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S P Jain
School of Global
Management

DUBAI • SINGAPORE • SYDNEY

Student Handbook
Master of Global Business (MGB)

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Letter from the Dean

To Our MGB Students,

Welcome to S P Jain. We are glad you’re here and ready to embark on an adventure of global education, ultimately transforming the international world of business—and yourself.

Since you have already completed an undergraduate degree, you know what university is all about. But things are a bit different here at S P Jain. Not least is the fact that you’ll be spending four months each in Sydney, Singapore and Dubai, experiencing life in three of the most exciting hubs of commerce.

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

As part of our support, we’d like to share with you how things work here. This handbook will help you figure out the system, and hit the ground running. Perhaps the most important point to take note of is our increasing focus on leadership, decision-making, and communications. S P Jain is unique among business schools in our comprehensive preparation of students in these areas. These interrelated skills are among the most sought-after on the job market, and the Passport to Excellence Program (P2E) will equip you, not just to find a job, but to excel in your career.

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

Decision-making is an integral part of leadership—a complex exercise that requires recognizing key factors, gathering information, and analysing situations and options (including risks and opportunities). Decision-making is cross-functional and cross-disciplinary, and must take into account the learning styles, skill sets, and potential contribution of team members, as well as psychological, cultural, and behavioral issues.

In addition to leadership, P2E also teaches effective business writing, oral communication, communication management, and research and citation skills. P2E is a one-year-long, fully-integrated component of the MGB course, with faculty support available to students six days a week.

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

Here’s to a fantastic sixteen months!

Dr Preeta George
Acting Dean – G MBA & M GB
About S P Jain

History at a glance

S P Jain sister campus was established in Mumbai, India in 1981. Since its inception, S P Jain has been ranked in the top 10 business Schools in India.

With global education at the heart of its courses, S P Jain has an established presence in Dubai (2004), Singapore (2006) and Sydney (December 2012); it is one of the youngest business Schools to be ranked by the leading world ranking authority – the Financial Times, U.K.

Ranking and Recognition

S P Jain is registered and accredited as a Higher Education Provider with the Department of Education and Training, New South Wales, and the Commonwealth Government’s new regulator – the Tertiary Education Quality and Standards Authority (TEQSA) in Australia.

S P Jain has won many prestigious awards including:

- Financial Times (London) ranked S P Jain’s Global MBA among the top 1% courses worldwide, consecutively in 2011 and 2012.
- Financial Times also ranked S P Jain’s Global MBA course as worldwide no.1 for employed graduates within three months of graduation, no.3 for value for money, no.9 for salary percentage increase, and no. 10 for placement success.
- In 2011, the World Education Summit ranked S P Jain as the Best Higher Education Institute to provide Global Student Exposure.
- In 2010, CMO (Chief Marketing Officer Council) ranked S P Jain as Asia’s Best Business School. CMO also praised S P Jain as having the best industry interface.
- In 2008, Nielsen ranked S P Jain as the no. 1 institution of Higher Learning in the U.A.E.

Accreditations

Accreditations indicate that the School has met international benchmarks for curriculum, faculty, infrastructure, research and financial strength.

- TEQSA (the Australian Government’s Tertiary Education Quality and Standards Authority) as a Higher Education Provider in Australia
- Association of MBAs (AMBA), U.K.: for the GMBA, EMBA and Master of Global Business courses.
- ABEST21, promoted by the Ministry of Education, Japan: for the Global MBA course.

Vision

To be the business school recognised around the world for its innovative, influential and relevant education
Mission

The mission of S P Jain’s MGB course is to prepare the global business leaders of tomorrow through higher education courses that integrate management tools and concepts with specialised industry practices, facilitated by leading international faculty, with an emphasis on global multi-cultural experiential learning.

Goals

S P Jain goals are to provide its students with:

• A high degree of global awareness, knowledge and understanding.
• Knowledge gained from rigorous courses that develop a student's reasoning and analytical skills while balancing theory and practice through an engaged-learning approach.
• An emphasis on out-of-class activities designed to enhance a student’s social and real-world skills.
• Ethics, professionalism, and critical thinking abilities
• In pursuit of its goals, S P Jain is guided by the following principles:

S P Jain is an institution serving a wide-range of important societal needs:

• As a scholarly community, S P Jain upholds the values of intellectual freedom, honesty, openness and rigour.
• As an Institution for professional development, S P Jain opens new paths to understanding, supports critical and creative endeavour and provides an outstanding preparation experience for future leaders in academia, government and industry.
• As an Institution of learning, S P Jain seeks out the brightest students from the widest range of backgrounds. It offers an outstanding education, designed to equip each new cohort of students to succeed in a globalised environment and define a future that it values.
• As a public-spirited Institution, S P Jain aims to make its learning and knowledge transfer programs serve public ends.
• As an internationally engaged Institution, S P Jain works to meet global challenges with intelligence and ingenuity, respect for cultural differences and humanity. It will draw on the rich diversity of its staff and student body, strong relationships with local and international partner Institutions, and an alumni network of talented graduates spread across the globe.
• As an Institution with a strong sense of place, S P Jain cherishes its campus locale, set in vibrant multi-cultural metropolises. Here face-to-face teaching will be the norm, scholars will gather from across the globe, and learning communities will enrich their work with evolving technologies.
• As an employer, S P Jain strives by exemplary employment practices to attract, retain and assist the professional development of talented and diverse staff to support the educational goals of an inclusive Institution.

In pursuing its goals, S P Jain values:

• Academic freedom
• Innovation, initiative and creativity
• Leadership
• Recognition of merit
• Accountability, integrity and transparency
• Equity, opportunity and diversity
• Teamwork
• Sustainability
Values

Integrity:
Integrity means doing the right thing, even when no one is watching. It means upholding all our core values including being honest, fair, and impartial at all times. We will speak up if we see this value compromised.

Respect:
We respect all stakeholders as contributors to the common good. We treat one another with sensitivity, empathy, care and consideration by being friendly and helpful at all times.

Strive for Excellence:
We are constantly driven to improve and challenge the status quo. Towards that goal, we give and receive constructive feedback and encouragement. We consider each other’s words carefully to learn new ways to improve.

Prepared:
We will thoroughly prepare for each task and meeting.

Teamwork:
We reach our maximum potential when we work as a team. We support one another and strive for our mutual, shared success.

Dependable:
When we say we are going to do something, we do it to the best of our ability. We consider our actions in the light of ethical standards and hold ourselves accountable. We depend on each other for support, and we offer and receive that support without hesitation. We are solution-oriented. We fix issues, not blame.

Punctual:
We follow the philosophy – *If you are on time you are late, if you are early you are on time.* Being on time demonstrates the respect and commitment we hold towards our colleagues and our profession.

Process and System Driven:
We adhere to clearly defined processes and systems which are constantly updated. We will not bypass these, no matter how compelling the circumstances and temptation.

Responsible:
Our goal is success, but not recklessly and at all costs. Our success is based on helping our students, one another, the companies that hire our graduates, and (ultimately) society in general. Responsibility means showing respect for all stakeholders including society and our environment.
The Master of Global Business (MGB) Course

The Master of Global Business (MGB) is a 16-month*, full-time course designed to provide students with less than 3 years work experience in-depth cross-functional knowledge of business, including a sound understanding of how business operates in a global environment.

Subjects are relevant and knowledge-intensive. The course focuses on transforming students to appreciate, accept and adapt to different cultures, business environments, and dynamic market conditions, preparing students for a lifetime of decision-making and leadership.

Students learn the latest insights about global business from the Schools’ first-rate international faculty, creating an engaging, rigorous and practical educational experience that emphasizes facilitated learning over lectures.

*The 16-month course includes 12 months of academic study followed by a mandatory 4-month internship.

Engaged Learning
SP Jain’s educational philosophy emphasizes engaged learning, with faculty using a variety of interactive techniques, including: case studies, simulations, online, role-plays and exercises. Students learn to make decisions, collaborate effectively in teams, communicate professionally, demonstrate innovative and creative solutions, and apply global insights to challenging business situations.

Student Board Room
A vital component of the MGB experience for all students is the Student Board Room (SBR). SBRs are learning teams, typically comprised of 4-6 students, led by a student-CEO. SBRs are required to meet before every class session each day (for early morning classes, SBRs will meet the previous evening). The CEO of each SBR will evaluate and summarize the quality and outcomes of each SBR discussion into a document called the SBR Agenda (each SBR team member will also evaluate each other anonymously). CEOs are required to submit hard copies of the SBR agendas before the start of each class session, and faculty will then use the submitted agendas to initiate the in-class discussion, gauging and assessing the quality and representations made by the teams on the SBR Agendas. The resulting scores will be directly factored into each student’s grade at the end of the course.

Degree requirements
The academic component of the Master of Global Business (MGB) course takes places over 1 year and is divided into three terms of 4 months each.

Students are required to complete **40 credits**.

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After completing the academic component students are also required to complete a 4-month mandatory internship.

**Specialisations (subject to change per intake)**

S P Jain offers the following specializations:
- Investment Banking & Wealth Management
- Contemporary Marketing Management
- Global Logistics and Supply Chain Management

Details on course structure may be found at [www.spjain.org/mgb](http://www.spjain.org/mgb)

**Study Mode :**

Sixteen months full time.

**Pedagogy**

The pedagogy for each subject is consistent with the School's engaged learning emphasis, with individual faculty choosing how best to conduct their class sessions. Many subjects are based on case study discussions, in which students determine how to apply the knowledge gained to the challenges confronting the organisations described in the cases. Grading is based on a combination of assessments, including: quizzes, class contribution, individual and/or group assignments and end-of-term examinations. In addition, students conduct Company Research Projects (CRP) in each term.

