



Student Handbook

2015 September

Contents

| | |
|--|----|
| Welcome to NSBM | 4 |
| 1.0 Introduction | 5 |
| 1.1 NSBM Graduate Profile | 5 |
| 1.2 The Student Charter | 5 |
| 2.0 Studying at NSBM | 6 |
| 2.1 Student Commitment | 6 |
| 2.2 Academic Calendar | 7 |
| 2.3 Taking a Module | 7 |
| 2.4 Class timetable | 7 |
| 2.5 Assessments | 7 |
| 2.6 Module Feedback/Appraisal | 8 |
| 2.7 Module Results | 8 |
| 2.8 Referrals | 8 |
| 2.9 Academic Dishonesty | 8 |
| 2.10 Appeals | 8 |
| 2.11 Extenuating Circumstances | 9 |
| 2.12 Student Activities | 9 |
| 2.13 Dress Code | 9 |
| 3.0 NSBM Services | 10 |
| 3.1 Administrative Services | 10 |
| 3.1.1 Registration for Degrees | 10 |
| 3.1.2 Course Fee Payment | 10 |
| 3.1.3 Transfer between Intakes | 10 |
| 3.1.4 Transfer to partner universities | 11 |
| 3.1.5 Refunds and Withdrawal from an Award | 11 |
| 3.1.6 References and Testimonials | 11 |
| 3.2 Staff and Support Roles | 11 |
| 3.2.1 Programme Director | 11 |

| | | |
|-------|---|----|
| 3.2.2 | Programme Administrator | 11 |
| 3.2.3 | Module Leader/Lecturer | 12 |
| 3.2.4 | Batch Representative | 12 |
| 3.2.5 | Academic Administration and Help Desk..... | 12 |
| 3.3 | Online Services..... | 12 |
| 3.3.1 | Learning Management System (LMS) | 12 |
| 3.3.2 | Intranet..... | 12 |
| 3.3.3 | Library Information Services | 13 |
| 3.4 | Library Services | 13 |
| 3.5 | Laboratory Services..... | 13 |
| 3.6 | Industrial Placement and Coordination | 13 |
| 4.0 | Regulations..... | 14 |
| 4.1 | NSBM General Regulations | 14 |
| 4.2 | Attendance and Authorized Absence | 14 |
| 4.3 | Complaints Procedure..... | 14 |
| 4.4 | Conduct | 14 |
| 4.5 | Equality..... | 14 |
| 4.6 | Examination Regulations..... | 15 |
| 4.7 | Library Regulations | 15 |
| 4.8 | IT Policy | 15 |
| 4.9 | Award Regulations | 15 |
| 5.0 | Graduation | 15 |
| 6.0 | Health, Safety & Security..... | 16 |
| 7.0 | Alumni..... | 16 |

Welcome to NSBM

Welcome to National School of Business Management. You are now a student in one of the best higher education institutes in the country and we are delighted that you have chosen us to be your higher education provider. We offer world class degree programmes to our students to achieve academic excellence by developing competencies through well balanced education, training and research in the fields of Management and Computing.

Recognizing the present and future trends in technology and commerce, NSBM has designed innovative approaches to higher education to prepare the youth to face new challenges. Your programme of study will therefore be up to date, appropriate, will be serviced by well qualified staff, and will also be geared to prepare you for life and employment upon graduation.

As one of our students we expect you to work hard, to set high standards for yourself. You will have access to excellent staff and facilities, and also to a range of student support services to help you succeed at NSBM. Your part is to take your study seriously, to set appropriate time aside for your study, and to make full use of lectures and other scheduled class sessions. It is important to us that you are successful and that you shall be a good ambassador of NSBM.

You are now part of NSBM 'family', and we look forward to working with you to realize your full potential and achieve your personal and professional life goals.

Best Wishes,

Chief Executive Officer

1.0 Introduction

The primary purpose of the Student Handbook is to provide students with the essential information, guidelines and policies. We urge you to read this handbook in full and comply with the rules and regulations set forth in it.

In addition to the regulations and policies set forth in this handbook, students at NSBM are further expected to conform to all general and award specific NSBM regulations and policies. Evidence of inability or unwillingness to adhere to these regulations may lead to warning, reprimand, suspension or dismissal.

1.1 NSBM Graduate Profile

The Graduate Profile is a description of the personal qualities, skills and attributes a student is expected to obtain at the end of a degree programme at NSBM.

A student who has completed a degree at NSBM will acquire an education at an appropriate level, including specialist and generic knowledge, intellectual and practical skills and attitudes; equip them for employment, good citizenship and lay the foundations for a lifetime of continuous learning and personal development. Following indicate what is expected from a NSBM graduate.

