



Student Handbook

***Advanced Management Programme in Business Analytics
(AMPBA)
Class of 2021 (Winter)***

Indian School of Business
Hyderabad campus: Gachibowli, Hyderabad – 500 111, Telangana
Mohali Campus: Knowledge City, Sector 81, SAS Nagar, Mohali – 140 306, Punjab
India

THE SCHOOL LOGO

The ISB logo is made up of the globe, metamorphosing gradually into birds in flight. The earth depicts the quality of nurturing, fundamental to an educational institution. The combination of the seemingly opposite forms - one anchored and stable, the other free and soaring high - symbolizes a rock-solid foundation of learning, freedom of thought, ability to innovate, and transcend boundaries.



ISB VISION

Our vision is to be an internationally top-ranked, research-driven, independent management institution that grooms future leaders for India and the world.

ISB MISSION

- To create and disseminate research-based knowledge in management that influences scholarship, practice and policy.
- To develop and enhance business leadership through innovative world- class programmes in management.
- To utilise the knowledge and expertise to engage with business, government and society, and to contribute to the welfare and development of the community at the local, national, and global levels.
- To have distinguished faculty from India and abroad teach courses and provide a global perspective in Post Graduate and Executive Education programmes.

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WELCOME MESSAGE

Dear Student,

Welcome to the Advanced Management Programme in Business Analytics (AMBA) at the Indian School of Business.

We recommend that you read this handbook carefully and refer to it often. It provides you with easy access to the information you will need, for your study and stay, at the School. This handbook–

- informs you about the key people who are involved in administering the programme.
- tells you about the organization, administration, and structure of the programme
- and makes clear what you have to do in order to graduate.
- provides information on policies related to academics and to student activities on campus.
- gives details about the facilities and services available on campus.

Whenever a policy for the programme is not specified/mentioned, the prevailing policy of the School will be applicable. If you have any questions, please contact the AMPBA Programme Office. We will be glad to assist you.

We welcome you as a member of the ISB community.

ABOUT ISB INSTITUTE OF DATA SCIENCE (IIDS)

The goal of the ISB Institute of Data Science (IIDS) is to help organizations, learn and leverage newer data-driven approaches, to build sustainable long-term competitive advantage through training and consultation:

- ❖ Conduct workshops, training, and short and long duration programs to teach data-driven business decision making to managers (e.g., provide training course to working professionals, academics, industry and government in machine learning, artificial intelligence, and data science);
- ❖ Organize conferences and round tables to promote ISB's thought leadership in data-driven decision making and connect growing community of data science researchers, practitioners;
- ❖ Help organizations transform their business decision-making process to become more data-driven through short-term and long-term collaborative research engagements and industry projects;
- ❖ Present and Publish case studies and research papers to showcase ISB's thought leadership in the area of data-driven decision making and provide opportunities for knowledge transfer; and
- ❖ Manage Advanced Management Programme in Business Analytics (AMPBA)

ABOUT AMPBA

IIDS at ISB designed and rolled out the admissions for the first batch of the AMPBA (formerly CBA) in *September'2013* with two intakes every year (September and February). AMPBA is a part-time programme providing 350+ contact hours through in-class and online medium over 14 months, followed by a capstone project for 3 months. The rigorous and in-depth programme trains the participants on the latest analytical tools through interaction with subject matter experts, eminent industry leaders and the best faculty from across the globe. AMPBA has a strong growing alumni network of candidates who

successfully graduated from the programme. The AMPBA Alumni are offered membership to join *Business Analytics- Special Interest Group (SIG)* that connects all ISB alumni having common interest in business analytics. The strong connection with industry and alumni are highly helpful in keeping the program most updated and dynamic to cater what industry demands.

AMPBA TEAM

We are your partners in this endeavor and we shall do our best to make the programme a wonderful experience for you. You may contact the respective team member listed below in case of any need.

Programme Administration	Teaching Associates
Prof. Manish Gangwar Executive Director, IIDS Associate Professor of Marketing	Mr. Aditya Murali
Dr. Shruti Mantri Associate Director, IIDS Email: Shruti_Mantri@isb.edu	Mr. Harish Ramadurgam
Mr. Giri Dommalapati Manager, IIDS (Outreach Services) Email: Giri_Dommalapati@isb.edu	Ms. Shreya Singireddy
Mr. Hemanth Kumar Senior Manager, IIDS (Academics & Administration) Email: Hemanth_Kumar@isb.edu	Ms. Sreshtha Rikka
Ms. Mukeshwari Yadav Manager, IIDS (Logistics) Email: Mukeshwari_Yadav@isb.edu	Mr. Vishal Anil Siram
Mr. Vamsi Krishna Medepally Intern, IIDS (Academics & Administration) Email: Vamsikrishna_Medepally@isb.edu	

COMMUNICATIONS / ESCALATION MATRIX

All queries, requests first have to be made in writing to AMPBA_Office@isb.edu. No verbal requests will be entertained. Following the below escalation matrix in order will result in efficient resolution of the issue at hand.

Level	Person(s) to mail	Expected Response Time
4	Executive Director	NA
3	Associate Director	5 days
2	Senior Manager, Academics	2 days
1	Concerned Course TA	2 days

Note:

- **Marking all the level together without proper addressing the intended recipient will be considered as request to lowest level in escalation.**
- Refrain from mailing/cc'ing to entire batch/group id.
- Must add ISB Student ID, Name, and Class details in email signature.

PROGRAMME STRUCTURE

CONTACT HOURS / CREDIT REQUIRED

The programme comprises of 33 academic courses/project modules leading to 16 credits. Out of these, 26 courses lead up to 13 teaching credits, 01 credit for two foundational projects and 02 credits for the Capstone Project. Apart from these, the programme also comprises of 4 non-academic PASS/FAIL courses. Each academic course carries 0.5 credit, which includes 10 hours of teaching (either in-class or online through webinars), plus associated pre-reading and self-study, and assignments and assessments. Some of the courses may also have online tutorials of about 2-4 hours based on respective faculty / programme director's recommendation. At a conservative estimate of ten to twelve hours of offline preparation or study are required on a weekly basis.

ACADEMIC YEAR & LOCATION

This academic year for the class will start in September 2020 and tentatively end in Mar 2022.

Courses will be delivered through six residencies of five days each, once in every alternate month. Each residency will include full days of classes and evenings will be used for co-curricular engagements. In addition to the on-campus classes, some of the courses will be taught online and there will be online tutorials and webinar sessions for some of the other courses through the year. Participants will be required to stay on campus during these residencies. The tentative schedule is as follows.

