

INTERNATIONAL INSTITUTE OF INFORMATION TECHNOLOGY, BANGALORE

Executive PG Programme in Software Development – Student's Manual

This Student's Manual has details of the program assessment policy and student learning experience. You are expected to go through this manual thoroughly and abide by the policies mentioned here. Abiding by these policies will ensure a smooth conduct of the program.

In case you have any questions, please reach out to us via studentsupport@upgrad.com immediately

Program Structure

The Program is divided into 8 courses (1 prerequisite, 6 courses and a Capstone Project/Course). Each course has a fixed number of units/credits.

Specialization in Blockchain

Table 1 – Units/Credits for each course

Course No.	Course Title	Course Credits
0	Preparatory Course	-
1	Object Oriented Programming In Java	1
2	OOP & Software Engineering	4
3	Data Structures and Algorithms	9
4	Blockchain Basics and Application	6
5	Building a Blockchain Application	5
6	Foundation of Blockchain	7
7	Capstone	4

Specialization in Big Data

Course No.	Course Title	Course Credits
0	Preparatory Course	-
1	Object Oriented Programming In Java	1
2	OOD + Software Engineering	4
3	Data Structures and Algorithms	9
4	Big Data Fundamentals and Platforms for Big Data	6
5	Batch Processing	5
6	Real Time Data Processing	7
7	Capstone	4

Specialization in Cloud Backend Development

Course No.	Course Title	Course Credits
0	Preparatory Course	-
1	Object Oriented Programming In Java	1
2	OOD + Software Engineering	4
3	Data Structures and Algorithms	9
4	Distributed Systems and Cloud & Databases	4
5	Design & Development of Microservices	8
6	Serverless Development and Deployment of Cloud-Native Applications	6
7	Capstone	4

Specialization in Full Stack

Course No.	Course Title	Course Credits
0	Preparatory Course	-
1	Object Oriented Programming In Java	1
2	OOP & Software Engineering	4
3	Data Structures and Algorithms	9
4	User Interface, Experience and Design	6
5	Backend Development	6
6	Software Architecture & deployment	6
7	Capstone	4

Specialization in DevOps

Course No.	Course Title	Course Credits
0	Preparatory Course	-
1	Object Oriented Programming In Java	1
2	OOP & Software Engineering	4
3	Data Structures and Algorithms	9
4	DevOps Essentials	6
5	Web Applications at Scale	6
6	CICD Pipeline, System Provisioning and DevOps Advanced Concepts	6
7	Capstone	4

Each course is divided into several modules. Each module is divided into sessions and each session is further divided into pages. A page is usually a combination of videos, text, images and questions which can be consumed individually.

You can access the learning platform on upgrad.com using your UpGrad ID & Password. You can also access content on the mobile app ([iQS App Store](#) & [Google Play Store](#)). You are encouraged to download the mobile app so that you can receive instant notifications about latest developments. You are also requested to move all emails from UpGrad to your primary inbox. This will prevent chances of missing out on important communications.

As a part of your onboarding process, you should expect a Welcome Email from our student support team in the first week of your program launch.

Program Assessment Policy

Graded Components in the Program

As a general policy, assessments are divided into formative and summative, without too much emphasis on a single assessment.

Hence, a variety of assessments are planned.

The Executive PG Programme in Software Development comprises following types of graded components (with their respective weights):

Table 2 – Program Graded Components

Type of Assessment	Details	No. of Assessment per Course	Weightage (in %age)
Course 1			
Multiple Graded MCQs	Graded Multiple Choice Questions at the end of every module. The student gets only one attempt to answer the question. After the first and only attempt, a prompt feedback (right answer and reasoning) is provided to the student.	Varies by Course	60%
Online Exam	Online Proctored Exam <ul style="list-style-type: none"> Exam 1- Courses 1, 2 and 3 combined (To be held after Course 3) <p>For each exam, the student will have 2 distinct slots over 2 different days to choose from.</p>	45 minutes per exam per course	40%

