

Student Manual

Kindly go through this manual thoroughly and abide by the policies mentioned here. This will ensure a smooth conduct of the program.

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Programs Offered

Program	Duration
Full Stack Software Development Bootcamp	6 Months

General Instructions

- Working Computer/Laptop with proper internet connection with sufficient data (~2GB /day) is mandatory.
- Learner should be comfortable in spoken and written English
- Acknowledgement of program policies:
 - Placement Policy
 - Student Manual
 - Communication channels (Mails, Calls, Telegram Group & Discussion Forum) policy
- **Escalation Matrix** : Learners can give feedback or escalate program related issues by following the hierarchy mentioned below:

Table 1-Escalation Matrix

Levels	Point of Contact	Response Time
Level 1	upGrad Buddy	First Response Time - 4 to 24 hours Working Days - Mon - Fri (10am to 7 pm)
Level 2	Operations Head ss-campus@upgrad.com	Within 48 hours
Level 3	Escalation Team connect.bootcamp@upgrad.com	Within 72 hours

Common Course Certification Eligibility Criteria

Table 2-Certification Criteria

Particulars	Criteria
Module Completion	100%
Assignment/Project/Case Study Submission	100%
Attendance (Live & Career sessions)	75%
All Graded Components	100%
Employability Exam/ Monthly Exam	60%
Final Exit Exam	60%

***Note - It's mandatory to submit the capstone project**

Live Lecture & Lab Session

Live sessions are an integral part of the overall learning experience and it is mandatory for students to attend and actively participate in all sessions. We have planned several lab sessions/doubt lectures which will help you to clear all your doubts and will be beneficial for hands-on practice.

The details about these live sessions will be updated on your calendar, also will be notified via email or through Telegram. These live sessions are an integral part of the overall learning experience and it is highly encouraged for participants to attend and actively participate in all sessions. These sessions would be conducted on upGrad's in-house platforms and the details of the same will be shared with the participants. Participants are expected to maintain the highest form of decorum in the live sessions and no delinquent behavior will be tolerated. Each program's live session/ lab sessions details will be communicated in their respective Delivery Calendars. While we will strive to complete 100% of the sessions on time, in the rarest cases if there are any changes in the schedule the same will be promptly and timely communicated.

Daily Doubt Resolution Sessions

We realize that during the course of the program, there will be some questions/ topics which might be difficult to comprehend/solve. To address these, we conduct daily doubt resolution sessions between 9 PM to 10 PM on Monday to Friday for all the programs - links for the same will be shared by your upGrad buddy. Please make use of these facilities for effective learning. In case any weekday time sessions clash with DDR, importance will be given to Weekday Time Sessions.

Assessment Policy

Program Graded Components

A variety of assessments are planned for the course and following distribution of weights for various assessments is planned:

Table 3-Assessment Criteria

SINo	Types of Assessment	Details	Number of such assessments	Weights towards course grade
1.	Graded Questions (In Content Quizzes)	There will be graded questions at the end of each module. The students will get either one or two attempts (depending upon the type) to answer the questions. After the attempt, prompt feedback (right answer and reasoning) is provided to the students.	End of every module	40%
2.	Employability Test	Employability tests are mandatory to attempt & have to score 60% in all the ETs	Refer to your calendar for the syllabus & the dates	30%

3.	Final Exam	The student has to attempt the final exam at the end of the program.	At the end of the program (Entire Syllabus)	30%
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Grade Improvement Opportunity (GIO)

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

1. A maximum of three GIOs (ET-1, ET-2 & Final exams) can be availed by a learner in the entire program
2. If a student scores less than 60% in GIO or does not appear, they fail the Course and become ineligible for a certificate. (Note : Capping of 60% is applicable in ETs)
3. GIOs will be decided by the academic committee and will be in the form of an assessment by the Academic committee.
4. If a learner fails to attempt the GIO, he/she will not be eligible for the Program Completion Certificate. **Those learners will be given Participation Certificates.**

Other Non-Graded Components

Apart from the above-mentioned graded components, students will also experience additional practice questions, 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.

Code of Conduct

As per the Code of Conduct, academic dishonesty and plagiarism, in any form, for any graded component or evaluation is not acceptable.