Residency Calendar for AMPBA Co 2021 (Winter)					
Visit No.	Month	Dates	Campus	Term	Exam date (Tentative)
1	Jan-21	Jan 20th-24th 2021	Hyderabad	Term-1	Mar 7th, 13th, and 14th
2	Mar-21	Mar 17th-21st 2021	Mohali	Term-2	May 2nd, 8th and 9th
3	May-21	May 12th-16 th 2021	Hyderabad	Term-3	Jun 27th, Jul 3rd and 4th
4	Jul-21	Jul 10th- 14th 2021	Hyderabad	Term-4	Aug 22nd, 28th and 29th
5	Sept-21	Sept 1st-5th 2021	Hyderabad	Term-5	Oct 24th, 30th and 31st
6	Nov-21	Nov 6th-10th 2021	Mohali	Term-6	Dec 18 th , 19 th and 26th

Note:

- While the schedule above will be adhered to, for reasons beyond our control, ISB reserves the right to change the dates with prior intimation.
- Accommodation would be only on a twin sharing basis and during residency dates. The on-campus accommodation would be available as per availability.
- Check-in time for all the residencies is one day before the residency begins date and from 6:00 PM onwards. In the case of an early check-in, students are requested to make their own arrangements.
- On the last date of the residency, the sessions will conclude at 5:30 PM. You are requested to

check out the accommodation by 12:00 Noon on the last day of each residency. It is advisable to check out from your respective rooms before the class begins and hand over your luggage to the Reception.

- Extension of stay beyond the scheduled residency timelines is not possible.

CURRICULUM

The programme consists of 26 core courses; 04 PASS/FAIL courses and 03 project courses (02 Foundational Projects and 01 Capstone Project).

Assessment for all courses in the program will be based on a combination of case analyses, projects, assignments, quizzes, exams, class participation, attendance etc. to be decided by faculty teaching the courses in accordance with ISB policy. Specific details of each topic and pedagogy will be decided by the faculty teaching the courses. The details will be made available in the course outline. The following courses are proposed as the curriculum for the programme.

Term	Term Duration (Tentative)	Course Name	Credit Points
Foundation Term	Sept to Oct 2020	Probability and Statistics using R	0.5
		Data Analysis using Python and Introduction to Databases	0.5
		Math Boot Camp	PASS/FAIL
1	Jan to Feb 2021	Data Collection	0.5
		Statistical Analysis-1	0.5
		Data Visualization	PASS/FAIL
		Big Data Management-1	0.5
		Business Communication	0.5
2	Mar to Apr 2021	Optimization	0.5
		Text Analytics	0.5
		Statistical Analysis-2	0.5
		Big Data Management-2	0.5
		Foundational Project-1	0.5
3	May to Jun 2021	Machine Learning (Unsupervised Learning 1)	0.5
		Big Data Applications	0.5
		Advanced Optimization and Simulation	0.5
		Statistical Analysis-3	0.5
		Contemporary Topics-1	PASS/FAIL
4	Jul to Aug 2021	Machine Learning (Unsupervised Learning 2)	0.5
		Machine Learning (Supervised Learning 1)	0.5
		Forecasting Analytics	0.5
		Statistical Analysis-4	0.5
		Contemporary Topics-2	PASS/FAIL
5	Sept to Oct 2021	Machine Learning (Supervised Learning 2)	0.5
		Marketing Analytics	0.5
		Financial Analytics	0.5

		Deep learning	0.5
		Foundational Project-2	0.5
6	Nov to Dec 2021	Supply Chain Analytics	0.5
		Pricing Analytics	0.5
		Applications of Artificial Intelligence	0.5
		Digital Media Analytics	0.5
Project	Jan to Mar 2022	Capstone Project	2

STUDENT GROUP

You have to form the groups of size 2-3 prior to the start of the classes. All the students are expected to contribute equally to the assignments and group projects. There will be group peer evaluation for all the courses which has group evaluation components. The course faculty or the evaluation panel may award different grades to group members based on his/her/its evaluation of each group member and based on peer-evaluation score.

ACCOMMODATION

AMPBA is a residential programme. Students will be allotted shared accommodation, on-campus or equivalent for the duration of the residency. It is mandatory to stay on campus during the residency. Accommodation will be available subject to payment of term fees.

This accommodation is available only to students and during the residency. Guests other than students cannot avail accommodation during residency.

CLASSROOM ETIQUETTE

High professional standards are expected of all the students of the AMPBA program. Faculty are expected to be professional and prepared to deliver value for each and every class session. Students are expected to be professional in all respects. For enhanced classroom experience, we require you to abide by the following:

1. **Arrive on Time.** On time arrival ensures that classes/events are able to start and finish at the scheduled time. On time arrival shows respect for both fellow students and faculty and it enhances learning by reducing avoidable distractions.
2. **Minimize unscheduled personal breaks.** The learning environment improves when disruptions are limited.
3. **Come fully prepared for each class.** This programme is structured in such a way that a lot of learning in this programme takes place during case/classroom discussions. When you are not prepared then you cannot contribute to the overall learning process. This affects not only the individual, but also their peers.
4. **Respect the views and opinions of their peers.** Disagreement and debate are encouraged. Intolerance for the views of others is unacceptable.

5. **Please ensure laptops are closed and put away.** When you are surfing the web, responding to e-mail, instant messaging each other, and otherwise not devoting their full attention to the topic at hand you are doing yourself and your peers a major disservice. Students cannot benefit from the insights of those who are not engaged. It is also very distracting to the faculty member.
6. **Phones and wireless devices are turned off.** We've all heard the annoying ringing in the middle of a meeting. Not only is it not professional, it cuts off the flow of discussion.

ACADEMIC POLICIES

ATTENDANCE POLICY

- Attendance for all the sessions (online/on-campus) is compulsory.
- If you are marked absent in **more than one class of a course in a residency** then it will attract a penalty of **one grade point reduction** in the respective course.
- If you are marked absent in **three or more classes of any course in a residency**, it will be automatically processed as “Missing Attendance leading to **Leave of Absence (LOA)**” and forwarded to registrar office to process LOA. Please refer to LOA policy for more details.
- In case of exceptional circumstances such as very serious medical issues or bereavement in immediate family, you can submit written/email request to ampba_office@isb.edu along with supporting documents. The decision of programme office will be final and binding.
- All communication in this aspect will be via email/written request to avoid ambiguity.

LATE ENTRY / PARTIAL ATTENDANCE POLICY

- If you are late or absent in the class up to **60 minutes**, you will be marked late to the class.
- If you are late or absent in the class for more than **60 minutes**, you will be marked absent to the class.
- Your **grade points** for the course **will be reduced** if you are late **for more than two classes**.

GUIDELINES FOR ASSIGNMENTS / PROJECTS

It is mandatory to submit all assignments (individual/group) related to course work through the Learning Management System (LMS) as per the instructions given by the faculty/TA.

Late submissions for assignments/projects can be accepted with

- 10% penalty for up to 24 hours delay, and
- 20% penalty for up to 48 hours delay.

Late submissions beyond 48 hours delay will NOT be accepted.

All the participants are expected to contribute equally to the group assignments/projects. **Group peer evaluation** will be conducted for all the group components and link will be opened along with submission guidelines. It is essential to submit the peer-evaluation by all the team members for each-other including oneself within 24 hours of group component's submission deadline or as per timelines communicated by TA/Faculty.

The course faculty or the evaluation panel may award different grades to group members based on his/her/its evaluation of each group member and/or considering peer-evaluation.