Course 2- 6			
Multiple Graded MCQs	Graded Multiple Choice Questions at the end of every module. The student gets only one attempt to answer the question. After the first and only attempt, a prompt feedback (right answer and reasoning) is provided to the student.	Varies by Course	20
Assignments/ Case Studies	Individual assignments or project submissions. Students are required to submit assignments/ projects by a deadline. Refer the <i>Graded Component Submission & Grading Timeline</i> section of this document for more details on submission timelines. Students will receive feedback on their submissions	1 or 2 per Course	40
Online Exam	Online Proctored Exams <ul style="list-style-type: none"> Exam 2 – For Courses 4 & 5 combined (to be held after Course 5) Exam 3 – For Course 6 (To be held after Course 6) <p>For each exam, the student will have 2 distinct slots over 2 different days to choose from.</p>	45 minutes per exam per Course	40
Course 7 - Capstone Project			
Project Grading	Submissions to be graded across multiple phases	2 - 3 Submissions	100

Based on the above graded components, let's take an example to understand calculation of grades. Let's say that in Course 4, your score is given as below. The weightage of each component is mentioned in brackets:

- Module Graded MCQs (20%) – 65/120
- Assignment/ Projects (40%) – 1000/1500
- Online Exams (40%) – 35/50

Your final percentage for Course 4 would be calculated as a sum of the individual products of the scores in individual components i.e.

$$\text{Final Percentage Score} = \{0.2 * (65/120)\} + \{0.40 * (1000/1500)\} + \{0.40 * (35/50)\} = \mathbf{65.5\%}$$

Final percentage scores of all learners are calculated in a similar manner and then letter grades are assigned to each learner by respective course faculty based on the relative scores of the cohort.

upGrad reserves the right to modify, amend or change the structure of module delivery, after due consensus with the University partner.

Other Non-Graded Components

Apart from the above-mentioned graded components, students will also experience in-video questions (questions which pop in during the video). These questions are usually not graded. However, research proves that such questions help in understanding and retaining a concept. Hence, students are advised to take these questions seriously. Students will get prompt feedback on such questions.

During the program, students will experience several extra-curricular activities (such as networking sessions and events, guest lectures on specific topics, etc.). While these activities are not graded, students are advised to participate in such activities. Such activities are crucial to build your professional network, learn about latest developments and help make your profile stand out. These are valued by potential employers

Grading Policy

Calculation of Grade Point (GP)

The marks provided for each assessment, scaled by the weight given to that assessment, add up to the overall score for the course. Grade point average (GPA) is awarded on a 4-point scale based on the normalized course-level scores of the entire batch. The faculty has autonomy to decide on the grading scale based on the relative scores of the batch.

There are 10 letter grades: A, A-, B+, B, B-, C+, C, D, F and I. The correspondence between grades and points (on a 4-point scale) is given below:

Letter Grade	A	A-	B+	B	B-	C+	C	D	F
Grade Points	4	3.7	3.4	3	2.7	2.4	2	1	0

The grade 'I' does not carry any grade points and is interpreted as 'Incomplete'

If a learner does not complete all the requirements for a course for a genuine reason and is found eligible for a Grade Improvement Opportunity (GIO), the academic committee may award the grade 'I' (Incomplete). An 'I' grade must be converted to a regular letter grade by appearing for Grade Improvement Opportunity, failing which, it is automatically converted to an 'F' grade.

Calculation of Cumulative Grade Point Average (CGPA)

The Grade point score one receives for each course and the capstone project, weighted by its respective units/credits (Refer Table 1), add up to the CGPA for the entire program. Please note, the GP is truncated (and not rounded off) at two decimal places.

For instance, if the GP awarded to a participant are G1, G2 etc. in courses with corresponding credits/units U1, U2, etc., the CGPA = $(U1 \cdot G1 + U2 \cdot G2 + \dots) / (U1 + U2 + \dots)$, wherein U1, U2 refer to the credits/units of all courses taken up to the time of computation of CGPA.

