

## ACP NLP - Assessment and Learning Experience Manual

*IITB and upGrad Advanced Certificate Programme in Machine Learning & Natural Language Processing*

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## IIITB Assessment Policy

As a general IIITB assessment policy, assessments are divided into two formats, namely, formative and summative, without too much emphasis on a single format. Hence, a variety of assessment formats are planned in order to mirror the workplace today and the global university standards. The list below describes the different assessment formats used in the program:

- **Group case studies** will assess the participants based on their ability to produce quality deliverables on large analytics projects as a team. This will help in building team-playing skills, which are considered invaluable by analytics recruiters in the 21<sup>st</sup>-century workplace.
- In-module **Quizzes**, individual **assignments** and **exams** will assess the participants based on conceptual clarity.
- **Class participation** via **Discussion Forum** enables one to learn faster by clearing peer doubts as well as accelerates learning for the overall cohort.
- As per IIITB exam guidelines, exam question papers and answer keys will not be disclosed to maintain the academic integrity of exam questions.

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

The Academic Committee deliberates regularly on the academic structure and grading elements of the program, and it holds the right to change any components of the same. Any change to the grading elements or the academic structure of the program will be communicated to the learners in advance.

It is recommended that participants focus on learning as opposed to solely focusing on assessment scores. Given that it is a Post-Graduate program, **participants are expected to do research on their own during the learning process** and deal with ambiguous assessment scenarios.

## Assessment Structure

### Assessment Components and Respective Weights

The Post-Graduate Certification program comprises five different assessment components. Their distribution and weightage are summarised in the table below.

Type of Assessment	Subset
Quizzes	Graded MCQs (At the end of the session/module)
Assignment	Individual assignments
Group Case Studies	Group submissions of case studies
Exam	Two proctored online exams <ul style="list-style-type: none"> <li>- First: A 90-min exam, with 45 min each for courses 1 and course 2</li> <li>- Second: A 90-min exam for course 3 and course 4.</li> </ul>

	Weight Distribution in the Courses			
Course	Assignment	Case Study	MCQ	Exam
Statistics Essentials	0%	35%	35%	30%
Machine Learning 1	35%	0%	30%	35%
Machine Learning 2	30%	20%	20%	30%
Natural Language Processing	30%	20%	20%	30%

Let us take an example to understand this. Suppose you have scored the following marks in Course

1. Each component is mentioned with its respective weightage in parentheses.

1. Group Case Study (35%) - 120/150
2. Quizzes (35%) - 325/600
3. Exam (30%) - 21/40

Your final percentage score will be calculated as:

$$\{[0.35 \times (120/150)] + [0.35 \times (325/600)] + [0.30 \times (21/40)]\} \times 100$$

= **62.75 %**

The final percentage scores of all the learners are calculated in this manner, and then the grades are assigned to the learners by the course faculty based on the relative scores of the cohort.

## Grading Policy

### Grade Point Average (GPA) Computation for a Course

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

There are 10 letter grades: A, A-, B+, B, B-, C+, C, D, F and I. The relation between grades and points (on a four-point scale) is shown in the table 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 is unable to complete the program due to a legitimate reason, then the Academic Committee may award the grade 'I' (Incomplete) to that learner. An 'I' grade must be converted to a regular letter grade by deferring to a later batch (in the immediate 5 months after their particular batch has ended), failing which it will be converted to an 'F' grade automatically.

### Cumulative Grade Point Average (CGPA) Computation for the Program

The program has a total of 21 credits, which are distributed as follows:

Course	Credits
Statistics Essentials	3
Machine Learning 1	4
Machine Learning 2	5
Natural Language Processing	6

The GPA scores for each course weighted by the respective proportion of credits add up to the CGPA for the entire program. The GPA is truncated (and not rounded off) at two decimal places.

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

A learner must pass each course by securing at least a D grade (1-grade point on a 4-point scale). However, to receive the Advanced Certificate, the Cumulative Grade Point Average, or the CGPA, should be greater than 2.4. The learners will be awarded a **completion certificate** solely certified by upGrad on completion of the preparatory course.

