



# **RIMS International School of Business and Technology**

## **STUDENT HANDBOOK**

### **SCHOOL OF MANAGEMENT**

#### **Higher Nationals in Business Studies**

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## 1. COURSE DETAILS

### a) PROGRAMME AIMS & LEARNING OUTCOMES

The **Edexcel BTEC Higher National qualifications in Business** are designed to equip students with the knowledge, understanding and skills required for success in current and future employment or for progression to an undergraduate degree.

The Higher National qualifications in Business are designed to meet the following aims:

- To provide an educational foundation for a range of administrative and management careers in business.
- To provide specialized studies directly relevant to individual vocations and professions in which students are working or intend to seek employment.
- To enable students to make an immediate contribute in employment.
- To provide flexibility, knowledge, skills and motivation as a basis for future studies and career development.
- To develop students' ability in business through effective use and combination of the knowledge and skills gained in different parts of the programme.
- To develop a range of skills and techniques, personal qualities and attitudes essential for successful performance in working life.

#### *Programme design and structure:*

**Year1: BTEC-HNC (Higher National Certificate in Business)** is a **10-unit** qualification of which five units are mandatory core units and five units are from the options.

**Year2: BTEC-HND (Higher National Diploma in Business)** is a **16-unit** qualification (including 10 units of HNC) of which eight units are mandatory core units and eight units are from the options.

### b) COURSE OFFERED

**RIMS International School of Business and Technology** currently offers the following programme:

#### *HONOURS DEGREE IN BUSINESS MANAGEMENT*

- **Year1: BTEC-HNC (Higher National Certificate in Business)**
- **Year2: BTEC-HND (Higher National Diploma in Business)**
- **Final Year: BA Honors Degree in Business Management**

The **HNC-HND Business[Management, Finance, HRM & Marketing]** programme consists of the following units:

### YEAR 1 - HNC – UNITS

CORE	OPTION
1. Marketing	1. Administrative Practices & Procedures
2. Managing Financial Resources & Decisions	2. Project Management
3. Organisations & Behaviour	3. Small Business Enterprise
4. Business Environment	4. Industrial Experience
5. Research Project	5. Managing Professional Development

### YEAR 2 - HND – UNITS

CORE	OPTION
1. Business Strategy	1. Working with and Leading People
2. Business Decision Making	2. Managing Activities to achieve results
3. Common Law	3. Managing Communication, Knowledge & Information

➤ **YEAR 3 - BA Honors Degree in Business Management**

1. Financial Management
2. Strategic Management
3. Strategic Management of Human Resource
4. Contemporary Development in Business & Management
5. Marketing Strategy
6. Managing Projects

### c) TIME TABLE & TERM / SEMESTER DATES

Term & Semester dates will be issued together with this handbook for the term:

Term & Semester dates can also be obtained from:

- Programme Co-ordinator
- The front office at the reception.

### d) COURSE WORK REQUIREMENTS

While it may be legitimate to draw on the same or related aspects of your professional activities more than once in order to meet coursework requirements, each submission you make for each course must be distinct and must consist of new work. You are encouraged to develop and extend your ideas throughout your programme of study and this may mean that your submissions are connected thematically or that you draw at times upon some of the same reading. Any significant repetition of content between courses, however, will lead to a referral (withheld) at the Board of Examiners.

## **e) ATTENDANCE REQUIREMENTS**

Class attendance is a mandatory requirement of the course. Registers of attendance will be maintained. The minimum required attendance for the completion of each course taken by an attendance mode of study is 85%.

There will be no provision for leave of absence from the programme and no aggregate pass will be available. Provided the student follows the relevant procedure, formal interruption of study may be authorised by the programme Programme Co-ordinator upon receipt of valid evidence, in consultation with the Principal/Administration Department. Leave Application form is available at the reception which a student needs to fill and submit in advance not less than 14 days.

Latecomers will not be entertained in the class after 15 minutes from the start time of the class. They are required to wait outside the class till the first break to get admission to the class again.

## **2. ACADEMIC SUPPORT**

### **a) PERSONAL TUTORS, TUTOR GROUPS**

As a student, you will be allocated to a personal tutor and a tutor group when you join the programme. In personal tutor students will be given academic guidance and pastoral care so that they complete their course work on time. Also the tutor will help the students to resolve the problems, which can be a cause of hindrance in studies.

### **b) TUTORIAL SUPPORT**

There will be one tutorial week in whole of the term. Tutors will make sure that the students do adequate progression in their course work. Personal tutor's role is to support you and help you to plan your programme of study and there will be time available for individual and group tutorials throughout the programme.

### **c) LIBRARY & COMPUTING FACILITIES**

There are computing facilities at RIMS International School of Business and Technology building which is Wi-Fi enabled and an extensive online library besides a wide range of books in the college library. You will be introduced to these early in the programme.

### **3. ASSIGNMENT**

#### **a) Assignments**

Unit assignments must be submitted by their respective deadlines. The assignment must meet the tasks and criteria described in the course specification.