The CRPs require students to work on a research issue selected from a wide range of topics, including themes related to: growth, innovation and competitive advantage for a specific company. Students are expected to create consultant-class reports that include actionable strategic recommendations for their subject organisation. An MGB candidate emerges from the projects as a more confident and capable decision-maker, advisor and team-player.

CRPs are guided by academic and corporate mentors and include several evaluated components: literature reviews, viva, final reports and formal presentations. The entire CRP experience is designed to ensure students gain direct exposure with organisations and/or industries; and at the same time the analysis of industry challenges and/or higher-order management issues helps students gain vital contextual understanding of the business environment, enabling more meaningful project outcomes.

An important differentiator for the MGB course is the substantial regional exposure students receive at each of the School’s 3 campuses. Students have many opportunities to interact with local businesses, learning the unique technical and behavioral qualities and practices of operations throughout each region.
**Student Board Rooms (SBR)**

One of the vital components to student learning is the Student Board Room (SBR), where students learn to persuade, defend, listen, and make decisions in preparation for, and during, each day's sessions.

i. SBRs are used for students to discuss assignments and make decisions for the next class (not to review previous classes). The assignments will include: case studies, simulations, readings.

ii. The SBRs will typically meet twice per day (one SBR per subject).
   1. In the evening, before the first morning session.
   2. In the late morning before their afternoon session.

iii. A team leader will be selected by the Course Office for the duration of that sequence of courses.
   1. The team leader is responsible for ensuring a productive meeting occurs.

iv. The team leader will keep SBR meeting minutes (the 'SBR Agenda')
   1. The SBR agenda will summarize the SBR discussion, including an assessment of each team member's contribution.
   2. The SBR agenda will be submitted to faculty by the start of class.
   3. Faculty will use the SBR agenda to cold call on teams and gauge their actual preparation, as compared to the team's meeting minutes. This will be one of several inputs to student participation and contribution in class.

v. SBR composition will change after every 2 weeks of regular courses
   1. This will ensure students work with diverse team members
   2. Each team member will have several opportunities to be a team leader
   3. Team members are required to fill in the 360 feedback on Blackboard at the end of each day's SBR. The 360 feedback is then provided to faculty to include in their final assessments. Students are asked to be honest in their peer evaluations. To ensure this, the forms are anonymous. This will help students improve.

Ensuring Students Use SBRs

1. The SBRs are a unique feature of SP Jain's academic programs, and will have a profound impact on student preparation and learning.
2. SBRs are inserted directly into each course outline’s overall evaluation criteria, and within each session of every subject in the MBA (Global) course outlines.
3. Faculty will include clear evaluation criteria in their courses about the usage of SBRs and cold call students to determine their preparation. SBR will represent an important percentage of each student’s total contribution grade.

**Admission**

Eligibility for admission to the Master of Global Business is based on the following minimum requirements:

- Successful completion of an undergraduate degree. Candidates who do not have their final year results may apply to the course but SP Jain can only make a conditional offer.
- Candidates must have completed their secondary education in English. If required, candidates may need to provide an authorised statement confirming this [SP Jain may also require some candidates to take an English proficiency test; SP Jain only accepts IELTS and TOEFL. The minimum requirement for IELTS is 6.5 overall with no band less than 6.0 and for TOEFL the requirement is an iBT score of 60]
- Less than 3 years full time work experience.
Recognition of Prior Learning and Credit Transfer (RPL)

The tri-city model of the course and rotation through the School's campuses – Dubai, Singapore and Sydney is unique, and the subjects are structured to build from foundation to specialisation as students move from one campus to the next. If students from another institution with a similar curriculum structure to S P Jain's wish to study at S P Jain for academic exchange, then they must have successfully completed the equivalent of S P Jain's Pre-Term and Term 1 subjects at their home institution, with the remainder of their subjects completed with S P Jain.

Credit Transfer and Articulation Policy for the MBA (Global) and MGB Courses

a. Guiding Principles

The MBA (Global) and MGB courses are based on Level 9 of AQF specifications. The objectives of the credit transfer and articulation policy are to:

a. Provide students due credit for demonstrated prior learning and outcomes in line with the course of study. This could also assist eligible students in reducing the length of study for receipt of the GMBA and MGB degree awards.

b. Assist students to transfer between courses within the School and to other schools/institutions.

c. Institute clear guidelines for determining credit transfer and articulation.

d. Ensure the standards and the integrity of the credit transfer arrangements.

b. Admissions

An admission to the School's MBA (Global) and MGB courses are based on the MBA (Global) and MGB Admissions Policy respectively as amended from time to time. The Admissions Policy only defines the eligibility criteria for applying for admissions and does not guarantee an offer for admission.

c. Granting of Credit

Student Transfers from other institutions

a. The School will consider granting of credit when the content and standard of a subject and learning outcomes is identical with, or similar to, that of a prescribed subject for which grant of credit is being sought.

b. A student must have obtained at least a passing grade in the subject submitted for credit transfer consideration. Under special circumstances, the Registrar may ask the student to undertake an S P Jain subject test and achieve a pass to be granted a credit transfer. This is to ensure the quality and integrity of the credit transfer arrangements.

c. Grades for the credits granted will not be included in the S P Jain transcript and will not be considered for the purpose of calculation of the cumulative grade point average (CGPA). Details of credit granted will be recorded in the transcript with a grade of E (indicating exemption).
Internal Articulation and Credit Transfer

Graduated students of the Master of Global Business (MGB) will have an opportunity to convert their degree to an MBA (Global) degree. To be eligible for conversion to the MBA (Global) degree the graduated MGB student must:

i. Obtain a CGPA from the MGB course within the top 75th percentile of their cohort (batch).
ii. Have a minimum of 3 years of work experience, of which two years must be post the award of the MGB degree.
iii. Submit a request application all credits from the MGB course to be transferred and applied to the MBA (Global) course.
iv. Obtain approval of the request application for transfer and application of all the credits from the MGB course to the MBA (Global) course from the Registrar.
v. Undertake at SP Jain School of Global Management 6-8 weeks of additional coursework and credits as prescribed by the school from time to time.
vi. Obtain the required degree requirements for the award of the MBA (Global) degree as per the prevailing rules of progression policy of the MBA (Global) course degree for the combined credits.

Credit Limits

a. To be eligible for the award of the MBA (Global) and MGB degree of SP Jain, the number of credit units from another institution for which transfer of credit is granted must not exceed 50% of the total credit units prescribed for the degree. In addition, transfer requests from another institution will be only be considered till the commencement of Term 2.
b. The above credit limits and entry term restrictions will not apply to credit transfer requests from graduated students of the MGB course towards the MBA (Global) course.

Time Limit for Credit transfers

Credit transfers will be considered for only those subjects that have been completed within the last 5 years prior to the date of receipt of application for credit transfer. Therefore, the transfer of credits cannot be granted for subjects completed more than 5 years prior to a student commencing study at SP Jain.

Withdrawal of Credit

a. The School reserves its rights to withdraw credit granted if the application is misleading or invalid due to errors.
b. Such withdrawal of credit will need to be approved by the Dean MBA (Global) & MGB and the Registrar.

Articulation Agreements for specific credit agreements with other institutions

While currently the School does not have any specific credit agreements with other educational institutions, any such agreements proposed in future will need to be approved by the Academic Board.
Application for Credit

Application for Credit Transfer from other Educational Institutions

a. Students, who seek the transfer of credits from another educational institution to S P Jain (refer Section 3.1), shall submit a written application to the Registrar with details of the subjects for which credit is sought.
b. The application will be supported by the academic record and a detailed explanation, but not limited to, description of course, subject/subject outline, number of teaching hours for the credit, learning outcomes, hours studied, prescribed text book and grade achieved.
c. The application will have to be submitted within the stipulated date (as advised) prior to the commencement of the term during which credit is sought.

Application for Credit Transfer from the MGB degree to MBA (Global) Degree

a. Graduated students, who seek the transfer and application of credits from S P Jain’s MGB degree to the MBA (Global) degree (refer Section 3.2), shall submit a written application to the Registrar.
b. The application will be supported by all original degree documents (i.e. degree certificate, statement of attainment and record of results) and evidence of required work experience.
c. The application will have to be submitted within the stipulated date (as advised) prior to the commencement of the term/s during which admission for coursework and credits is sought.

Approval of Credit

a. All applications for transfer from another educational institution (refer Section 3.1) will be reviewed and approved by the Registrar in consultation with the Dean MBA (Global) and MGB, if required.
b. All applications for transfer of successfully completed MGB course to the MBA (Global) course will be reviewed and approved by the Registrar in consultation with the Dean MBA (Global) and MGB.
c. The Registrar and Dean MBA (Global) & MGB may seek the assistance of the Area Heads or Faculty of specialised business area(s) relevant to the subjects for which credit transfer is sought.

Appeals

Applicants who are dissatisfied with an administrative decision pertaining to a credit transfer request may lodge an appeal against that decision pursuant to the School's grievance policy and procedures.

Written Agreement between Student and S P Jain School of Global Management

Upon successful entry into an S P Jain course of study, new students will receive an Admission Letter from the Admissions Office that will take the form of a Written Agreement between both parties. This Agreement will contain a complete description of the course into which the student is enrolled. Students will be required to sign and return a copy of this Agreement to the Admissions Office to evidence their full acceptance of the offer of a place in their chosen course.

The Agreement will include details of the full course costs and fees, the length and content of the course, term start and completion dates, location data, and details on circumstances under which a refund is possible and the processes by which this can occur.
Orientation

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

It is during this Orientation that students are divided into classes and into 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.