Learners are not allowed to request or share solutions for any graded component of the program on any platform. Any violation of this policy will result in zero score for that particular graded component. If a learner is found to violate this policy for a second time, upGrad will decide on the necessary disciplinary action to be taken.

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, will not be accepted. Submissions by learners will be subject to plagiarism checks to ensure compliance with this policy. Learners may also face random vivas by the concerned experts to ensure that submissions have been created by the learner.

Please note that upGrad 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 the upGrad team.

upGrad does not tolerate any form of bullying and/ or harassment including but not limited to sexual harassment. If we are notified of any act of harassment committed by a learner towards co-learners or upGrad's representative, such learner shall have to face strict consequences, which shall be taken at the sole discretion of upGrad.

upGrad reserves the right to take strict action against any student indulging in mass mailers.

Peer-to-Peer Participation & Discussion Forum – Guidelines

The “Learn” learning experience platform includes a section named 'Discussion' where learners can engage in peer-to-peer discussions and support. This forum is meant for academic queries, discussing project ideas and other program-related topics only where your peers can provide feedback and support.

We do not recommend this for active learning support as it is purely a peer-to-peer discussion feature. For active learning support, please use the daily doubt resolution sessions as well as Weekend Doubt/Lab Sessions

Support

During the course of the program you may need support on multiple aspects - while your upGrad buddy will be your support for the entire duration of the program, there are certain additional support services we provide to the learners for effective and timely resolution of their queries.

- For any self paced content related issues, “report an error” function is given on each page on the learn platform and the same can be used where a learner feels that there are issues in the content.
- For any academic query please reach out in daily doubt resolution sessions or your dedicated technical mentors
- For non academic queries please contact your respective upGrad buddies

Deferral Policy

For any deferral related queries, please refer to our deferral policy mentioned in the offer letter

Refund Policy

For any refund related queries, please refer to our Refund policy mentioned in the offer letter

Telegram Policy

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 peers from the program.

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

- The group will be used by the upGrad Buddy for sharing important notifications related to the program, course content, live sessions, exams, events, etc.
- Learners must use this group only to share and discuss program, academic or domain-related content on the group, which can foster and create a healthy environment conducive for studying. We recommend that you limit the amount of personal information shared with this group.
- Your upGrad Buddy and Program Coordinator from the Academic Committee would be part of the group to ensure that everyone maintains discipline, respect and conduct themselves as per upGrad's policies.
- You are not permitted to discuss the solutions to any graded component of the Program, including but not limited to, Quizzes, Projects and Case Studies, in the group before the deadline. Sharing of exam questions over the WhatsApp / Telegram groups after the first exam slot is also not permitted until the exam for the second slot is conducted.
- Mutual respect is expected during discussions. Respect everybody's viewpoints, even if they are not aligned with your own.
- This group is not a portal for grievance redressal, and you are not permitted to use this group as a medium to vent. Should you have any concerns with upGrad, your peers, you will be required to direct such communication to upGrad ONLY via email.

- 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.
- Do NOT spam the group with unrelated messages, such as irrelevant forwarded audios, videos, photos, messages, advertisements or promotions for any service. However, verified job postings that are relevant to the program are allowed.
- Once the program ends, the upGrad Buddy and the Program Coordinator will exit the WhatsApp/Telegram group. Post our exit, all the activities of the group will fall outside the purview of upGrad and the Academic Committee, and we shall no longer be liable for the activities within that group.
- Only Telegram groups 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 the Telegram group.
- Any kind of breach of our policies, misbehavior/misleading comments or hate speech on the WhatsApp / Telegram groups will not be accepted. As an immediate step, we will be required to remove such an individual from the WhatsApp/ Telegram 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 WhatsApp/ Telegram group or even from the Program.
- The Academic Committee reserves the right to report any inappropriate comments to law enforcement authorities for investigation if found necessary or required by law.

Program Tier Specific Features

Essential Tier

Placement - upGrad believes in outcome based learning and our career support is testament to that fact. You will be getting access to learning materials on your platform from week 18 onwards and your access to our career portal along with hundreds of hiring partners will be enabled. To access career opportunities through upGrad, you will need to pass periodic Employability Tests (ETs). A minimum score of 60% is required to pass these tests. The schedule and syllabus of ETs will be informed to you by your buddy well in advance. Access to career services will remain active as per your offer letter.

