examination is of objective and descriptive type and has to be attempted using computers provided in the Online Examination hall. Students are assumed to have basic knowledge of using a computer such as scrolling up and down, some typing, clicking with mouse etc.
- In the event of any force Majure due to which the student is unable to attempt the exam in his/her slot or at the exam hall, SCDL will make required arrangements for such student(s) to
reattempt the exam at another convenient date/time at no cost to the student(s). Force Majure are described as natural disasters, sudden / unexpected failure of electricity / computer hardware and software, local unrest, riots etc.
16. PROCEDURE FOR EXAM SLOT BOOKING:

16.1. Indian Residents (Civilian or Regular / Defense / Police / Paramilitary)

- Students are required to send their duly filled exam enrollment form along with Rs. 250/- as exam fees which can be paid by Demand Draft /Online/ in Cash, at SCDL Cash Counter. The exam fee DD should be drawn in favor of “The Director, SCDL, Pune”.
- On receipt of the duly filled exam enrollment form to SCDL, the exam details for the students will be processed and the booking will be released in 3 to 5 working days. Students can do their exam slot booking accordingly.
- On the basis of exam form/s processing, students can do the exam slot booking up to 29th of current month and / or within 29 days of the following month. (E.g. if exam form/s has been processed on 12th of any particular month, student can do exam slot booking from 13th up to 29th of current month & again between 1st to 29th of next month, however please note that if exam form is processed on 28th of the current month then booking will be available only on 29th up to 6.00 p.m. of current month and between 1st and 29th of the next month.)
- The exam fees are non-refundable & non-transferable. Students who appear but fail in any exam for any subject will be required to re-appear & pass in the exam for those subjects during their registration validity period. For every re-appearance, students will be required to pay the exam fee of Rs. 250/- for each exam/attempt.
- Availability of exam slots is on “FIRST COME FIRST SERVE BASIS”. Students are requested to take print out of the hall ticket immediately after booking slots. In case, due to any reason if students are not able to take the print out of the hall ticket for scheduled exams immediately, then students are required to take the print out of hall ticket on or before 28th of same month i.e. in the same month when the booking has been done.
- In case of any queries, students may send an email to onlineexamqueries@scdl.net. Please note any queries related to exam, sent on other email addresses of SCDL, shall not be replied.

### On-Demand Online Examination Availability

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
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<tbody>
<tr>
<td>Receipt of Duly Filled Exam Form</td>
<td>1st to 28th of every month</td>
</tr>
<tr>
<td>Processing of exam forms on receipt to SCDL</td>
<td>3 - 5 working days</td>
</tr>
<tr>
<td>Slot booking period</td>
<td>1st to 29th every month (for next two months only)</td>
</tr>
<tr>
<td>Result declarations on SCDL website</td>
<td>10th of every month (for exams appeared in previous month)</td>
</tr>
</tbody>
</table>

### Instructions For Exam Slot Booking For Students - Indian Residents (Civilian or Regular / Defense / Police / Paramilitary)

- Go to the SCDL website: [www.scdl.net](http://www.scdl.net)
- In Student center login enter your username and password through existing student link.
- Click on “Book exam slot” link on the left hand side of the page.
- Student will see a list of courses (subjects) as applied by the student in the exam enrollment form for the current semester / previous semester.
- Click on the link “Book Your Exam Slot” below exam subject details.
- You will be linked to the Booking system.
- Follow the instructions clearly, while booking your slots.
• Ensure that you print the Hall Ticket once your slots are booked. (Slots once booked cannot be changed / modified.) Please attach your photo on the hall ticket.

• Students are requested to carry their Exam Hall Ticket and their SC DL Identity Card and Govt. Authorized Photo ID Proof like PAN Card / Driving License / Aadhar Card / Voter ID Card etc. for temporary basis & shall send the student request form along with respective fees towards reissuing the Duplicate ID.

• Students are advised to visit our website www.scdl.net regularly for any news/changes regarding Online Examination.