Attendance

Courses offered at S P Jain are intensive. Contribution in classes, tutorials and any group activity is an important part of the educational experience. Daily class attendance is therefore required of all students.

This requirement formalizes the reciprocal responsibilities between students and faculty to be fully prepared for class and to contribute to joint learning. The success of a course depends upon regular class contribution by all students. This, in turn, depends crucially upon regular attendance by all students in all classes. Students’ grades will therefore be affected by their absence from classes.

- Students may not enter or exit the classroom while a session is in progress.
- If students are absent for two sessions in one subject, they will be downgraded by a letter notch. For example, if the original grade is ‘A’, it will be downgraded to ‘A-’. If absent for three sessions or more, an ‘F’ grade will be awarded and no retest will be permitted, which could also result in the student not graduating from the course.
- Students are allowed to absent themselves for a maximum of six sessions per term.
- In case students are absent for the seventh session in the same term, they will be downgraded by one letter grade (and not letter notch). For example, if the student’s original grade is ‘A+’, it will be downgraded to ‘B+’.
- After the seventh absence, if the student absents further (8th time) in the same term, dual penalty is applicable in the same subject, i.e. 1 letter grade downgrade for 7th absence, and another letter downgrade for 8th absence – in total a 2 letter downgrade in the same subject. For e.g.: if the original grade of a student is ‘A+’, he/she will now be downgraded to ‘C+’. For each increasing absence in the same course, the increasing penalty (one letter downgrade) applies.
- If the 7th and 8th absence of a student is in two different subjects of the same term, the student will be downgraded by a letter grade in each subject.
- The principle above applies to any additional absence beyond six per term.
- 80% attendance in guest lectures (as applicable for the specialization) is mandatory for placement eligibility.

In the scenario mentioned above, a retest is not permitted. A student would either need to do an Independent Study or redo the subject with another batch. For such cases for international students studying in Australia the School is obliged, under National Code 2007, to report such behaviour to the Australian government’s regulatory authorities and this could impact upon the validity of the student’s visa.
Excused absences

Students who cannot attend class due to a medical illness must produce a medical certificate to have absences excused. Such students must retake the subject at the earliest it is offered again failing which it would result in an F. They should also enclose photocopies of hospitalization records of physician's orders, if appropriate (only certificates issued by a local physician will be accepted where the student is studying). Students with infectious diseases should report their condition immediately, and take all precaution to avoid spreading the infection. This could mean staying away from class or even from campus accommodation.

In the event of a serious illness or death in the immediate family, students should notify the MGB office and provide supporting documents to obtain an excused absence. These students will be permitted to take independent study by way for making up for subjects missed.

For further details on the importance of attendance please see the following section ‘Suspension and review’ under ‘Procedures for handling “other grievances”’.

Academic Policy For Independent Study

1. The policy of independent study is for those students who are unable to complete a subject successfully on account of absence from class, on medical grounds or for justifiable reasons, acceptable to the School which leads to the student being unable to appear for the final examination.

2. If a student is unable to improve the grades or is unable to complete the subject successfully, such a student is given a further opportunity to do an independent study. A maximum of two independent studies are allowed in MBA (Global) & MGB programs, four independent studies are allowed in Undergraduate program and one independent study is allowed in MBA (Executive) program during the entire course of study.

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

4. On receipt of an application, the Dean will decide as to whether the student’s request is a valid request and approve or refuse the request.

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

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

7. Fulfilment of contact hours: The Faculty shall ensure that the contact hours are as prescribed in the course outline and that these are fulfilled by the combination of:
   a. personal contact with the student in chamber or electronically
   b. OR by a combination of personal contact and regular attendance in the library with in/out attestation by the librarian to authenticate the hours spent studying/researching the subject. The library hours may be documented through a log book maintained by the student.
   c. assignment of tutorials through Academic Managers
8. Fulfilment of learning outcome: It is of utmost importance that the nominated faculty ensures that the learning outcomes of the subject are not diluted. Towards this objective the faculty shall ensure
   a. Matching of learning outcome with assessment type prescribed in the course outline
   b. Matching of learning outcome with weightage of marks allocated for the assessment type
9. Fulfilment of assessment type, particularly final examination:
   The faculty shall set a standard question paper for the final examination, the difficulty level of which is equivalent to the final exam administered to other students.
10. Besides the above the faculty will also ensure that the student has acquired adequate knowledge and skills as stated in the course outline for the concerned subject. This can be ensured through prescribed textbooks and reading materials. This can also be ensured through assignments, quizzes, tests, etc.
11. The final exam paper set by the faculty shall be vetted as per the procedure laid for normal question papers administered to all students in the normal course.
12. The exam shall be independently invigilated by Academic Managers/Course coordinators.
13. The faculty would be required to evaluate the paper and send the statement of marks covering the marks secured in the final examination, tests, quizzes, individual assignments, etc. This should be in line with the assessment type mentioned in the course outline.
14. The faculty would also be required to send a declaration through the Dean to the Director of Examination that all the requirements of the contact hours and the learning outcomes match the assessment type and weightage prescribed in the course outline have been complied with. The declaration needs to be attested to by the Dean.
15. The statement of marks and declaration by the faculty would be sent to the Course coordinators who in turn would forward the same to the Director of Examinations with a request to put forth the same to the Examination Board.
16. On reviewing the papers received Director of Examination would put forth the same to the Examination Board.
17. The Examination Board would follow the usual procedure of grading the student and declaring the results.
18. The minutes of the Examination Board would be the place before the Academic Board for a final approval.
19. If the examination is a second attempt for the student, the highest grade that would be awarded would be a C.
Students ‘At Risk’

S P Jain is committed to fully supporting every student through to the successful completion of his/her chosen course. This is evidenced by the following range of identification and remediation processes:

a) Identification of ‘at risk’ students

- The first piece of formal assessment in each course/subject will be held within the first 4 weeks of each study period. Assessment participation will be recorded by the relevant Course Manager. Students failing to submit early assessments will be cross-referenced by the Course Manager with student engagement through the Student Counsellor; with ‘at risk’ assessments reported at the end of weeks 4 and 8 of each study period to the appropriate Dean.

- Class attendance of at least 80% is required of all students and rolls are taken for all classes. The rolls are monitored by the relevant Course Manager and reported to the Dean at weeks 4 and 8, after consultation with academic staff in relation to any cases where non-attendance patterns by students is detected.

- The IT Manager will report to the relevant Dean at weeks 4 and 8 of each study period with sessional log-on data for all students into Blackboard; highlighting students showing low or unusual log-on patterns.

- The Student Counsellor will report at the end weeks 4 and 8 to the Dean on academic progression and non-academic engagement by students, highlighting potential ‘at risk’ students, along with remedial programs under way (e.g. a formal meeting schedule or reporting contract).

b) Remediation

As soon as possible after weeks 4, 8 and the final examinations of each study period the Dean and Head of Campus shall meet to consider the reports on ‘at risk’ student identification and confirm remedial actions. These remediation actions may include additional coaching, mentoring, buddy arrangements, greater access to teaching faculty, and regular personalised support from the Student Counsellor.

c) Implications for international student visas in Australia

S P Jain is required by Australian regulations to systematically and closely monitor student course progress. International students whose progress is not assessed as satisfactory by the School, after implementing the foregoing ‘at risk’ identification and remediation processes, are required to be reported to the Department of Immigration and Citizenship through their Provider Registration and International Student Management System (PRISMS). Such a report can lead to cancellation of the student’s visa, thereby invalidating the student’s right to stay in Australia.

Unsatisfactory progress includes academic progression, behaviour, attendance and other elements mentioned below under Student Rights, Responsibilities and Conduct.

It remains a primary objective of the School to fully support our students through their chosen course of study, but an equal obligation rests with the student to fully commit to and engage with the School to achieve the successful outcome desired by both parties.
Record keeping

In accordance with Australian 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 Blackboard or otherwise as advised by the course manager as part of their re-enrolment process every semester (or at 6 monthly intervals – whichever is the shorter). These details include residential address, mobile phone number, email addresses.

Student records of progressive and full assessments will be maintained by S P Jain for at least seven (7) years on campus servers, backed up on international servers.

Conduct of examinations

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

• Students are not permitted to approach the faculty directly to reschedule exams or to make special accommodations. Any rescheduling request needs to be submitted in writing to the MGB Course Office, clearly stating the reasons for such a request and detailing any requests for special assistance.

Examination regulations

• Students must appear for the exam at the scheduled date and time, and in accordance with the preset seating arrangement, as announced by the MGB Course Office.
• After the first 30 minutes of the exam, latecomers will not be allowed to enter the exam hall.
• In case of a closed book or closed notes examination, all books, notes, papers and bags must be left in a designated place.
• No exchange of items, including books, notes, stationery or chargers, is permitted in the exam hall.
• Electronic communication devices such as mobile phones are not permitted in an exam hall.
• Students must sign the attendance sheet circulated in the exam room.
• Only roll numbers should be mentioned on the written/electronic examination submission document. Students should not write their name on the answer booklets, since evaluations are done anonymously.
• Students are responsible for verifying they have been issued correct and complete examination documents.
• Students may draw the attention of the invigilator by raising their hand.
• If students finish an exam early, they may submit it to the invigilator and leave.
• Students are responsible for turning in answer books to the invigilator. Under no circumstances may answer books be taken out of the exam hall.
• Invigilators have sole authority for resolving queries or disputes in the exam hall.
• At the end of the exam, the invigilator will collect the answer books from the desks of students who have not yet left the room.
• Students who disturb others will be warned by the invigilator. Should the conduct persist, students will be required to leave the exam hall.
• Dishonest behaviour will result in the student failing the exam, and possibly being expelled from the School.
• In situations of critical illness or bereavement, students should contact the MGB Course Office and the Dean about the possibility of special exam arrangements. Requests must be supported with appropriate documentation.