**Example:** Suppose you have scored the following marks in Course 3. Each component is mentioned with its respective weightage in parentheses.

1. Assignment (30%) - 50/300
2. Group Case Study (20%) - 120/150
3. Quizzes (20%) - 325/600
4. Exam (30%) - 21/40

**Your final percentage score will be calculated as:**

$$\{[0.30 \cdot (50/300)] + [0.20 \cdot (120/150)] + [0.20 \cdot (325/600)] + [0.30 \cdot (21/40)]\} \cdot 100$$

= **47.58%** (Since this score is more than 25%, you've fulfilled the passing criteria in the course\*\*)

If a learner secures below D in any course or fails to score at least 25% in any course, then the learner will fail the program and will not be eligible for the Certificate. The learner will, however, have access to content just like their peers and will be given feedback on their submissions. They will be eligible for a letter of participation only if they have successfully completed all the content of the program and have achieved a score of 40% and above in the graded questions (MCQs and the graded coding questions). The 40% score in the graded questions is at an overall level of the program and is not restricted to any course or module.

Also, if a learner wishes to articulate from the ACP NLP into the EPGP ML (Executive PG Programme in Machine Learning & Artificial Intelligence) program, then they must score a CGPA of 3 or above in Courses 1, 2, 3 and 4. Please note: that a learner can further articulate to the MSML program (upGrad + LJMU) after successfully completing the EPGP ML program.

For all ACP NLP to EPGP ML articulation learners, once they move to EPGP ML, their CGPA to be eligible for the EPGP ML certificate would be calculated based only on the remaining courses (post ACP NLP).

E.g. If an ACP NLP learner articulates to EPGP ML, their CGPA for EPGP ML would be calculated based only on Courses 5, 6 and 7. So they need to score a CGPA of 3 across Course 1 to 4 and CGPA of 2.4 across Course 5 to 7 to be eligible for the EPGP ML certificate.

Please note that the formula to calculate the CGPA would be the same as before however for EPGP ML only the EPGP ML Modules & Courses would be considered and not ACP NLP.

\*\*The revised policy is framed by the university in accordance with and after consideration of various guidelines in the higher education space meant for the enhancement of learning experience/outcomes of learners. In furtherance of this objective, we have moved from a Component Level Passing Criteria (Minimum 20% required to be scored in each component to pass a particular course) to an Overall Course Level Passing Criteria (defined above) w.e.f grades released on or after 1st July 2022.

### *Eligibility to receive Program Certificate for learners in final/penultimate semester of graduation program*

- Learners who are undergoing an undergraduate degree with any university or institute and who are in their final or penultimate semester shall be allowed to enrol for the Advanced Certificate Programme in ML & NLP.
- Please note that to get the final Advanced Certificate in ML & NLP from IIITB, IIITB has an eligibility criteria that a learner must complete his graduation from his/her respective university or institution with minimum 50% as final graduation score.
- Such learners who are undergoing an undergraduate degree and in their final/ penultimate semester shall be required to sign an undertaking form which will be provided by upGrad stating that the learner shall be eligible for the Advanced Certificate in ML & NLP from IIITB subject to submission of the final year transcripts and graduation certificate as per the timeline mentioned in the said undertaking.

## Grade Improvement Opportunity (GIO)

We understand that in a rare scenario, a student may not be able to meet the criteria for passing a course (i.e 25% overall) due to unforeseen circumstances. We do not want our learners to become ineligible for receiving the certificate because of such circumstances.

Hence, in such cases, a Grade Improvement Opportunity (GIO) will be given to the learner to help them complete the program and be eligible for receiving the certificate. The list below shows the salient points of a GIO:

- A learner can avail a **maximum of one GIO** for exactly one course in the entire program.
- The GIO will be decided by the Academic Committee and will be in the form of an online proctored exam or any other mode of assessment as deemed fit by the Academic Committee.
- If a student scores less than 50% in GIO or does not appear, then they will fail the course and will become ineligible for the Advanced Certificate.
- If a student fails in more than one course, then they will not be eligible for the certificate as a GIO can be availed for only one course.
- GIO is only a criterion to decide Pass/Fail status. The marks scored in the GIO do not overwrite the marks scored initially.

