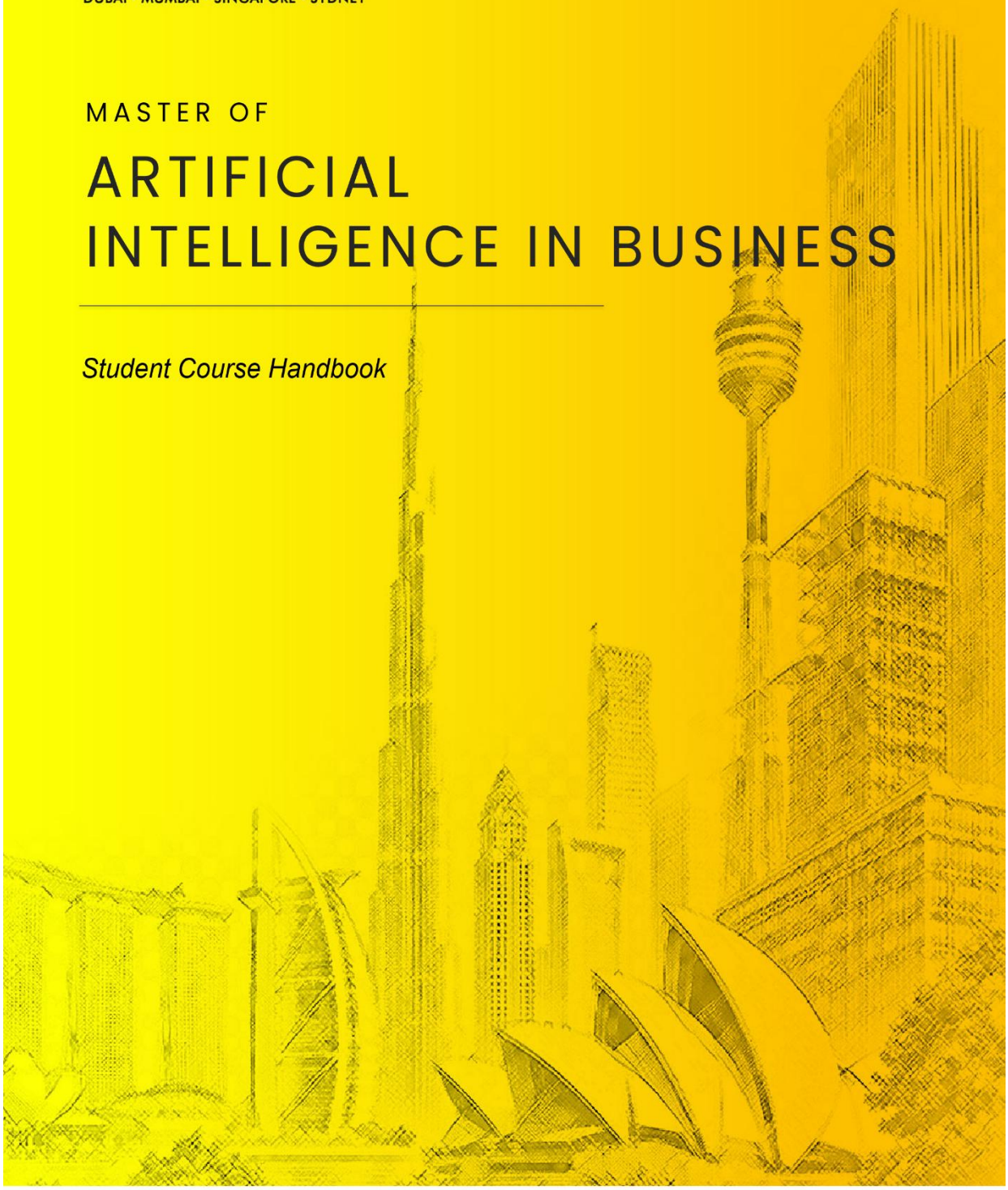
S P Jain School of Global Management

DUBAI • MUMBAI • SINGAPORE • SYDNEY

MASTER OF

ARTIFICIAL INTELLIGENCE IN BUSINESS

Student Course Handbook



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Disclaimer:

1. *Content of this Student Handbook are compliant to the current policy & procedures prevalent at the S P Jain School of Global Management.*
2. *All policies & procedures are subject to review & change. It is the onus of the student to check for latest revised policy.*

1. Welcome Letter

Dear Student,

Welcome to the S P Jain community! We live in exciting times where innovation and technology are transforming the world. One of the most innovative technologies to have emerged in recent years is Artificial Intelligence (AI). AI is changing the landscape of the entire economy including all business functions and industry sectors, and in a wide variety of applications. The need, therefore, is for well trained professionals who can use their technological and management knowledge to drive business transformation. Organisations and entrepreneurs across the world need to recruit high performing managers who are also well trained in technology and can manage the strategic impact of transformative technologies like Artificial Intelligence.

S P Jain aims to build an educational experience that is dynamic, cutting edge and relevant. We strive to create a learning environment that is both competitive and nurturing. We encourage you to question, be curious, and freely express your viewpoints.

We believe that learning is a personal responsibility. Thus, your ability to deliver on the high expectations of your future success will depend on your achievements and performance amidst a stimulating environment. You will be stretched and challenged by both the talented and experienced faculty and a vibrant peer group. S P Jain promises a rigorous education that will empower you to go out into the world to enjoy both professional success and personal fulfilment.

We believe that over time, education and hard work lead to maturity and the ability to accept personal responsibility. Good moral character; High ethical values; Mutual respect for your peers and colleagues, and sensitivity to social issues are values we emphasis at S P Jain. We focus on holistic growth that balances learning with the moulding of personality, character and attitudes. Above all, learning should be an enjoyable experience. It is our expectation that during your period with us you will form strong friendships and make important contacts that will endure through the whole of your professional life.

This is a truly fantastic opportunity that you will share with an amazing group of fellow global pioneers. We urge you to embrace this and be open to new ideas and experiences. We look forward to seeing you Sydney.

This handbook brings together information that you will find helpful throughout your period at S P Jain. It should be read in conjunction with other information provided through the different official outlets.

Director – MAIB

S P Jain School of Global Management

2. Master of Artificial Intelligence in Business

2.1 Special Features of the Course

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

- Completing a Capstone Project with research and industry exposure
- Completing Applied Business Project of AI in Business
- Spending two years in world-class city: Sydney/ Dubai
- Hands on experience in Robotics and Internet of Things Lab
- Exposure to Business Management and AI area

2.2 Disruptive Technologies Research Centre

The Research Centre hosts: Internet of Things Laboratory, Robotics Research and Innovation centre, Data Science and Research Centre. This Research Centre will be used by all the Emerging Technology staff and students for laboratory exercises, research projects, industry projects, class-room exercises, demonstrations and group exercises.

2.3 S P Jain Internet of Things (IoT) Laboratory

Internet of Things (IoT) provides IP connectivity to household and other objects other than desktops, laptops and mobile devices. For instance, this could be a device that senses and records the temperature at a location and relays the data over an IP connection is an IoT device. The S P Jain Internet of Things Laboratory is set up in order to train students in the basics of IoT operations. The lab includes nodes supporting different protocols and gateway devices, communication technologies and networking topologies. It also includes software and APIs to interface sensors with nodes for implementing algorithms. The hardware and software resources include commonly used elements such as wireless network gateways, microcontrollers, and external sensors.

2.4 S P Jain Robotics Laboratory

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

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

For example, the laboratory activities will train students to:

- program a modern microcontroller
- operate and interface its peripheral devices and sensors
- apply the basic concepts of wheeled locomotion, motion sub-system control, motion trajectory planning, and robotic implementation.

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

2.5 Faculty

Our community of international faculty are dedicated to creating an engaging, rigorous and practical educational experience for students. Students will learn new knowledge about Artificial Intelligence, Applied AI, Data Science, Programming, Mathematics and Statistics, Big Data Analysis, Machine Learning, Neural Networks, Deep Learning and more which will inspire them to appreciate, accept and adapt to working in rapidly changing business environment. Students will also gain confidence in making decisions. Units are relevant, developed with the latest content, and designed to inspire students to find creative and innovative ways to apply the knowledge acquired.

3. MAIB Course Information

3.1 Course Overview

S P Jain's Master of Artificial Intelligence in Business (MAIB) is a 2-year Post Graduate course. The course is delivered in Sydney/ Dubai.

Course	Delivery/Study Mode	Location of Study
Master of Artificial Intelligence in Business	2-Years Full-time face-to-face On campus	Study in Sydney/ Study in Dubai

The Master of Artificial Intelligence in Business (MAIB) course is a two-year, full-time course designed for students who wish to gain professional knowledge in the technology of Artificial Intelligence (AI) and its practical business applications, especially in marketing, and logistics. The course will provide students with an in-depth knowledge of both foundational artificial intelligence technologies, and basic business functions and disciplines such as economics, accounting, finance, and marketing so that they will be prepared to deploy this transformational technology in practical business contexts.

The course is designed to equip students to take up assignments, in either the corporate world or as entrepreneurs, with the mandate to identify the need for AI solutions for real-life business problems and help implement these solutions – in diverse sectors such as technology, consulting, BFSI, Healthcare, Education, Manufacturing, Retail, Media, and Transportation. Successful graduates will be well-positioned for entry in employment as Artificial Intelligence Specialist, Artificial Intelligence Consultant, Artificial Intelligence Transformation Manager, Machine Learning Executive, Data Scientist, Business Intelligence Developer, Digital Marketing Executive, Supply Chain Manager, and Financial Analytics Executive, or as Entrepreneurs.