• Misreading the examination timetable is never an acceptable excuse for missing or being late to an exam.

Re-evaluations and retests

Re-evaluations
• Graded progressive assessments, assignments and examination papers (with feedback) will be returned to students either in class or on Blackboard, usually within one week of submission.
• Students who seek more feedback or are dissatisfied with the marks assigned should initially approach their academic faculty. If a mutually agreeable outcome is not immediately forthcoming then the student may submit a re-evaluation request form to the Course coordinator in the MGB Course Office. The coordinator will give a copy of the form to the student.
• The MGB Course Office will forward requests to the respective faculty member. If a score of a particular question is being contested, the faculty member may examine the entire exam paper again and may increase or decrease the final score, as the case may merit.
• The faculty member may require additional time to return results.
• The decision made by the faculty member is considered final.
• Exams may only be re-evaluated once.
• Unless decided otherwise by the Dean, students earn a 'zero' for any evaluations they did not submit or complete.

Retests
Students who do not qualify for progression to the next term or for graduation may apply for a retest for subjects in which they earned a D or F as the case may be. To compensate for retesting, students are eligible for a grade which is C or lower. A retest grade is considered final, and is included when calculating the CGPA.

To apply for a retest, students submit an application to the MGB Course Office for approval by the Dean. The application must clearly state the reasons for the retest. Only one retest will be allowed per subject. Daily quizzes may not be retested. Retests take place on scheduled dates arranged by the School.

Students will have to pay a prescribed fee for re-evaluations and retests

The Retest fee would be USD 200 per subject.

Release of academic results
All grades are posted on Blackboard, including progressive assessment results posted by academic faculty. Each student’s interim mark for the final assessment and overall course grade will be posted on Blackboard by the Registrar following submission of final assessment marks by academic faculty and subsequent progression through moderation and validation processes and Examination Review Committee 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 Blackboard.
Academic assessment

S P Jain uses a system of continuous student evaluation, rather than a single end-of-term final examination. At the start of each subject, lecturers provide students with a written document explaining assessment forms and their direct relevance to the learning outcomes for that subject. In addition to a written examination, assessments include at least two of the non-compulsory criteria listed below:

- Final exam
- Quizzes
- Class contribution
- Case analysis
- Assignments
- Group work
- Midterm exams
- Presentations
- Papers

Each subject 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.

Special assistance will be provided to students with special needs in completing assessments; although sufficient advance notice by students is necessary to enable this support to be prepared.

Students will receive timely and constructive feedback on all progressive forms of assessment to assist their learning and preparation for future assessment.

All assessment results will be held in the School records system on Blackboard.

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

Exams and quizzes

Students usually take written, invigilated individual examinations the end of the term. The exams typically include short essay responses to material covered in lectures or readings. Quizzes are impromptu tests comprising short-answer or multiple-choice questions based on material from lectures, readings or discussion groups and will commence early in each term.
Class contribution

Communication with a diverse range of people is a fact of daily business life. Therefore, verbal and presentation skills are given a high priority at S P Jain. The classroom is considered a laboratory where students practice persuading their peers and defending their ideas. This style of learning fosters a discovery-driven mindset and builds important analytical and decision making skills. Most subjects 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 take into account 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)

Student Board Rooms (SBRs)-team assignments

Employers’ feedback confirms their strong expectation that graduates have highly developed teamwork capabilities. Therefore, a vital component of the MGB course are the Student Board Rooms (SBRs), which are learning teams that meet everyday outside of class. In the SBRs students will learn to persuade, defend, listen, and make decisions in preparation for, and during, class sessions. Students will discuss assignments (readings, videos, articles…) and make decisions for the next class (the SBRs are not for reviewing previous classes). Daily peer evaluation is required for each SBR as well, reinforcing the importance of constructive communication and feedback. Students will gain strong teamwork and collaboration abilities as a result, more effectively preparing them for their post-graduate pursuits.

Individual assignments

Faculty will often require students to do individual assignments as part of the subject. Students are required to follow each faculty member’s specific instructions for assignments to ensure the submitted work addresses all expectations as described by faculty.

Company Research Project (CRP)

MGB students are required to submit Company Research Project (CRP). The CRP report incorporates results of a self-directed research project related to the student’s area of specialisation. The topic is to be finalised in consultation with a faculty mentor who will be nominated upon commencement of the CRP. They will have one CRP per term (3 projects in a year)

CRP is built upon the foundations of management concepts and quantitative as well as qualitative tools. This is a practical project which prepares the students to plan, organise, collect and analyse a business situation or environment in a systematic, logical and scientific manner
This project is administered through practice by students walking through the complete research process that starts with the translation of a business issue into a research project. This is followed by a careful preparation of research framework in the form of research methodology or case methodology.

Research Methodology includes problem finding, problem identification, problem solving, objectives and scope of the research, survey of literature, data selection and collection, data entry, data analysis and final findings, recommendations and conclusions.

A schedule of “milestones” should be developed and met through the research project. These milestones can be broadly defined as:

- Selection of topic and scope.
- Proposal submission that includes literature review and research methodology.
- Finish data collection and analysis.
- Formal interim review with the mentor.
- Final document submission.
- Presentations with formal evaluations.

CRP reports are to be supplemented with documentation such as quantitative and qualitative investigations, questionnaires, and/or statistical analysis. The schedule for the CRP should be contained within a student diary in which records should be kept of student activity, milestone achievement and reflection on learning outcomes.

**Assignment submission**

Assignments must be turned in on time. Extensions for deadlines may be granted only in extreme circumstances. The decision to grant or refuse an extension is made by the faculty in coordination with the MGB Course Office. Requesting an extension does not guarantee that it will be granted.

Every assignment, whether hard or soft copy, must use the appropriate front page template. Assignments without front page details will not be accepted. Students will receive a soft copy of the template via email from the course office.

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

Every assignment will be verified for originality. For more details, see the section in this handbook on plagiarism.

Students should keep a copy of every assignment they submit.
Principles underpinning assessment policy and practices

a) Assessments reflect subject content.
Assessment tasks are designed to be matched to the learning outcomes for each subject and include: applying the subject’s business concepts, the student’s demonstrated analytical reasoning, and any other skills as described in the subject outline.

b) Assessments are appropriate and relevant to the subject’s content, with a reasonable match between each assessment task and:
• The nature and extent of concepts, analytical reasoning, and other attributes being assessed;
• The difficulty level of the subject;
• The mode of study.

c) Assessment reliability.
• Academic staff and curriculum planners regularly evaluate each assessment task to ensure its reliability in providing accurate and consistent information about student performance.

d) Assessment fairness and equitability.
• All students will be provided with adequate and appropriate learning opportunities throughout a subject to enable them to demonstrate their knowledge, analytical reasoning, and other subject-relevant attributes through the assessment tasks;
• all students will be informed at the start of each subject about the assessment tasks associated with a subject, and the assessment criteria for each assessment item;
• when marking assessment tasks, all judgments about achievement will be made against stated assessment criteria (criterion-referenced assessment); and
• moderation processes will be an integral part of the assessment system for each subject 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 subject reviews.
Grades

The assessment/grading policy of S P Jain consists of 2 parts (A) and (B).
In Part A, the assessment/grading policy is applicable where the batch size of the students is 20 and more.
In Part B, the assessment/grading policy is applicable where the batch size of the students is less than 20.

Part (A):
Steps to Compute ‘A+’ to ‘F’ grade (for batch size 20 and more students)

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

Step 2: Using subject-wise average and standard deviation compute scores corresponding to 2 Standard deviation

For 2 Standard deviation score: Subject-wise Raw Average Score – 2* Subject-wise Standard Deviation

Step 3: Compute the bottom 5% of raw scores for each subject to determine the bracket consisting of ‘D’ and ‘F’

Step 4: Students obtaining scores 2 and below 2 standard deviation score will be assigned ‘F’ grade and students obtaining scores more than 2 standard deviation scores but falling within the bottom 5% bracket will be assigned ‘D’ grade.

Step 5: The present system of grading policy will remain effective between ‘A+’ to ‘C-’.

Part (B):
Computation of ‘A+’ to ‘F’ grade (for batch size less than 20 students)

Instructions to faculty be given stating clearly that the ‘degree of difficulty’ be built in the evaluation system, proposed by the faculty, in a manner that ensures a spread of at least six grade-points with ‘B’ grade as the mean.
For example, ‘A+’ to ‘B-’; ‘A-’ to ‘C’; ‘B-’ to ‘F’, etc.

Information to students on Assessment and Moderation of Assessment

At the beginning of each subject, faculty will provide a written explanation of their grading criteria for their subjects. In general, a weighted average total of all the evaluation components are generated at the end of each subject for every student. Students are then graded on a bell curve using a weighted average, comparing performance against their peers in the subject.