Students are required to give their draft assignment for preview to the respective lecturers to make sure they are doing the right thing. Students failing to do so are liable to get lower grades.

There must also be appropriate use of quoted, cited and referenced reading, with referencing in accordance with the College's guidelines and academic conventions. The assignment must be appropriately bound.

#### ***ASSIGNMENT GUIDELINES:***

It is important that the work you produce is carefully planned & written.

Your work should demonstrate (a) your understanding of the theory you have learned (underpinning knowledge) and (b) your ability to apply it to real life/contemporary situations/case study (applied knowledge).

Please follow the instructions below:

1. Start each answer on a new page
2. Highlight each question clearly
3. Avoid bullet points and restrict the use of numberings; remember that you are supposed to write an essay.
4. All work should be comprehensively referenced and all sources must be acknowledged fully, this includes books & journals used as well websites visited. Details such as page numbers, publishers and publication year should also be stated, in addition to the name of the author(s) and publication. Books, articles and journals should be the main sources; net sources are allowed up to 25% max.
5. Follow Harvard Referencing system.
6. Ensure that your work is within the stated word limit.
7. All work should be word-processed.
8. Pages should be numbered (bottom right hand corner)
9. Assignment sheet should be attached in the front.
10. Spell checks the document and read thoroughly for grammatical errors.
11. 1.5-line spacing is preferred but is not essential.
12. Bibliography at the end of the assignment.

***The correct format to answer each question (Task) is as follows:***

1. Introduction (analyse the question – which theory is it trying to ask you to demonstrate?)
2. Underpinning Knowledge (write about the relevant theory/points)
3. Applied Knowledge (apply the theory/points you have written about in your underpinning knowledge to your case study/real life example)
4. Conclusion (summarise what you have written in 2 & 3 above).

## *Handing-in Procedure*

The procedure is as follows

- Each completed assignment must be accompanied by an Assignment Front Cover Sheet.
- The Assignment must be submitted between 9:30 am to 5:00 pm on the allotted days of the submission week.
- It is strongly advised that you keep a copy of your work.
- It is recommended that Assignments, which are mailed, be sent by Recorded Delivery.
- E-mailed copy of the final version of the assignment will NOT be accepted.
- When Assignments are received, the Administrator will send you an E-mail, which records the date and time of receipt (course work receipt).
- It is recommended that you retain this note as evidence of your timely submission till you get your feedback /progress profile.

### **b) HARVARD REFERENCING**

Guidelines on Referencing and Bibliography for Assignments & Projects:

The “Harvard” System

This model for referencing and bibliographies uses a convention that is accepted and understood by academic organization, libraries and publishers throughout the world; it is known as the “Author/Date” or “Harvard” system. Although designed primarily for referring to published literature, it can equally be used for citing unpublished dissertations, internal documents from an individual or an organization, or for an individual’s oral statement. There are also other methods used as a Footnote references or numbering in the text, or combinations of these; experience is that they increase the difficulties of typing the work, and can prove irritating if they require frequent turning of pages to seek information. The Harvard system is simpler for students to use, and easier for tutors and examiners to read, than other referencing systems.

### *Citations in the Text*

All works that you refer in your assignment or project must be correctly and accurately identified, by using the author’s surname and the date of publication, e.g.

Stewart (1986) says that .....
A number of authorities (Edwards 1991, Norris 1990, Rowntree 1981) indicate .....

Where there are two co-authors, both names are given, e.g.

Clanchy and Ballard (1992) offer good advice in asserting that .....
--

Where there are more than two co-authors, the first is given followed by “et al”, e.g.

Atkinson et al (1993) devote considerable attention to .....

If the work is the product of an organization and does not carry an individual author’s name, the name of the organization is used, e.g.

A helpful summary is provided by the Further Education Course (1993) .....

If you wish to distinguish between two or more publications by the same author or organization with the same year of publication, you add a,b,c ... after the date, e.g.

Brookman (1991a) gives an account of .....  
The Government’s opposition to this is reported by Brookman (1991b) in his .....

If you find a “ second-hand” reference which you wish to use, do not pretend that you have read the original text; you must cite the volume that you found it in, e.g.

The concept of “ disjointed incrementalism” has been explored by Lindblom (in Pugh et al 1989).

A specific quotation from a text should always be identified with its page number after the date, separated by a colon, e.g.

“ Individuals may be individual”, says Handy (1983:254), “ but they need a group to identify with”.

For longer quotations, the text is indented without quotation marks, e.g.

By Contrast, the ethnographic approach often seeks to generate hypothesis. This has been described in the following way:

The ethnographer has much in common with the explorer trying to map a wilderness area. The explorer begins with a general problem, to identify the major features of the terrain; the ethnographer wants to describe the cultural terrain. Then the explorer begins gathering information, going first in one direction, then perhaps retracing that route, then starting out in a new direction. .... After weeks of investigation, the explorer would probably find it difficult to answer the question, “what did you find?” Like an ethnographer, the explorer is seeking to describe a wilderness area rather than trying to ‘find’ something.