AI is a world transforming technology that has been described as "the new electricity", meaning that it is changing the landscape of the entire economy including all business functions and industry sectors. It is being used in a wide variety of applications such as digital marketing and computational advertising, recruiting and other HR functions, supply chain optimisation, manufacturing, healthcare management, pharmaceutical research, management of educational institutions, investment management, and banking and insurance service provision. The need, therefore, is for well trained professionals who can use their technological and management knowledge to drive business transformation.

The MAIB course proposed by S P Jain School of Global Management (S P Jain) covers foundational

topics in artificial intelligence and business management, as well as advanced topics in data science, machine learning, decision theory, strategy, and change management. The course curriculum also includes topics specifically assigned to build skills and competencies in specialised technologies such as deep learning, natural language processing, along with a Applied Business Project and a Capstone Industry Research Project that will help students develop the business expertise, acumen and technological prowess they need to succeed.

Like all the other courses offered at S P Jain, the MAIB focuses on maximising student employability.
*This course is not offered Singapore

3.2 Course Learning Outcomes

Master of Artificial Intelligence in Business: Mapping of Course Learning Outcomes
Course Learning Outcome 1 (CLO1): Knowledge of Artificial Intelligence and Business Management
Students will have an advanced, integrated, and coherent disciplinary and interdisciplinary knowledge of artificial intelligence technologies, business management and research principles and methods for the application of AI to business.
Course Learning Outcome 2 (CLO2): Critical thinking, Design thinking and Decision-making Skills
Students will have problem solving, design and decision-making skills to identify and provide innovative solutions to complex business problems through application of AI technologies and techniques.
Course Learning Outcome 3 (CLO3): Communication and Team Performance Skills
Students will be able to work and communicate effectively as a member or leader of a diverse team to provide superior business solutions using advanced tools and practices of artificial intelligence and business management.
Course Learning Outcome 4 (CLO4): Ethics and Social Responsibility
Students will demonstrate mindfulness of professional practices in a global and sustainable context and act with professional accountability and integrity.
Course Learning Outcome 5 (CLO5): Research Methods Competence
Students will be able to apply knowledge of research principles and methods to plan and execute a research-based industry project with a high level of personal autonomy and accountability.

3.3 Graduate Attributes of S P Jain

- Knowledge of Business, Management and Emerging Technologies
- Research and Business Intelligence
- Problem Solving and Decision Making
- Creativity and Innovation
- Intercultural Competence/Communication
- Teamwork
- Global Citizenship/Ethics (Collaborate, Negotiate and Resolve Conflicts)

3.4 Course Completion Requirements

To be eligible to graduate with MAIB degree at S P Jain, students must complete 46 credits. (Core Units, Electives and 1 Applied Business Project and 1 Capstone Industry Research Project.

Units	Required Units	Credits
Core Units	22	34
Minor Concentration	2	4
Electives	1	2
Applied Business Project	1	2
Capstone Industry Research Project	1	4
Total	27	46

3.5 Course Structure

The Course structure provides all the Units to be completed and the required credits, hours (both timetabled and personal study) and Pre-requisites.

S.No	Course Codes	Subjects	Timetabled Hour	Personal Study Hours	Core/ Elective	Credit	Pre-requisites
		Term 1					
1	MAIB DSC 101	Data Science and Analytics	36	84	Core	2	Nil
2	MAIB AI 101	Fundamentals of Artificial Intelligence	36	84	Core	2	Nil
3	MAIB MAT 101	Probability and Statistics	36	84	Core	2	Nil
4	MAIB CSC 101	Programming with Python and R	36	84	Core	2	Nil
		Term 2					
5	MAIB AI 102	Machine Learning Fundamentals	36	84	Core	2	MAIB AI 101 Fundamentals of Artificial Intelligence
6	MAIB AI 103	Reasoning and Decision Making under Uncertainty	36	84	Core	2	MAIB AI 101Fundamentals of Artificial Intelligence
7	MAIB ECO 101	Economics, Micro, Macro and Digital	18	42	Core	1	Nil
8	MAIB ACC 101	Financial and Managerial Accounting	18	42	Core	1	Nil
9	MAIB ORG 101	Organisational Behaviour	18	42	Core	1	Nil
10	MAIB LSC 101	Operations Management	18	42	Core	1	Nil
		Term 3					
11	MAIB AI 104	Neural Networks and Deep Learning with Business Applications	36	84	Core	2	MAIB AI 102 Machine Learning Fundamentals
12	MAIB AI 105	Natural Language and Conversational Systems with Business Applications	36	84	Core	2	MAIB AI 102 Machine Learning Fundamentals
13	MAIB CSC 102	Database Management	18	42	Core	1	Nil
14	MAIB AI 106	Ethics, Philosophy and Sociology of Artificial Intelligence	18	42	Core	1	MAIB AI 101 Fundamentals of Artificial Intelligence
15	MAIB FIN 101	Corporate Finance	18	42	Core	1	MAIB ACC 101 Financial and Managerial Accounting
16	MAIB MKT 101	Marketing Management	18	42	Core	1	Nil
		Term 4					

S.No	Course Codes	Subjects	Timetabled Hour	Personal Study Hours	Core/ Elective	Credit	Pre-requisites
17	MAIB AI 207	AI and Automation in Finance	36	84	Core	2	MAIB AI 102 Machine Learning Fundamentals and MAIB FIN 101 Corporate Finance
18	MAIB AI 208	AI in Marketing	36	84	Core	2	MAIB AI 102 Machine Learning Fundamentals and MAIB MKT 101 Marketing Management
19	MAIB AI 209	AI in Logistics	36	84	Core	2	MAIB AI 102 Machine Learning Fundamentals and MAIB LSC 101 Operations Management
20	MAIB PRO 201	Applied Business Project	36	84	Core	2	MAIB AI 102 Machine Learning Fundamentals
		Term 5					
21	MAIB MGT 201	Business Strategy	18	42	Core	1	Nil
22	MAIB MGT 202	Design and Critical Thinking	18	42	Core	1	MAIB AI 101 Fundamentals of Artificial Intelligence
23	MAIB AI 210	Embedded Artificial Intelligence and Robotics	36	84	Core	2	MAIB AI 101 Fundamentals of Artificial Intelligence
Choose both units from only one of the following two tracks							
	Track 1- Minor Concentration	**Digital Marketing**					
24	MAIB AI 211	Recommendation Engines for Marketing Applications	36	84	Elective	2	MAIB AI 208 AI in Marketing
25	MAIB AI 212	Computational Advertising	36	84	Elective	2	MAIB AI 208 AI in Marketing
	Track 2 Minor Concentration	**Digital Logistics**					
24	MAIB CSC 203	Business Process Automation	36	84	Elective	2	MAIB AI 101 Fundamentals of Artificial Intelligence and MAIB LSC 101 Operations Management
25	MAIB CSC 204	Internet of Things and Smart Asset Management	36	84	Elective	2	MAIB AI 101 Fundamentals of Artificial Intelligence
		Term 6					
Choose only one of the following two units							
26	MAIB MGT 203	AI Strategy and Change Management	36	84	Elective	2	MAIB AI 101 Fundamentals of Artificial Intelligence and MAIB MGT 201 Business Strategy
26	MAIB ENT 201	AI and Entrepreneurship	36	84	Elective	2	MAIB AI 101 Fundamentals of Artificial Intelligence
27	MAIB CPP 201	Capstone Industry Research Project	72	168	Core	4	MAIB PRO 201 Applied Business Project
		Total Credits				**46**	

3.6 Unit Learning Outcomes

MAIB - Unit Learning Outcomes (ULO)
Core Units
1. Data Science and Analytics (MAIB DSC 101) – Core • Evaluate data types and analyse the data to interpret innovative solutions.

- Demonstrate presentation and communication skills by working on the assigned project, to arrive at solutions for mathematical and business problems,
- Use quantitative abilities to solve data science and business problems.
- Develop analytically-sound solutions for real life business problems.

2. Fundamentals of Artificial Intelligence (MAIB AI 101) – Core

- Recognise the basic ideas and concepts of Artificial Intelligence.
- Use analytical and quantitative skills to solve practical business problems.
- Manipulate mathematical and statistical methods for decision making.
- Research and Communicate effectively using mathematical and computerised expressions and presentations.

3, Probability and Statistics (MAIB MAT 101) – Core

- Identify the principles of mathematical probability, sample spaces, moments, conditional probabilities and limit theorems.
- Apply the principles of mathematical statistics, including data collection, sampling and design and summarisation of data.
- Manipulate parameter estimation, hypothesis testing, and ANOVA.
- Apply the techniques of regression and correlation, decision and Bayesian theory.

4. Programming with Python and R (MAIB CSC 101) – Core

- Recognise the use of Python as a general-purpose object-oriented programming language, its data and programming structures.
- Identify and apply Python libraries for data exploration and analysis.
- Apply the statistical language R, its programming and data structures.
- Demonstrate the functions and packages available in R for visual, numerical, and statistical analysis.