Letter grades are assigned with the following distribution as a guide:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Percentage of Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+ / A / A-</td>
<td>25%</td>
</tr>
<tr>
<td>B+ / B / B-</td>
<td>50%</td>
</tr>
<tr>
<td>C+ or lower</td>
<td>25%</td>
</tr>
</tbody>
</table>
Letter grades denote the following levels of performance:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Grade Point</th>
<th>Performance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>4.30</td>
<td>Excellent</td>
</tr>
<tr>
<td>A</td>
<td>4.00</td>
<td></td>
</tr>
<tr>
<td>A-</td>
<td>3.70</td>
<td></td>
</tr>
<tr>
<td>B+</td>
<td>3.30</td>
<td>Good</td>
</tr>
<tr>
<td>B</td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td>B-</td>
<td>2.70</td>
<td></td>
</tr>
<tr>
<td>C+</td>
<td>2.30</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>C</td>
<td>2.00</td>
<td></td>
</tr>
<tr>
<td>C-</td>
<td>1.70</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>1.00</td>
<td>Low Pass</td>
</tr>
<tr>
<td>F</td>
<td>0</td>
<td>Fail</td>
</tr>
</tbody>
</table>

Note: The letter Grade ‘E’ will be awarded for exempt subjects

Non-Letter Grades and Notations
The following non-letter grades and notations are used in the academic records but are not included for the calculation of CGPA. Students with grades of ‘I’ or ‘W’ may come back at an approved later date and complete the subject within specified time periods. New grades will then be recorded.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>Pass for subject with Pass/Fail grading only</td>
</tr>
<tr>
<td>Fail</td>
<td>Fail for subject with Pass/Fail grading only</td>
</tr>
<tr>
<td>I</td>
<td>Incomplete</td>
</tr>
<tr>
<td>W</td>
<td>Withdrawn from the subject</td>
</tr>
<tr>
<td>E</td>
<td>Exemption</td>
</tr>
</tbody>
</table>

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

A student who has not completed all the requirements for a subject may be assigned an incomplete grade (I grade) and may be required to complete the work within a specified period. If this condition is met satisfactorily, the ‘I’ grade will be replaced with a substantive grade.

Students who withdraw from a subject after the specified census date or do not submit satisfactory assessable items will receive an F grade for the subject. This usually results in both academic and financial penalty as the fail grade is included on the student’s Academic Record and the subject will need to be taken again successfully for the student to graduate.
The grade points aggregated across all subjects studied by a student gives the cumulative grade point average (CGPA) for that student. The CGPA is calculated as a weighted average of all grade points divided by the number of credits.

**Grading Requirements**

**Requirements for Promotion to Next Term**
- CGPA in each term should be higher than 2.0; AND
- No more than one ‘F’ and one ‘D’ in a term; OR
  - No more than 3 D’s

**Requirements for Award of Degree**
- CGPA of 2.0 or higher in all terms; AND
- No more than two ‘F’s total (of all the 3 terms together), with no more than one ‘F’ in a term; AND
- No more than four ‘D’s and two ‘F’s total (of which there should not be more than one ‘D’ and one ‘F’ in one term)

**Grievances**

Students who, for any reason, are dissatisfied with an administrative decision of the Dean, Registrar or delegate, may lodge an appeal against that decision pursuant to the Academic Grievance Policies.

The fee for an independent study is USD 1000 per subject.

**Calculation of CGPA**

\[
\text{CGPA} = \frac{\text{Sum of Total Grade Points}}{\text{Total credits}}
\]

E.g.:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Subject Credit (a)</th>
<th>Student's Grade</th>
<th>Grade Point (b)</th>
<th>Total Grade Points (a*b)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microeconomics</td>
<td>1</td>
<td>A+</td>
<td>4.30</td>
<td>4.30</td>
</tr>
<tr>
<td>Accounting for Decision Making</td>
<td>2</td>
<td>B -</td>
<td>2.70</td>
<td>5.40</td>
</tr>
<tr>
<td>Operations Management</td>
<td>1</td>
<td>C -</td>
<td>1.70</td>
<td>1.70</td>
</tr>
</tbody>
</table>

Total of grade points obtained (Sum of a*b) = \(11.40\)

Total number of credits (Sum of a) = 4

CGPA (X/Y) up to 2 decimal points = \(2.85\)
Graduation, degrees and transcripts

The Registrar shall have overall responsibility for the staging and conduct of graduations. In the discharge of these responsibilities, the Registrar will be expected to work cooperatively with the President, Deans of Studies, Heads of Campuses and the leaders of the student organisations.

The Examination Board committee shall recommend to the Academic Board the names of those candidates who have fulfilled all requirements for an award and therefore are eligible to graduate. In turn the names shall be referred to the Board of Directors for their endorsement.

The Registrar shall write to each graduand and provide full details of all the arrangements surrounding attendance and participation in the graduation. If there are any additional activities that are being conducted at the time of the graduation, either by student or alumni group, then details of these activities will also be included with the Registrar’s advice.

Graduates will be given the official testamur at a public ceremony convened for this purpose. Graduates will also be given either at that ceremony or separately, a transcript detailing the subjects completed, their credit value and the grade obtained for each subject.

Dean’s list is an honor roll of students who have achieved academic excellence as evidenced by their CGPA scores. For the first and second term, the top 10 percent of all scholars are inducted to the list. For the third term, the top 10 percent of each stream are inducted.

Inclusion is highlighted on their transcript. The Dean may also decide to recognise outstanding achievement within areas of specialisation.

In recognition of outstanding academic achievement students on the Dean’s List will be mentioned as part of the graduation proceedings.

The Registrar in consultation with the Chairman, Board of Directors and the President shall decide on the format of the graduation ceremony including the production of a souvenir programme listing the names of the graduands, arrange an occasional speaker as the principal guest and possibly some musical interlude. A celebratory dinner may also be organised in association with the graduation and attended by the graduates and their guests, the President and academic staff and other invited guests.

Students who are not attending graduation may arrange to collect their degrees and transcripts from the Registrar’s office or campus office at an agreed date and time any time after the graduation.

Students who cannot collect their documents personally can authorise someone to do so (in writing) on their behalf, or request that documents be sent by mail, for which a postal charge will be applied. Duplicate degree scrolls and transcripts may be ordered from the Registrar. A duplicate degree scroll costs A$100 plus postage (A$10). Duplicate transcripts cost A$25.

Students who do not graduate receive a copy of their transcript with grades.
Rights, Responsibilities and Conduct

Rights of students

Students enrolled with S P Jain enjoy certain rights and expectations. They can expect that the content of courses will be up to date and based on research, study and academic discussion. Further, the level of the course will be consistent with the requirements of the Australian Qualifications Framework (AQF) or its international equivalent and prepare students for employment in those professional fields apposite to the courses for which they have enrolled.

Students can also expect access to a supportive learning environment including appropriate and properly maintained and equipped facilities such as classrooms, library, computer work-stations and Internet connections. Students can also expect access to fair and efficient administrative procedures including accurate, timely and helpful information on the subjects available, enrolment, financial and advisory services.

Further, S P Jain is committed throughout to policies designed to provide equal opportunities for all students regardless of their ethnicity, age, marital status, gender, disabilities, religion or sexual preference. The abiding aim is to enable each student to develop to his/her full potential and that growth is not limited by any extraneous considerations. To reinforce this policy, the use of non-discriminatory language is encouraged, as is free speech.

Students with disabilities

S P Jain is committed to the fair and equal treatment of its students, regardless of personal disabilities. All such matters will be handled on free and confidential bases to the student and should initially be raised with the Student Counsellor. All matters concerning disabilities will be handled in accordance with the Commonwealth Disability and Discrimination Act 1992 (as amended in 2005). Also applicable is the Disability Education Standards (2005) – see www.dda.edustandards.info/

Responsibilities

Students are expected to be diligent in their studies and regular in their classroom attendance.

In particular, they are expected to read any instructions given for a subject and to the best of their abilities make genuine attempts to progress successfully through each subject by meeting the requirements set, as well as any deadlines for assignments and maintain punctuality in their lectures or tutorials. They are to respect and use property in a way that is consistent with any requirements specified. They are to ensure that their enrolment details are kept up to date, that they meet their financial obligations and respond to official communication in a way that is both timely and complete. Students are expected to treat staff, fellow students and visitors courteously and to refrain from any behaviour that might be deemed to be discriminatory or constitute harassment.
Academic Responsibilities

Students are principally required to carry a professional approach at all times. Professionalism should be reflected in every activity, inside or outside the classroom, on or off the campus. Special care should be taken to ensure that their activities/thoughts are legal, ethical, in conformity with the School's principles and not causing discomfort to anyone else. While S P Jain promises to create an enriching learning environment for its students, it expects the students to foster its efforts by participating and taking active responsibility to acquire and imbibe the knowledge being imparted to them. Students will consciously endeavor to achieve higher levels of performance and will strive towards self and institutional development.

Preparation: Pre-class preparation forms the essence of the learning model at S P Jain and this the aforementioned Student Board Rooms are integral in this effort. Students are required to prepare thoroughly before every class. The preparation may include: library readings, case-study reading and analysis, discussion in groups, collection and analysis of data, etc. Such preparation leads to effective class contribution and joint learning. Students should contribute proactively in class, bringing insights from their work experience, new thoughts, innovative ideas, and strategies to the discussion.

Timely submission of Feedback Forms: Interim student feedback on every Professor is taken. This feedback is taken to ensure that the subject is being delivered as per expectations, if any adjustments are needed, with faculty deciding the type of adjustment that most effectively addresses the learning need. Final feedback is taken at the end of each subject to help the faculty and the School evaluate the overall quality level of course content delivered vs. planned. Feedback also influences faculty selection for future teaching assignments.

Group Learning: As described earlier, students are expected to study in groups, called SBRs. Peer learning is an important vehicle to enhance group dynamics, effective leadership, capitalize on the available pool of talent and emerge with innovative solutions.

Academic Integrity: It is expected that the work submitted by a student, whether individual or group, is original. Academic Integrity is of prime importance at S P Jain. (see section below)

Guest Lectures: Students are required to attend the guest lectures. Guest lectures are an important medium to gain first hand exposure to real world business applications, and expose oneself to the local corporate culture; simultaneously showcasing one's talent by posing insightful questions to the speaker and actively contributing to the level of the discussion.

