INDIAN INSTITUTE OF TECHNOLOGY - MADRAS
(CENTER OF CONTINUING EDUCATION)

Advanced Certification in Machine Learning and Cloud – 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 your upGrad buddy immediately.

Program Structure

The Program is divided into 8 courses (7 courses and a Capstone Project). Each course has a fixed number of units/credits.

Table 1 – Units/Credits for each course

Course Number	Course Title	Units/Credits
1	Preparatory Course	-
2	Introduction to Machine Learning and Cloud	1
3	Data Warehousing and Data Management	1
4	Big Data Processing using Spark	1
5	Machine Learning - 1	2
6	Machine Learning - 2	1
7	Deep Learning and NLP Fundamentals	2
8	Case Study on NLP and Computer Vision	1
9	Deployment and Capstone	3
	Total	**12**

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 https://learn.upgrad.com using your upGrad ID & Password. You can also access content on the mobile app (iOS 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 our onboarding process, you will receive a Welcome Email from your upGrad buddy by 31st March 2021. In case you do not receive the Welcome Email, please reach out to our team at studentsupport@upgrad.com
Following are some of the main email IDs that will be used for the below-mentioned purposes in the program (at different points in time). Please ensure that you have removed these email IDs from your spam folder. Else, you may not receive important updates about the program.

Email ID	Purpose
studentsupport@upgrad.com	Non-academic queries (For example, live sessions, program structure related queries)
Click on the"Report an Error"button on the bottom left corner of the session page on the learning platform.	Content-related issues/queries (If you find any issues with or have queries pertaining to the content on a session page)
escalations_iitm@upgrad.com	Not satisfied with the resolution provided by your upGrad buddy? Write to this email id
coaching@upgrad.com	Queries for career mentorship session
noreply@upgrad.com	Automated communications (e.g. Module Deadline Reminders)

Callback button in the help and support option on the learn platform

In case you need any assistance you can contact our student support team by mailing at studentsupport@upgrad.com and you will receive a response within 24 hours. If it is something urgent then click on the Call Back button that is there on the learning platform and our team will reach out to you within 2 working hours.

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 Certification Program comprises following types of graded components (with their respective weights):

<u>Table 2</u> – Program Graded Components

Type of Assessment	Details	No. of such assessments per course	Weight towards Course Grade
Course 2- 6			
Quizzes	Quizzes (in the form of Multiple Choice Questions) are provided at the **end** of modules. **The first page of a module will have details on the quiz (i.e. number of questions, release date, etc.)** 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 modules in the course	17%
Assignment and Case Study	Individual case studies or problem statements. Students are required to submit case studies by a deadline. Refer the *Graded Component Submission & Grading Timeline* timelines. Students will receive feedback on their submissions.	1 or 2	50%
Exam	Online Proctored Exam Exam 1 – For Course 2 (to be held after Course 2) Exam 2 - For Course 3 & 4 combined (to be held after Course 4) Exam 3 - For Course 5 & 6 (to be held after Course 6) Please note that the nature of the exam will be a combination of subjective, objective and Coding Question for each course. For every exam, the student will have 2 distinct slots over 2 weeks (in continuation) to choose from in order to appear for the exam.	1	33%

Course 7- 8			
Quizzes	Quizzes (in the form of Multiple Choice Questions) are provided at the **end** of modules. **The first page of a module will have details on the quiz (i.e. number of questions, release date, etc.)** 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 modules in the course	30%
Assignment and Case Study	Individual case studies or problem statements. Students are required to submit case studies by a deadline. Refer the *Graded Component Submission & Grading Timeline* timelines. Students will receive feedback on their submissions.	1 or 2	70%

Course 9			
Quizzes	Quizzes (in the form of Multiple Choice Questions) are provided at the end of modules. **The first page of a module will have details on the quiz (i.e. number of questions, release date, etc.)** 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 modules in the course	20%
Project Grading	Submissions to be graded across multiple phases	1-2 submissions	80%

Based on the above graded components, let's take an example to understand calculation of grades. Let's say that in Course 2, your score in given as below. The weightage of each component is mentioned in brackets:

- Assignment and Case Study (50%) – 1200/1500

- Module Graded MCQs (17%) – 65/120

- Online Exams (33%) – 30/50

Your final percentage for Course 2 would be calculated as a sum of the individual products of the scores in individual components i.e.