Criteria for successfully completing Executive PG Programme in Software Development

A learner must pass each course by getting at least a D grade (1 grade point on a 4-point scale) in every course. **However, to get the PG Certificate, the Cumulative Grade Point Average or the CGPA should be greater than 2.4.** Learners are strongly recommended to put in all the effort to make sure that they are meeting these criteria. If you get a grade below D in any course or fail to score at least 20% in any of the assessment elements, then you will fail the course and will not be eligible for the Certificate. You will however have access to content just like your peers and will be given feedback on your submissions. You will also be eligible for a letter of participation upon completing the program provided you have scored overall above 40% marks in the graded MCQs throughout the program.

All students will get a transcript of their performance in the program. Learners who are not able to meet the minimum criteria (defined above) to successfully complete the program, will not receive the Executive PG Programme in Software Development

Grade Improvement Opportunity (GIO)

We understand that in a rare scenario, due to unforeseen circumstances one may not be able to meet the above criteria for passing a course. We do not want such instances to make a learner ineligible for receiving the certificate. In such cases a Grade Improvement Opportunity (GIO) is given to the learner to help them get through the program and be eligible for getting the Executive PG Programme in Software Development certificate.

- A maximum of **one GIO** can be availed by a learner for exactly one course in the entire program (Course 7 + Capstone project)
 - a. If the marks scored by the students are less than 20% in any of the components - MCQs, assignments & case studies, class participation, the usual exam for that particular course is treated as GIO (Note# hence, by scoring below 20% in any component in any one course, the student will end up utilizing the single GIO opportunity automatically by appearing for the exam of that particular course)
 - b. If the student has scored above 20% in all the components but has scored less in the exam, then he can be offered a GIO (only if he hasn't utilized one) which would be a separate exam
- If one fails in GIO or does not appear, then they fail the course.
- Learners will be notified about the GIO one week in advance.
- GIO will be decided by the academic committee and could be in the form of a viva, online proctored exam or any other mode of assessment as deemed fit by the Academic committee.
- If one fails in more than one course then they will not be eligible for the certificate as GIO can be given for only one course

Code of Conduct

1. Any learner's mis-behavior on an online or offline forum will not be tolerated, and will entail appropriate disciplinary action from the academic committee.
2. Strict adherence to behavioral policies must be maintained by all candidates. Provoking messages, threats, usage of derogatory words and demeaning connotations made on online or public forums (whatsapp, telegram, Discussion forum) against your upGrad buddy/ peers/ anyone representing the university/upGrad may lead to withholding of your enrolment into the program and may also result in strict disciplinary action.

Student Support Guidelines:

- 1) Your upGrad buddy will help personalize your learning experience by periodically engaging with you to ensure you are on track with upcoming deadlines, offer guidance, resolve non-academic queries, and lend a helping hand wherever required. However, in case you need to approach us, please contact our Student Support Team available 7 days a week from 09 AM to 09 PM IST. You can drop an email on studentsupport@upgrad.com and expect to receive a response within 24 hours. For any urgent queries, please click on the Call Back button on the learning platform and our team will reach out to you within 2 working hours.
- 2) Though your upGrad buddy along with a gambut of multiple teams will be there to hand-hold you to excel in the program, your commitment to the program is of utmost importance and we suggest you imbibe the program schedule in your day to day life. For any help/mentoring required in planning your time better, please do not hesitate to connect with your student support team.
- 3) In case your buddy is unable to provide you with a resolution to the issue within a TAT of 24hrs and you even do not receive an ETA on the same, please make use of the escalation matrix mentioned in the student manual to expedite the response.
- 4) Around your program completion, your upGrad buddy will connect you with the Career Coach to take the journey ahead in the careers phase. You can always remain connected with upGrad in the alumni phase through customercare@upgrad.com. We will be happy to guide and assist you!
- 5) "Students are expected to restrict the emails only to the escalation IDs shared in this student manual or communicated separately while raising any query, concerns or grievance. Please refrain from sending any mass mailers while sending emails to the upGrad team.