In Class: Students are expected to be in the class at least five minutes prior to the commencement of the session. Coming late for a session implies disrespect to faculty and fellow students who are on time and disrupts the flow of the classroom discussion. To discourage students from being late or exiting a class while a lecture is on, such students are marked absent for the class. Unless otherwise specified by the Professor, students are not permitted to use laptops in class.
Rights and responsibilities of students under Australian immigration rules

Attendance
Any student who misses 3 or more scheduled sessions in a subject, including assessments, without a valid and documented valid excuse, will be given a failing (F) grade. In such cases the School is obliged, under National Code 2007, to report such behaviour to the Australian government’s regulatory authorities and this could impact upon the validity of the student’s visa.

Course progress
It is an Australian regulatory requirement that, where an international student has been assessed by S P Jain as not having achieved satisfactory course progress, the School shall notify the student of its intention to report such unsatisfactory progress to the Department of Immigration and Citizenship through its Provider Registration and International Student Management System (PRISMS).

40 hours per fortnight work condition (subject to change and as per rules and conditions applicable)
From 26 March 2012, student work visa conditions will be measured as 40 hours per fortnight instead of the previous 20 hours per week. A fortnight means a period of 14 days commencing on any Monday and ending on the second following Sunday.

Under the new arrangements, international students will be able to work up to forty hours per fortnight once their course has commenced and during any period in which their course is in session. They will be able to work unrestricted hours during any scheduled course break. This change will apply to both new and existing student visa holders and to both students and their dependents on a student visa.

A fortnight means a period of 14 days commencing on any Monday and ending on the second following Sunday.

The following example demonstrates how the condition will be applied. A student visa holder works the following numbers of hours over a four week period (after their course has commenced):

- Week 1 - 15 hours work
- Week 2 - 25 hours work
- Week 3 - 25 hours work
- Week 4 - 10 hours work

In the fortnight comprising weeks 1 and 2 above (40 hours worked in that 14 day period) or in the fortnight comprising weeks 3 and 4 above (35 hours worked in that 14 day period), the work condition is not breached. However, the student visa holder has breached their work condition in the fortnight comprising weeks 2 and 3 above (50 hours worked in that 14 day period).

Students found to have breached their work conditions may be subject to cancellation of their visa.

Students who earn income in Australia may be liable to pay Australian taxation. Employers normally ask for your Tax File Number, which can be obtained at no charge from the Australian Taxation Office.
Safety

S P Jain employs security services to maintain regular surveillance over the campus, secure buildings, adjust lights and monitor the movement of personnel and vehicles on and off the campus. Their efforts need to be augmented by the vigilance of staff and students who should report immediately any untoward behaviour, intrusions, unlocked doors or windows and any equipment faults. Notices are displayed throughout the campus detailing the precautions and the immediate actions to be taken to avoid damage from fire or hazardous materials.

Student code of conduct

- Treat others with fairness, respect and courtesy and act in a manner that is not threatening, harassing or intimidating or likely to jeopardise the safety of others.
- Familiarise yourself with the School’s policies and procedures pertaining to your rights and responsibilities as a student.
- Take responsibility for your own learning in the context that learning is the outcome of a collaborative partnership between staff and students.
- Know the requirements of your course and progression rules and seek timely advice and assistance from School services, as required, to maximise successful progress.
- Act honestly and ethically in the production of all academic work and assessment tasks. Give recognition to any direct quotes used from other authors or to those authors whose work has made an intellectual contribution to the contents of your work. Acknowledge shared ownership of ideas in group projects or assessment tasks.
- Respect the privacy and confidentiality of others, particularly in situations of group work, electronic or other communications and in the use of personal information gathered as part of an academic piece of work or research.
- Not use mobile phones, cameras, MP3 players and the like in lectures, classes, or formal learning and study spaces except with the consent of the lecturer, as part of the teaching content of the Unit, or in emergency situations and then with the least disruption to other students and staff.
- Accept reasonable direction from School staff members and when requested to identify yourself.
- Proof of Identity - Students must carry their Student ID card with them at all times while on campus and produce it when required as proof of identity.

Academic misconduct and plagiarism

a. Academic misconduct includes but is not limited to:
   i. Cheating or acting dishonestly
   ii. Assisting any other student to cheat or act dishonestly
   iii. Seeking assistance from others in order to cheat or act dishonestly
   iv. Attempting to do any of the above in an examination, test, assignment, essay, thesis or any other assessment task that forms part of the requirements of the course in which the student is enrolled
   v. Improperly using, or attempting to use, unauthorised material or equipment in an examination
   vi. Plagiarism
   vii. Acting in contravention of any official statement that defines acceptable academic practice
b. Plagiarism
S P Jain holds a particularly serious view on plagiarism and cheating in any form, and will take appropriate steps to detect plagiarism including electronic plagiarism devices. Plagiarism consists of using the words or ideas of another, as if they were his or her own - without acknowledgement. The phrase 'using words or ideas of another' includes but is not limited to:
   i. Using study guide material without acknowledgement
   ii. Paraphrasing the work of another person
   iii. Copying any part of another person's work
   iv. Summarising the work of another person
   v. Using or developing an idea or theme derived from another person's work
   vi. Using experimental results obtained from another person's work
   vii. Failing to accurately attribute collaborating students' work on group projects

c. Cheating
Cheating during examinations is also a serious offense. Any student caught cheating will be asked to leave the examination room immediately. Incriminating evidence will be retained by the invigilator. Violations other than cheating will also be noted by the invigilator.

d. Inappropriate collaboration
Close academic collaboration must be acknowledged. Examples of inappropriate collaboration include working with someone else to develop, organise or revise a project, such as a paper, oral presentation, research, design project or take-home examination, and failing to acknowledging the collaborator's help.

e. Inappropriate proxy
A student must attend the assigned class and be present at all examinations. Impersonators will be removed from the premises.

f. Work completed for one subject and submitted for another
Assignments may not be submitted in more than one class under any circumstances. If assignment duplication is discovered, BOTH submissions will receive a grade of fail grade.

g. Falsification of data
Students may not falsify or distort data used to document statements made in any work submitted.

h. Interference with another student's work
Students may not intentionally interfere with the work of others, such as sabotaging laboratory experiments, research or digital files, giving misleading information, or disrupting class activities.

i. Copyright violations
Copyright laws that govern the copying of printed materials, duplicating computer software, duplicating images and reproducing audio works must be obeyed.
j. **Complicity**

Complicity in academic dishonesty consists of helping or attempting to help another student commit an act of academic dishonesty or wilfully assisting another student to violate the Student Code of Conduct. Such complicity is pre-meditated and intentional. It can include, but is not limited to:

i. Doing work for another student

ii. Designing or producing a project for another student

iii. Wilfully providing answers during an exam, test or quiz

iv. Using a mobile phone to provide information during an exam

v. Providing a student with an advance copy of a test

vi. Leaving relevant materials behind at the exam site

vii. Altering the outcome of results

1. **Non-academic misconduct**

General misconduct includes, but is not limited to:

a. Failing to comply with any order or direction lawfully made

b. Interfering with the freedom of others to pursue their studies, carry out their functions or participate in the life of the School

c. Harassing or engaging in any other form of improper or discriminatory behaviour towards another student, officer or visitor related to race, ethnic or national origin, gender, marital status, sexual preference, disability, age, political conviction or religious belief

d. Refusing to identify oneself when asked lawfully to do so

e. Breaching the terms or conditions of a penalty imposed for misconduct

f. Obstructing an officer in the performance of their duties

g. Behaving improperly or inappropriately in a class, meeting, or other activity in or under the control or supervision of the School, on School premises, or on any other premises to which the student has rightful access

h. Failing to comply with the provisions of a placement at another institution or business

i. Knowingly making any false or misleading representation as a student of the School

j. Altering or attempting to alter any document or record

k. Misusing, stealing, destroying, damaging or causing loss or incurring a cost to a facility or to property of the School

l. Misusing computing or communications equipment

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

2. **Processing allegations of academic misconduct, plagiarism and non-academic misconduct**

a. If a person believes that misconduct has occurred, they must report the alleged breach in the case of alleged academic misconduct and plagiarism to the Dean, and in the case of alleged general misconduct to the Head of Campus (HoC) or Head of Department (HoD).

b. Each allegation will be considered as to whether it was due to carelessness or was unintentional (minor breach) or was an act of deliberate dishonesty or intentional (serious breach).
3. **Procedural fairness**

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

4. **Penalties**

**a. Penalties for academic misconduct may include:**

i. A zero mark for any part of the assessment for a subject

ii. Resubmission of the specific task

iii. Completion of an alternative assessment for the subject

iv. A failing grade on the student's official transcript

v. Withdrawal of the school's career support services

vi. Withholding academic results and/or transcript for a specified period

vii. Suspension from a course for up to twelve (12) months

viii. Revocation of a recommendation that a student has satisfied all requirements for an award

ix. Revocation of an academic award conferred by the School

x. Expulsion

**b. Penalties for non-academic misconduct may include:**

i. A reprimand or caution

ii. Exclusion from a facility for a specified period

iii. Payment of a fine when property or facilities have been damaged

iv. Imposition of conditions on attendance

v. Suspension from a course for up to twelve (12) months

vi. Expulsion

5. **Appeals Process**

**a. Internal Appeals Process**

i. Students, who are dissatisfied with a decision concerning a penalty, including expulsion, relating to academic dishonesty or misconduct, may lodge an appeal to the Chair of the Academic Board through the Registrar.

ii. Students, who are dissatisfied with a decision concerning a penalty, including expulsion, relating to non-academic dishonesty or misconduct, may lodge an appeal to the President.