Unpublished documents are treated as publications, e.g.

Harris (1994) provides a critical analysis of:

Oral Statements of individuals are cited in the same way, e.g.

This view of events is confirmed by Appleton (1991) .....

The method can be adapted for internet sources e.g.

Cross & Towle (1996) provide a detailed guide to the referencing of internet sources .....

### *List of References:*

All references should be listed in a bibliography immediately after the last page of your assignment / project (and before any appendices), in alphabetical order of author's surnames.

Note the following elements:

- The author's /editor's surname, followed by the initials, and "ed", if edited;
- The date of publication, in brackets; the date of a new edition is given, but not a reprint
- The title of the work, given with only the initial letter of the first word (and those of proper names) in capitals; in print the title is in italics, in typescript it is underlined (word-processing will give you both alternatives);
- If the work is in journal or in an edited volume, the title of the work is in quotation marks and the journal in italics: the editors of a Reader will also be shown, as in Handy (1983) below; in a journal the volume, number and date will be included, together with the page numbers of the article (See Wild 1994).
- The place of publication
- The name of the publisher

The recommended method for listing Internet sources is to add the word "online" in brackets after the title of the work, plus the Unique Resource Locator (URL) after the name of the publisher (See Cross & Towle 1996).

### *Examples of References*

Appleton S T (1991) Formal interview with researcher 6.9.91

Atkinson R et al (1993) An introduction to psychology 11<sup>th</sup> edn Harcourt Brace & Jovanovich

Brookman J (1991a) "Hallelujah for faint praise" in Times Higher Education Supplements 964 26.4.91:7

Brookman J (1991b) "Tories ban national pay deals" in Times Higher Education Supplements 985 20.9.91:1

Duchastel P and Spahn S (1996) Design for Web- Based Learning <online>:

### c) ASSESSMENT

The assessment scheme has been designed to:

- Provide students with a variety of assessment tasks which are supportive of the programme aims and rationale
- Serve as an integral part of the teaching and learning process and encourage reflection upon that process
- Encourage the application of theoretical concerns to the practical activity of teaching
- Assess the student's overall performance in the light of the programme aims.

### ASSESSMENT STRATEGIES

Each course is assessed using those strategies felt to be most appropriate to the aims and learning outcomes of that course. Specific assessment tasks and criteria are described in each course specification.

### D) MARKING OF ASSIGNMENTS

Whilst it is quite proper for you (and indeed recommended) to discuss assignments in progress (previews) with your tutor, it should be noted that tutors are not permitted to pre-mark completed assignments. They are permitted to comment on drafts in progress within the context of a tutorial session but the ultimate responsibilities for production of assignments remain with you, the student.

Assignments will be formally marked after the deadline date as a PASS, MERIT, DISTINCTION or a REFERRED.

#### *Grading Higher National Units:*

Each unit will be graded as a Pass, Merit or Distinction.

A **Pass** grade is achieved by meeting all the requirements defined in the assessment criteria for each unit. A Pass is awarded for the achievement of all outcomes against the specified assessment criteria.

**Merit** and **Distinction** grades are awarded for higher level achievement, as follows:

Merit	Distinction
<p>In order to achieve merit the student must:</p> <ul style="list-style-type: none"> <li>• Use a range of methods and techniques to collect, analyse and process information/data</li> <li>• Apply and analyse detailed knowledge and skills using relevant theories and techniques</li> <li>• Coherently present and communicate work using technical language accurately.</li> </ul>	<p>In order to achieve a distinction the student must:</p> <ul style="list-style-type: none"> <li>• Check validity when collecting, analyzing and processing complex information/data.</li> <li>• Evaluate and synthesize relevant theories and techniques to generate and justify valid conclusions</li> <li>• Show an individual approach in presenting and communicating work coherently, using technical language fluently.</li> </ul>

## **E) VERIFICATION**

All assignments are subject to a process of internal verification. Marks may be changed as a result of this process. You should therefore keep all your coursework safe once it has been returned to you in case it is required again.

***Internal Verification Policy*** - The minimum number of samples to be taken is 10 per cent of the total number of assessed Assignments, or a minimum of 3, whichever is greater. In the event that the lecturer is new to the establishment, or is new to teaching, all the assignments assessed by the lecturer will be sampled. This is to ensure conformity to the School's quality assurance procedures and standards.

All work, which has been graded, will be held by your tutor for the verifiers to see at the end of the relevant term.

You may also be required to meet with a Verifier to discuss your work and progress on the programme. This meeting would simply be for the purpose of information.

If you are required to submit your coursework for verification or to attend meeting with an external verifier and fail to do so, the award of your qualification could be put in jeopardy.

### ***Board of Examiners***

This Panel consists of a combination of Subject Leaders, Internal and External Assessors/Examiners/Verifiers, Programme Programme Co-ordinators and Tutors. It meets to consider Course Results. Not until after this meeting is it possible to give a student the result of a course. Students will be informed of their result within four weeks of the Assessment Panel. All results will be subject to ratification by the Board of Examiners.