Course 2 Final Score = [{0.50*(1200/1500)} + {0.17*(65/120)} + {0.33*(35/50)}] = **72.31**

Final percentage scores of all learners are calculated in a similar manner and then grades are letter grades are assigned
to each learner by respective course faculty based on the relative scores of the cohort.
Please note, attempting all graded components in a course is mandatory (i.e. your performance in a course will only be graded if all graded components of a course are attempted).

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 Basecamps, 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 the latest developments and help make your profile stand out. These are valued by potential employers.

Grading Policy

Calculation of Grade Point (GP)

A Letter Grade (i.e. A+/A-/B+/B-/C+/C-/D+/D-) is awarded based on the normalized course-level final percentage scores of the entire batch.

The faculty has the autonomy to decide on the grading scale based on the relative scores of the entire batch.

Following is the correspondence between the letter grade and grade points (on a scale of 4):

<u>Table 3</u> – Correspondence between Letter & Number Grade

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

The minimum criteria required to be eligible for a passing grade for each course are as follows:

1. **Minimum 35% in the Course Exam**
2. **Minimum 30% in the Course Final Score (calculated as demonstrated in Program Assessment Policy)**

Learners who are not able to meet this passing grade in any course will be presented with an opportunity to appear for an additional assessment to pass the course. It can be either exam, viva, assignment as per the discretion of the course faculty.

Grade Improvement Opportunity (GIO)

Note that improvement opportunity will be provided for **only one course** throughout the duration of the program.

Calculation of Cumulative Grade Point Average (CGPA)

The GP 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*G1 + U2*G2 + ...) / (U1 + U2 +…), wherein U1, U2 refer to the credits/units of all courses taken up to the time of computation of CGPA.

Criteria for successfully completing Advanced Certification in Machine Learning and Cloud

In order to successfully complete the program, the learner must pass all courses to be eligible for the certification. Learners are strongly recommended to put in effort to ensure that they are meeting this criterion.

Learners who are not able to meet the minimum criteria (defined above) to successfully complete the certification program, will not receive the certificate.

Code of Conduct

As mentioned in the **Code of Conduct** document, Academic Dishonesty and Plagiarism, in any form, for any graded component/evaluation is not acceptable.

Learners are not allowed to request or share/discuss solutions for any graded component of the program on any platform/discussion forum. Any violation of this policy will result in a zero score for that particular graded component. If a learner is found to violate this policy for a second-time, IIT Madras Academic Committee will decide on the necessary disciplinary action to be taken. The Teaching Assistant (TA) will also delete all posts having answers to graded questions.

Further, any form of plagiarism and impersonation, including learners presenting others' work as their own, sharing solutions with each other, copying codes from public repositories, etc. will not be accepted. Submissions by learners may be subject to random plagiarism checks to ensure compliance with this policy. Learners may also face random viva by the concerned faculty to ensure that submissions have been created by the learner.

Please note, IIT Madras Academic Committee has the final authority to decide upon the disciplinary action to be taken in case of plagiarism and impersonation.

Similarly, learner misbehavior on any online or offline forums will not be accepted. In case such misbehavior is noted, the learner may have to face appropriate Disciplinary Action.

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 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, Case Study and Quiz 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.

A calendar with all graded component deadlines i.e. Quiz, Assignment, Case Study deadlines and exam dates will be shared with the candidates via email.

Quiz, Assignment and Case Study deadlines are non-negotiable except under dire circumstances. Each of these 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: 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. Any submission after Deadline 2 will not be considered for grading.

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 (dates will be released one month in advance on the student calendar). Learners will have 2 distinct slots on 2 different days to appear for the exam.

At the end of every module, you will be asked to rate the module and provide your feedback. Our team takes this feedback seriously (and it is a means to improve the content that you view). Please provide detailed feedback so that our team can act on the same.

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. 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:

- A learner can avail a maximum of two (2) deadline extensions during the entire program. Deadlines can be extended by a maximum of 1 week. No further extension is granted beyond this extended deadline.

- Extensions are allowed for assignments, case studies only. Deadlines cannot be extended for Quizzes and Exams.

- To avail for an extension, you must contact your upGrad buddy, with a formal request address to the "Academic Committee, Advanced Certification in Machine Learning and Cloud", clearly stating the reason for the deadline extension. Learners are advised to raise a request of deadline extension at least a week prior to the deadline.

- The final decision to grant deadline extension lies with the academic committee. You will be notified by the upGrad buddy if your request has been approved.