5. Machine Learning Fundamentals (MAIB AI 102) – Core

- Identify the theory of Machine Learning and recognise statistical learning algorithms.
- Apply analytical and quantitative skills to solve business problems.
- Construct statistical algorithms for supervised and unsupervised learning from data.
- Research and Communicate effectively using mathematical and computerised expressions and presentations.

6. Reasoning and Decision Making under Uncertainty (MAIB AI 103) – Core

- Recognise basic ideas and concepts of reasoning and decision making under uncertainty.
- Use mathematical and statistical methods to solve decision making under conditions of uncertainty.
- Apply analytical and quantitative skills to solve practical business problems of optimal decision making.
- Research and communicate effectively using mathematical and computerised expressions and presentations.

7. Economics – Micro, Macro, and Digital (MAIB ECO 101) – Core

- Recognise the workings of markets and market processes to coordinate economic activities.
- Apply problem solving methodologies to provide solutions to pricing and output decisions.
- Apply key economic principles relevant to market structure analysis, financial decision making, and the digital economy.
- Demonstrate teamwork and communication skills in a group decision-making environment.

- Analyse current economic policies and issues and their social and ethical implications.

8. Financial and Managerial Accounting (MAIB ACC 101) – Core

- Recognise economic, political, social, legal and environmental influences on the financial information needs of users and financial reporting practices of firms.
- Analyse a range of financial reporting issues and use the accounting principles-based approach to develop innovative solutions for complex business transactions.
- Identify the principles underpinning the current Australian and International accounting standards and Interpret various financial accounting and reporting practices.
- Evaluate key managerial accounting techniques and apply various performance measurement techniques/models in different business environments.
- Demonstrate a range of accounting results and evaluations to different stakeholder groups using a variety of presentation media.

9. Organisational Behaviour (MAIB ORG 101) – Core

- Illustrate organisational diversity.
- Evaluate alternative leadership models.
- Apply organisational behaviour concepts to human resource management.
- Demonstrate effective interpersonal communication skills.

10. Operations Management (MAIB LSC 101) – Core

- Execute business planning and control in a dynamic global environment.
- Understand the principles of the design and management of the transformation of inputs to outputs and their transportation and logistics.
- Examine and recognise a framework for systematic operations management.
- Apply important tools and practices for managing manufacturing and service production.

11. Neural Networks and Deep Learning with Business Applications (MAIB AI 104) – Core

- Recognise the theory and concepts of neural learning with deep and wide multi-layer neural networks.
- Apply neural and deep learning methods to solve practical business problems.
- Illustrate and apply deep learning network structures and training algorithms.
- Recognise some of the latest research in the field of learning.

12. Natural Language and Conversational Systems with Business Applications (MAIB AI 105) – Core

- Outline techniques for designing agents that can comprehend natural language and produce natural language utterances.
- Design and deploy methods for lexical, syntactic and semantic analysis of language and statistical language processing.
- Acquire knowledge of NLP tools and techniques that are used to solve practical business problems.
- Understand the principles and techniques for chatbot construction.

13. Database Management (MAIB CSC 102) – Core

- Recognise the basic principles of database systems, their design, especially the Entity Relationship Model and its enhancements.
- Apply the relational database concepts, models and schemas using SQL, use basic and advanced SQL queries and carry out basic database programming.
- Understand the ideas of object and object relational databases, the XML data model, and database design and normalisation principles.

- Apply query processing and optimisation techniques, transaction processing, and concurrency control techniques.
- Understand the concepts of distributed databases, NOSQL systems and Big Data applications using MapReduce and Hadoop.

14. Ethics, Philosophy and Sociology of Artificial Intelligence (MAIB AI 106) – Core

- Recognise the ethics and social impacts of computing technology, internet and social media.
- Indicate how computers and information technology are having an impact on society including privacy, freedom of speech, intellectual property, and work.
- Outline the philosophical principles of cognition, consciousness, and machine intelligence and Theories of the mind and consciousness.
- Apply ethical imperatives and requirements for artificial general intelligence and superintelligence.
- Demonstrate the possibility of a run-away intelligence singularity, and existential risks from artificial intelligence.

15. Corporate Finance (MAIB FIN 101) – Core

- Identify the fundamentals of decision making and control used by finance managers.
- Recognise the critical role of corporate finance in complex financial and investment problems.
- Construct and present effective oral and written forms of professional communication.
- Recognise ethical practices in corporate finance and how to resolve ethical conflicts in an appropriate way.

16. Marketing Management (MAIB MKT 101) – Core

- Review marketing management knowledge to aid planning and control in a dynamic global environment.
- Organise the principles and methods of marketing research for the purpose of responsible investigation from an applied business perspective.
- Comprehend marketing issues and apply skills to responsibly solve problems in local and global contexts.
- Combine written and verbal communication skills tailored to the needs of various audiences.
- Organise effectively with others to provide marketing solutions.

17. AI and Automation in Finance (MAIB AI 207) – Core

- Recognise the fundamental skills and knowledge necessary to apply Artificial Intelligence and automation to financial applications.
- Demonstrate analytical and quantitative skills for using data exploration, credit scoring, default probability and loss analytics, prudential regulation, and stress testing.
- Apply analytical and quantitative skills for fraud data analysis, fraud pattern recognition, and fraud ring detection.
- Research and employ mathematical, statistical and software techniques for trading, stock selection, and portfolio construction.

18. AI in Marketing (MAIB AI 208) – Core

- Outline the basic concepts of marketing research and modelling techniques using predictive analytics, and research about consumers, markets and marketing.
- Gather data from traditional, web, and social media sources, and build data-based models of seller and buyer preferences.

- Use quantitative tools and methods to analyse current customers, their lifetime value, their churn and retention, and to find new customers.
- Position current products, develop new products, and build brands.

19. AI in Logistics (MAIB AI 209) – Core

- Apply the principles of predictive analytics and machine learning to supply chain management.
- Demonstrate the use of algorithms and techniques for demand analysis, inventory control, and replenishment.
- Apply algorithms and tools for quantitative analysis of transportation, procurement, and production.
- Use quantitative tools such as geospatial analytics for global location mapping and route optimisation.

20. Applied Business Project (ABR) (MAIB PRO 201) – Core

- Identify relevant disciplinary and interdisciplinary management and AI knowledge related to the project.
- Formulate a project idea, plan and manage its execution.
- Demonstrate cognitive, technical and design skills to investigate and provide solutions for business problems.
- Write and present a comprehensive project report.

21. Business Strategy (MAIB MGT 201) – Core

- Analyse both competition and cooperation from a business and corporate level perspective.
- Recognise how corporations create, capture, and sustain competitive advantage.
- Investigate business situations and create coherent corporate strategy.
- Discover the fit between corporate strategy and organisation structure to improve economic performance.

22. Design and Critical Thinking (MAIB MGT 202) – Core

- Recognise the essential and core ideas of design and critical thinking
- Identify the concepts, methods, and distinctive characteristics of different disciplines.
- Determine when critical and design thinking is needed.
- Judge the impact of design thinking on innovation culture.

23. Embedded Artificial Intelligence and Robotics (MAIB AI 210) – Core

- Recognise basic concepts of artificial intelligence embedded in devices and objects
- Apply analytical and quantitative skills to implement practical methods and control paradigms for mobile robotics.
- Employ mathematical, statistical and software skills for intelligent mechatronics and smart autonomous vehicles and devices.
- Use basic software tools and platforms for robotics and embedded intelligence.

24. Recommendation Engines for Marketing Applications (MAIB AI 211) – Elective – Specialisation – Digital Marketing

- Identify the basic ideas and concepts of recommendation systems and their use in marketing.
- Generate product recommendations using user feedback, preferences, and consumption patterns.
- Apply collaborative filtering, content-based, and knowledge-based methods to recommend products.
- Develop practical recommendation system software using publicly available tools.

25. Computational Advertising (MAIB AI 212) – Elective – Specialisation – Digital Marketing

- Recognise the algorithms, techniques and solutions for computational advertising as applied to online platforms and channels.
- Demonstrate analytical and quantitative skills to implement methods for practical problems of sponsored search, contextual matching, and mobile apps and games.
- Design marketplaces and platforms for modern advertising channels
- Analyse the microeconomics of digital advertising

26. Business Process Automation (MAIB CSC 203) – Elective – Specialisation – Digital Logistics

- Recognise tools and technologies for optimising and redesigning business processes, like Process Mining and Business Process Management.
- Assess Lean and Six Sigma Process Optimisation Techniques and Robotic Process Automation.
- Manipulate Robotic Process Automation tools and techniques.
- Research and demonstrate multiple technologies to enable Digital Transformation.

27. Internet of Things and Smart Asset Management (MAIB CSC 204) – Elective – Specialisation – Digital Logistics

- Recognise the fundamental principles behind the technologies, architectures, and application domains for Internet of Things.
- Develop skills to implement the IoT hardware base of processors, memories, sensors, actuators, and communication systems.
- Develop skills to implement the IoT software base of operating systems, data bases and control and AI software.
- Apply the principles of management of “smart assets” and networks

28. AI Strategy and Change Management (MAIB MGT 203) – Elective

- Recognise the relationship between artificial intelligence technologies and corporate strategy and change management.
- Apply analytical skills to understand the transformation of the economy and society because of the rise of AI.
- Acquire business skills to manage large scale changes in corporate enterprises because of the AI revolution.
- Communicate effectively in an organisation to effect and manage change.