### ***Results***

An assignment submitted by the due date, then marked and verified, will entitle the student to progress to the appropriate level. An assignment marked and verified as a referred may be re-submitted, with the approval of the Board, at a date agreed by Academic Administrator & student.

With the exception of a student who has applied for and been granted an Extension for particular items of coursework, additional fees for re-submission of assignments apply in all other cases.

Following a first and subsequent failure on any given item of assessment, the Board of Examiners may permit a student one further opportunity to re-submit coursework or require the student to re-take a Unit. That decision will be made in the light of individual circumstances, to include the scale of failure and capability requirements appropriate to the award.

An assignment not handed in by the appropriate deadline date will be charged according to the penalty procedure.

Marking will be done at the end of the term within two weeks of the assignment Submission week.

**4. APPEAL**

**a) STUDENT COURSE GRADE APPEAL FORM**

**Date:**

Name: .....

ID: .....

Program: .....

Semester: .....

Unit:.....

Lecturer: .....

Please state the basis for your grade appeal. Be as specific as you can. Attach another sheet if necessary. You should also attach relevant documentation

Do you wish to appear in person before the Faculty Grade Appeal Committee? .....

Have you spoken with your lecturer in hopes of resolving this dispute informally? If not, why?

Signature: .....

Date: .....

Please submit this form to .....

## b) LEAVE APPLICATION

In order to apply for leave, students will have to fill a **Leave application form**, which can be got from the Administrator. The leave application form should be approved by Programme Co-ordinator no less than 14 days in advance with all supportive documents and with the approval of all concerned lecturers. An Absent With Permission (AWP) will then be marked by the lecturers in your absence.

## c) ATTENDANCE MONITORING PROCEDURE

Class attendance is a mandatory requirement of the course. Registers of attendance will be maintained. The minimum required attendance for the completion of each course taken by an attendance mode of study is 85 per cent. Students who are absent for more than 7 days from their classes without acceptable mitigating circumstances, will be deemed to be ineligible for the award.

Attendance monitoring is done every week in a semester. A separate monitoring sheet is created for each student. The Attendance Monitoring procedure for the School is as follows:

For every unit, an attendance register is created before the start of the term. The Attendance register is kept in the Lecturer pack of the Lecturer who handles the unit. Lecturers mark the attendance in the register **twice** during each session (Morning & Afternoon): One at the start of the session and one after the break during the session. Lecturers strictly follow a set of **abbreviations** as given below:

1. P – Present
2. A – Absent
3. AWP – Absent With Permission

AWP is marked in the following cases:

- Leave Application Form
- Medical Certificate
- Sudden illness
- Prior Appointments

In all of the above cases, the student **must** intimate the Lecturer. AWP is considered as present in the above circumstances, if genuine.

### 4. L – Late Comer

L is marked if the student comes after the Break of any session. Lecturers strictly follow the rule that no student would be allowed inside the class after 15 minutes of the start of each session. Such students are allowed to enter the class only after the break and their attendance is also marked as L.

### 5. E – Early Leaver

E is marked if the student leaves after the Break.

**3 consecutive** Ls and Es in the attendance monitor will be taken as 3 half days while calculating the attendance percentage. **More than 3** Ls and Es will receive a severe warning from the Programme Co-ordinator.

Every 3<sup>rd</sup> week in a semester, **Long-term absentees** are notified to the Principal's office. A general warning is usually given to students who do not attend classes for 3 consecutive weeks. If a student fails to attend classes for a semester severe action is taken against the student.

**Attendance percentage is calculated at the end of each semester. Attendance percentage for the whole academic year is given to the Principal's office as and when required by the Principal or the Programme Co-ordinator.**

#### **d) EXTENUATING CIRCUMSTANCES**

The procedures for seeking an Extension for the submission of assignment are detailed on the accompanying pages. You should note in particular that claims must:

- be entered on the approved Form available from the Administrator.
- be submitted directly to the Programme Co-ordinator.
- be received by the college on or before 2 weeks of the due date.
- be accompanied by documentary evidence supporting the claim.
- Undocumented claims will not be considered.

#### *Extensions*

If circumstances arise which make it impossible for a student to meet the set deadline date for submission of an assignment, an extension may be applied for. The procedures for so doing are outlined in the next section: **Notification of Extenuating Circumstances**

It should be noted that the length of time allowed for the study and assessment of a course is not negotiable. What is negotiable is the length of time taken to complete a Programme of study: this may have fees and implications.

An Extension, if granted, allows the student to submit the relevant coursework at a submission deadline, which will be determined by the respective lecturers. If you are still unable to complete the work by that

extended date, you must submit a further Extenuating Circumstances claim. No more than two claims per course will be permitted.

If you think your performance in a formal assessment may be affected by illness, or by family circumstances such as bereavement, you must put the information in writing **as soon as you decide to put it forward, including independent evidence of the circumstances** and hand it in to the Programme Co-ordinator.