The University and upGrad reserve the right to take strict action against any student indulging in mass mailers.

Graded Component Submissions & Grading Timelines

Assignment/ Project & Case Study/ Graded MCQs Submission Deadlines

The program is structured so that the entire cohort can experience the courses together. Modules in a course will be made available to learners well in advance. The students will have ample time to go through the modules, assignments and case studies/projects.

A calendar with all graded component deadlines i.e. module graded MCQs, assignment, case study deadlines and exam dates will be shared with the candidates via email. **It is advisable to keep following calendars and notifications on the platform/mobile app** to keep abreast of the latest developments, upcoming events and deadlines.

Graded MCQs, Assignment and Case Study deadlines are non-negotiable except under dire circumstances. Each of the above-mentioned graded components will have 2 deadlines:

- **Deadline 1:** Deadline by which the graded component is due. Submission by Deadline 1 ensures that there is no late submission penalty.
- **Deadline 2:** Usually Deadline 2 is one (1) week after Deadline 1. If a graded component is submitted after Deadline 1 and before Deadline 2, then it will be graded on 70% of the total marks of the graded component.

Please note that all deadlines are in IST (i.e. UTC + 5:30). Hence, if you are in a different time zone, your local deadline may vary according to the time zone. For example, A submission is due at 23:59:00 IST. If you're in London and follow the British Summer Time (BST) i.e. UTC + 1, then the deadline for you in local time would be 19:29:00 BST.

Exams will be conducted in an online proctored format in a designated exam week (refer student calendar for exact dates). Learners will have 2 distinct slots on 2 different days to appear for the exam.

Deadline Extension Policy for Assignments & Case Studies

Deadlines are usually non-negotiable, except under dire circumstances (such as major health or work related issues, etc). In such cases, you may be given an extension of 1 week at the sole discretion of upGrad and the University. This means that Deadline 1 will be extended by 1 week (i.e. you can submit the graded component upto one (1) week after the usual Deadline 1 without attracting the 30% penalty). However, no further extension will be granted beyond this extended Deadline 1 as solutions are released the very next day. Here are some guidelines about deadline extension:

1. A learner can avail a maximum of 2 extensions during the entire program period. It is advised to use these extensions frugally and only in case you feel submitting a module or an assignment with a 30% penalty shall lead to failure. If you feel you will be able to clear the module or assignment even if the penalty is applied, you should not use your extension as this can be useful in later courses. Extensions are allowed on individual assignments, group case studies and course modules.

2. No extensions will be given beyond the Hard deadline (1 week after the actual deadline) as solutions are usually released a day after the Hard deadline.
3. Learners must be very careful while uploading their submissions on the platform. Any wrong file extension request post the first (soft) deadline of an assignment/case study will attract a penalty of 30% on the revised submission. No wrong file extension requests will be entertained after the second (Hard) deadline.
4. To avail an extension for assignments and case study you can directly avail it from the platform (extension applicable on the submission). For modules you can avail the extension from each quiz. Please note that if the extension is taken for any quiz then it will automatically get applied to all the quizzes in the entire module as extension would be on a module level and not quiz level.
5. Learners should use the extensions judiciously & can apply directly from the Learning Platform.
6. For a group case study, group members will have to apply for extensions individually.

Grading Timelines

Scores for all graded components (i.e. module graded MCQs, assignments, case studies/projects and exams) for each course will be provided together within four (4) weeks of the last submission or the course exam (whichever is later). Once these scores are available, learners will be notified and they can access their scores on the Individual Performance Profile Section on the platform.

The GPA and CGPA will be released 2-3 weeks after scores for all graded components are made available.

Feedback Timelines

- **Module Graded MCQs:** Participants will receive prompt feedback after attempting module Graded MCQs.
- **Assignments & Case Studies/Projects:**
 - ❖ An ideal solution will be released three days after the completion of the second submission deadline.
 - ❖ Qualitative feedback will be provided along with the scores.

As mentioned earlier, students will also receive prompt feedback for in-video MCQ questions.