GUIDELINES FOR EXAM/QUIZ/PRESENTATIONS

- Late submissions will not be accepted for the exams/quizzes/project presentations.
- If a student does not attempt the exam or appear in the review presentations pertaining to a course, the faculty may award 'Not Pass' or 'FAIL' grade in the course irrespective of other components' score based on the faculty's discretion.
- Exam will not be rescheduled in any scenario and there would not be any make-up exam conducted for any course onwards.
- All the online exams are conducted in a remote proctoring environment during weekends (Saturday and Sunday) or public holidays in India, until unless specified differently.
- The students are expected to make their own arrangements (private place to avoid any kind of disturbance, reliable internet connection, laptop/desktop with functional webcam and mic, sufficient power backup) to take the test/exam/quiz. The test guidelines and exam instructions will be shared in advance to ease making necessary arrangements.
- You are not allowed to record or share the question paper/ project details with anyone without prior written approval from course faculty or programme office. It will be considered a violation and necessary action will be taken.

FEEDBACK SURVEYS

Feedback survey will be sent on the last day of every residency/term. Feedback is an important component as it helps us/faculty improve and innovate. It is mandatory to take the feedback survey. We use the evaluations to improve the programme and your comments are anonymous. Not taking the survey may lead to hold the grades for that particular course.

BOOKS AND COURSE MATERIALS

The pre-course materials/ study materials will be uploaded in our online learning portal (LMS). You will be provided the required readings as suggested/referred by the professor). All endeavors will be made to make sure that you are provided the study/pre-course material before the start of the term to enable you to prepare and complete the assignments. The programme office will not be providing printed copies of the study material which has been uploaded to the LMS in soft copy format. The student will have to make her/his own arrangements to print this material should they wish to.

GRADING POLICY

GRADING SCHEME

At the end of each term, students are awarded grades based on their performance in each course at the discretion of the faculty. The decision to share the grade cut-off and distribution for each course rests with the instructor for that course. In practice most of the instructors choose not to reveal this information.

All the academic courses will have grades (Excellent, Very Good, Good, Fair, Not Pass) and all the non-academic courses will have grades PASS or FAIL.

Grades
Excellent
Very Good
Good
Fair
Not Pass

No cumulative grade point average (CGPA) will be mentioned on the transcript, only the grades and graduation status will be recorded.

RE-EVALUATION GUIDELINE

A student can request for re-evaluation with an email request with in one calendar week of marks/score releases or as per review period communicated at the time of score release. Request can be submitted only once during the review period. The course faculty has the authority to accept or decline the request based on the additional information provided by the students with re-evaluation request. Please note that upon re-evaluation, the scores may increase or decrease or remain the same and the revised score will be binding to the student.

No review request will be entertained once the final grades are released for the course.

GRADE DISCLOSURE POLICY

ISB follows a grade disclosure policy that allows students to reveal their grades at their own discretion. The school does not share the grades with anyone outside, unless there is a written request from the concerned student.

GRADUATION REQUIREMENTS

- A student may graduate with, **at the most, “Not Pass” grade in one credit**, provided s/he meets the minimum graduation requirements (all three):
 - must have **attempted 16 credits units and all non-academic courses**, and
 - must have **earned 15 successful credits**, and
- Waivers are not granted for any course irrespective of the student’s prior background.
- A successful credit is defined as receiving a ‘Fair’ grade or higher.
- Any student carrying “Not pass/Fail” grade in any of the courses will not be considered for academic award.

The student must meet all the academic requirements of the programme specified for that class.

- The student should obtain all the required credits as specified in the Curriculum/handbook.
- The grade requirements have to be met before preparing the graduating students list.
- In case of any violation, the penalty therein imposed by the Committee should be successfully completed.

The final graduating class is announced 1-2 days before the graduation ceremony.

CONTINUANCE IN THE PROGRAMME

“Not Pass” grade in more than one credit disqualifies a student from continuing in the programme and from being awarded a certificate of completion. The student will be asked to leave the programme immediately.

STUDENT RECORDS

IDENTIFICATION CARDS

An identification card bearing ISB Student ID number, photograph of the student and a few key details will be provided to each student. This should be kept secure and produced for accessing resources of ISB. Entry to campus or access to any facilities at ISB can be denied if the student fails to produce this card at any point of time. Therefore, all students must ensure that they carry the ID card with them at all times. In case of lost or damaged ID card, a duplicate ID card issued. However, student needs to pay a fee of INR 1000 + applicable taxes along with a self-affidavit mentioning the reasons for duplicate ID card request.

CHANGE OF PARTICULARS

In case a student wants to update her/his personal details they will have to submit their request to the registrar office (registrar_office@isb.edu) and the programme office (ampba_office@isb.edu) via email.

REGISTRAR OFFICE RELATED POLICIES

LEAVE OF ABSENCE (LOA)

Leave of absence is not encouraged and will be granted only under exceptional circumstances. If a student wishes to take leave from the program, it will only be allowed for two subsequent batches (intakes). The student must write to registrar_office@isb.edu with a copy to ampba_office@isb.edu to apply for Leave of Absence **minimum of six weeks in advance**. Students may be asked to provide documentary evidence to support their request. In case student fails to request for leave of absence within the given timelines, tuition fee for modules which s/he plans to miss can be charged additionally. The candidates will have to rejoin and finish the classes in the next batch from where they have left. The component-wise scores can be carried forward only if the student has completed all the evaluations pertaining to the residency. However, the final grades can be released only upon the final completion of that course. In case of any change in programme structure or course in rejoining batch, the student may be asked to rejoin at different point of time and pro-rated fee may be charged for the additional residency. In order to continue and graduate, it is mandatory to complete the requisite number of credits as per rejoining batch and the student has to make sure s/he refers the student handbook and follow the guidelines of rejoining batch. Once they complete all the credits required for graduation, they will be allowed to graduate from the programme in the academic year they complete the graduation requirement.

In case the complete term is going online, a student will be allowed to apply for LOA after attempting one or more courses of the term; so that he/she can complete the remaining courses upon re-joining the

programme with the next batch. The credit points/grade points of only the completed course(s) will be carry forwarded to the batch student re-joins. However, if the student plans to take LOA before the final exam and after attending the first lecture of the course, the fees for that course will be forfeited; the student must pay for that course again at the time of re-joining and repeat the entire course.

In case of a leave of absence being granted, the programme fee and programme policies as applicable to the academic year in which the applicant rejoins the programme will be applicable. The adjustments of the fee will be done on a pro-rata basis for the residencies/terms completed in the year the student rejoins the programme.

The student can apply for Leave of Absence only once during the entire duration of programme.

MISSING OF CLASSES – LEADING TO LEAVE OF ABSENCE

Due to short duration of the program as well as the modular structure of the program, missing of classes is not allowed. In case of missing of classes due to extreme emergencies the below mentioned policy will be applicable to all students.

- In case a student needs to miss more than three classes of a course during any residency, the student will not be allowed to proceed further in the course work with that batch.
- The student will have to apply for a leave of absence and will be allowed to rejoin the next batch (up to two intakes) from the place where s/he had left the previous batch i.e. complete the remaining courses the next batch.

WITHDRAWAL FROM THE PROGRAM

A candidate can withdraw from the program anytime by writing to *registrar_office@isb.edu* with appropriate notice. No certificate will be awarded to the students who withdraw from the Programme. Refund of fee will be according to the refund policies prevailing at that point of time.