Your information about extenuating circumstances will be presented to the Progression and Award Board, which meets at the end of that stage of your course.

- Acceptable evidence of extenuating circumstances would include originals or photocopies of:
- Medical Certificate which must be specific about the nature of the illness and the dates affected,' and confirm that this is the doctor's own diagnosis. It is not sufficient for the doctor to write a letter stating that the student saw him/her and "said" that they were or had been suffering from stress etc. Self-certificates are not acceptable.
- Letter from the Principal
- Letter from a transport official confirming serious unforeseen disruption to transport letter from a member of College staff confirming absence of other group members due to the same disruption.

If you fall ill during an examination it is your responsibility to ensure that the invigilator will make a note of the circumstances and his/her report will form part of the evidence. However, you should still follow the procedure for reporting your extenuating circumstances, including the provision of medical evidence if appropriate.

Please note that any claim of extenuating circumstances must be supported by independent evidence submitted at the same time, and must clearly state the dates when the circumstances occurred and which assessments are claimed to have been affected. It is your responsibility to identify these dates.

Claims without independent evidence will not normally be considered. The Progression and Award Board will take into account your extenuating circumstances when reaching a decision about your academic performance.

### *Penalty*

Students who are not given an extension by Lecturers would ultimately face penalty if they miss their deadlines. Penalty imposed on students are divided into 3 categories which are as follows:

1. If a student happens to miss a deadline date for an assignment and submits it **within 1 week** after deadline date, he/she will have to pay a **penalty of INR 5,000/- per unit**. The assignment would be passed onto the lecturer during the same term and the grade would be **capped at all grades** i.e., the student would be able to get the grade he/she deserves for the assignment.
2. However, if the student submits after this 1 week period, it should be noted that on top of an increased penalty of **INR 7,500/-** the student would **qualify only for a pass** even if the work is entitled for a Merit (or) Distinction and also the **result will reflect** in the progress profile released during the following term, as the Administration office would only pass on the assignments during end of the following term.
3. If a student tries to submit after these 2 weeks, the student would be asked by the Administration office to hold onto the assignment till end of next term's submission day and

would follow the same penalty procedure as category 2 except that the grade would reflect during that term (which would be originally the following term).

These penalties are enforced on the student to get them into managing time better.

### e) Re-submission Procedure

It would be the student's responsibility to get the grades for the current term's units within 2 to 3 weeks of their submission date. Grades would be given away by the Academic Administrator after checking the student's college fee. If it is cleared and up-to-date with payment plan, the students would be given the grades right away or else would be asked to sort it with the Programme Co-ordinator's office and then collect their grades.

Students who have been **referred (or) withheld** can collect the assignment from the office (It will in no other means be passed onto the students) after signing the **Assignment Responsibility Form**. Students must then take it to the Lecturer and get the feedback for the same. The **return date** (unless already specified by the Lecturer) of the Original along with the re-submission assignment (has to be a separate folder) would be specified on the form by the Administrator and informed to the student. If the student fails to re-submit and return the original on the specified date, the penalty procedure (refer to Re-submission penalty) would apply.

#### *Re-submissions to sort Referrals*

Students who **re-submit** their work after referring in their 1<sup>st</sup> attempt would be entitled only for a **PASS**, even if their re-submission deserves a MERIT (or) DISTINCTION.

#### *Re-submissions for improving grades*

Students would **not be allowed** to re-submit their work for getting a higher grade. The grade, which a student achieves during the first submission, except REFERRAL (or) WITHHELD (or) DEFERRAL stays. However, students can show their progress in assignments to the lecturers before submitting the final piece from time-to-time (students are recommended to book an appointment with the lecturer for the same) and ask for their suggestions for achieving a higher grade. Once the final assignment is submitted, no opportunity would be given to the students for improving the grades.

#### *Re-submission penalty*

If the students fail to re-submit within 2 weeks after feedback, they would be charged accordingly:

- 1 day after the re-submission date – INR 5,000/-
- Re-submission after a term (or) 2 – INR 7,500/-
- Re-submission after a year (when student actually would have completed the course, which is usually the submission day for his/her final term in the course) – INR 10,000/-
- Any re-submissions after this period – will not be allowed – student must re-sit the unit

## 5. REGISTRATION

### a) EDEXCEL REGISTRATION PROCEDURE

When a centre has enrolled learners onto an approved EDEXCEL programme, the learners must then be formally registered with EDEXCEL so that achievement can be reported and awards issued. At RIMS International School of Business and Technology students, though enrolled with college under HNC programme, are registered onto the HND programme with EDEXCEL during the 4<sup>th</sup> teaching week. On the Induction day, the students are required to fill-in **Examination and Certification form**, in which all details regarding the student are asked to be filled as clear as possible, as the details provided will be used while registering them.