## 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/Mentor/ peers/ anyone representing the university/upGrad may lead to withholding of your enrolment into the program and may also result in strict disciplinary action.
3. Any dishonest behaviour including but not limited to plagiarism in any form for any graded component of the Program on any platform and/or discussion forum may lead to withholding of your enrolment into the

program and may also result in strict disciplinary action.

4. Learners are not allowed to request, share or discuss solutions for any graded component of the Program on any platform and/or discussion forum. If any such act is done by the learner, he or she will be marked 'zero' (0) in that particular graded component. For any subsequent violation, disciplinary actions shall be taken at the sole discretion of IITB and upGrad and all such posts having answers to the graded questions shall be deleted by the Teaching Assistant (TA).
5. Learners should refrain from taking screenshots of the Online Exam questions from the exam platform. When a learner attempts the Online Exam, their email address will appear as a watermark across the platform page. Any learner found sharing the exam questions with their peers, will be identified through the email address and the learner will be awarded zero marks for the exam of that course.
6. 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. IITB and upGrad reserve the right to take strict action against any student indulging in mass mailers.
7. upGrad does not tolerate any form of bullying and/ or harassment including but not limited to sexual harassment. If we are notified of any act of harassment committed by a learner towards co-learners or upGrad's representative, such learner shall have to face strict consequences, which shall be taken at the sole discretion of upGrad.

## Plagiarism Definitions

Plagiarism is an act of academic misconduct that is deemed to cover deliberate attempts to gain an unfair advantage in assessments. This includes attempts to cheat, plagiarise, unauthorised collusion or any other deliberate attempt to gain an unfair advantage in summatively assessed work. Summative assessments include all forms of written work (including in-module quizzes), assignments, case studies, presentations, recognition of prior learning portfolios and all forms of examination.

Plagiarism is defined as the representation of the work, artifacts or designs, written or otherwise, of any other person, from any source whatsoever, as a student's own. Examples of plagiarism may be as follows:

1. The verbatim copying of another's work without clear identification and acknowledgement, including the downloading of materials from the Internet without proper referencing of materials;
2. The paraphrasing of another's work by simply changing a few words or altering the order of presentation, without clear identification and acknowledgement;
3. The unidentified and unacknowledged quotation of phrases from another's work; and
4. The deliberate and detailed presentation of another's concept as one's own.

### Cheating includes:

1. Any form of communication with, or copying from, any other source during an examination, and communicating with any person other than an authorised member of staff during an examination;
2. Introducing any written, printed or other material into an examination (including electronically stored information) other than that specified in the rubric of the examination paper
3. Gaining access to unauthorised material in any way during or before an assessment;
4. The use of mobile phones or any other communication device during an assessment or examination;
5. The submission of false claims of previously gained qualifications, research or experience in order to

gain credit for prior learning;

6. The falsification of data, the presentation of another's data as one's own and any other forms of misrepresentation in order to gain advantage;
7. The submission of work for assessment that has already been submitted as all or part of the assessment for another course; and
8. The submission of material purchased or commissioned from a third party, such as an essay-writing, Project completion service, as one's own.

#### Collusion includes:

1. The conscious collaboration, without official approval, between two or more students in the preparation and production of work that is ultimately submitted by each in an identical or substantially similar form and/or is represented by each to be the product of his or her individual efforts; and
2. Instances where there is unauthorised cooperation between a student and another person in the preparation and production of work that is presented, as the student's own.

#### Contract cheating

Contract cheating is when you use or purchase academic work and present it as your own. Contract cheating is becoming increasingly common, but the University has zero tolerance for this practice. Engaging in contract cheating:

1. harms your reputation
2. harms your academic performance
3. harms your relationships with your fellow students
4. can result in being excluded from the University.