**b. External Appeals Process**

Students may appeal to an external arbitrator if they are dissatisfied with the outcome of the internal appeal process. External arbitrators may include the Overseas Students Ombudsman in Australia, the Student Services Centre, Council of Private Education in Singapore and external legal advice in Dubai.
Student Grievance and Mediation

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

b. Mediation is a process by which the participants in a dispute, together with the assistance of a neutral person, systematically isolate disputed issues in order to develop options, consider alternatives, and reach a consensual settlement that will accommodate their needs.

c. Academic grievance may include issues relating to:
   - Selection and Admission
   - Content and delivery of subjects in a course
   - Recognition of Prior Learning (RPL)
   - Advanced Standing
   - Assessments (for example: assignments, tests, examinations)
   - Special Consideration
   - Plagiarism.

d. Non-academic grievance may include issues relating to:
   - Fee Payment
   - Suspension of Candidature
   - Withdrawal without Penalty
   - Misconduct (other than plagiarism)
   - Critical Incidents
   - Harassment and Discrimination
   - Health and well being
   - Facilities

Bullying or Harassment

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

If a problem, complaint or grievance is being experienced with a staff member or a student, the school will follow the below procedures:

a. Informal stage:
   i. Identify and discuss the complaint or grievance with the other party
   ii. Discuss the best outcome to the complaint or grievance
   iii. Agree to act to resolve the complaint or grievance

b. Stage One: If after talking to the person the complaint or grievance remains unresolved the student will need to lodge a formal complaint in writing.
   - Academic grievances will be mediated by Dean (Undergraduate), and non-academic grievances will be mediated by the Head of Campus.
   - The process will commence within 10 working days of submitting the complaint.
   - The student will have the opportunity to formally present their case.
   - Both parties to the complaint or grievance may bring a support person who is a third party to all of these meetings.
   - The School will provide both parties to the complaint or grievance with a written statement advising of the complaint outcome, including the reasons for the decision within ten working days of the commencement of the process.

c. Stage Two: If the student is dissatisfied with the decision and:
   - It is an academic matter they may appeal to the Academic Board within 10 working days of receipt of the decisions. The Academic Board has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing.
   - If it is a non-academic matter they may appeal to the President within 10 working days of receipt of the decisions. The President has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing.

d. Stage Three: If the student is dissatisfied with the outcome of the mediation they may appeal the decision by requesting an external independent arbiter. The student must access the external independent arbiter within 30 days of receipt of the decision, at their cost. Any student who accesses the complaints and appeals process will maintain their enrolment until the case is resolved. Students can access the below organisations in Australia and Singapore and external legal advice in Dubai:

Australia
Overseas Student Ombudsman, GPO Box 442, Canberra ACT 2601 Ph: 1300 362 0123 (within Australia).
Outside Australia +61 2 6276 0123 Email: ombudsman@ombudsman.gov.au Web site: www.oso.gov.au

NSW Office of Fair Trading, 1 Fitzwilliam Street, Parramatta NSW 2150 Australia
Tel: 61 2 9895 0111, 13 32 20 Web site: www.fairtrading.nsw.gov.au
Stage Four: Any recommendations received as the result of the external review will be considered by the Academic Board for academic grievances or the President for non-academic grievances within 30 days of receipt of the recommendation, and any changes will be implemented as soon as practicable.

Disciplinary policies and procedures

S P Jain works hard to create a nurturing environment for our students. In return, we expect students to maintain professional behaviour at all times, both on and off campus. Violations of codes of conduct or other policies may result in informal or formal reprimands, suspension or ultimately expulsion.

Suspension and review

The S P Jain School of Global Management has a responsibility to ensure that students attending the School have a safe, non-disruptive environment. Every effort is made to assure that students receive assistance if they are experiencing difficulty at the School. However, when such an effort has been made and the student is still not able to function in a non-disruptive manner, the School will take action.

Under these rare circumstances, the President or designee may impose immediate Administrative Suspension without prejudice from S P Jain leased accommodation or the campus. The suspended student shall be given an opportunity to be heard or provide a written statement explaining his/her case.

The proceeding is administrative in nature and shall not be governed by strict rules of evidence. Such action may be taken only when:

- The student's behaviour is disruptive to the normal conduct of School business, or
- The student's behaviour may pose a hazard to him/herself or others, and
- The behaviour described above cannot be effectively dealt with by the School system, and
- Efforts by School officials to assist the student in meeting reasonable behavioural expectations have been unsuccessful.

Further, it is an Australian regulatory requirement that, where a student has been assessed by S P Jain as not having achieved satisfactory course progress, the School shall notify the student of its intention to report such unsatisfactory progress to the Department of Immigration and Citizenship through its Provider Registration and International Student Management System (PRISMS). Such notice will advise details of the School's complaints and appeals processes and that the students will have 20 working days in which to respond. Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the School, an immediate notification will be made through PRISMS that the student is not making satisfactory progress. Such a report can have very serious consequences on the validity of the Student's visa.
Student Services

Many services support students in their studies and daily living at S P Jain.

Library

The library is a vital component of academic life at S P Jain. Apart from the conventional books, periodicals, magazines, newspapers and journals, the library has a range of learning materials that cater to various learning needs and preferences. The 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

<table>
<thead>
<tr>
<th>Location</th>
<th>Schedule</th>
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</thead>
<tbody>
<tr>
<td>Dubai</td>
<td>Monday to Thursday &amp; 1st &amp; 3rd Saturday 9:00 to 22:30</td>
</tr>
<tr>
<td></td>
<td>2nd &amp; 4th Saturday Closed</td>
</tr>
<tr>
<td></td>
<td>Friday &amp; Holidays Closed</td>
</tr>
<tr>
<td>Singapore</td>
<td>Monday to Friday 10:00 to 19:00</td>
</tr>
<tr>
<td>Sydney</td>
<td>Saturday, Sunday and all public holidays Closed</td>
</tr>
<tr>
<td></td>
<td>Monday to Friday 09:00 to 05:30</td>
</tr>
<tr>
<td>Dubai</td>
<td>Saturday, Sunday and all public holidays Closed</td>
</tr>
<tr>
<td></td>
<td>Monday to Thursday &amp; 1st &amp; 3rd Saturday 9:00 to 22:30</td>
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</table>
Circulation

<table>
<thead>
<tr>
<th>Circulation Resource</th>
<th>Quantity</th>
<th>Duration</th>
<th>Renewal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>3</td>
<td>14 days</td>
<td>Twice</td>
</tr>
<tr>
<td>Periodicals</td>
<td>3</td>
<td>7 days</td>
<td>Once</td>
</tr>
<tr>
<td>AV Resources</td>
<td>2</td>
<td>2 days</td>
<td>-</td>
</tr>
<tr>
<td>Theses / Project Reports</td>
<td>3</td>
<td>14 days</td>
<td>Twice</td>
</tr>
<tr>
<td>Reports</td>
<td>1</td>
<td>14 days</td>
<td>Twice</td>
</tr>
</tbody>
</table>

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 AED 1 or SG$ 1 or A$1.00 per day per item. Items that must be recalled incur a double fine. Lost or damaged books must be replaced at the user's cost. Students who mutilate or lose a library resource must replace it at their own cost within 30 days. If not, the library will buy the resource and charge the user the actual cost plus 25 percent for freight and handling, depending on the type of resource being replaced.

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

**Basic Library Decorum**

Students are expected to:
- Maintain silence and not indulge in loud group discussion activities.
- Switch off their mobile phones or keep them on silent mode.
- Not place their feet on tables & 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 (IT Centre)**

The IT Centre provides a robust, reliable, and secure IT infrastructure to the S P Jain student community. The IT Centre recognizes 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:

Dubai and Singapore campuses - from 9:00 a.m. to 7:00 p.m.; and is closed on weekends and public holidays.

Sydney campus – from 8:30 to 5:30 p.m.

Students are discouraged from bringing food or beverages inside the IT Centre.

Wi-Fi Internet access is available throughout the campuses. Students are expected to use the Internet for academic purposes only, and are not permitted to download music, videos, games, movies or illegal/unethical material. Each student will be given free access to 500 MB usage every month. On exceeding this limit, for every 25 MB download of data, A$ 2.00 in Sydney will be charged, as applicable.

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

Charges for printing and photocopying will be deducted from the student’s deposit. At the Sydney campus, students will be charged 10 cents per copy.

Counseling

S P Jain has a counseling and coaching team on its campuses, staffed with a full-time and professionally qualified Student Counselor 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 Counselor 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 counselor for any student needing additional services. Students needing the help of a counselor should contact the office of the S P Jain Student Counselor/Student Life to make an appointment. In some situations, a member of the faculty or staff may recommend that a student consult a counselor and, with the student's agreement, make necessary arrangements.

Career Advice

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

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

**Sydney** - The campus is within the precinct that hosted the 2000 Sydney Olympic Games and is in walking distance of the city's more famous sporting arenas and facilities. As a distinct sporting and education precinct, Sydney Olympic Park is a destination. The precinct is located some 45 minutes from Sydney’s Central Business District and 20 minutes from Parramatta, a major suburban centre. Both of these destinations offer all the exciting social and lifestyle options that one can expect in metropolitan Australia, and they are both accessible by public bus, train and river ferry from Sydney Olympic Park. A full range of entertainment venues, landmarks, artistic venues, dining experiences, transport options and weather is listed on the NSW government’s website at [www.living-in-sydney.com.au](http://www.living-in-sydney.com.au).

**Dubai** - The Dubai campus inspires students to learn and explore, with significant benefits gained for those students that interact with the multinational student community of the Dubai International Academic City (DIAC). The DIAC is a purpose-built campus exclusively for colleges and universities. It provides a single location for post-secondary education in the Emirate, bringing together 30 institutions from over a dozen different countries, allowing the students and faculty within to connect and learn from each other. S P Jain occupies an entire stand-alone building, covering approximately 60,000 square feet, spread over three floors.