Feedback on Assignments and Case Studies/Projects is provided by graders who have Software Development expertise. Their feedback is extremely valuable. Hence, learners are advised to act upon the feedback and improve.

Re-Evaluation Guidelines

- Learners can request for re-evaluation for the graded components, but we shall not provide any answers to the questions from the test.
- Requests for re-evaluation must be submitted within 3 days of declaration of the results. For e.g.: if results are declared on 7th January, 2018, then the request for re-evaluation must be made till 10th January, 2018 (end of day). Learners can apply

for re-evaluation from the learning platform itself.

- The learner should clearly point out the specific portion of the submission which has to be re-evaluated. Learners should also mention remarks regarding the discrepancy. Requests that do not have this information are extremely generic and may be flagged as invalid/not considered for re-evaluation. If re-evaluation requests are found to be non-genuine then the student can be penalized 20% of the marks.
- A re-evaluation request claiming discrepancy of marks (as compared to another learner's marks) is highly discouraged and will **NOT** be considered for re-evaluation.
- A re-evaluation request for an assignment/project/case study for the correct submission file which has been uploaded after Deadline 2 is highly discouraged and will **NOT** be considered for grading.
- All re-evaluation requests shall be responded to within a period of 3 weeks from the time of raising a re-evaluation request.

Peer to Peer Participation & Discussion Forum – Guidelines

The discussion forum is designed for the participants to help create a strong learning community. The participants are encouraged to respond to peer questions as it will also help reinforce their learning.

Participants are requested to post only academic questions on the Discussion Forum. Faculty and teaching associates (TAs) will act only in response to questions related directly to the program content and assessments. They will either verify participant answers or respond to questions posted within 24 hours of a question being posted.

Faculty and TAs will not take any action on general posts that are meant to facilitate discussion among peers. Inappropriate posts that are of no learning value will be deleted and the students concerned will be penalized.

Guidelines for posting queries on Discussion Forum

Since this program involves coding on multiple platforms, learners are requested to adopt the following guidelines to ensure timely redressal of their queries:

- In case you are facing an issue with a code snippet, you are requested to post the code snippet, coding environment being used and the problem faced on the discussion forum. This will allow your friends and TAs to understand the problem and resolve the same faster.

Since the discussion forum is meant for academic doubts/queries and course related topics only, **any inappropriate posts that are of no learning value will be deleted immediately and learners posting such comments/posts may be penalized.**

As mentioned in the Code of Conduct Document, learners are not allowed to request or share solutions for any graded component of the program on any platform. Any violation of this policy will result in zero score for that particular graded component. If a learner is found to violate this policy for a second-time, IIIT Bangalore Academic Committee will decide on the necessary disciplinary action to be taken.

It should be noted that students should not share code on the platform. They can use pseudo-code. Any actual codes and answers shared on the platform shall be deleted by Teaching Assistants promptly.

Detailed Discussion Forum guidelines are mentioned in the Community Guidelines Document.

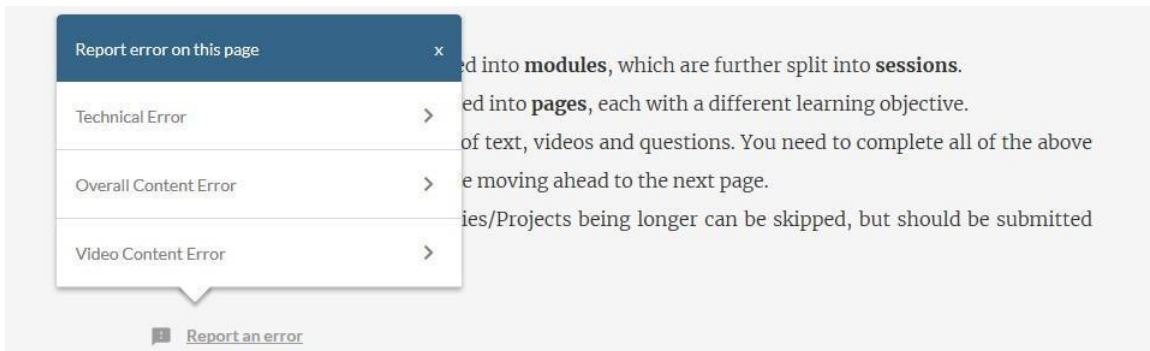
Doubt/Query Redressal Timelines

The discussion forum has been created with the intention of fostering peer to peer learning. Hence, you are encouraged to answer your batch mates' queries.