In case of any findings, the learner's assessment/Project/Submission is subject to a detailed scrutiny and if found guilty, the penalty may be extended to 100% of the marks.

Please note that the Admission Committee of the University and upGrad has the final authority to decide upon the disciplinary action to be taken in case of plagiarism and impersonation.

#### 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, 24\*7. You can drop an email on [studentsupport@upgrad.com](mailto: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 gamut 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 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](mailto:customercare@upgrad.com). We will be happy to guide and assist you!

## Assessment and Grading Timelines

### *Assessment Submission Timelines*

The program is structured such that the entire cohort can experience a course together. The participants will be given sufficient time to complete the modules, assignments and group case studies.

A calendar with all the modules, assignments, group case studies and exam deadlines for an upcoming course will be shared with the participants via email. **The deadlines for the respective assessments are non-negotiable except under critical circumstances.** All Quizzes, Assignments and Group Case Studies submitted after the stipulated deadlines, but within one week after the deadline, will be graded on 70% of the total marks of the assessments.

This second deadline is also termed the Hard deadline. Submissions received after the Hard deadline will be graded and will receive feedback, but will attract a penalty of 100%. Also, the learners must be careful while uploading their submissions on the platform. Any wrong file extension **request post an assignment or case study** deadline will attract a penalty of 30%/100% based on the respective deadline.

Feedback will be given on a revised submission so as not to hamper learning, although the marks for the same will be considered zero for all official purposes.

Please note that all the deadlines are in IST (UTC +5.5). Hence, if you are in a different time zone, then your deadline may vary according to the local time. For example, if you are in London and following the BST (British Summer Time), which is UTC +1, then for a deadline of 11:59:00 PM IST in India, the deadline for you in the local time would be 7:29:00 PM BST.

### **Deadline Extension Policy**

As mentioned earlier, the deadlines are non-negotiable except under dire circumstances such as a major health issue, a work-related issue, etc. In such cases, a student may be given an extension of up to 1 week. This means that the student can submit their assignment up to 1 week after the deadline without the 30% penalty. However, no extension will be given beyond the Hard deadline (1 week after the actual deadline) as solutions are released the very next day. Here are the guidelines for the same:

1. A learner **can avail of a maximum of four 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.
2. Extensions are allowed on individual assignments, group case studies and course modules.
3. 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.
4. 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.
5. To avail an extension for assignments and case studies 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.

6. Learners should use the extensions judiciously & can apply directly from the Learning Platform.
7. **For a group case study, group members will have to apply for extensions individually.**

### Grading and Feedback Timelines

The timelines for the release of solutions, grades and feedback for various components are shown in the table below.

Assessment Component	Solution	Grades
Graded Questions	Immediately after attempting	Within 2 weeks of the Hard deadline
Assignment	Within 1 week of the Hard deadline*	Within 2 weeks of the Hard deadline
Case Study	Within 1 week of the Hard deadline	Within 2 weeks of the Hard deadline
Exam	Solution is not released	Within 3 weeks of the last exam
Class Participation	Not applicable	Within 3 weeks of the last exam
GPA	Not applicable	Within 3 weeks of the last exam

**\*Hard deadline:** It refers to the deadline 1 week after the actual deadline, during which a 30% penalty is imposed on the submissions.

Once these scores are available, each participant can access them on their Individual Performance 'Scores' Tab on the platform.

The GPA and CGPA will be available only after the first two courses, as the exam is held jointly for the first two courses.

The participants will receive immediate feedback for graded questions. Ideal solutions for assignments and the case study will be available for download within 1 week of the final submission deadline of an assessment. Qualitative feedback will be provided along with scores only for the case study and assignments.