• Instructions for Payment of Exam Fees through payment gateway:
  o Student can book exam slots immediately for the current month & subsequent month.
  o Read online Examination policies, all Instructions and Information carefully.
  o Put tick by accepting the declaration under Exam Form title and click Proceed to Exam Form.
  o Select Subjects by (with Rs. 250/- Payment) as reflecting against respective subject/s, the student wishes to appear.
  o If student wishes to make changes in already selected subject/s, click on Refresh Exam Form, click on submit (Payment gateway screen reflects), follow the given instruction.
  o Click on Pay Online.
  o In Payment Option, select Card Type as “Visa”.
  o Click on Submit. On approval of payment by SC DL within 2 to 7 working days in case of transaction declined, subjects get locked and get refreshed within the next 2 to 3 working days.
  o Slot Booking Page will allow you to book paid subjects (as selected in the exam form).
  o The student needs to click on the below mentioned instructions to proceed further to download the exam form:- Yes, I have thoroughly read the instructions and accept to follow the process and policies as mentioned.
  o Once the payment is successfully done, the following transaction receipt message will be displayed on the screen:-

  **Success:**

  Thank You, your transaction has been successfully recorded.

  Please quote following transaction details for further communication with SC DL.
  a. Transaction ID
  b. Transaction Date
  c. Transaction amount

  Your Transaction will be credited in our a/c in next 3 working days. For any queries you can ail us on feequeries@scdl.net

  Note: Exam results and Diploma process is subject to realization of the exam fees.

  **Fail/Error:**

  Thank you for applying for Online Examination. However, the transaction has been declined.

  **Waiting Status:**

  Thank you, your transaction is in process. We are waiting for the response from the bank.
Please quote following transaction details for further communication.

a. Transaction ID
b. Transaction Date
c. Transaction amount

For any queries you can mail us on feequeries@scdl.net

Exam results and Diploma process is subject to realization of the exam fees.

- **Exam Slot Booking Validity:**
  - On the basis of exam form processed in system, the candidates can complete the slot booking till 29th of the month and also during 1st till 29th of the subsequent month. Thereafter, the validity of the slot booking link expires.
  - Exam dates: Current month + subsequent month - Candidates will be able to book exam slots immediately; selecting the exam dates with a time gap of 1 day.
  - Last Date for receipt of forms for current Month Booking: The last date for receipt of forms for current month booking will be 22nd of the month.
17. ONDEMAND ONLINE EXAMINATION GUIDELINES(For International / SAARC Students):

Students enrolled as INTERNATIONAL students can appear for online exams either from DESIGNATED TEST CENTRES or from Reputed Universities/Colleges, Institutes, Embassies or Organizations.

17.1 Procedure For Appearing For Exams In Designated Center @ Dubai

- The student should communicate to SCDL the place/location where he would like to appear for the exam, subject and semester, date, time etc. (in a prescribed format). Once the hard copy of duly filled exam form is received at SCDL, Pune and processed in the system, the booking access shall be released for the student and students can book their slots online, thereafter.
- SCDL will communicate to DESIGNATED TEST CENTRE the details of the exam, mentioning the DATE, TIME/DURATION, LOCATION, SUBJECT etc for each registration number. Student can download Hall ticket from student center login
- DESIGNATED TEST CENTRE will conduct the exams as per the schedule.
- The Exam Result will be declared by 10th of next month for the exams attempted by the students in the previous month.

17.2 Procedure For Appearing For Exam Outside India Where A Designated Test Centre Is Not Available (Administered Exam)

The exam can be administered at any of the Reputed Universities/Colleges, Institutes, Embassies or Organizations. The exam cannot be given from an Internet Café or Library.

- An embassy official, lab instructor, professor, lecturer or immediate supervisor can act as an “exam administrator.” The exam administrator must be a third party. The examiner cannot be a fellow student, subordinate, coworker, peer, friend or relative.
- The student should communicate to SCDL the place/location where he would like to appear for the exam, subject and semester etc.
- The student will make the initial contact with the “exam administrator” and inform the name and designation of the official acting as the exam administrator to SCDL. An Exam Administrator form is available in the student center which should be filled in and sent to SCDL. The student will also provide a letter proving the credentials of the “exam administrator” on an official letterhead. The administrator must provide official email ID for receiving the password to activate the exam.
- The student is required to fill an exam enrollment form through their student center, print the same and post it to SCDL along with other required documents such as Exam Administrator Undertaking and Exam Administrator Credentials Letter. To expedite the booking access, students may scan the same form /s and send it to internationalstudents@scdl.net which will be processed by SCDL and booking link will be released to students using which students can schedule the slot.