Grading Timelines

Following is the schedule for releasing the scores of the graded components:

- **Quizzes** – Scores for quizzes will be released within 1 week from the 2nd deadline of the respective module
- **Case Study –** Case Study Scores will be released within 2 weeks from the 2nd deadline of the case study submission
- **Exam** – Exam Scores will be released 2 weeks after the exam week

Course Grade Point (GPA) will be released 4 weeks after the final course exam or assignment/case study submission deadline (whichever is later).

However, please note that the GPA and CGPA for Course will be available only after the completion of the Course exam.

Grades will be visible on the platform (https://grade.upgrad.com)

Feedback Timelines

- **Quizzes**: Participants will receive a prompt feedback after attempting Quiz questions.

- **Case Studies**:

  1. An ideal solution will be released two (2) weeks after the submission deadline.
  2. 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 is provided by graders who have Big Data expertise. Their feedback is extremely valuable.

Learners are advised to act upon the feedback and improve.

Re-Evaluation Guidelines

- Learners can request for re-evaluation for the graded components.

- Request for re-evaluation must be submitted within 3 days of declaration of the results. For e.g.: If results are declared on 14th January, 2020, then the request for re-evaluation must be made till the 17th January, 2020 (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. Please note that re-evaluation of any graded component may also result in lowering of the original scores.

- 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 /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 will be responded to within a period of 3 weeks from the time of raising a re-evaluation request.

Class Participation – Guidelines

Discussion Forum is an effective way for networking with peers and getting doubts resolved. The discussion forum can be accessed through the platform/mobile app. The forum is organized by topics and is constantly monitored by Teaching Assistants (TAs)

Please note: The Discussion Forum is meant for academic doubts/queries and course related topics only. For any non-academic doubts, learners are encouraged to use the social media/WhatsApp groups or consult upGrad buddy.

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/discussion forum. Any violation of this policy will result in a zero score for that particular graded component. If a learner is found to violate this policy for a second-time, IIT M - CCE Academic Committee will decide on the necessary disciplinary action to be taken.

Detailed Discussion Forum guidelines are mentioned in the Community Guidelines Document.
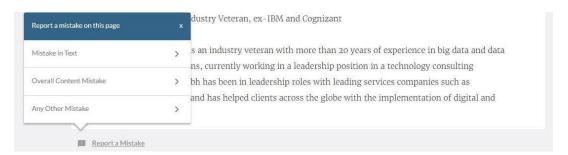
Doubt/Query Redressal Timelines

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 a 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 48 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, despite multiple round of reviews, there may be a few inadvertent gaps in the learning experience, which you can report through "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/provide a screenshot.

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.)

Extra-Curricular Activities & Live Sessions

Faculty & Industry Live Sessions

As a part of the program, live sessions will be organized once every 2-3 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 updated on the calendar on the platform/app. Learners are requested to follow the calendar closely to keep abreast of latest live sessions.

In case you're not able to attend a session due to prior commitments, you are expected to notify your upGrad buddy in advance. In such cases, recording of the session will be provided to you!

In order to incentivize good performance in the program, additional live sessions (with industry-professionals) may be organized for the top-performers in every course. Learners will be notified of any such additional live session.

Extra-Curricular Activities

During the course of the program, several Extra-Curricular activities like Industry Guest Lectures, offline networking sessions (or upGrad Basecamps) will be organized. 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 the chances of building a successful career in Machine Learning!

upGrad buddy will notify you of such events in advance. 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.

upGrad Whatsapp Policy

In order to provide easier access to course-related updates, in addition to emails and calls, an announcement group 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 WhatsApp Notification Group** where only the upGrad buddy will be allowed to post.

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

1. The group 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 or reach out to your upGrad buddy over call.

3. upGrad will NOT be collecting any personal information via this group and shall not be responsible for any misuse of personal information by other members of the group. However, we will provide you with all reasonable assistance to take action against any other student who has misused such information.

4. WhatsApp should not be considered as a medium for official query resolution. For any such queries, please reach out to the upGrad buddy via email or call or by using the chat function available on the learning platform. The upGrad buddy is not liable to answer any/all queries over WhatsApp.

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

Best

Team upGrad

upGrad Telegram Policy

Telegram Notification channel:

In order to provide easier access to course related updates,in addition to emails and calls, we will be creating an **Official Telegram Notification channel** where **only the upGrad buddy** will be allowed to post. This to keep you notified of **upcoming deadlines and course related updates**.