Certification - Post successful completion of the course, a learner is eligible for a certificate of completion from upGrad as well as a certificate from NSDC

Plus Tier

Placement - upGrad believes in outcome-based learning and our career support is testament to that fact. You will be getting access to learning materials on your platform from week 18 onwards and your access to our career portal along with hundreds of hiring partners will be enabled.

Apart from study materials on the platform, you will also get access to live sessions on Soft Skills and Aptitude from week 18 onwards and the schedule as well as curriculum will be shared with you in your calendar. Attendance is mandatory.

Additionally, we will conduct in-person career catalyst bootcamp in the selected cities, the schedule of which will be provided to you. Attending these workshops will not be mandatory, but if you are living nearby those areas, it will help you greatly if you attend these sessions.

To access career opportunities through upGrad, you will need to pass periodic Employability Tests (ETs). A minimum score of 60% is required to pass these tests. The schedule and syllabus

of ETs will be informed to you by your buddy well in advance. Access to career services will remain active as per your offer letter.

Certification - Post successful completion of course, a learner is eligible for a certificate of completion from upGrad as well as a certificate from NSDC. Learners will also get a certificate of completion from our Industry partner - **Microsoft**.

Hackathons - upGrad is providing learners an opportunity to participate in a hackathon as a part of the program. This hackathon will be organized after the completion of the core content in the program and will allow learners to get into a competitive and fun environment to apply their skills.

Career Coaching - upGrad will provide you with a dedicated coach who will assist and work with you in achieving your career goals. The learner will be getting two personalized sessions with industry experts who will help you set and prioritize goals, build your portfolio and craft a progression plan.

Menternship - upGrad will assist you in building your portfolio through a mentor led internship project where real life problems faced by leading industries will be solved under the guidance of an Industry mentor. Post completion of this project, you will get a co-branded certificate of completion from upGrad and relevant companies.

Pro Tier

Placement: upGrad believes in outcome based learning and our career support is testament to that fact. You will be getting access to learning materials on your platform from week 18 onwards and your access to our career portal along with hundreds of hiring partners will be enabled.

Apart from study materials on the platform, you will also get access to live sessions on Soft Skills and Aptitude from last week of your main cohort onwards and the schedule as well as curriculum will be shared with you in your calendar. Attendance is mandatory.

Additionally, we will also conduct In person career catalyst bootcamp in the selected cities- the schedule of which will be provided to you. Attending these workshops will not be mandatory, but if you are living nearby those areas, it will help you greatly if you attend these sessions.

To access career opportunities through upGrad, you will need to pass periodic Employability Tests (ETs). A minimum score of 60% is required to pass these tests. The schedule and syllabus of ETs will be informed to you by your buddy well in advance. Access to career services will remain active as per your offer letter.

Certification - Post successful completion of course, a learner is eligible for a certificate of completion from upGrad as well as a certificate from NSDC. Learners will also get a certificate of completion from our Industry partner - **Microsoft** as well as Academic partner University- **ESDST**.

Hackathons - upGrad provides learners an opportunity to participate in a hackathon as a part of the program. This hackathon will be organized after the completion of the core content in the program and will allow learners to get into a competitive and fun environment to apply their skills.

Career Coaching - upGrad will provide you with a dedicated coach who will assist and work with you in achieving your career goals. The learner will be getting two personalized sessions with industry experts who will help you set and prioritize goals, build your portfolio and craft a progression plan.

Menternship - upGrad will assist you in building your portfolio through a mentor led internship project where real life problems faced by leading industries will be solved under the guidance of an Industry mentor. Post completion of this project, you will get a co-branded certificate of completion from upGrad and relevant companies.

Mentor Driven Sprint Based Project: A mentor who will be an Industry expert will be assigned to you along with a project which will test your understanding of the entire concepts in the program. This project will be a group project and will run for close to 14 weeks where you will solve a real-life business problem with your peers under the guidance of the assigned Mentor. This project will involve at least 30 hours of group interaction across the duration of the program and will start from week 4 of your program. Attendance is mandatory.

Letter of Recommendation: On successful completion of the program, the learners who have shown extraordinary performance across all aspects of the program like course completion, mentor driven sprint projects etc., will get a Letter of Recommendation from their respective Mentors.