However, please be reminded that SCDL will not confirm the booking until a hard copy of the relevant documents as mentioned above has been received at SCDL. If you choose not to send a scanned form, then upon receipt of the hard copies of the duly filled enrollment form and other required documents,(Exam Administrator undertaking and Exam Administrator credential letter) at SCDL Pune, exam details for the students will be processed. The slot booking access shall be released for the students and students can book their slots online.
SCDL will verify the slot booking and confirm the exam schedule through an automated email to student and exam administrator. Schedule includes the time, date, duration and subject of the exam.

SCDL will send a unique password to the exam administrator to activate the exam. (The email ID of student & administrator should be organizational email ID & not personal email ID)

The change in administrator (for the exams scheduled and password already received) if so, shall be informed to SCDL, 1 week in advance, of actual exam date/s.

For technical / system error faced during online exam, the screen shot of error occurred, must be sent to internationalstudents@scdl.net, for necessary verification and email response time will be next 2 – 3 working days. The email without proper screen shot of error faced during online exam attempt, will not be entertained.

If found, exam paper has accessed / tried to open, before the actual time of exam, the student has to re-pay the exam fees to re-schedule the examination.

Non receipt of passwords (administrator and or candidate) to appear exam must be informed to internationalstudents@scdl.net, 4 – 5 working days in advance. The email on passwords not received within short notice of few hours / 1 day, of actual date of exam, shall be avoided.

17.3 Procedure For Appearing For Exam Within India Through Designated Test Centers

INTERNATIONAL students can appear for the exam from India also (Students who wish to appear for the exam from India are required to pay Rs. 250/- per subject through DD drawn in Indian rupees only towards the exam fee) Please refer the procedure to appear for examination as applicable to Indian Students, mentioned on page no 9, 10, 11.

17.4 Procedure Of Exam Form Filling Through Student Center For All International Students:

• Student can book exam slots immediately for the current month & subsequent month.
• Read online Examination policies, all Instructions and Information carefully.
• Put tick by accepting the declaration under Exam Form title and click Proceed to Exam Form.
• Select Subjects by (with Rs. 250/- Payment) as reflecting against respective subject/s, a student wishes to appear.
• If student wishes to make changes in already selected subject/s, click on Refresh Exam Form click on submit (Payment gateway screen reflects), follow the given instruction.
• Click on Pay Online.
• In Payment Option, select Card Type as “Visa”.
• Click on Submit. On approval of payment by SCDL within 2 to 7 working days incase of transaction declined, subjects get locked and get refreshed within next 2 to 3 working days.
• Slot Booking Page will allow you to book paid subjects (as selected in exam form).

Note: Once confirmed, the selected subjects cannot be again selected/ deselected. This confirms the exam form to be sent to SCDL for processing with your personal details (registration number, name, program or subject specialization if any, telephone no, email ID), and total amount payable for selected subjects.

17.5 General Instructions For The International Students Appearing For Exams Outside India Through Designated Test Centre Or Through Administered Mode Only

• Please fill in the personal details ensuring that email address put is correct.
• Select the exams to be given by selecting appropriate check-box in the grid.
• Click on ‘Add’ button to add the selected exam to the ‘My Selection’.
You can 'Remove' the selected exams from the cart, by clicking on the 'Reset' button.

Once exams are selected, you can click on 'Proceed' button to move to the next page.

Fill in the required details on the Exam Payment Form provided, i.e. First Name, Last Name, Country, Email ID, Address, Contact Number & Credit Card Number & click on Submit/Accept. Within 15-20 minutes, students will receive the auto generated email with Order Number on the email ID provided by the student, while filing the Exam Payment Form.

Click on Proceed & select the Order Number (as received in auto generated email) from the drop down.

There could be one order number for all Online Examinations or different order numbers for each Online Examination. This depends on the payment made by credit card at once or more than once. Student can view the subjects for which the payment has been made. Click on Proceed.

Once you move on to the next page, you can't navigate to the previous page until you log off and re-login. One needs to select the center as Dubai or None of the above (non AATC) from the drop down list.

Select the Country, City, Date, Time Slot & Name of Subjects & click on Submit. Re-confirm the selection of the required information done & click on Submit.

For Administered Exam, nomination needs to be done for exams held non AATC (except Dubai) by filling in the nomination form.

Once the nominations get approved from SCDL (except exams at Dubai) an email is sent to candidate as well as his administrator with their respective passwords for activation of Online Examination.

In case of exam issues, please send an email to internationalstudents@scdl.net, including your candidate ID, name and subject details.