29. AI and Entrepreneurship (MAIB ENT 201) – Elective

- Recognise the concepts, skills and tools necessary to succeed as an entrepreneur in the field of artificial intelligence.
- Apply skills to investigate possibilities for AI based products and services.
- Devise strategies to find investors, fund deals and plan for an eventual exit.
- Communicate effectively using media and presentations.

30 Capstone Industry Research Project (CIRP) (MAIB CPP 201) – Core

- Reflect critically on theory and professional practice and apply research principles, theoretical propositions and methodologies to professional practice.
- Investigate, analyse and synthesise complex information and apply relevant bodies of knowledge of management and AI to industry requirements.
- Collaborate effectively as a team to plan and execute the assigned project with a high level of personal and group accountability.

- Acquire research skills to analyse, evaluate and design ethical and socially responsible solutions for the assigned project.
- Write and present a comprehensive project report.

3.7 Pedagogy

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

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

4. Assessments

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

Case Study

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

Simulation Exercises

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

Prototype Development and Exhibition

Students will be asked to construct a working prototype for example a robot arm and demonstrate its successful functioning. The students will work in teams of four, and the development and construction will be done both during lab hours and outside of class hours. They will have to demonstrate the finished prototype in working condition at an exhibition held at the end of the unit.

Reflective Assignment Reports

Students will be asked to maintain and submit a journal reflecting on any one of the major themes of this subject: the ethical dilemmas arising out of AI applications, the economic and social issues of

AI and their ethical implications, the philosophical nature of AI, and the risks of an AI singularity. They will also submit an essay summarising the conclusions from their journal reflections.

Group Project and Classroom Presentation

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

Quizzes

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

Problems and Exercises

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

Industry Projects

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

Laboratory Work

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

Final Examination

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

Each unit at S P Jain is designed to help students achieve the prescribed learning outcomes as well as develop essential academic and professional skills such as writing, editing, research, analysis, listening and teamwork. The overall assessment regime has been approved by and is continuously monitored by the School's Academic Board.

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

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

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

4.1 Individual and Group Assignments

Consistent feedback from employers confirms their strong expectation that graduates have highly developed teamwork skills. S P Jain recognises this, and students will gain knowledge on the dynamics of good teamwork as well as having many opportunities to practice and refine their skills. The various types of Assignments are as mentioned in the previous sections of Pedagogy and Academic Assignments.

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

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

4.2 Exams and Quizzes

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

4.3 Assessment Submission

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

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

Processes and Guidelines for Plagiarism control for all soft copy submissions

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

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

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

4.4 Release of Academic Results

The final assessment marks, ETE marks, grades, progression outcomes, and graduation eligibility decisions shall not be released to students until they have been reviewed, endorsed, and approved by the relevant academic authorities in accordance with institutional assessment, examination, and governance procedures. In this regard, there is still the provision for students to apply for ETE re-evaluation after grades have been released. All grades are posted on Ken 42, including progressive assessment results posted by academic faculty. Each student's interim mark for the final assessment by Program Office and overall course grade will be posted on Ken 42 by the Office of Exams following submission of final assessment marks by academic faculty and subsequent progression through moderation and validation processes and Examination Board.

4.5 Assessment Practices and Guidelines

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

- moderation processes will be an integral part of the assessment system for each unit where multiple markers are involved to ensure fair and equitable marking and grading of assessment tasks and maintenance of standards
- processes and practices that are part of the assessment system for any student will be transparent to teaching staff and the students
- assessment systems will be reviewed as part of regular unit reviews

4.6 Conduct of Examinations

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

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

Examination regulations:

- Students must appear for the examination at the scheduled date and time, and in accordance with the pre-set seating arrangement, as announced by the Office of Examinations. For online exam students are advised to necessarily sit on a proper chair and table in formal attire. Informal clothing with seating on couch, sofa or bed is strictly disallowed
- After the first 30 minutes of the exam, students will not be allowed to enter the examination room. For online exams - students will be asked to leave if they do not log in during the first 30 minutes. Frequent disconnections during the exam can lead to termination from the exam.
- Students are not allowed to leave the examination room within the first 30 minutes (inclusive of reading time) of commencement of examination or within the final 20 minutes of the examination.
- In case of a closed book or closed notes examination, all books, notes, papers and bags must be left outside the examination room. In case of an online and /or soft copy closed book exam, students must not access any notes or refer to any other sources in electronic format (unless there is explicit written permission / advice / notification for the same). For all exams which are allowed to be done as an open e-notes exam, students are advised to keep all reference material in a single folder on their desktop. Students are not allowed to access the below as it will be treated as academic misconduct. This is not an exhaustive list. It is merely indicative to demonstrate the intent of the school with regards to academic misconduct.

    - Blackboard

  - Internet surfing
  - Editing tools like spell check, Grammarly, language translators etc
  - E-mail apps
  - Any other social networking or chatting site
- Students are advised to bring their own materials and are responsible for the performance of their hardware and software issues. No exchange of items, including books, notes, stationery or chargers, is permitted in the examination room. Students cannot seek exclusive advantage due to software and / or hardware issues and this includes internet and / or power outages. Students need to arrange for all such backups. This however does not include instances of force majeure.
- External hard disks, memory sticks and USB flash drives are not allowed in the examinations room ORr during softcopy and online exams.
- Electronic communication devices such as mobile phones, iPhones, iWatches, headsets, earplugs, iPads, iPods, tablets and any other music and multimedia devices are not permitted in the examination room. Students are required to switch off Bluetooth devises on their laptops during the examination. Students need to ensure that screen sharing with any external device is unshared and the respective external devices powered off during exam to avoid getting disconnected during the exam.
- Students must sign the attendance sheet circulated in the examination room.
- Only S P Jain roll numbers should be mentioned on the written / electronic examination submission document. Students should not write their name or any message for the evaluators on the answer booklets. The students shall desist from contacting the faculty during or after the exam to discuss their exam performance. These instances will be considered as indulging in academic misconduct
- Students are responsible for verifying they have been issued correct and complete examination documents. Hence it is in their interest that they check the entire question paper for relevance and completeness before they start the exam.
- Students may draw the attention of the invigilator by raising their hand. In case of online exams, students need to use the chat box provided to communicate with the online proctor.
- If students finish an examination early, they may submit it to the invigilator and leave if the same is a hard copy. If the examination is an electronic submission, wait for instructions from the invigilator. All soft copy submissions will be resubmitted to Turnitin for plagiarism detection.
- Students are responsible for returning answer books to the invigilator. Under no circumstances answer books are to be taken out of the examination room. Please follow instructions for submission for all online exams. Generally speaking, any file upload during an online exam has to be done on the online exam software and also on blackboard link provided by program office.
- Invigilators have sole authority for resolving queries or disputes during the exam.
- At the end of the examination, the invigilator will collect the answer books from the desks of students who have not yet left the examination room. For all online exams, exam will conclude automatically at the end of exam time allocated. No additional warning will be given. Students are responsible for their own time keeping and uploading their files on the online exam software and blackboard on time.

- Students who disturb others will be warned by the invigilator. Should the conduct persist, students will be required to leave the examination room. The invigilator will submit a report to the Office of Examinations for further processes. For online exams, the proctors reserve the right to terminate a students exam after consultation with DoE (or any other OoE officer duly authorised by DoE), in case of student engaging in any unethical practices. This necessarily is to be preceded by a warning given on the chat window.
- Dishonest behavior will result in the student failing the exam, and possibly being expelled from the School.
- In situations of critical illness or bereavement, students should contact the Office of Examinations and consult the Dean of the program about the possibility of special exam arrangements. Requests must be supported with appropriate documentation. Decision in this regard shall be final and binding on the student.
- Misinterpretation of the examination timetable is never an acceptable excuse for absence or being late to an exam. Please note that all timings shall be in IST. Students need to convert the same into their local time zone. Any excuse of misinterpretation of exam timings will not be entertained.
- Students arriving late due to issues outside their control, and who are admitted to the examination after seeking necessary permission, will not be given extra time to complete the examination.
- If there are any corrections in the question paper, it will be announced to students during the reading time. Any errors discovered after the commencement of the examination will not result in any clarification. Students are expected to make necessary assumptions (and state it in their answer script) and continue with the examination.
- Students must display their student pass / photo identification card or an alternative form of photo identification on their examination desk for the duration of the examination. If not, students may be asked to get a permission slip from the concerned Program Office before he/ she starts the examination. For online exams students need to go through a registration process where they need to submit online their photo as well as capture a photo of their ID.
- Wherever permitted, students may bring authorized calculators only into the examination room, as specified on the question paper cover sheet and examinations guidelines announced.
- Students need to ensure that the camera and mic are kept on and at full volume during the exam. It should not be shared with any the device as this may cause undesired technical complications leading to disruption / termination of the exam.
- Two-way communication during the exam is enabled through the chat box facility provided in the online exam software. While it is the students right to use the chat window to communicate with the proctor it is also their duty to ensure that proctors chat is read and responded at earliest in their own welfare.
- Online exams are to mimic and simulate the in-class exams if taken from home. All rules applicable to in class exams are applicable to online exams including permission to be obtained for moving out of camera view for any reason including but not limited to bio breaks.
- Wherever permitted, students may bring dictionaries authorized by the respective faculty into the examination room. Dictionaries should not contain notes or annotations of any kind.
- All answer booklets relating to examinations will remain the property of the School.
- Students will have the opportunity to appear for an examination for a maximum of three times:

- Firstly, with his/her respective batch the first time the examination is set.
- Secondly, as a re-test / make-up (or a first time) with his/her respective batch.
- Thirdly, the next available time the examination is run (i.e. next or subsequent batch), after taking into consideration (possible) batch Planners' schedule clashes by the Program Office.
- If a student has not appeared for the examination within the allotted three times, he / she will have deemed to have failed the course and must then re-take it by paying necessary charges.
- While the format for the retest shall be the same as the main test, the format can possibly change in the subsequent tests.
- *Guidelines may defer when examinations are conducted in digital mode and shared frequently by OOE.