Before registering the students, the forms are given to the Course Programme Co-ordinator's office to check if the payments of the students are up-to-date. Also their attendance is checked for. If they have fail to attend the classes or to pay the fees according to the payment plan drafted for them, their registration is withheld until their records are clear. There is a *late registration fee* if the students are not registered with EDEXCEL within a month of the enrolment date. It is the responsibility of the student to pay the late registration fee if:

- they fail to attend the classes
- they are not up-to-date with the payment plan

### b) STAGES LEADING TO EXCLUSION OF A STUDENT FROM A PROGRAMME OF STUDY

Where the progress of a student gives cause for concern, the Tutor, after due consultation and scrutiny of evidence of lack of progress, shall formally warn the student in writing of possible exclusion on grounds of lack of academic progress and copy this formal warning to the Programme Co-ordinator.

If, subsequent to this formal warning, there is still continuing evidence of failure to meet course requirements, the Tutor will propose to the Head of School that the student should be advised to withdraw.

The Programme Co-ordinator will then consider the evidence presented by the Tutor. On the basis of this evidence the Programme Co-ordinator may decide to advise the student in writing that he/she should withdraw on the grounds that he/she is unlikely to complete the course satisfactorily. The Programme Co-ordinator should outline the possible consequences of non-acceptance of this advice and the circumstances in which the student may appeal against exclusion.

A student who formally indicates that he/she does not intend to withdraw on the recommendation of the Programme Co-ordinator and who is unable to provide satisfactory evidence to the Programme Co-ordinator and Tutor to justify continuing, will be formally required to withdrawn on the grounds of lack of academic progress, by the Programme Co-ordinator.

**It is the responsibility of the student to ensure that the College has the correct address for communication of examinations results and those going on holiday should endeavor to be precise as to the most appropriate point of contact.**

A student may not appeal against the academic judgment of a Progression and Award Board including decisions on grade awarded or on further study/assessment on the programme of study.

## **6. COLLEGE DATA PROTECTION POLICY**

The Data Protection Act 1998 requires the College to observe new legal provisions designed to safe guard both data subject's rights (students) and the data relating to them. The Act requires that we inform you of what personal data is acquired and the purposes for which it is acquired.

By signing this form you will be giving the college permission to collect, hold & process additional personnel data relating to you for evaluation of your extenuating circumstances.

Signing this declaration does not compromise any rights you enjoy under the Data Protection Act 1998 nor any other legislation relating to personal privacy and data storage. Should the College need to collect and process additional sensitive data your explicit consent will be sought. Further information can be obtained from the College's Data Protection Policy statement and the Data Protection Code of Practice.

### *Declaration to be signed by student*

I have read and understood the statement and agree to the College collecting, holding and processing my personal data for the purposes described. I declare that the information given in this extenuating circumstances form and the accompanying papers is that I would be willing, if required, to answer further questions related to it.

Signed.....

Date.....

## **7. GUIDELINES ON SUSPECTED CHEATING AND PLAGIARISM**

### **What is Plagiarism?**

Plagiarism includes, but is not limited to:

1. Using published work without referencing (most common)
2. Copying coursework essays
3. Collaborating when the work is supposed to be individual
4. Taking another student's computer file/programme
5. Submitting another person's work as one's own
6. The use of unacknowledged material published on the web and purchase of model assignments from whatever source.

### **What constitutes cheating?**

7. Bringing unauthorized material into an examination, including material programmed into a calculator
8. Communicating with other students in an examination
9. Obtaining a copy of the examination paper in advance
10. Persuading another person to sit the examination in one's place

### **Other forms of dishonesty include:**

11. Copying another student's laboratory results
12. Falsifying laboratory results

### **What happens if a student is found cheating in an exam or is suspected of committing plagiarism in assessed work?**

If an invigilator/tutor thinks that a student has committed an offence s/he makes a formal report to the Programme Co-ordinator\*\*\*\*\* responsible for the delivery of the course. The Head of School (or nominee) authorizes an "investigative interview" with the student and the invigilator/tutor who identified the alleged offence.

#### ***The investigative interview***

The Programme Co-ordinator interviews the student and, separately, the member of staff who identified the alleged offence. A member of staff not involved in the initial complaint will be in attendance. Students can contact the Principal for guidance.

After hearing the evidence the Head of School decides how to proceed. A range of outcomes is possible and where a penalty is agreed the student will sign a statement giving the details of the offence to which she/he has admitted, and confirming that she/he has agreed to the penalty. There will be no opportunity to appeal against the Head's decision.

Penalties may include; a verbal warning, the student is failed in the exam, the student is required to produce a different piece of coursework (and only a pass mark given) failure in the course overall or if the offence is serious the case may be referred to an Assessment Offence Panel.

### *Assessment Offences Panel*

If, following the investigative interview, the Head of School considers the offence serious she/he may remit the offence to a formal panel - Assessment Offences Panel. A letter will be sent notifying the student of the date of the meeting of the Assessment Offences Panel. Witnesses may be called on behalf of the student, and the student has the right to appear before the panel and may be accompanied by a friend who may speak on his/her behalf.