- First 24 hours (after posting a query) are meant to allow batchmates' to respond to queries. In this period, if needed, TAs may guide the discussion in the right direction/verify response.
- If a post/query doesn't have any verified answers after 24 hours, TAs will respond to the query/post in the next 24 hours.

Reporting an Issue

The program endeavors to provide high-quality learning and learning experience. Multiple initiatives are taken to ensure that your learning is seamless and that your learning is of the highest quality. However, In spite of multiple rounds of reviews, there may be a few inadvertent gaps in the learning experience, which you can report through the “Report a Mistake” Button at the bottom of every page.



Once you report an issue, a ticket is raised and the issue is resolved within 24 hours. While reporting an issue, you have the option of describing the problem. To ensure that your problem is resolved at the earliest, you should give a detailed description of your problem.

Using the “Report a Mistake” feature to get academic doubts resolved earlier is highly discouraged. This feature should only be used to report mistakes in the learning experience (for e.g. Platform Error, Text/Video Mistake, Content Mistake, etc.)

For any other issues you may want to take up with IITB directly -

- Sexual Harassment Issues, Kindly email to icc-iiitb@iiitb.ac.in
- Grievance Redressal Issues, Kindly email to grievances@iiitb.ac.in
- Ombudsman (Grievances which have not been addressed by IITB administration in a reasonable amount of time), Kindly email to iiitbombudsman@iiitb.ac.in

Extra-Curricular Activities & Live Sessions

Faculty & Industry Live Sessions

As a part of the program, live sessions will be organized once every 3-4 weeks. These live sessions will be conducted by a mix of leading industry professionals and professors. However, the mix may vary by course. These live sessions are an integral part of the learning experience and are organized to facilitate:

- Discussions related to careers/ latest industry trends
- Collective Doubt Redressal
- Discussion on Content

Live Sessions will usually be conducted on the weekend and learners are expected to attend and actively participate in these sessions. The schedule for these live sessions will be sent to you via email.

In case you're not able to attend a session due to prior commitments, you must notify our student support team in advance. In such cases, recording of the session will be provided to you!

Extra-Curricular Activities

During the course of the program, several Extra-Curricular activities like Industry Guest Lectures, offline networking sessions (or upGrad Basecamps) may be organized at the discretion of upGrad and the University. These sessions are extremely important to keep yourself abreast of latest industry trends and also to build a professional network that will help you tremendously in your career. Participation in such events makes your profile stand out and increases chances of building a successful career in Software Development!

Schedules for these events will also be put up on calendars. Learners are expected to attend such events and derive maximum benefit from the same.

Program Deferral Policy

Deferral Policy: (Post Program Commencement)

- If a student is facing severe issues in dedicating time to the course, we provide the opportunity for the student to defer to another batch.
- A student can request for deferral only once and to either of the scheduled cohorts to start in the next 1 year from the batch start date of the initial batch the student enrolled for.
- The student will be required to pay a deferral fees of 10% of the total course amount fee + Taxes if any along with the differential program fees between the two cohorts
- The deferral request will be approved once the deferral fee is paid.
- Till this is completed, the student will be assumed to be continuing in the same cohort.
- The student has 7 days (including holidays and weekends) from the date of deferral request to make the payment of the deferral fee post which the deferral request will expire, and the student will continue as part of the current cohort.
- If the student completes the deferral payment, the student's login will be disabled, the student will leave the deferred cohort and the student will start learning on the new cohort post the last course that was graded in the deferred cohort. All grades and progress till that course will be carried forward as it is to the new cohort. For clarification, the grades of the graded courses will be carried forward.
- The deferral can only be requested during the batch for which the student has enrolled is ongoing. Once the batch has completed, deferral requests shall not be entertained. For clarification, the batch completion here shall mean the "last grace deadline" as communicated by upGrad.