REFUND POLICY

In case a student has to withdraw from the program for either academic, personal or administrative reasons, student will receive refund as per below policy. No refund will be granted for the terms which have already commenced or have been completed. The School reserves the right to deduct additional amounts which have been paid in advance to vendors for boarding & lodging etc. which cannot be recovered by ISB even though the student has not attended the terms for which these expenses were incurred in advance.

Application Fee: This fee, payable at the time of submission of completed application form for the programme, is non-refundable.

Admission Fee: Please refer to the section "Admission fee refund policy" below for details. No refund is applicable in case the student is dismissed or expelled from the programme

Tuition Fees:

- If the student withdraws after Pre Term but before the commencement of Term 1, 10% of the tuition fees of Installment 1 will be forfeited and balance amount shall be refunded.
- If the student withdraws during Term 1 and 2, 100 % of the tuition fees from Installment 1

proportionately for terms already commenced and 50% of the fees relating to the terms that have not yet commenced shall be forfeited and 100 % of the tuition fees of remaining instalments if already paid shall be refunded.

- If the student withdraws during term 3 and 4, 100 % of the tuition fees paid in Installment 1 and proportionate fees from installment 2 for terms already completed or commenced shall be forfeited and 50% fee for terms not yet commenced shall be refunded proportionately.
- If the student withdraws during term 5 and 6, 100 % of the tuition fees paid in Installment 1 and 2 and proportionate fees from installment 3 for terms already completed or commenced shall be forfeited and 50% fee for terms not yet commenced shall be refunded proportionately
- Fee waiver if any granted to the student stands withdrawn if the student withdraws from the programme / dismissed / expelled from the programme. The student shall be liable to pay the differential (if any) between the full fees payable and refund due as mentioned above.
- A student who is dismissed / expelled from the programme, for disciplinary reasons or an Honour Code violation shall not be entitled to any refund. There will be no refund of Tuition fees in case of students sponsored by Corporates / Government Institutions.

Security Deposit: This deposit, paid by the student at the time of registration to the programme, is refundable to the student at the time of exit (i.e. either on completion of the programme or on withdrawal, dismissal or expulsion) from the programme subject to recoveries, if any (on account of any dues / damages to the school).

AMP Alumni Fund: This amount is refundable to the student in full, in case the student withdraws from the programme or is dismissed or is expelled or does not Graduate from the programme. This amount paid by the students is non-refundable upon completion of the programme.

Refund of any tax collected from the student and remitted to the Government will be applicable as per rules under the tax laws prevalent at that point of time.

Refund due to the student in accordance with the above policy shall be made within three weeks of completion of exit formalities by the student. If the student has taken loan from the bank, then the amount refundable shall be remitted to the bank directly except in case where the bank has issued a No-Objection Certificate (NOC) for payment to the student.

Admission Fee Refund Policy:

- a. A sum of Rs. 25,000 out of the admission fee paid shall be forfeited irrespective of when the candidate withdraws.
- b. If the candidate withdraws on or before 60 days before the start of the programme, admission fee received less Rs. 25,000 shall be refunded.
- c. If the candidate withdraws on or before 30 days before the start of the programme, admission fee less Rs. 50,000 shall be refunded.
- d. No refunds shall be allowed for withdrawal from programme if the withdrawal is communicated less than 30 days prior to the commencement of the programme.

Deferred Admission (applicable to all the programmes): In case of deferred admission, the same rules shall be applicable with respect to the class to which the offer of admission was made to the candidate

before grant of deferral.

Note: The orientation day is considered as the start date of the programme for this purpose

TUTION FEES & OTHER DUES

Students must pay all the Fees and clear dues as per the timelines mentioned in the Fee structure during acceptance of Offer. In the event of non-payment of fees on the due date, Registrar's Office will intimate the student regarding the fee dues. Students should clear the dues to avoid uninterrupted access to LMS and accommodation on campus. Students with Fee dues after the due date will not be allowed to attend the classes of upcoming terms

CERTIFICATES & TRANSCRIPTS

The student will receive a Digitally Certified Certificate and Transcript on successful completion of the Programme at the end of the year after the Graduation Day and after meeting all financial obligations with the School. Registrar office will issue your Certificate and Transcript through "Digitary" website. Digitary is a secure online service that allows organisations to issue secure digital records online, so that the subjects of those records can access and share them on the web with third parties. This eliminates the hassle associated with having to produce original paper documents.

You will receive an email (on your ISB email id) with your login credentials. You can view, print and share the document. This facility will help you having Life-long access to the document and can be accessed from any part of the world.

Name on the Certificate & Transcript

The Name on your Certificate and Transcript would be printed as per the Name that you have filled in your application form. The same name is reflecting in the SAP portal where you have access to pay fees. If you require any changes, please reach out to the Registrar's Office at registrar_office@isb.edu

A certificate of completion of the Programme will be awarded only to the graduated students.

OTHER SERVICES BY REGISTRAR OFFICE

The Registrar's office will be helping you with the below Services when you are on campus as a student

- Interim Transcript
- Bonafide Certificate

You can request for the above services on the Registrar's office portal which can be accessed either through

ISB website www.isb.edu/fdro or

Atrium – Faculty Development & Registrar's office
page <http://atrium/FDRO/Registrar'sOffice/Pages/default.aspx>

SPECIAL HONOURS

The ISB does not certify the rank (except top two) in class but recognizes meritorious performance through the ISB Honours. The Honours awarded are:

CBA Scholar of Excellence: Awarded to two toppers in recognition of outstanding academic performance throughout the programme.

CBA Dean's List: Awarded to students whose CGPA is in the top 10% of the eligible graduating class for superior academic performance throughout the programme

Student will not be eligible for the ISB Honours / Awards (individual) if s/he is carrying a Not Pass/Fail grade in the transcript and/or if s/he is found guilty in any violation.

NO DUES REQUIREMENTS

The process of the exit formalities to be completed before preparing the graduating students list.

ISB HONOUR CODE

The Honour Code establishes ISB's fundamental standards that govern student academic conduct. It requires that students exercise honesty and integrity in their academic related activities. They must maintain the highest ethical standards, as demanded of good citizens, both within and outside the School. Penalties for violation of the code could range from failure in the concerned course to expulsion, depending on the nature of the offence.

In accordance with the Honour Code, all ISB students should:

1. Refrain from offences such as copying, cheating, plagiarizing, lying and colluding with fellow students in a manner not permitted by the concerned faculty, giving or receiving unauthorized aid, and resorting to bribery or intimidation to obtain an advantage over others.
2. Mention appropriate citations in any academic exercise such as take home assignments, exams, project reports, quizzes, class participation and others, as determined by the faculty member.
3. Treat fellow classmates, faculty and staff with due respect.

Some examples of violation of the Honour Code include:

1. Plagiarism
 - a. Sharing oral and written information during examinations or consulting written materials not authorized by the faculty member.
2. Unauthorized collaboration
 - a. Reworking a quiz or exam for re-grading, without the faculty member's approval.
 - b. Giving or receiving aid not permitted on a take-home examination or assignment.
 - c. Submitting someone else's (including another student's) work as one's own.
3. Not maintaining honesty in what they claim to have achieved academically and otherwise for the purpose of gaining any job, scholarships or any other privilege.
 - a. Threatening or intimidating any staff, faculty members or fellow classmates.
 - b. Not upholding the spirit and letter of the Honour Code on their part and cooperate in reporting violations of the Honour Code by others.