### *Assessment Disciplinary Panel*

If, following the investigative interview, the suspected offence is a second offence or if it is a first offence and the Head thinks it is so serious that it should be dealt with more severely, a letter will be sent notifying the student of a formal panel - Assessment Disciplinary Panel. Witnesses may be called, including witnesses on behalf of the student, and the student has a right to appear before the Panel and may be accompanied by a friend who may speak on his/her behalf.

What the student should expect after the Assessment Offences Panel or the Assessment Disciplinary Panel

The student is notified in writing of the Panel's decision giving appropriate details of the penalty that has been imposed. Students face various penalties as previously mentioned, in the most serious of cases exclusion from the College is possible.

The Student may appeal to the Academic Appeals Committee, normally only on the grounds that the procedure has not been properly carried out, or that substantial new evidence has come to light.

No appeal would be allowed "against the severity of the punishment".

### *What will happen if a student is absent at any stage of the investigation*

If a student is absent (e.g. abroad) the Head of School will decide whether the process may be delayed until the student is available. In cases where the student is not able to attend the College within a reasonable period of time, the process of investigation/hearing may proceed in the students' absence, but an opportunity must be provided for the student to put their case to or be represented. Arrangements could include, but are not restricted to the attendance of a representative or the submission of a written statement.

### *Additional Guidelines*

1. Plagiarism refers to the 'lifting' of text from all sources. Note that this includes material, which have been located on internet websites. If you do use materials from a website it must be acknowledged in the same ways that other print materials have to be acknowledged.

*Please remember that systems, which allow you to 'find' sources on the world wide web, also enable others to trace those same sources in your work*

2. Where you use directly the words from any source (including Course Readers and Handbooks), you must make it clear, in the text of your assignment, that those words are not your own. (Examples of how to do this are shown in the section Guidelines on Referencing)

3. It is not enough simply to make an entry for that source in your References and assume that this gives you license to incorporate any amount of material from that source throughout the body of your assignment. It does not. A proper, and separate acknowledgement must be made each time you use material from every source.
4. If you are in any doubt as to whether you have made full and appropriate acknowledgement, then you should consult your tutor.
5. All cases of suspected plagiarism will be investigated and appropriate action taken in accordance with College Regulations.

## **8. STUDENT COMPLAINT PROCEDURE**

### *1. STUDENT COMPLAINTS PROCEDURE: TIME SCALES*

1.	<b>Issue of Concern. Student wants to complain</b>
Within one calendar month	
2.	<b>Seek advice (eg: from Programme Co-ordinator) Make formal complaint to appropriate member of staff, in person and in writing.</b>
Response within 20 days	
3.	<b>Written response from Programme Co-ordinator to student</b>
Within 10 days	
4.	<b>Still Unresolved? Submit all documentation to the Programme Co-ordinator</b>
Within 20 working days	
5.	<b>Response regarding findings of independent Chairperson.</b>

3 working days after the committee meet

6.	<b>Written response from the Programme Co-ordinator</b>
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## 2. FORMAL COMPLAINT FORM

RISBT is committed to the provision of high standards in all of its services and teaching. This form should be completed when you wish to make a formal complaint about the failure to meet these standards. It is important that you first follow the informal complaint procedure.

<b>1. Personal Details</b>	
<b>Name:</b>	<b>Student ID:</b>
<b>Programme:</b>	<b>Year:</b>
<b>School:</b>	
<b>Address where you can be contacted over the next four weeks:</b>	<b>Telephone No.</b>
<b>2. Complaint Details</b> Please state the nature of your complaint and give further details (use separate sheet if necessary). Please give exact dates/times and location of incident(s) wherever possible. Retrospective complaints (three calendar months after the informal complaint) will not be considered.	
<b>3. What documented evidence do you have to support your complaint? Please give details</b>	
<b>4. From your point of view what would be the desired outcome of your complaint?</b>	

5. What prevented the complaint being resolved informally?

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6. Who else have you discussed this complaint with? **(e.g. Programme Co-ordinator)? Has advice been given and have you acted on that advice?**

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7. Can you suggest any action which will prevent this situation from recurring?

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8. Declaration

**I declare that the information given in this formal complaint form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it.**

**I also agree (in accordance with the Data Protection Act) to this form being held on file by the Principal**

**Signed**

**Date:**

Completed forms should be handed in to the School's Administrator for which you will be given a receipt.

For Office Use only:

**Date Complaint received**.....

**Date receipt provided**.....

**Office Reference** .....

**Name of the recipient** .....

**Complaint form sent to** .....

Remember to send a copy to the Registrar

### *Underlying Principles.*

The principles underlying the management of the complaints procedure are:

- Confidentiality at the informal stage
- Accessibility of information
- Clarity of procedure
- A staged approach with specified times and an informal and formal stage
- Advice and support in using the procedure
- Stated response times
- Resolution at local level wherever possible
- Entitlement to have a well-founded and documented formal complaint heard
- Every effort made by the College to prevent victimization of a student who has made a complaint
- systematic annual monitoring of the complaints procedure through the

### *When to Use the Complaints Procedure*

The Student Complaints Procedure is designed to help you take up problems or complaints and to obtain a speedy response from the College to resolve your complaints.