Deferral Policy: (Pre- Program Commencement)

If a learner, due to unavoidable circumstances, is unable to commence with the cohort and requests for a deferral before the cohort starts, we provide him/her with an opportunity to get deferred to another cohort. Below are the points to note in such cases:

1. To defer the enrolment, the learner shall be required to pay 50% of the total Program fee amount (inclusive of taxes) before the deferral can be approved
2. Till the time the payment as per point No. 1 of this policy is completed, the learner shall be assumed to be continuing in the same cohort
3. The learner can request for deferral of his enrolment to any of the cohorts starting in the next three (3) months from the start date of the initial cohort in which such learner was originally enrolled for.
4. For the first deferral request, subject to point no. 2 of the pre-program deferral policy, no additional charges shall be levied.
5. If a learner wants to defer his/her enrolment again for a second time, then an additional payment of Rs. 10,000 will have to be paid as Deferral fee, and this amount shall be non-refundable in all circumstances.

6. Once this payment is done, the learner will be eligible to defer to any of the cohort starting in the next 3 months from the current cohort.
7. The learner has time till the current cohort launch date to make the payment of the balance 50% program fee, post which the deferral request will expire.
8. Once the deferral window expires and if the learner wants to withdraw his or her enrolment from the said Program, respective program specific refund policy shall be applicable.
9. The learner will have to pay the differential program fees between the two cohorts, if any.

NOTE: Deferral policy would not be applicable to Big Data Programming learners as March'22 cohort is the last cohort for the same.

Program Refund Policy

1. Learner has to pay an amount of Rs. 10,000 as block amount (hereinafter referred to as “Caution Money”) to block the seat for enrolment in the Program. This Caution Money shall be adjustable against the total Program fee payable by the learner. The Caution Amount is non-refundable under any circumstances as the same is levied towards the Processing fee.
2. Learner can claim a refund for the amount paid towards the Program subject to deduction of Rs. 10,000/- processing fee, at any time before the cohort start date by applying on www.upgrad.com and completing the entire refund application process before the cohort start date.
3. Learner has to pay the full fee within 7 days of payment of Caution Money or cohort start date, whichever is earlier, otherwise the offer letter will be rescinded and processing fee of Rs. 10,000 will be levied as mentioned in point no. 1 of this Refund Policy.
4. Learner will not be eligible for any refund once the cohort starts. This is applicable even for those Learners who could not complete their payment, and could not be enrolled in the batch opted for. However, the learner can avail a Pre- Program deferral as per the policy defined below.
5. Refund for the eligible learner, shall be processed within 30 working days from the date of receipt of duly signed refund form and requisite valid documents as prescribed therein, by such eligible learner

Referral Policy and Flow

Referee (Friend)

- 1) Eligible for referral benefit provided a valid referral code is applied at the time of submitting the application
- 2) Referral benefit shall be adjusted against last installment of the program fees payable
- 3) Where full program fee is paid by the 'Friend' without adjusting the referral amount, the corresponding referral benefit shall be processed after deducting TDS as per applicable laws
- 4) Referral benefit shall be available even if the 'Advocate' later claims a refund of program fees paid; i.e. referral benefit for the 'Friend' is not dependent on the action of the 'Advocate'

Referrer (Advocate)

1. Eligible for referral benefit provided his valid referral code is applied by the 'Friend' at the time of submitting the application
2. Amount of referral benefit for the 'Advocate' shall be determined basis the program for which 'Friend' has registered and paid for
3. Where the 'Advocate' and the 'Friend' are enrolling for the same cohort (and assuming all other conditions specified above are satisfied) –
 - a) 'Friend' is required to pay the block amount
 - b) Referral bonus to the 'Advocate' will be processed separately in 3 working days following the day on which block money is paid by the friend via payment gateway refund or bank transfer (in case of direct payments)