The Honour Code represents an agreement between students and the School about their responsibilities for learning. Faculty members are required to take reasonable precautions to prevent the violations mentioned above, including specification of the level of interactions/exchanges of ideas/discussion allowed for each group or individual project/assignment. This is particularly important for individual take-home assignments having high weightage and in-class quizzes. Also, important is the issue of free-riders and it is recommended that appropriate methods be used to ensure sufficient participation by all group members. The faculty will also avoid, as far as possible, academic procedures that may tempt students to violate the Honour Code. Only the faculty has the right to set academic requirements, but the students and faculty will jointly establish the best conditions for honorable academic work.

PENALTIES FOR VIOLATING THE HONOUR CODE

In general, there is no single form of penalty which applies to violating the Honour Code. If the student acknowledges a violation, the Honour Code Committee (HCC) will give due consideration to this when deciding on a penalty. On the other hand, if the student does not acknowledge the violation, and is then found to have violated the Honour Code on the basis of evidence, a higher penalty will be imposed. Given below is the range of penalties (not exhaustive):

- Zero in the assignment and "Not Pass/Fail" grade in the course.
- Zero in the assignment, "Not Pass/Fail" grade in the course and one or more terms suspension.
- Zero in the assignment, "Not Pass/Fail" grade in the course and not being allowed to walk in the graduation ceremony.
- Zero in the assignment, "Not Pass/Fail" grade in the course and alumni privileges withdrawn for a specific number of months or years.
- Zero in the assignment, "Not Pass/Fail" grade in the course and delay in official graduation.
- Expulsion from the School.
- Penalties may be increased severely if it is a repeat violation

Please note that a number of other automatic penalties are imposed on students found responsible for violating the Honour Code. These include debarment from all official positions of responsibility and participation in external competition or representing ISB in an official capacity, denial of merit certificates including the "Scholar of Excellence and Deans list", etc. At the discretion of the HCC, some or all of these penalties may be waived on a case-by-case basis. However, such waivers are almost never granted.

HONOUR CODE: SOME DEFINITIONS

Scope: The Honour Code covers all students of the ISB enrolled in courses for academic matters both within and outside the ISB and for matters involving the ISB. The HCC, constituted by the Dean of the ISB, is empowered to adjudicate on alleged offences, violations, charges, and penalties of an academic nature. The Dean is the final arbitrator in all matters.

Faculty/ Instructor: Any person who is assigned to teach a course at the ISB. In this document the terms Faculty and Instructor are used interchangeably.

Cheating: Giving or accepting unauthorized assistance from others. In exams or assignments, asking another person to do one's work/exam and submitting that work/ exam as one's own; using the same or similar material in more than one course without permission from the course instructors.

Fabrication: Creating false data, research or resources, or reworking a graded work without the prior consent of the course instructor.

Facilitating Dishonesty: Helping someone else in plagiarism, cheating, or fabrication.

Lying: Falsify or deceive in written or verbal information.

Bribery: Giving rewards for a better grade.

Threat: Intimidating a student, staff, faculty member, or academic associate to secure a higher grade or to prevent another person from reporting Honour Code violations.

Since plagiarism often generates the most number of questions, some discussion on this follows.

PLAGIARISM

Plagiarism is the use of another's original work, such as articles, reports and presentation materials in full or part, or codes, formulae and ideas, without acknowledging or seeking permission, where necessary, from the author or source. Accordingly, verbatim reproduction of sentences in part or full without acknowledgement or permission to do so is plagiarism.

Please note: It remains your responsibility, when in doubt - in the context of any particular course at the ISB - about whether something is or is not plagiarism, to ask the course faculty.

Some online sources on plagiarism that can be consulted:

1. "What is Plagiarism," Turnitin Research Resources.
http://www.turnitin.com/research_site/e_what_is_plagiarism.html
2. "Avoiding Plagiarism," Purdue University Online Writing Website.
http://owl.english.purdue.edu/handouts/research/r_plagiar.html
3. "Strategies for Teaching with Online Tools - Plagiarism," Bedford/St. Martins.
<http://www.bedfordstmartins.com/technotes/workshops/plagiarism.htm>
4. "Sources: Their Use and Acknowledgement," Dartmouth College
<http://www.dartmouth.edu/~sources/>

CODING SCHEME FOR ALL COURSE WORK

The faculty members are encouraged to add the coding scheme for all the submission components in each course.

	What kinds of collaborative activities are allowed?		What material can be referred to? [1]	
References / Coding Scheme	Can I discuss general concepts and ideas relevant to the assignment with others?	Can I discuss specific issues associated with the assignment with others?	Can I refer to external material? [2]	Can I refer to the case-study solutions or problem set solutions?
4N	N	N	N	N
3N- a	Y	N	N	N
3N-b	N	N	Y	N
2N-a	Y	Y	N	N
2N-b	Y	N	Y	N
2N-c	N	N	Y	Y
1N	Y	Y	Y	N
0N	Y	Y	Y	Y

As a general rule:

- Students are responsible for submitting original work that reflects their own effort and interpretation. Remember that any submission should be your own work and should not be copied in part or verbatim from any other source whether external or internal.
- An Honour Code violation is an Honour Code violation. A violation under coding scheme 0N is not less severe than others. A 0N coding scheme submission is judged against a 0N coding scheme, and a 4N coding scheme submission is judged against a 4N coding scheme; therefore, any Honour Code violation is equally severe irrespective of the coding scheme of the submission.

- Students can discuss cases and assignments with the course instructor and the Academic Associate for the course.
- Required and recommended textbooks for the course and the course pack can be used to answer any individual or group assignment, unless the course faculty prohibits you from doing so.
- Although not all submissions may be subject to academic plagiarism checker (e.g. Turnitin.com), in retrospect, if the HCC feels the need, any of the previous submissions of an individual or a group can be subjected to Turnitinc.com or any other academic plagiarism checker technology.
- When in doubt, the student should contact the instructor for clarifications.

[1] Any referencing needs to be accompanied with appropriate citations.

[2] A non-exhaustive list includes journal articles, news items, databases, industry reports, open courseware.

INTENT AND THE REASONABLE PERSON STANDARD

In considering the subject of plagiarism for purposes of the ISB's Honour Code, it is also imperative to know about intent and the reasonable person standard. Students and faculty often wonder about the issue of intent. In particular, they usually want to know if a careless act can be considered a violation of the Honour Code. The answer is "yes," depending on context and other circumstances, as mentioned below.

1. Even in cases where the Honour Code Committee finds that a student did not willfully intend to violate the Honour Code, the student still does violate the Honour Code given that a reasonable person in his/her situation should have been aware that his/her activities were wrong.
2. Regardless of the student's intent, it is his/her responsibility to follow the rules defined by the course faculty member and/or the Honour Code whenever s/he submits academic work.
3. In submitting academic work, even a student's "mistakes" and "accidents" are to be included as part of his/her responsibility to be aware of activities that are wrong and violation of the Honour Code.
4. Time pressure in completing assignments or projects will not be accepted as an excuse.