As a student you are likely to face a whole range of situations which demand your active problem solving skills. Most of the time you will be able to find solutions and this may involve talking to members of the College. The formal complaints procedure route should be used only when you have exhausted all other strategies for dealing with problem situations.

If you make a complaint to the police or take other legal action at the same time that you use this procedure, then no investigation by the College using this procedure will be undertaken at this stage.

The stages of the student complaints procedure are designed to provide a response to your complaint at the earliest feasible opportunity.

When you are following this procedure it is important to keep a note of the discussions you have at each stage and the dates on which they take place. Also keep copies of relevant documents. You may also wish to have the support of a friend, who could accompany you to meetings when you discuss your complaint.

### *Informal Stage of Complaint (within two calendar months)*

Initially try to discuss the matter with the person directly involved. If it is not possible to do so at this stage or your discussion does not lead to a satisfactory outcome then:

Take the issue to one or more of the following appropriate contacts: your Lecturer.

You should also log your complaint by writing or sending an email to the respective School. This will ensure that your complaint is monitored.

Having talked your complaint through in a confidential manner, you may now feel able to discuss the matter with the person involved or to write to them. If there is still not a satisfactory outcome then you should use the Formal Procedure.

Formal Stage of Complaint (no later than three calendar months after the initial concern/problem/incident)

A formal complaint is made using the Formal Complaints Form. Before completing this, you may wish to consult with your tutor, a friend or a legal advisor.

Formal complaints should not be made retrospectively (i.e. three calendar months after an incident) and should be fully documented. Forms are available from the Registrar and the School.

The completed form should be sent, marked 'Confidential Complaint', to the relevant School. If your complaint relates to the Head of School, it should be sent to the Directors of the College.

A copy will also be sent to the School. If a complaint is directed at a named member or members of staff he/she/they will be advised of the complaint and invited to respond via their Head of School.

At this point it will no longer be possible for the complainant to remain anonymous. You should receive a response within twenty working days, again via your School, or directly from the Directors.

## 9. STUDENT RESPONSIBILITIES

It is your responsibility to:

- Keep the college informed of any changes in correspondences regarding contact number, correspondence address, e-mail address etc.
- Keep yourself informed of the timetable, examination dates, and coursework submission deadline.
- Find out your results and make sure that you receive written confirmation.
- Keep all paperwork sent to you in a safe place.
- Abide by all college regulations and policies including Equal Opportunities, Health & Safety, Grievance, and Fees etc.
- Students must attend their classes regularly and must be punctual to their classes.
- Submit your assignments on time.

Students must retain all course notes, class exercises, laboratory logbooks and all study related material that they have gathered for external inspection, prior to their certificates being issued

## 10. CONTACT DETAILS FOR ST-PATRICKS INTERNATIONAL COLLEGE

### **MUMBAI:**

Juhu Tara Road,

Juhu Mumbai – 49

Tel: 022 26100154, 32946844 / 66

Fax: 022 26132706

Web: [www.rims.ac.in](http://www.rims.ac.in)

Email: [sheetal@rims.ac.in](mailto:sheetal@rims.ac.in)

### **PUNE:**

NIBM Road,

Kondhwa,

Pune-48

Web: - [www.pune.rims.ac.in](http://www.pune.rims.ac.in)

e-mail: [reenaclifton@rims.ac.in](mailto:reenaclifton@rims.ac.in)

\*\*\*\*\*

### **Useful contacts:**

#### **MUMBAI:**

**Mr. Parvez Ahmed-** Programme Co-ordinator. Mr Parvez is available on **022 26100154, 32946844**

E-mail : [parvez@rims.ac.in](mailto:parvez@rims.ac.in) and in **emergencies only** on +91 9892024160 at any time.

#### **PUNE:**

**Ms. Reena Clifton-** Programme Co-ordinator. Ms Reena is available on **020 30482255 / 52 / 53**

E-mail : [reenaclifton@rims.ac.in](mailto:reenaclifton@rims.ac.in) and in **emergencies only** on +91 9960155317 at any time.

**Members of the Executive Team:**

**Mr Museeb Rais – Managing Director**

Mumbai: 022 26100154, 32946844

Pune: 020 30482253 / 54

E mail: [museeb@rims.ac.in](mailto:museeb@rims.ac.in)

**Mr Kishor Pillai – Principal**

Mumbai: 022 26100154, 32946844

E mail: [principal@rims.ac.in](mailto:principal@rims.ac.in)

**Ms Nivedita Madkikar – Principal**

Pune: 020 30482251 / 54

E mail: [pprincipal@rims.ac.in](mailto:pprincipal@rims.ac.in)

**CONCLUSION**

Hope this handbook is useful to you during your period of study with us. We have tried our best to provide you with all information regarding the computing course at RIMS International School of Business and Technology. In case of any further queries do not hesitate to talk to one of our staff members. We would be happy to help you.