Students are not permitted to bring Digital Diary, Cell Phone, Pager, Palmtops & Jewellery etc in the Online Examination. In case a student is found using any of the above mentioned gadgets, the same shall be confiscated and the students shall be debarred from the course. All Cell Phones should be switched off during the Online Examination.

Students are warned NOT to use any unfair means in the Online Examination. If any student is found resorting to unfair means, he/she will be permanently debarred from the Online Examination and from the program.

You are advised to visit our website www.scdl.net regularly for any news/changes regarding anything pertaining to the Online Examination.

Please visit the web site for the Exam Instructions & the Administrator Form.

Please study the instructions thoroughly before you initiate the Administrator Form & Payment Activity. Please send the Administrator Form and the order copy to SCDL by Post & Email at internationalstudents@scdl.net.

Please allow us 3-5 working days to update your exam forms on receipt of the hard copy at SCDL. We wish you all the best for your exams.

All students are advised to carefully read all instructions and exam details thoroughly & for more details visit the website. To appear for any subject, student will have to pay US $ 20 per subject towards the exam fees through payment gateway, if the student wishes to appear for exam outside India. The exam fees of Rs.250/- per paper has to be paid in the form of demand draft drawn in favor of “The Director, SCDL, Pune, payable at Pune, if the student wishes to appear for exams in India. Students are required to mention their Full name & Complete Registration Number on the back side of the Demand Draft.
SCDL is not liable to accommodate / entertain any queries of the students, if the student does not book the slot within 3 business days of the data being uploaded by SCDL. Once slots are booked, it cannot be changed.

All students are advised to visit our website www.scdl.net frequently to view the Online Examination updates and changes if any. In case of any queries, please forward your mail to internationalstudents@scdl.net

Please note: Any queries related to exams, sent on the other email ID shall not be entertained.

**Important Notes:**

- **Resubmission Policy:**
  Only in the event of failure in the Project Report/Case Study/Submission student can resubmit project Report/Case Study/Submission on payment only once for evaluation.

- **Reevaluation Policy:**
  Students can apply for reevaluation towards Project Report/Case Study/Submission on payment within 25 -30 working days after the Project Report/Case Study / Submission marks are reflected in performance sheet. **Students are required to forward reevaluation request in duly filled Service request form towards reevaluation of Project Report/Case Study/Submission.** The request received after above said timeline will not take into consideration.

- **Any queries pertaining to Evaluation of Project Report /case study /Submission:**
  The students are requested to contact SCDL within 25 -30 working days after the Project Report/Case Study / Submission marks are reflected in performance sheet. The queries on project report/Case Study/Submission evaluation received after above said timeline will not take into consideration.

- **The hard copy of Project Report/Case Study /Submission once submitted at SCDL will not be returned to student.**

- **Students must retain one copy of the Project Report/ Case Study /Submission for future reference.**

**18 ISSUE OF DIPLOMA CERTIFICATE**

The Diploma will be awarded only after a student passes in each of the online examination, each online assignment and Project Report / Case Study / Submissions / Resource File as applicable for the program enrolled, subject to fulfillment of all other criteria laid down by SCDL as well as payment of all fees /dues.

Diploma Certificate is dispatched by speed post on the student’s communication address within 25 – 30 working days.
19 CONTACT SCDL:

**SCDL Pune Main Campus**
Symbiosis Centre for Distance Learning  
Symbiosis Bhavan,  
1065 B, Gokhale Cross Road,  
Model Colony,  
Pune – 411016. Maharashtra.  
Tel: +91-20-66211000 (Hunting lines)  
Fax: +91-20-66211040/66211041

**SCDL Bangalore Information Center**
Symbiosis Centre for Distance Learning  
SIBM Campus  
#95/1, 95/2, Electronics City,  
Phase-1, Hosur Road,  
Bangalore-560 100.Karnataka.  
Tel:+91-080-67139511/12/13

**SCDL Delhi Information Center**
Symbiosis Centre for Distance Learning  
D-3 Swomi Nagar,  
New Delhi 110017. Delhi.  
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**SCDL Nashik Information Center**
Symbiosis Centre for Distance Learning  
C/o Symbiosis Institute of Operations Management (SIOM)  
A-23, Shravan Sector, CIDCO, New NASIK  
Nasik - 422008. Maharashtra.  
Tel: +91-0253-2392689/2373002/2373005