HONOUR CODE: SOME TIPS

UNDERSTANDING YOUR RESPONSIBILITIES AND AVOIDING UNINTENDED VIOLATIONS

We believe that most Honour Code violations at the ISB are unplanned. Some could be the result of hasty and ill-considered decisions, while some violations could be even unintended. These may result from not knowing or not understanding an instructor's guidelines for a particular assignment, examination or paper.

Although ignorance may explain a violation, it does not excuse it. So students who commit unintended violations of the Honour Code must still face the same scrutiny and procedure as others who commit deliberate violations.

HONOUR CODE VIOLATIONS CAN EASILY BE AVOIDED IF A FEW THINGS ARE KEPT IN MIND:

1. Understand all guidelines for academic assignments.

- This is especially applicable regarding permitted or unpermitted collaboration and aid. Guidelines frequently vary from course to course, instructor to instructor and assignment to assignment. Ask the instructor and do not rely on other students for this information.
- 2. Do not be tempted to take dishonest shortcuts.
 - Think about the value of personal integrity and also the consequences of being caught. These can include embarrassment and negative impact on academics, career and family. Alternatives such as dropping a course or accepting a lower grade are always better choices than committing an academic violation.
- 3. Be prepared in all academic work.
 - Use the established resources and support systems on campus. Planning ahead will help you avoid missing deadlines, and have sufficient time for exam study and paper research, preparation and writing. Ensure that you seek out advisors/tutors to resolve academic difficulties and take the help of fellow students as well. But be careful that such consultation does not become unpermitted collaboration.
- 4. Sit apart during exams.
 - For in-class examinations try to avoid as a matter of routine sitting too close to anyone to avoid the temptation of copying from another person's paper.
- 5. Cite, cite, cite.
 - Cite the resources from which academic assistance is gained – including people. Plagiarism is a violation of the Honour Code regardless of whether one is deliberately trying to pass off someone else's words or thoughts as one's own or whether it is simply the result of sloppy scholarship. Lack of intent to plagiarize does NOT mitigate it as an Honour Code violation.
- 6. Be actively engaged with the Honour Code.
 - Remember that there is an obligation under the Honour Code to respond in some manner if cheating or some other Honour Code violation is observed. Some degree of subjective judgment is involved in deciding the appropriate response for a violation. But formal reporting of a problem is required if other responses appear inappropriate or are ineffective in eliminating the violation in question.
- 7. Do not make crucial decisions when your judgment is impaired.
 - This applies to academic and non- academic situations. It is clearly wiser not to decide upon anything important when feeling desperate, exhausted, depressed or panicky.
- 8. Be especially aware of the influence of alcohol and drugs.
 - Use of alcohol or other drugs can easily lead to violations of the Honour Code.
- 9. Do not act at all if it is not possible to really think things through clearly – unless it is to seek assistance.

CONFIDENTIALITY OF PROCEEDINGS

1. All HCC proceedings shall be confidential.
2. HCC hearings will be in a place and at a time that will endeavor to protect confidentiality.
3. The Duty of Confidentiality means that no member of the HCC, complainant or witness or any other person assisting with the HCC proceedings (including the Dean and others involved in the appeals process) shall,
 - a. disclose either the content or the existence of any proceeding, or
 - b. disclose information concerning a proceeding which identifies, or which could reasonably be expected to identify the affected student, the complainant, or any other witness, or

members of the HCC who were a part of the inquiry panel, except, to the extent allowed by this Code.

4. The Duty of Confidentiality implies that the Dean, the Chair, the Convener, members of the HCC and others involved in the HCC proceedings must not and will not discuss the details of the hearings, outcomes and penalties with family members and/or friends (from within the ISB or outside the ISB) of the affected student regardless of whether the affected student is present or absent.
5. A Member of the HCC shall reveal only the mere existence or non-existence of proceedings, and this too shall be done only in response to a query from another faculty or student member of the ISB community.
6. Members of the Committee shall not discuss or communicate with each other anything pertaining to a proceeding, except during the actual course of the proceeding. This does not preclude the Chair from communicating the written summary of proceedings, to the members of the Committee who participated in the proceeding, for the purposes of eliciting comments on the exactness of the written summary. The Chair may also authorize in the course of a proceeding, discussion/disclosure of the particulars of previous/parallel proceedings, if such discussion/disclosure is important in terms of looking at precedent and adopting a consistent Code interpretation or penalty policy, provided that such discussion/disclosure does not identify the accused, the complainant, or any other witness in the previous/parallel proceedings.
7. Any person invited to an HCC proceeding by virtue of his or her presence is bound by the Honour Code confidentiality standards.
8. The duty to maintain confidentiality is ongoing and does not end with the termination of the Honour Code proceedings.
9. A breach of the duty of confidentiality shall be construed as a disciplinary issue and reported to the Deputy Dean (Academic Programmes) or the Dean for necessary action.

Note: Penalties for acts of indiscipline non-academic in nature is discussed under the section "Other Student Policies".

HONOUR CODE PROCEDURE AND COMPLAINT PROCEDURE

Honour Code Procedure:

1. The HCC will be appointed by the Dean every academic year and will deal with Honour Code violations. The structure of the HCC will be as follows:
 - Only voting members will deliberate in the Committee.
 - Voting members may include between one to three faculty members and one to three students from the current batch, plus the Chair. The Chair decides the number of members who attend each hearing but must ensure that equal number of faculty and student members attend each hearing. For this purpose, the Chair himself/herself does not count as a faculty member on the Committee.
 - Voting members will have fixed term appointment i.e. one academic year.
 - Faculty members on the Committee are to be selected by the Dean in consultation with the Chair of the Committee, also to be appointed by the Dean from among the ISB faculty members.
 - Student members will be selected by the HCC chair in consultation with the programme office.

- The Dean or HCC Chair may co-opt one or more faculty or students on an ad hoc basis for a hearing if the required number of faculty or student members is not available for any reason.
 - The Chair of the HCC in consultation with other faculty members in the Committee should use discretion in inviting others to come to the proceedings and share information with the Committee.
2. The Chair of the Committee will create a pool of willing students from which up to three will be invited for any deliberations. The Chair will also form a group of past HCC student members (typically, from the prior year) who will be available to advise affected students who are asked by the Committee to explain a potential violation.
 3. The entire Committee will make efforts to spread the spirit of Honour Code among students.
 4. All Honour Code violations must be reported to the Chair of the HCC. The Chair of the HCC will first meet with the concerned course instructor to determine whether a violation has occurred. Once a violation has been established, the concerned faculty member can deal with it directly or officially refer the matter to the HCC. The Chair will consult, if necessary, with the other faculty members in the Committee to decide whether to proceed with a hearing. As part of collecting information about each case, the HCC will collect inputs from the concerned course instructor, including any student specific information that might materially affect the Committee's decision.
 5. Violations non-academic in nature would, in general, not be under the purview of the HCC.
 6. Penalties for violations of an academic nature
 - Must have a direct ISB enforceable component to them.
 - Can have retroactive effect. There will be no statutory limit on Honour Code violations and penalties thereof with regard to grades, diplomas, transcripts, etc.
 - Cannot be based on financial payments such as fines.
 - If a student is held responsible for an Honour Code violation by virtue of membership in a study group, though the individual student was unaware of the action, the student concerned may be asked to render social service as punishment.
 7. Prior to a hearing with the affected student, the Committee Chair will share details of the possible violation with the student. This letter/e-mail will also contain:
 - Specific advice from ASA about the need to read the Honour Code document.
 - Contact information of counselors for consultation, if necessary.
 8. The student is required to submit in writing whether they wish to contest the violation or not. This statement can and will be used against the student if the facts prove that the student did not admit to the truth.
 - The HCC evaluates the student's response and decides whether to go ahead or not. If the student admits that s/he has violated the Honour Code at this point, the Committee would make a decision about meeting the student (note: In most cases, the Committee would meet with the student to get additional details to determine penalty).
 - If the Committee is convinced that it needs to meet the student, s/he is required to attend the meeting of the HCC at a time to be specified by the Committee. The student is allowed one deferment if s/he has not had the opportunity to discuss the case with a counselor. On the other hand, request for advancement of the hearing cannot be considered. To protect student confidentiality, the meeting room will be communicated to the student a few minutes before the start of the hearing.
 - The Chair, in consultation with other faculty members on the Committee, if necessary, decides on the number of faculty and student members who will attend a hearing. The Chair of the Committee (another faculty member) and the HCC Convener will also be present during the hearing.