### Guidelines for Re-evaluation

1. A re-evaluation request (if any) should be submitted within 3 days of the declaration of the results. For example, if the results were declared on 13/06/2021, then requests for re-evaluation made till 16/06/2021 (end of the day) will be considered.
2. A learner will be able to request for a re-evaluation on the learning platform itself.
3. A learner may request for a re-evaluation of their assignment by claiming discrepancy of marks when compared with the ideal solution. In such cases, the learner should clearly specify the particular portion (Q. No.) of the assignment that is required to be re-evaluated plus the remarks regarding the claimed discrepancy. Requests that do not have all of this information or are very generic/vague in nature will be flagged as invalid and will not be considered. **Note: If the claim for a discrepancy of marks is invalid, then the concerned learners will be awarded a penalty of 15% points (of the total points).**
4. Re-evaluation requests claiming discrepancies of marks when compared with another learner's graded assignment are highly discouraged and will NOT be considered. **Note: If any such requests are made, then the concerned learner will be awarded a penalty of 15% points (of the total points).**

5. Re-evaluation requests for assignments that have been uploaded after the Hard deadline will not be considered and are highly discouraged.
6. All re-evaluation requests will receive a response any time up to 3 weeks after the re-evaluation deadline.

## Class Participation - Discussion Forum Process

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 penalised.**

## Faculty and Industry Live Lectures

As part of the program, all participants can expect access to two to three live sessions per course. These live sessions will be delivered by a mix of industry professionals and academicians. However, the mix can vary by course. Details of the live sessions will be updated to the students via email. These live sessions are an integral part of the overall learning experience, and we highly encourage the participants to attend and actively participate in all these sessions.

As an incentive to perform well in the program, additional delight elements will be provided to the top performers in select assessment components (including Discussion Forum) or to participants who complete the modules and submit their assignments by adhering to the recommended deadlines.

## Deferral Policy : (Post- Program commencement)

- If a learner is facing severe issues in dedicating time to a course, then we provide them an opportunity to defer to another batch.
- A learner can request a deferral ONLY ONCE and to one of the next four scheduled cohorts of the same program. The learner will be required to pay a deferral fee, which is 10% of the program fees\*.
- The deferral request will be approved once the deferral fee is paid. Till this step is completed, the learner will be assumed to be continuing in the same cohort.
- The learner will start learning in the new cohort from the point of leaving the deferred cohort. If, however, the deferral request is raised before the program commencement, then the pre-program deferral policy will be applicable.
- Once the deferral is availed, the learner will not be eligible for the refund period as a part of the new cohort.
- A learner will not be allowed to defer if they are failing or bound to fail in a course. Since all the grades till the time of deferral are carried over to the batch that a student defers to, the deferring will not help the student complete the program.
- Policies over grading, assessments, mentorship, career services and other elements as applicable to your new cohort will be applicable to you as well.

\*The deferral fee is defined as 10% of the TOTAL program fee. This is irrespective of the discount/scholarship that a student would have received. The deferral fee is payable based on the program fee at the time of the enrolment of a student. The policy also states that if the price has been increased and if a student is deferring to a cohort with increased price, then they need to pay the differential fee for the new cohort along with the deferral fee.

## 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:

- 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
- 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
- The learner can request for deferral of his enrollment 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 the first deferral request, subject to point no. 2 of the pre-program deferral policy, no additional charges shall be levied.
- If a learner wants to defer his/her enrollment 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.
- 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.
- 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.
- Once the deferral window expires and if the learner wants to withdraw his or her enrollment from the said Program, the respective program-specific refund policy shall be applicable.
- The learner will have to pay the differential program fees between the two cohorts, if any.

## 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 partners or your peers, you will be required to direct such communication to upGrad ONLY via email to student support at [studentsupport@upgrad.com](mailto:studentsupport@upgrad.com).
3. upGrad will NOT be collecting any personal information via this channel and shall not be responsible for any 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 able 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.

## 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 queries)	Your upGrad Buddy through Student Support
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.
Referral refund / fee receipts-related queries	refunds@upgrad.com - Put your upGrad Buddy on CC
Not satisfied with the resolution provided by your upGrad Buddy? Write to:	mlescalations@upgrad.com