To manage this effectively and efficiently, all channel members must be aware of the following guidelines:
1. The notification 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 ONLY via email to upGrad or reach out to your upGrad buddy** over a call.
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 **upGrad buddy via email or call. The upGrad buddy is not liable to answer any/all queries over Telegram.**

Telegram Small Group Coaching Group :

We understand that networking with peers is one of the biggest takeaways from the Program. We truly believe that learning is a lot more fun with peers, and it is the relationships that you build during this program that can help open new doors in your career. To encourage such collaboration, we are creating an Official Telegram group through which you can interact with your Small group coaching peers from the Program.

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

1. Learners must use the group to share and discuss program, academic or domain-related content, which can foster and create a healthy environment conducive for studying. We recommend you to refrain from sharing personal information on the group.
2. Please note that the Telegram group is not an alternative for Discussion Forum. All academic doubts have to be posted on the Discussion Forum.
3. Your upGrad buddy would be part of the group to ensure everyone maintains discipline, respect, and conduct themselves as per upGrad's policies.
4. You are not permitted to discuss the solutions to any graded component of the Program in the group.
5. The group will not be a platform for grievance redressal. Should you have any concerns with upGrad or your peers, you will be required to direct such communication to upGrad ONLY via email.
6. Do NOT spam the group with unrelated messages, such as irrelevant forwarded audios, videos, photos, messages, advertisements or promotions for any service.
7. The Telegram SGC group will be deactivated once the program is completed.
8. Any kind of breach of upGrad policies, misbehavior/misleading comments, or hate speech on the group will not be accepted. As an immediate step, we will be required to remove any such individual from the group, at our sole discretion. In certain cases, the learner may have to face appropriate disciplinary action, which will be at the Academic Committee's discretion. This can lead to the permanent expulsion of the learner from the group or even from the Program.

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

Program Deferral Policy

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 the opportunity for the Learner to defer to another batch.
- The Learner must request for a pre-program deferral before the cohort start date by dropping an email request to either his/her Admission Counsellor or upGrad buddy. However, the Learner will be required to pay 50% of the total program fee amount (inclusive of taxes) before the deferral can be approved. Till this is completed, the Learner will be assumed to be continuing in the same cohort.
- The Learner has time till the current cohort launch date to make the payment of the 50% program fee, post which the deferral request will expire. Once the deferral window expires and the Learner now asks for a refund, the above-mentioned applicable refund policy will apply.
- Once the deferral request has been accepted and processed, the Learner must ensure to make the payment of the remainder of the 50% program fee within 30 days of the deferral request being accepted or the cohort start date of the deferred cohort, whichever is earlier
- A Learner 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 Learner had enrolled for.
- The fee applicable to the deferred Learner will be as per prevailing fee for the batch Learner as opted to defer to (No additional deferral fee is required to be paid).

Deferral Policy: (Post- Program Commencement)

- If a Learner is facing severe issues in dedicating time to the program, we provide the opportunity for the Learner to defer to another batch.
- A Learner 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 Learner had enrolled for.
- The Learner will be required to pay a deferral fees of 10% of the total program 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 Learner will be assumed to be continuing in the same cohort.
- The Learner 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 Learner will continue as part of the current cohort.
- If the Learner completes the deferral payment, the Learner's login will be disabled, the Learner will leave the deferred cohort and the Learner will start learning on the new cohort from the point of the last assignment that was graded in the deferred cohort. All grades and progress till that point will be carried forward as it is to the new cohort. For clarification, the grades of

the graded assignments will be carried forward, whether or not the Learner had submitted these grading during the initial stage.

- The deferral can only be requested during the batch for which the Learner 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.

Program Refund Policy

Learner has to pay an amount of Rs. 25,000 as caution money inorder to enroll into the program. This will be adjustable against the total program fee payable by the Learner.

- The prep login will be activated immediately post completion of the 'payment of the 1st block amount (caution money)' or on the 'Specified date' as communicated by upGrad

- You can claim a refund for the program 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. Processing fee of Rs.10,000 will be levied in case refund is claimed.

- Learner has to pay the full fee within 15 days of payment of block amount (Caution Money) or cohort start date, whichever is earlier, otherwise the admission letter will be rescinded and processing fee of Rs.10,000 will be levied.   .

- There shall be no refund applicable once the program has started. 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 pre-deferral as per the policy defined below for the same.

- Refund shall be processed to an eligible Learner within within 15 working days from the date of receipt of refund form from him/her in this regard.

- Refund shall be subject to deduction of Rs.10,000 processing charges as mentioned above

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 the last instalment 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 founders:
  - 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.