**Singapore** - The sprawling campus set amidst lush greenery and foliage comprises several renovated heritage buildings spread over seven acres, and is located close to downtown Singapore. Easily accessible by road, with a bus stop just outside the campus, the campus is in close proximity to other local schools, medical facilities and hospitals, 24-hour food outlets and hypermarkets, as well as recreational, shopping and corporate centers.

**Cafeteria**

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

**Timings**

**Singapore** - The cafeteria is open for breakfast between 8.00 and 1030am, for lunch between 12 noon and 2.30pm, for high tea between 3.00 pm and 6.30 pm and dinner from 7.00-10pm.

**Dubai** - The cafeteria is open for breakfast between 8.00 and 1030 am, for lunch between 12 noon and 2.30pm, for high tea between 3.00 pm and 6.30 pm and dinner from 7.00-10 pm.

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

These hours and meal arrangements are subject to change, and students will be consulted should any new arrangements be under consideration.
Residences

Singapore

Student apartments and classrooms are located in the same building on campus. Men and women stay on separate floors. Rooms are dormitory style in different configurations - single, double, triple or quadruple. Communal shower / toilets are available on each floor.

Dubai

Students are housed in rented studio and one-bedroom apartments at International City, one of Dubai’s largest residential areas, 15 minutes away from the Dubai International Academic City where the campus is located.

Sydney

Students are housed in rented apartments and town house in and around the Sydney Olympic Park where the campus is located.

Sports facilities

Sydney

While in Sydney, students have access to the Aquatic Center at Sydney Olympic Park (http://www.aquaticcentre.com.au/), which is a 5-minute walk from campus.

The facilities offered are:

- Gymnasium
- Personal Training
- Indoor Pool
- Massages
- Group Exercise Classes

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

Dubai

While in Dubai students can access the following sports facilities:
GEMS Wellington Academy, Dubai Silicon Oasis, 5 minutes drive from the campus.
- Indoor sports hall
- Outdoor soccer field with flood lights
- Outdoor court for basketball, lawn tennis etc.

GEMS Dubai Modern High School, Nad Al Sheba
- Cricket Pitch
- Full Football Pitch
- Outdoor Tennis, Basketball and Volleyball Courts

Gymnasium
A gym is located at the ground level of the hostel building and can be used at concessional rates.

Student 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:

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 on the basis of students' performance records. Special care is taken to ensure that every specialization or division is well represented in the committee.

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 preset 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 interview attempts of each student, and collating interview questions of each student for documentation and future reference

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
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 specialization, as much as possible. Every specialization is well represented in the committee.

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

#### SYDNEY

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trent Pohlmann</td>
<td>Head of Campus</td>
<td>+61 438 797 705</td>
</tr>
<tr>
<td>Michelle Cui</td>
<td>Finance Manager</td>
<td>+61 28970 6826</td>
</tr>
<tr>
<td>Bill Kospeta</td>
<td>Facilities and Accommodation Manager</td>
<td>+61 490 014 612</td>
</tr>
<tr>
<td>Srinivas Phani</td>
<td>Director, Industry Interface Projects</td>
<td>+61451827932</td>
</tr>
</tbody>
</table>

#### SINGAPORE

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mumtaz Moiz</td>
<td>Head of Campus</td>
<td>+65 9007 4763</td>
</tr>
<tr>
<td>Joselle Motol</td>
<td>Manager: Facilities &amp; Student Welfare</td>
<td>+65 83149576</td>
</tr>
<tr>
<td>Shunkara Babu</td>
<td>Head of Accounts</td>
<td>+65 81869415</td>
</tr>
<tr>
<td>Suparna Mallya</td>
<td>Program Manager</td>
<td>+65 82333640</td>
</tr>
</tbody>
</table>

#### DUBAI

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rajesh Tripathy</td>
<td>General Manager – HR &amp; Administration</td>
<td>+ 971 55 5481689</td>
</tr>
<tr>
<td>Dev Anand. S</td>
<td>Senior Officer – Welfare &amp; Administration</td>
<td>+ 9714 50 9085972</td>
</tr>
<tr>
<td>Afsar Jan</td>
<td>Head of Accounts</td>
<td>+ 9714 50 3597061</td>
</tr>
<tr>
<td>Sohaira Tuansi</td>
<td>Program Coordinator</td>
<td>+971 50 2769703</td>
</tr>
</tbody>
</table>

**DUBAI CAMPUS:**
Block 5, Dubai International Academic City, P O Box 502345, Dubai – UAE, Tel: +9714 4291234, Fax: +9714 4291244 Email: admissions@spjain.org

**SINGAPORE CAMPUS:**
10, Hyderabad Road, Near junction of Alexandra and Depot Road, Singapore – 119579, Tel : +65 62704748, Fax : +65 68385406 Email: admissionssg@spjain.org

**SYDNEY CAMPUS:**
5 Fig Tree Drive, Sydney Olympic Park, NSW 2127, Email: mgb.sydney@spjain.org

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[www.spjain.org/mgb](http://www.spjain.org/mgb)
Annexure 1
Appeals procedure in Australia – General information

Are you an international student who has been excluded from your university or TAFE course?

If you have been excluded from a university or TAFE subject in New South Wales you have a number of ways to appeal the decision or make a complaint if you think the decision is unfair or wrong. All students have a right to an internal and external review. The issues looked at in each review will be different.

Appeal to your university or TAFE – internal review

If you think the decision is unfair or unreasonable you can submit an appeal with your university or TAFE. There will be a policy on how appeals are carried out and there will be a deadline for submitting the appeal.

You will need to provide the details of why you are appealing and all the relevant evidence you have. The university or TAFE will look at the evidence you provide and decide if the right decision was made to exclude you. This is sometimes called a review of the ‘merits’ of the decision. They will also decide whether the process has been followed, and whether it was fair and reasonable.

Some universities allow students to complain directly to a university ombudsman or a complaint unit – you should check with the university about this and any associated guidelines for filing a complaint.

Complaint to the NSW Ombudsman– external review

The role of the Ombudsman is different to an internal appeal. The Ombudsman can investigate the administration of the university or TAFE where there is evidence of wrong conduct. The Ombudsman does not make a decision in place of the university.

In deciding whether or not to investigate a complaint, the Ombudsman considers if there is evidence of administrative errors or misconduct. If the internal appeal process has been followed, we will not take any action unless there is clear evidence of an error or some improper conduct.

The types of issues we consider include: delays, not following the policy, a problem with the procedures, and improper behaviour of university or TAFE staff.

What can the Ombudsman do?

If we are unable to address your complaint we will tell you the reasons why. In most cases, complaints can be resolved informally. This may include phoning the university or TAFE and asking for an explanation; and/or requesting to see the documents from the appeal file.

We might suggest to the university or TAFE a solution for resolving the problem, although we cannot guarantee they will agree with our proposed solution.

If we are not happy with the response by them, we may formally investigate a decision. If we find your complaint is justified, the findings are reported to the organisation concerned and the relevant Minister. You are also told of the conclusions and findings.
In a report, the Ombudsman may recommend:

- The university or TAFE reconsider or change its action or decision
- A law, rule or procedure be changed
- The university or TAFE take other appropriate action (e.g. compensation)
- In serious cases, beginning of disciplinary proceedings.

As stated, we cannot force a university or TAFE to comply with our recommendations, although they usually do. If they do not, and we believe it is in the public interest, we may make a report to the NSW Parliament.

**How can you submit a complaint with the Ombudsman?**

You will need to ensure you submit your complaint with the Ombudsman’s Office as soon as possible after you hear the result of your appeal. The university or TAFE can tell you whether they have a set time period allowing you to submit an external appeal before they inform the Commonwealth Government you are no longer a student.

You should make every effort to meet this deadline, but you can complain to the Ombudsman at any time.

You will need to write a letter of complaint to the Ombudsman describing the issues. However, a preliminary phone call may help clarify the issues and/or help you understand the Ombudsman’s complaint.

**Information Sheet**

This brochure is one of a series of information brochures produced by the NSW Ombudsman. Feedback is welcome. ISBN: 978-1-921131-75-2

Handling procedures. For example, some complaints may need to be made to a different agency (such as complaints about discrimination or a breach of privacy).

The Ombudsman’s office operates an inquiries service from 9am – 4pm weekdays. You can call 9286 1000 or toll free 1800 451 524.

You will need to provide all the evidence at the start of your complaint. Your evidence should show where the university has failed to follow the normal procedures or why the decision involved improper conduct.

Someone will be given the job of answering your letter.

**What happens at the end of your complaint being considered?**

- We will tell you our decision in writing and give full reasons for our decision. You will also be able to talk to the person dealing with your complaint.
- We will also tell your university or TAFE what the outcome of your complaint is, so that they can tell the Commonwealth Government of your progression status. The university or TAFE is required by law to advise the Commonwealth Government you have been excluded if your external complaint has not been upheld.

**Contact us for more information**
Level 24 580 George Street
Sydney NSW 2000

If you wish to visit us, we prefer you make an appointment. Please call us first so we can ensure your complaint is within our jurisdiction and our staffs are available to see you.

Our business hours are:
Monday to Friday, 9am–5pm
(Inquiries section closes at 4pm)

General inquiries: 02 9286 1000
Toll free (outside Sydney metro): 1800 451 524
Tel. typewriter (TTY): 02 9264 8050
Facsimile: 02 9283 2911
Email: nswombo@ombo.nsw.gov.au
Web: www.ombo.nsw.gov.au
Telephone Interpreter Service (TIS): 131 450
We can arrange an interpreter through TIS or you can contact TIS yourself before speaking to us.