4.7 Kindly refer Annexure 1 for detailed General Exam Guidelines.

5.Orientation

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

- During the Orientation, students are divided into classes and groups within those classes for tutorial and other purposes. Students are also required to complete all visa, medical and legal formalities as applicable to the campus at which they would be undertaking their studies. All the students should complete the Orientation workshops and get their Orientation Passport stamped.

Orientation Activity *	Speaker/Person-in-charge
Registration, ID Cards	IT Executive and Program Office
Orientation Commence	VP Administration (Online presentation)
S P Jain Prayer S P Jain Student Pledge	Head of Campus
Welcome Address by the VP Academic	VP Academic
Course Introduction	Director, MAIB
Blackboard and Learning management System - Workshop	IT Executive/Program Coordinators
IT Resources and Access Workshop, Ken 42 and Student Management System	IT Executive
Library Workshop and E-learning Resources	Head Librarian
Academic Integrity Workshop and Quiz	Director - Quality Assurance/Designated Staff
SASH Workshop and Quiz, Student Well-being Workshop	Student Counsellor and Wellbeing Officer
Student Support Workshop	Student Experience Manager
Employability and Practitioner Skills Series workshop	Head – Corporate Relations
Global Activities and Student Life	Global Learning and Student Life team

Student Handbook, Academic Guidelines and Course Expectations	Registrar/VP Administration
Living in Sydney and Emergency links/contacts	Head of Campus
Buddy Support (Peers and Seniors)	Student Experience Managers
Ice Breaker and Team Building Activities	Global Learning and Student Life team

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

6.Attendance Requirements

1. Attendance requirements for MAIB Course

a. Students are expected to attend all lectures, tutorials and group activities. Attendance is taken during each class session. Students should be seated in the classroom at least five minutes before the session starts, and latecomers may not be admitted. Students may not enter or exit the classroom while a session is in progress.
b. Leaving the class session mid-way only to come back later to sign out again will be treated as absent
c. A lecturer is not required to provide substitute tests, nor arrange repeat trips or other out-of-session experiences when a student is absent.

2. Excused attendance

d. A student who cannot attend a session/s due to a medical illness must produce a medical certificate to have absences excused. Where applicable, the student should also enclose photocopies of hospitalisation records of physician's orders, if appropriate (only certificates issued by a local physician will be accepted where the student is studying). Producing fake medical certificates is an offence and violation of student code of conduct.
e. In the event of a serious illness or death in the immediate family, the student should notify the course office and provide supporting documents to obtain an excused absence
f. A student with infectious diseases should report their condition immediately and take all precaution to avoid spreading the infection and as per documented advise of the physician or program office not attend the class/class sessions. Such absences will be treated as excused absences.

3. Unexcused absences

a. If a student is absent without approval for more than one class session in each unit of study, they will be downgraded by a letter notch. For example, if the original grade is 'A', it will be downgraded to 'A-'.
b. If a student is absent for three sessions or more in any unit, an 'F' grade will be awarded. He/she will need to redo or other options available the unit by paying necessary pay.
c. Students are allowed to absent themselves for a maximum of six sessions per term across all units of study during that term.
d. In instances where students are absent for more than 6 sessions across all units of study in a term, the 7th class session absenteeism onwards in any unit of study will result in a downgrade by a letter grade for that unit of study. For example, if the original grade is 'A', it will be downgraded to 'B'.

e. The students who have been downgraded due to attendance are not eligible for retest in case they get 'F' Grade, they have to do IS/REDO as applicable.

4. Attendance Marking and Monitoring

a. If a student has been marked absent wrongly, he/she needs to inform the Course Office immediately so that the Course Coordinator can double-check the absence with the faculty.
b. Attendance cannot be reviewed more than one day after the date in question.
c. Random spot checks will be conducted by the Course Office. If a student has been found not to be in class, he/she will be marked absent.
d. It is responsibility of Student to monitor their own attendance.

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

a. In instances of excused instances where a student is unable to attend the majority or all of the class sessions the student will need to register for the unit of study again
b. If the unit of study is not available as needed the student will be provided an opportunity to undertake an independent study. These will be at extra cost to the student and not included in the regular tuition fees.

6. Monitoring of students with low attendance

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

7. Important Contacts and Links

7.1 Immigration and Important Australian Contacts/Links

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

7.2 Immigration and Important Dubai Contacts/ Links

1. Your Responsibilities as Overseas Students Your responsibilities as Overseas students
2. Education Service Centre in Dubai Service Catalog
3. Home Affairs: Student Visa Requirements Student Visa requirements
4. Grievances and external resolution Grievance Procedure
5. Learn and Live Student Related Services
6. Working in Dubai Work in Dubai

8.Living in Australia & Dubai

8.1 Living in Australia

1.Health Cover in Australia

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

2.Work Rights while Studying

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

3.Living and Studying in Australia

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

SYDNEY	
Program Manager	Facilities and Accommodation Manager

Sydney Campus Emergency Contacts

1. Lifeline Crisis Counselling 131114 (https://www.lifeline.org.au/)
2. Acute Mental Health Situation 1800011511 Mental Health Help
3. MensLine for support, information, referral 1300789978 (https://mensline.org.au/)
4. Sexual Assault and Domestic Violence 24/7 line 1800737732 (nswrapecrisis.com.au) (https://www.1800respect.org.au/)
5. International Student Legal Service NSW | Redfern Legal Centre - (https://rlc.org.au/international-student-legal-service-nsw)
6. If you are in Danger: POLICE/ FIRE/ AMBULANCE 000
7. Campus Contact: **+61 2 8970 6800**

8.2. Living in Dubai

1. Health Cover in Dubai

International students need help to cover the costs of medical and hospital care while in Dubai. Because of these requirements, it is important that international students purchase their international student health insurance prior to departing their home country. So, if you're studying abroad, make sure you've thought about international student health insurance as it covers you when you're studying overseas. https://www.dha.gov.ae/en/Aboutus/Pages/Vision.aspx

2. Work Rights while studying

Working while you study allows you to gain valuable experience of the workplace at the same time as being enrolled at university, helping you to make informed decisions about the career path you hope to follow once you graduate.

If you are holding a Student Pass in Dubai, you are only allowed to work if you meet specific requirement. So, it is necessary to find out if you are eligible. You can find out more from the Dubai Development Authority website. Students found to have breached their work conditions may be subject to cancellation of their visa.

https://dda.gov.ae/earn-while-you-learn/earn/academic-institutions/

3. Living and Studying in Dubai

Rapid development in Dubai's education system in recent years means it now competes with the best places to study. Higher education in the UAE has also made significant progress, thanks to strategic partnerships with Western institutions, with notable universities opening campuses in this vibrant, fast-growing country. Learn about planning your departure, finding work and accommodation, and staying safe while studying.

https://www.bayut.com/mybayut/popular-areas-students-live-dubai/

Dubai Campus Emergency Contacts

1. Lifeline Crisis Counselling 80078839 (https://www.idp.com/)
2. Acute Mental Health Situation 800342 (800 DHA) (https://www.dha.gov.ae/)
3. If you are in Danger:
   POLICE 999
   FIRE 997
   AMBULANCE 998
4. Campus Contact: **+971 4 5616 700 | +971 56 416 5194**

9.Student Support

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

9.1 Student Experience and Support

At Student Experience our motto is “Journey is the reward”.

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

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

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

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

9.2 Counselling

S P Jain has a counselling and coaching team on its campuses, staffed with a full-time and professionally qualified Student Counsellor and support staff. Students are encouraged to seek advice and support on a personal and individual basis as required during their time on campus. The team cooperates closely with academic faculty, administrative and support staff, and relevant department heads to help resolve any issues that might be impeding student progression or the enjoyment of the overall S P Jain learning experience.
The Student Counsellor will also manage a ‘buddy’ system where students new to the campuses and cities will be matched with an existing student from the prior batch to share lifestyle and study experiences. In addition, the School may contract with an external counsellor for any student needing additional services. Students needing the help of a counsellor should contact the office of the S P Jain Student Counsellor/Student Life to make an appointment. In some situations, a member of the faculty or staff may recommend that a student consult a counsellor and, with the student’s agreement, make necessary arrangements.