- Once the interaction with the student is over, the Committee would discuss and reach a decision. Every member (except the HCC Convener) has an equal vote. The Chair only votes if there is a tie.
- In case the Committee finds that the student has violated the Honour Code, the Committee works closely with the students to make sure that they are able to continue at the ISB. The Committee will protect the student's identity and will write to the larger student community after the end of the appeals process.

Statement in a Contested Case

The student should give a detailed and factual account of how they did the work (or their account of what occurred during the supposed violation) in response to the specific concerns raised by the complainant. The student should include the circumstances regarding the event that are relevant to the facts and issues of the case. They should indicate whether they are contesting the allegation because they disagree with the facts or that they do not believe their actions are a violation of the Honour Code. In either case, they have to explain why they are contesting the allegation. The students can offer any mitigating factors that should be considered when the Chair of the HCC makes a decision about calling for an HCC meeting, or a complainant makes his/her decision about lodging a formal complaint or the HCC makes its decision on a case that goes to a hearing. The student should offer an explanation or his/her thoughts about any aggravating factors raised by the complainant or the Chair of the HCC that should be considered.

Statement in an Uncontested Case

If the student is not contesting the allegation, s/he should explain what s/he did and why. S/he should also explain why such behavior is a problem. Further, s/he should describe the circumstances that led him/her to take the actions s/he did. The student should also reflect on the learning from this incident and how s/he would avoid any such future incidents.

Statements in General

Any statement prepared by the student should be his/her own, but s/he can consult others (preferably past HCC members or the counselors) while preparing this statement. Hence, the student decides what s/he wants to say. However, if s/he provides complete information, it will be easier for everyone to understand the situation, and fewer questions need to be asked at any meeting. The student may have to submit his/her statement in advance if the HCC decides to hold a hearing.

9. All HCC hearings must have the following components:
 - Equal number of faculty and student members, excluding the Chair, must be present. This number can vary between one and three each and is decided by the Chair.
 - Allow the person(s) bringing a possible violation to the HCC's attention to present his/her/their case.
 - Allow the affected student(s) the opportunity to present his/her/their case.
 - Be recorded i.e. either audio taped or videotaped.
 - Written communication from the Chair of the Committee/HCC Convener to the affected student(s) as well as the course faculty informing the decision within a reasonable time.
 - Arguments based on "precedence" is inadmissible unless judged meritorious.
 - Proceedings will be behind closed doors.

- The HCC Chair will communicate a general description and the outcome of the hearing to the student body and to the entire faculty. Of course, all such communications will not reveal any personally identifiable information of the affected parties.
- The decision will be either to find the student not responsible for violating the Honour Code, to find the student responsible for violating the Honour Code and impose any penalties or to obtain more information for further deliberations leading to a final decision.
- The Chair of the Committee is eligible to vote in all motions brought to the proceedings, but would typically vote only if there is a tie.
- In the case of a tie in the voting on any violation issue, the decision would rest with the Chair of the HCC.
- Votes cast by Committee members would be available on record, and, if necessary, will be produced in cases such as an appeal. This access will be provided without identifying the individual votes.

10. Appeal process

- A student who has been found responsible for violating the Honour Code can be reported to the Committee again for the same violation provided specific and new information is brought forward.
- The affected student may appeal the decision of the HCC.
- Only the affected student can appeal the decision. No HCC member can be involved in the appeal.
- **The affected student may appeal the decision only if there is new information related to the violation that was not presented before the Committee previously, there is some demonstrable conflict of interest during a hearing or there were procedural issues during a hearing.**
- **Finding the penalties too severe is not a reason for appealing a decision and will result in an increase in penalties.**
- **Changing or withdrawing statements made previously to the HCC cannot be considered as new information and hence cannot be used as a reason to appeal the decision of the HCC.**
- If the initial hearing had only one faculty member and one student member, in addition to the Chair, the affected student can appeal to have a hearing in front of a Full Committee, consisting of three faculty members and three student members, in addition to the Chair. At the Chair's discretion, in the interests of time and due to scheduling issues, such a hearing can be conducted with two faculty members and two student members.
- Appeals to the Full Committee must be made in writing (e-mail/letter) to the Chair of the Committee, stating the exact reasons for why the decision is being appealed.
- This appeal must be made within 2 business days from the time the initial Committee's decision is received by the affected student.
- The Chair will decide on whether the reasons for an appeal are well-supported and the student deserves a hearing by a Full Committee.
- If the Chair decides that the affected student deserves a second hearing, then s/he will try her/his best to have a different set of faculty and student members for the Full Committee hearing.
- If the Chair sees no merit in an appeal, then no further appeal is possible.

- The Chair's decision to have or not have a hearing of the Full Committee must be communicated to the affected student within 2 business days of receiving the student's appeal.
- In case of a hearing of the Full Committee, it should be held within 4 business days of Chair's email to the affected student about the hearing in front of the Full Committee.
- If after a hearing of the Full Committee, it is convinced that the student had no reason to appeal the decision of the earlier Committee, the penalty will be increased.
- The affected student may further appeal the decision of a Full Committee to the Dean, provided there is new information related to the violation, there is some demonstrable conflict of interest during a hearing or there were procedural issues during a hearing. Otherwise, the Dean will increase penalties after an appeal.
- The appeal has to be made to the Dean in writing (e-mail/letter). A copy of the same must be sent to the HCC Convener and Chair of the HCC.
- The appeal must be made within 5 business days from the time the HCC's decision is received by the affected student.
- In response to an appeal, the Dean may delegate discussion with the student to one of the Deputy Deans or Senior Associate Deans.
- The Dean may overturn or agree with the Committee's decision that the student violated the Honour Code. In the latter case, he may increase/decrease or agree with the penalty imposed by the HCC. This should be done within 10 business days of receiving the student appeal.

The decision of the Dean is final in all cases.