Other points to be noted:-

- Existing student / Alumna:- Double referral benefit for both 'Advocate' and 'Friend' is applicable and amount of referral benefit shall be determined basis the new program being enrolled for
- If anyone is getting any other kind of scholarship/discount, he/she will not get the Referral discount in that case.
- Only 'paid students' and not 'leads' shall be entitled for referral benefits under the referral policy
- Where the referral amount has to be processed by way of bank transfer – applicable TAT shall be 3 working days from receipt of duly filled refund form in case of Internal/University-partnered programs
- Validity of any referral code – No time limit – A referral code is never time barred
- Max limit on the no. of applications that can be submitted with a single referral code – no limit. However, the limit shall be evaluated on a case to case basis; Finance & Tech teams shall run the following checks and decide whether to continue or invalidate the code. The same shall be supported with due approvals from either of the Founder:
 - Source of referee: whether through any marketing channel or through referrer (advocate)
 - Number of times referral code is already used
 - Communication by Finance team with the student (advocate) to know the intention

upGrad Telegram Policy

In order to provide easier access to course related updates in addition to emails and calls, a telegram channel will be created by your upGrad buddy to keep you notified on the upcoming deadlines and course related updates. We will be creating an **Official Telegram Channel** where only the upGrad buddy will be allowed to post notifications.

To manage this effort effectively and efficiently, all members must be aware of the following guidelines:

1. The channel will be used only by the upGrad buddy for sharing important notifications related to the program, course content, live sessions, exams, events, etc.
2. Should you have any concerns with upGrad, University partner or your peers, you will be required to direct such communication to upGrad ONLY via email to student support at studentsupport@upgrad.com
3. upGrad will NOT be collecting any personal information via this channel and shall not be responsible for any misuse of personal information by other members of the channel. However, we will provide you with all reasonable assistance to take action against any other student who has misused such information.
4. Telegram should not be considered as a medium for official query resolution. For any such queries, please reach out to the student support team via email or by using the chat function available on the learning platform. The upGrad buddy is not liable to answer any/all queries over telegram.
5. In addition to this channel, the SGC groups will also be created on telegram to share session invites and agenda.
6. You are requested to keep the notifications turned on, on your Telegram app to receive uninterrupted updates during the program.

Hope you make the most of this platform and keep yourself updated about the course and the platform.

Best

Team upGrad

Escalation Matrix

upGrad believes in adopting a transparent approach with all its learners, and in order to match our learners' expectations in terms of grievance redressal, we have created an Escalation Matrix. Based on the kind of queries we receive from our learners, we have defined the levels of the Escalation Matrix. We request you to refer to the same in case you ever find the need to escalate an issue.

Escalation Matrix

Type of Query	Point of Contact
Non-academic queries (For example, live sessions, program structure related) & Referral refund / fee receipts-related queries)	Your upGrad buddy
Content-related issues/queries (If you find any issues with or have queries pertaining to the content on a session page)	Click on the "Report an Error" button on the bottom left corner of the session page.
Not satisfied with the resolution provided by your upGrad buddy? Write to:	sdescalations@upgrad.com

Guidelines for MSCS (Master's in Computer Science with IITB and LJM U)

1. A learner can articulate to the MSCS program (upGrad + LJM U) after successfully completing the Executive PG Programme in Software Development.
2. If you are already enrolled in a full master's program (upGrad +LJM U) the above instructions are applied for the initial 12 months of the Executive PG Programme in Software Development phase.
3. The instruction manual for the masters phase will be provided to you after successfully completing the Executive PG Programme in Software Development.
4. No Refund would be processed once the learner begins with the Executive PG Programme in Software Development phase of the program, even if the Masters phase has not yet begun.
5. Moreover, No Refund will be processed if a learner fails to meet the eligibility criteria for the Masters phase, by failing in the Executive PG Programme in Software Development phase.