9.3 Library

The library is vital component of academic life at S P Jain. Apart from the conventional books, periodicals, magazines, newspapers and journals the library has a range of learning materials that cater to various learning needs and preferences. The library offers an e-library that includes business-relevant e-databases, online journals and newswires.
The library aims to:
Develop and deliver customer-focused services, support learning and teaching, in a rapidly changing environment

Provide access to local and external sources of information for all users
Move towards a predominantly electronic library while maintaining appropriate print collections
Widen and facilitate access to information by developing and strengthening partnerships within and beyond the School

Library Schedule

Campus	Operating Days	Library Hours	Weekly Closure
Sydney	Monday to Friday	9:00 am – 5:30 pm	Saturday & Sunday
Dubai	Monday to Friday	9:00 am – 10:30 pm	Saturday & Sunday

Circulation

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

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

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

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

Basic Library Decorum

Students are expected to:

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

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

9.4 Information Technology Centre

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

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

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

9.5 Career Advice

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

9.6 Campus Life

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

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

9.7 Accommodation

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

Dubai: SP Jain's student accommodation is in the International City, one of Dubai's largest residential areas. We provide a bus service to transfer students to and from campus, which is about 15 minutes away.

9.8 Sports Facilities

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

The facilities offered are:

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

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

In addition to this, students have access to playgrounds around the campus, which is 10 minutes' walk from the campus for playing games like Cricket, Football etc.

Dubai: Students can access different school ground facilities such as badminton, football, cricket, basketball and volleyball at the following schools:

- Kent College
- MSA German School Academic City
- MSA Warqa
- MSA French School
- Smash Sports Academy, Dubailand

9.9 Cafeteria

Sydney: Students have access to a cafeteria and vending machines that serve a variety of snack meals, a range of juices and drinks, confectionery and other requisites. The cafeteria offers a wide variety of options ranging from vegetarian and traditional Indian cuisine to Continental and International fare. Both vegetarian and non-vegetarian meals are served every day, and exceptional care is taken to

prepare food in a clean and hygienic environment. The caterers alter menu options based on student feedback and demand. Vending machines are also distributed around the campus.

Timings

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

Dubai: The Dubai campus is located within Dubai International Academic City (DIAC). Students have access to the common food court within DIAC, which offers a variety of multi-cuisine food options. The food court generally operates from 7:00 AM to 8:00 PM.

9.10 Committees

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

a. Academic Committee

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

b. Placement Committee

The Placement Committee acts as an interface between the Corporate Relations Team of S P Jain and the student body. Some of its responsibilities include:

- Leveraging personal business contacts for placing batch mates, officially through the S P Jain Placement Cell
- Collating resumes of the entire batch in a pre-set format
- Coordinating activities like mock GDs, mock interviews and individual feedback sessions
- Circulating job descriptions from prospective recruiters
- Assisting in corporate presentations
- Recording the number of interviews attempts of each student, and collating interview questions of each student for documentation and future reference

c. Public Relations Committee

This Committee conducts public relations activities for the school. Responsibilities include:

- Arranging guest lectures
- Setting up field visits for students
- Supporting the S P Jain Corporate Relations team

- Managing student blogs
- Organising special PR events
- Suggesting website updates
- Organising events on and off the campus

d. Industry Interface Committee

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

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

10.Tuition and Non-Tuition Fees

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

Non-Tuition Fees

	For PG Programs (MAIB)	
Sr. No.	**Components**	**Charges in AUD**
1	Re-evaluations (per unit)	30
2	Re-test (per unit)	300
3	Independent Study (per unit)	1500
4	Duplicate Degree	100
5	Duplicate Graduation Statement	30
6	Duplicate Record of Result	30
7	Postal Charges (per package) within India *	20
8	Postal Charges (per package) outside India *	30
	* Minimum Charges	

11. Policies and Procedures

*For more policies and procedures please refer to the School website and the

Annexure to the Handbook.

Postgraduate Admission and Selection Policy

This policy applies to all applications for admission to postgraduate courses at S P Jain School of Global Management (S P Jain) for prospective domestic and international students.

Deferral Policy

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

Domestic Student Refund Policy

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

International Student Refund Policy

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

Credit Transfer and Articulation Policy

This Policy provides students the broad policy and framework for articulation, recognition of prior learning (RPL) and credit transfer for all the courses offered. Provide due credit for demonstrated prior learning and outcomes in line with the requirements of each course of study, assist mobility of students eligible to transfer between courses within the School and to other institutions, institute clear guidelines and processes for determining credit transfer and articulation to and from the courses without compromising the integrity of each course and ensure standards and integrity of the credit transfer arrangements.

Provider Transfer Policy and Processes

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

Student Tuition Fee Protection Policy

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

Tuition Fee Protection Procedure

This procedure outlines how the pre-paid tuition fees for students who have enrolled but not yet commenced studies at S P Jain School of Global Management (S P Jain) are managed and protected. This procedure applies to pre-paid tuition fees paid by students studying at any of the School's campuses (Sydney, Dubai, Singapore and Mumbai).

Student Code of Conduct Policy

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

Academic Integrity Policy and Procedures

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

Processes and Guidelines for Plagiarism control for all soft copy submissions

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

Student Misconduct Policy and Procedures

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

Student Grievance and Mediation Policy and Procedures

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

Assessment Validation, Grading and Moderation Policy and Procedures

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

Student Progression, Exclusion and Course Completion Policy

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

MAIB Rules of Progression and Completion Policy

As the keeper of the official academic records of the School, the Registrar shall be responsible for maintaining individual records for each student. As part of that responsibility, the Registrar shall administer the progression and exclusion rules.

Progression:

a. To transfer from **one term to another:**

i. A student's Cumulative Grade Point Average (CGPA) should not be less than 2.0, and;

ii. Have no more than 1 F OR 1 D grade (i.e. units totalling 3 credits)

b. To transfer from one term to the next, students will also need to successfully complete all the identified units in a current term which are required as prerequisites for subjects to be undertaken by the student in the subsequent terms.

c. It should be noted that an F grade carries zero credit points. The policy to allow transfer to next term with 1 F grade is only a temporary provision to allow a student to move from one term to another. A student will need to clear all F grades through retest (supplementary exams) to graduate (refer 3.b.ii).

d. Students will be allowed retest (supplementary exam) opportunities in subjects where they have obtained a C grade or lower.

e. Where students are unable to meet the required criteria mentioned in 2a and 2b, and if considered appropriate by the Course Director (Dean) – MAIB and the Registrar, students will be allowed to transfer to the next term under probation.

The Registrar will issue letters and obtain student acceptance in all such instances of probationary continuation.

f. Student performance will be monitored regularly and "students at risk" will be identified and supported as detailed in the 'Students at Risk Policy'.

g. In instances described in 2e above, the student must achieve the requirement for the specific term from which they have been conditionally allowed to transfer to next term prior to being permitted to continue on with subsequent terms. For example, if a student has not met criteria of Term 1 as defined in 2a and 2b is allowed to on probation to continue Term 2 course work they must successfully achieve Term 1 criteria by end of Term 2 prior to being permitted to continue on to Term 3.

3. Degree Requirements

a. The period of candidature for a full-time student candidate shall be a minimum of 24 months (2 years) and maximum of 36 months (3 years).

b. A student cannot graduate with "F" grade

c. To fulfil the requirements for the award of a MAIB degree, the Academic Board must be satisfied that a student has:
    i. Achieved a Cumulative Grade Point Average (CGPA) of at least 2.0 at the end of two years, and
    ii. Have NO MORE than:
        - 3 D grades (6 credit points) and no PC or F grades
        - OR 2 D grades (4 credit points), 1 PC grade (2 credit points) and no F grade
        - OR 1 D grade (2 credit points), 2 PC grades (4 credit points) and no F grade.

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

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

6. Other Matters
    a. The following are covered in the overarching institutional level Student Progression, Exclusion and Course Completion Policy:
        i. Unsatisfactory Course Progress Reporting – Section 4
        ii. Cancellation or Suspension – Section 5
        iii. Support for Completion requirements - Section 7

7. Related Policies
    a. Deferral Policy
    b. Student Grievance and Mediation Policy and Procedures
    c. Student Progression, Exclusion and Course Completion Policy
    d. Students at Risk Policy

Grievances

a. Applicants who for any reason are dissatisfied with an administrative decision of the Course Director - MAIB, Registrar or delegate may lodge an appeal against that decision pursuant to the "Student Grievance and Mediation Policy and Procedures".

Students at Risk Policy

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

Student Performance Data Policy and Procedures

This policy outlines the student performance data for all the courses offered by S P Jain School of Global Management (S P Jain) so as to ensure that there is sufficient oversight of the collection, timing,

accuracy, consistency and effective use of student performance data for each course and across each delivery site. Information relating to student attendance, grades, student performance including progression, outcomes including completion, feedback including complaints and breaches of academic integrity. This policy also enables the monitoring and mitigation of academic risk at the School through analysis of student performance data identification of at-risk students, unit pass rates, semester/term progression and course completion and attrition.

Student Support Policy

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

Student Consultation Policy and Procedures

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

Student and Staff Feedback Policy

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

Academic Freedom and Free Intellectual Inquiry Policy

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

Library Resources Collection Development Policy

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

Critical Incident Policy

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

Student Equity, Diversity and Fair Treatment Policy

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

Student Information Provision Policy

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

Student Sexual Assault and Sexual Harassment Policy

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

Graduation and Certification Policy

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

Record Management Policy

In accordance with regulatory requirements, S P Jain will maintain a strong policy on accurate and current records collection and keeping. Students will be required to update their personal contact details via Ken 42 or otherwise as advised by the Course Manager as part of their re-enrolment process every term (or at 6 monthly intervals – whichever is the shorter). These details include residential address, mobile phone number and email addresses.