STUDENT CODE OF CONDUCT – ISB

ISB aims to create an environment in which students, faculty, staff, and individuals affiliated with the School can freely exchange ideas and thoughts, build their intellectual curiosity, and celebrate the School's diversity. To create such an atmosphere, members of the community must respect each other and act responsibly.

The School expects students to follow a set of conduct guidelines that include, but are not limited to, the following:

1. Abide by the academic integrity detailed in the ISB Honour Code
2. Tolerate and respect each other's ideas, beliefs, thoughts and experiences
3. Respect each other's safety. Verbal and physical violence in any form is not acceptable
4. Avoid possession of articles that may be deemed harmful to others or themselves
5. Respect ISB property and facilities. The School prohibits the misuse, stealing, or intentional damage of any ISB property or facilities. A disciplinary committee is in place for such matters.
6. ISB has a **(CASHD) Committee Against Sexual Harassment and Discrimination** which will see any grievance brought up by students/faculty/staff/services providers.
7. Provide truthful information to the School. Students must provide accurate admission and personal background information by the requested date
8. Act in a lawful manner. If students participate in unlawful activities, the School will report these to the local authorities and they might be expelled.
9. ISB reserves the right to amend any of the policies, processes and guidelines stated in the manual. Any changes will be communicated to all stakeholders as and when the need arises.

10. Apart from this student handbook, the students are also expected to go through all the relevant policies of the programme and school and reach out to respective stakeholders in case of any concern.

- a. Resident Code of Conduct:
<http://atrium:14825/Programmes/PGP/ASA/StudentManual/StudentPolicies/Documents/ISB-Students-Residences-Code-2019.pdf>
- b. Committee Against Sexual Harassment and Discrimination (CASHD):
https://www.isb.edu/sites/default/files/CASHD_policy.pdf
- c. Non-Smoking Policy: <http://atrium:14825/Governance/Policies-Guidelines/Documents/Non-SmokingPolicy.pdf>
- d. Brand Guidelines: <http://atrium:14825/Governance/Policies-Guidelines/Pages/BrandGuidelines.aspx>

The policies and committee details are available on Atrium (ISB Intranet portal). Most of the details can be accessed through ISB intranet portal (Atrium):

- <http://atrium/> (from campus network)
- <http://atrium.exchange.isb.edu:14825/pages/default.aspx> (from outside network)

IT INFRASTRUCTURE AND POLICY

IT FACILITIES

1. Internet access will be provided. Wired/Wireless network is provided across campus for laptop connectivity. This facility is extended to students only on campus primarily for academic purposes. The internet policy defines that the student should not browse objectionable sites, or sites giving malicious content, or any other sites forbidden by the Government of India.
2. Printing, copying and scanning facility is available at Learning Resource Centre (LRC), Level 2 Academic Center. The service would be available from 8.00 am to 10.00 pm on chargeable basis.
3. The computer lab facility is located at LRC Level 2 for common use. No permanent data must be retained on these lab machines. Additional external storage media are available at the bookstore on campus.
4. IT department allots you one e-mail address.
5. Sharing of your account credentials with others is prohibited. Individuals will be held accountable for misuse of credentials.

ISB PROVIDED SOFTWARE AND SERVICES

ISB will provide access to the software key and the standard operating procedures. The students are expected to install the software for the curriculum recommended by the respective faculty. The teaching aid software should be uninstalled after the term end and at end of the program.

In case of a withdrawn student/ leave of absence from the programme, all software's installed by ISB must be uninstalled immediately. If found using ISB licensed software's after withdrawal from the programme, appropriate legal action will be taken.

IT will extend trouble-shooting help to the extent the problem is related to the network connectivity or executing of teaching aid software. Hardware or other drivers, accessories and student loaded software or any other external conditions on the internet will not be supported.

Student should have the administrator credentials for their laptops.

IT HELPDESK

The IT Help Desk is available for providing support services to students. The team can be reached on ITCS@isb.edu or on +91-40-2318 7555

Any further requests or grievances may be escalated to

Escalation Matrix: -

Level 1 – nize_l_barboza-v@isb.edu

Level 2 - Saidarao_billala@isb.edu

Level 3 - gunashekhar_nandiboyina@isb.edu

LRC CIRCULATION POLICY

User Category

CBA Students

Resource Category

Books

Journal

Audio-Visual material

CD/DVD/Audio Book

ISSUE LIMIT FOR AMP STUDENTS

Resource	Quantity	Duration
Books	5	Issued to the extent of next residency
Journals (back issues)	2	3 days during campus stay
AV Resources		
CD-ROM/DVD/Audio Book	2	2 days during campus stay

ISSUE POLICY

- ❖ Resources are issued within the issue limit of the user during their residency on campus.
- ❖ The issued books to be returned during the next residency either at Hyderabad/Mohali. However, LRC has every right to recall the resource/s in case of high demand by the internal user groups.
- ❖ The Student ID card should be presented at the time of issue.
- ❖ The users should get the documents duly issued at the Circulation Counter.
- ❖ The documents should be collected in person.
- ❖ The latest issues of the journals will not be issued.
- ❖ Case studies will only be included in academic course packs as needed for which LRC obtains required copyright permission.
- ❖ Reference resources will not be issued. The same can be referred within the LRC.
- ❖ The identity of the person who has borrowed a particular resource will not be revealed to the other users.
- ❖ All resources issued during the previous term should definitely be returned /reissued physically at the start of the current term.

RESERVATION

- ❖ Resources can be reserved only when they are on loan. Reservations for the available resources will not be accepted.
- ❖ The availability of the reserved item would be informed through e-mail.
- ❖ The reserved resource should be collected from LRC within 24 hours after intimation. Otherwise the reservation stands cancelled. Please note that the reservation facility can be utilized only when the students are undergoing a term on-campus.

RETURN

- ❖ Issued Resources should be returned within their time limit.

REMINDERS

- ❖ Reminders would be sent to the Users for the items overdue in their account on daily basis.
- ❖ Review notice would be sent to the Users one week before the term start for all the items issued in their account

RENEWAL

- ❖ Journals can be renewed once for 3 days within the stipulated time of your stay on the campus if there is no reservation against the particular item.
- ❖ AV Resources can be renewed once for 2 days within the stipulated time of your stay on the campus if there is no reservation against the particular item.

FINE SCHEDULE

- ❖ A fine of Rs. 25/-* per resource/day would be charged for overdue AV Resources.
- ❖ A fine of Rs. 10/-* per resource/day would be charged for Books and other overdue items.
- ❖ The fine details of each user would be shared to their respective programme coordinators before their graduation in order to provide no due clearance from LRC.

LOST/DAMAGED RESOURCES

- ❖ The Users should report to LRC if he/she loses or damages a particular resource.
- ❖ The Users should replace the resource at their own cost within 6 weeks.
- ❖ If the User fails to replace the book within the stipulated time, the LRC would initiate the purchase and you would be charged the actual cost of the resource plus 20% as an additional charge towards replacement cost of the book.*

INFORMATION SERVICES

- ❖ Special Service would be provided to the Students for retrieval of information from the Electronic Resources available with LRC.

Off-Campus Access

- ❖ LRC has also facilitated seamless access to online resources through [RemoteXs](#) offcampus access

The Circulation Policy may be reviewed and changed/updated at the discretion of ISB as and when required.

* GST Applicable