12. Campus Address

www.spjain.org

SYDNEY CAMPUS	DUBAI CAMPUS
15 Carter Street, Lidcombe, NSW 2141, Australia	**Block 5, Dubai International Academic City, P.O. Box 502345, Dubai, UAE**
Tel: +61 2 8970 6800	**Tel:** +971 4 561 6700 / +971 56 416 5194
Web: www.spjain.edu.au	**Web:** www.spjain.ae

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

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

S No	Annexure to the Master of Artificial Intelligence in Business Student Handbook
1	Postgraduate Admission and Selection Policy
2	Deferral Policy
3	Domestic Student Refund Policy
4	International Student Refund Policy
5	Credit Transfer and Articulation Policy
6	Provider Transfer Policy and Processes
7	Student Tuition Fee Protection Policy
8	Tuition Fee Protection Procedure
9	Student Code of Conduct Policy
10	Academic Integrity Policy and Procedures
11	MAIB Attendance Policy
12	Processes and Guidelines for Plagiarism control for all soft copy submissions
13	Student Misconduct Policy and Procedures
14	Student Grievance and Mediation Policy and Procedures
15	Assessment Validation, Grading and Moderation Policy and Procedures
16	Student Progression, Exclusion and Course Completion Policy
17	MAIB Rules of Progression and Completion Policy
18	Students at Risk Policy
19	Student Performance Data Policy and Procedures
20	Student Support Policy
21	Student Consultation Policy and Procedures
22	Student and Staff Feedback Policy
23	Academic Freedom and Free Intellectual Inquiry Policy
24	Library Resources Collection Development Policy
25	Critical Incident Policy
26	Student Equity, Diversity and Fair Treatment Policy
27	Student Information Provision Policy
28	Student Sexual Assault and Sexual Harassment Policy
29	Graduation and Certification Policy
30	Record Management Policy

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

S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	**MAIB (Master of Artificial Intelligence in Business) Attendance Policy**
Document Type	Policy and Procedures
Administering Entity	Course Managers, Registrar
Latest Approval or Amendment Date	June 27, 2020
Approval Authority	Academic Board
Indicative Time of Review	June 26, 2031

1. Attendance requirements for MAIB Course

a) Students are expected to attend all lectures, tutorials and group activities. Attendance is taken during each class session. Students should be seated in the classroom at least five minutes before the session starts, and latecomers may not be admitted. Students may not enter or exit the classroom while a session is in progress.

b) Leaving the class session mid-way only to come back later to sign out again will be treated as absent

c) A lecturer is not required to provide substitute tests, nor arrange repeat trips or other out-of-session experiences when a student is absent.

2. Excused attendance

a) A student who cannot attend a session/s due to a medical illness must produce a medical certificate to have absences excused. Where applicable, the student should also enclose photocopies of hospitalisation records of physician's orders, if appropriate (only certificates issued by a local physician will be accepted where the student is studying).

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

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

3. Unexcused absences

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

b) If a student is absent for three sessions or more, an 'F' grade will be awarded and need to repeat the unit by paying necessary fee applicable.

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

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

4. Attendance Marking and Monitoring

a) If a student has been marked absent wrongly, he/she needs to inform the Course Office immediately so that the Course Coordinator can double-check the absence with the faculty.
b) Attendance cannot be reviewed more than one day after the date in question.
c) Random spot checks will be conducted by the Course Office. If a student has been found not to be in class, he/she will be marked absent.

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

a) In instances of excused instances where a student is unable to attend the majority or all of the class sessions the student will need to register for the unit of study again
b) If the unit of study is not available as needed the student will be provided an opportunity to undertake an independent study. These will be at extra cost to the student and not included in the regular tuition fees.

6. Monitoring of students with low attendance

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

7. Grievances

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

Related Policies

a) Student Grievance and Mediation Policy and Procedures
b) Assessment Validation, Grading and Moderation Policy and Procedures
c) Student at Risk policy
d) Student progression, Exclusion and Course Completion Policy

S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	**Master of Artificial Intelligence in Business (MAIB)** **Rules of Progression and Completion Policy**
Document Ty pe	Policy and Procedures
Administering Entity	Director (Dean) -MAIB, Registrar, Director of Examinations
Latest **Approval** or Amendment Date	November 03, 2020
Approval Authority	Academic Board
Indicative Time of Review	November 02, 2026

1. Purpose and Scope

a. This Policy is under the overarching institutional level 'Student Progression, Exclusion and Course Completion Policy' which is applicable to all the accredited degree courses offered by S P Jain School of Global Management (S P Jain).

b. This Policy details the rules of progression and course completion requirements for the successful completion of the MAIB course and should be read in conjunction with the overarching policy.

2. Progression:

a. To transfer from one term to another:
   - A student's Cumulative Grade Point Average (CGPA) should not be less than 2.0, and;
   - Have no more than 1 F OR 1 D grade (i.e. units totalling 3 credits)

   - To transfer from one term to the next, students will also need to successfully complete all the identified units in a current term which are required as prerequisites for subjects to be undertaken by the student in the subsequent terms.

b. It should be noted that an F grade carries zero credit points. The policy to allow transfer to next term with 1 F grade is only a temporary provision to allow a student to move from one term to another. A student will need to clear all F grades through retest (supplementary exams) to graduate (refer 3.b.ii).

c. Students will be allowed retest (supplementary exam) opportunities in subjects where they have obtained a C grade or lower.

d. Where students are unable to meet the required criteria mentioned in 2a and 2b, and if considered appropriate by the Course Director (Dean) – MAIB and the Registrar, students will be allowed to transfer to the next term under probation.

e. The Registrar will issue letters and obtain student acceptance in all such instances of probationary continuation.

f. Student performance will be monitored regularly and "students at risk" will be identified and supported as detailed in the 'Students at Risk Policy'.

g. In instances described in 2e above, the student must achieve the requirement for the specific term from which they have been conditionally allowed to transfer to next term prior to being permitted to continue on with subsequent terms. For example, if a student has not met criteria of Term 1 as defined in 2a and 2b is allowed to on probation to continue Term 2 course work they must successfully achieve Term 1 criteria by end of Term 2 prior to being permitted to continue on to Term 3.

4. Degree Requirements

The period of candidature for a full-time student candidate shall be a minimum of 24 months (2 years) and maximum of 36 months (3 years).

- To fulfil the requirements for the award of a MAIB degree, the Academic Board must be satisfied that a student has:
  - Achieved a Cumulative Grade Point Average (CGPA) of at least 2.0 at the end of two years, and
  - Have NO MORE than:
- 3 D grades (6 credit points) and no PC or F grades
- OR 2 D grades (4 credit points), 1 PC grade (2 credit points) and no F grade
- OR 1 D grade (2 credit points), 2 PC grades (4 credit points) and no F grade.

6. Deferrals

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

7. Appeals

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

8. Other Matters

The following are covered in the overarching institutional level Student Progression, Exclusion and Course Completion Policy:

- Unsatisfactory Course Progress Reporting
- Cancellation or Suspension
- Support for Completion requirements

9. Related Policies

- Deferral Policy
- Student Grievance and Mediation Policy and Procedures
- Student Progression, Exclusion and Course Completion Policy
- Students at Risk Policy

Annexure 1 General Exam Guidelines

a) General Exam Guidelines:

Please note that it is compulsory to follow the below exam guidelines for a seamless exam experience. Non-compliance will result in an academic misconduct investigation and the imposition of appropriate penalties. Negligence will not be treated as a valid excuse.

1. *Before the exam day/time*

1.1 Make sure that you have cleared all outstandings fees and are eligible to take the exam.

1.2 You are entitled to a free licensed version of MS Office suite being provided by the school. It is compulsory to have a fully updated licensed version of MS Office for a smooth exam experience.

1.3 Use of other software applications like WPS Office, Google Docs or other online office platforms is strictly prohibited and shall be interpreted as accessing internet during exam.

1.4 Bring your own materials and ensure your system / laptop is in good working condition. Students are responsible for all hardware and software issues of their systems. Regular laptop maintenance and hygiene needs to be practiced compulsorily for a seamless exam experience.

1.5 All end term exams are done using Mettl. Note that you and your surroundings are being monitored online using camera and mic. Your personal data is protected as per internationally accepted and appropriately compliant provisions and norms.

1.6 Download and install the Mettl safe exam browser. In case you face any problems, immediately contact Mettl help desk for support and resolve all issues. The Mettl safe exam browser is used for closed book exams which restricts you from moving out of Mettl browser. If you force-quit the browser, the exam will terminate and you may not be permitted to resume the test.

1.7 Check your Email for the Mettl link sent by Exams office. In case you do not find it in your inbox, check the junk / spam folder

1.8 In case you cannot locate the exam link Email immediately contact the Program Office and/or Exams Office in writing and by phone, wherever possible.

1.9 Ensure that you have your valid ID card. In case you have lost it, immediately report the matter to Program Office and request for a temporary ID card which should contain your photo and student details

1.10 If the exam is being done on Mettl - Run the Mettl compatibility test by clicking on the link https://tinyurl.com/Mettl-compatibility-test . This test checks for ruling out any restrictions due to firewall. Prohibited Network, prohibited

servers etc and does not check for proper functioning of the camera and mic which are compulsorily required to start the exam

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

1.12 Ensure that your laptop mic and camera are fully functional and the system settings do not restrict their usage. If access is restricted, enable camera and microphone permissions for Mettl. It is strongly recommended to disable the mic and camera from all other devices for a seamless exam experience.

1.13 LOGOUT from all apps that use the system camera and microphone. Seek professional help in advance if you are not familiar on how to process the above instructions.

1.14 Disable auto-updates in your laptop

1.15 **Dual screens or second monitors are strictly prohibited.** Only a single laptop should be used for all exams.

1.16 Save all e-notes and working files on your Desktop **in a folder titled exam notes for (unit name). The notes must be in English language only**, **notes in any other language(s) are not allowed**. Do not store them on OneDrive or any cloud-based storage. Keep a backup of your notes to avoid data loss due to file corruption or access issues.

1.17 **All answers and exam contents must be written in English only.** The use of any other language(s) is strictly not allowed and will be reported as academic misconduct.

1.18 In case of File upload exams, Files saved on BB in Mettl camera will only be considered for evaluation.

1.19 Answer scripts will not be accepted by Email or any other means. No excuse will be accepted and no exceptions shall be made by Exams office.

1.20 In case of Mettl text box exams where you will type answers in a text box on Mettl platform, answers will be saved automatically by Mettl software.

2. On day of the exam

2.1 Always carry your ID card. Entry in the exam hall is allowed only for valid ID card holders. No excuse is valid

2.2 Power OFF all your smart devices like phones, watches, blue tooth, eyewear or any device that transmits or receives electronic signals etc and leave it in your bags. The in-class invigilator will tell you where to leave your bags.

2.3 Be seated 20 minutes before start of exam in your designated place ONLY.

2.4 Late entries are allowed only as an exception but no later than 15 minutes after actual commencement of the exam. whether on-campus or online. EMBA Students not taking the exam on campus must log in within the first 30 minutes or they will not be allowed for exam(s).

2.5 Bring your own water bottle and keep it with you

2.6 No washroom breaks are allowed after 45 minutes of commencement of exam and 45 minutes before exam conclusion

2.7 Frequent washroom breaks are strictly disallowed, and washroom breaks beyond 3 minutes are not acceptable.

2.8 Check your surroundings and report / handover any incriminating objects that may be seen as a reason for indulging in academic misconduct.

2.9 Connect only to campus Wifi connection when taking exam from campus. Hotspot connections are strictly prohibited

3. On exam day but before the exam

3.1 Re check that auto-updates in your laptop is disabled

3.2 Logout from cloud-based platforms including OneDrive, Blackboard (BB) (BB), WhatsApp, and any social media applications and communication apps from your laptop

3.3 Ensure that the system speaker is not muted. Online proctors will communicate through the Mettl chat box and each message generates an audio alert.

3.4 Ensure that there is no hindrance in the camera. If your laptop camera has a shutter to cover it, please open it.

4. During the exam

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

4.2 Open the Mettl exam invite Email and click on the link to start the exam

4.3 Fill all registration details and click your photo and the photo of your ID at the appropriate places.

4.4 Type the phone number in your immediate possession. Do not give phone numbers you do not have physically in your possession

4.5 In case of file upload exams, the answer sheet template will be shared via Blackboard (BB) (BB). Email with details shall be shared by the Program Office in advance. Download the answer sheet on Mettl camera View ONLY.

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

4.7 The exam shall commence at the scheduled time only. The duration of the exam shall be as per the actual clock in the exam room and not the Mettl timer visible on your screen

4.8 The Mettl exam can be an open book or closed book exam

4.9 In case of open book and file upload exams you will use MS Word / Excel. Switch OFF auto save. Always manually save your file at short periodic intervals.

4.10 Do not copy and paste the questions at any point of time on any other document. All such acts are deemed as academic misconduct.

4.11 Loss of files will lead to zero marks and therefore F grade.

4.12 Loss of file contents could potentially lead to evaluation of whatever is visible in the file and therefore corresponding marks and grades.

4.13 DO NOT use the share button in MS Word / Excel under any circumstances

4.14 Download the answer sheet template on Mettl camera view only and save it on the desktop using the naming convention – Your name_campus ID_Unit name. E.g the file name for student Peter Young doing exam for unit marketing and having campus ID SPJ1234 will be ***PeterYoung_SPJ1234_Marketing.***

4.15 Analyze the questions and use your own language to answer. COPY and Paste is strictly prohibited. No excuse will be valid for the same.

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

4.17 In case of any ambiguity during the exam, kindly state your assumptions clearly in the examination script and proceed to answer the question. In case, you have any exam-related query/issues, please reProgram Officert them via the Candidate Comment Sheet using link **https://tinyurl.com/CandidateCommentSheet-V2**

4.18 In case of file upload exams, the final 5 minutes is reserved only for uploading the answer sheet on Blackboard (BB) (BB). Students should not use this time for writing answers.

4.19 Files submitted on Blackboard (BB) (BB) on the link shared by the Program Office and in Mettl camera view shall only be accepted for evaluation purposes. All other submissions shall not be evaluated, and student will get zero marks.

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

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

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

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

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

4.25 Do not argue with online and in-class invigilators. Use of foul language is considered as an act of non-academic misconduct.

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

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

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

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

5. After the exam

5.1 In case you need to share any feedback regarding the exam, please use the online candidate comment sheet by clicking on the link https://tinyurl.com/CandidateCommentSheet-V2

5.2 Do not contact faculty during/after the exam regarding your attempt. Such instances will be considered as acts of academic misconduct. For all exam related matters always use the candidate comment sheet referred to above.

B. ACADEMIC MISCONDUCTS AND PENALTIES

Below is a partial list of academic misconduct, which is not exhaustive.
The appropriate penalty shall be decided from the list at the end of this page, depending on the severity or repetition of misconduct

Sr	Category Name	Actions / Examples of Misconduct
1	AI, Plagiarism & Academic Integrity Violations	▪ High AI index, High RSID ratio, High Similarity ▪ Plagiarism and copy/paste ▪ Use of snipping tools ▪ Use of LLMs and generative AI tools like ChatGPT ▪ Accessing Google or any other unauthorized websites during exams ▪ Usage of Language Assisting Tools (e.g., QuillBot, dictionaries, translators, thesaurus, paraphraser etc.) ▪ Using browser other than Google Chrome or Mozilla Firefox (Safari not allowed) ▪ Suspicious metadata in submitted files (word count, saved/edited time, etc.) ▪ Engaging in contract cheating

2	Collusion & Unauthorized Collaboration	▪ Document sharing using cloud platforms like OneDrive, iCloud, Google Drive, Google Collab etc. ▪ Screen sharing using apps like AnyDesk, Zoom, TeamViewer etc. ▪ Sharing of notes during exam ▪ Talking to another student in classroom ▪ Sharing online login credentials with malintent ▪ Sharing answer script with another batchmate ▪ Submitting on behalf of another student ▪ Submitting another student's file ▪ Using another student's login credentials (Blackboard (BB) (BB), Mettl etc.) ▪ Taking third-party help for exam ▪ Collusion
3	Exam Protocol Violations	▪ Late entry to exam hall ▪ Unexplained delay during restroom breaks ▪ Leaving exam hall or camera view without permission ▪ Taking exam from outside exam hall without permission ▪ Writing answers during final 10 minutes after submission was announced ▪ Not using designated answer sheet provided by Exams office/PROGRAM OFFICE ▪ Not carrying student ID ▪ Not sitting as per seating plan or misleading by changing seat number/name label
4	Use of Unauthorized Devices or Tools	▪ Usage of Bluetooth devices / smart gadgets ▪ Using mobile phone(s) ▪ Using multiple monitors ▪ Possession of smartwatches or any other electronic gadgets ▪ Using apps/software/browser extensions to limit the exam software ▪ Disabling laptop mic/camera/speaker to cheat ▪ Taking screenshots ▪ Copying exam questions to notes or answer sheet
5	Exam Software/ Environment Misuse	▪ Disconnection from exam software ▪ Using multiple desktop function (especially in Mac) ▪ Not disabling or logging out from social media or messaging apps ▪ Not saving answer sheet and notes on desktop
6	Submission-Related Misconduct	▪ Submitting blank, tampered, or wrong files ▪ Non-submission ▪ Failure to submit work within the prescribed time / delayed submissions
7	Misconduct with Invigilator, proctor or Authorities	▪ Using inappropriate language with the in-class invigilators or online proctor ▪ Contacting faculty directly during or after an exam

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

Sr	Penalty Description
1	Resubmit the specific task
2	Zero mark or reduced marks for any part of the assessment for a subject
3	Requirement to complete an alternative additional assessment for the subject
4	Fail grade and academic progression allowed with paid / unpaid retest and with / without grade capping
5	Fail grade and academic progression allowed with redo with junior batch
6	Fail grade and academic progression allowed with independent study
7	Downgrading (reducing the grade by one or more letter notch)
8	Suspension from a course for up to twelve (12) months
9	Revocation of a recommendation that a student has satisfied all requirements
10	Expulsion
11	Revocation of an academic award conferred by the School (requires approval Board of Directors on the recommendation of the Academic Board)
12	Exam declared null and void. Academic progression to be done with makeup OR paid / unpaid retest with / without grade capping.

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