NSBM expects its graduates to:

- Master a *body-of-knowledge* with the ability to critically understand the core aspects of the major fields of study;
- Propose *viable solutions* to problems through *effective enquiry* and *critical analysis*;
- Become an *intellectual* who is open minded and curious to understand current and future issues and developments in the area of study,
- Build a capacity to be *creative and innovative*;
- Engage in *independent learning* and continuously upgrade knowledge and skills required by the profession;
- *Communicate* ideas clearly and disseminate knowledge effectively both in written and oral forms;
- Adhere to *personal and professional integrity* and be aware of the requirements of the expected ethical behavior;
- Develop *entrepreneurial attitude* with an emphasis to solve problems with practical significance;
- Exercise *leadership* in the professional environment accepting social and civic responsibilities.

1.2 The Student Charter

The Student Charter reflects the spirit of partnership that NSBM sees as central to the acquisition of the high professional and ethical standards it wishes to promote. It is not intended to be contractually binding. Its purpose is to specify what students and NSBM may expect of each other, so that standards of excellence can be achieved.

In this context NSBM commits to provide for its students:

- an equitable and supportive environment conducive for a learning culture;
- clear information about admission policy and procedures;
- a fair and efficient admission system;
- complete and accurate information on how courses will be taught and assessed;
- learning resources (library services, study areas, computer assisted learning, audio-visual resources, computer laboratory facilities, etc.) appropriate for the courses offered, high standard of teaching and research supervision in line with NSBM's quality assurance framework and mission;
- a fair and efficient feedback procedure on student performance.

It is expected that all students will reciprocate by:

- making an active effort to participate in and contribute to a learning culture;
- taking part in all assigned teaching/learning activities, including lectures and practical sessions on time;
- displaying a responsible attitude towards staff, fellow students and visitors to NSBM;
- treating NSBM property with respect, in a manner consistent with NSBM policy;
- submitting assigned work promptly and complying with deadlines;
- notifying Programme Directors, lecturers and/or administrators of any problems or difficulties experienced;
- reporting lecturer absences promptly to the Programme office;
- participating in extra-curricular activities;
- contributing to the reputation and development of NSBM;
- suggesting where improvements can be made;
- evaluating NSBM courses and services.

2.0 Studying at NSBM

We are pleased that you have decided to study at NSBM and we will do everything we can to make your study with us as enjoyable as possible. Our academic, administration and technical staffs are delighted to advise and support you throughout your study at NSBM.

2.1 Student Commitment

To study at undergraduate or postgraduate level, you will need to set aside sufficient time for the study programme. You should ensure that you prepare yourself adequately for your taught sessions so that you can participate in class and/or laboratory sessions productively.

Your programme is structured into a set modules you undertake in individual terms/semesters. Each module is defined by a module descriptor with the expected learning hours by an average student. It is recommended to be familiar with all the details of the module descriptors of relevance and utilize the information to plan your time/work effectively.

You are also required to fully engage with your studies to harness the optimal benefits from your programme. You need to undertake all the study assignments seriously and submit your work on or before the deadlines specified.

Deciding to study for any course is a significant commitment. If you are unsure about whether you will be able to set aside the time required, you should discuss it with your Programme Director and/or Programme Administrator who can advise you on specific commitments for the course.

2.2 Academic Calendar

NSBM has two intakes; in March and in September. Please refer your award handbook for further information.

2.3 Taking a Module

You will typically follow about 3~5 modules in a regular term. The details of a module are comprehensively defined in the respective module descriptor available in the Learning Management System (LMS). You can access the LMS via lms.nsbm.lk.

2.4 Class timetable

You will find the class timetables available well in advance. Please check the timetable frequently for any changes. The timetable will comprise of lectures, tutorials and laboratory sessions.

2.5 Assessments

Your performance in each subject module would be assessed through in-course assessments, which normally comprise of assignments, tests, quizzes and projects and/or a final examination. Precise assessment details for each subject module are specified in the respective module descriptors. Feedback on your performance for in-course assessment components will be given in general to guide your learning in the module.

Assessment dates and the submission deadlines will be announced through LMS at the commencement of each module. The assignments will be uploaded on LMS and you must submit all components of assessment required for each module on or before the specified submission date. It is your responsibility to be aware of and comply with assessment submission deadlines. Failure to do so may result in failure of the module. The only exception to these rules is where a valid claim for extenuating circumstances is made.

You might be required to pass each assessment component or attain an overall pass for a module as determined by the regulations of your award.

The final examination will be held at the end of each semester. Examination dates will be announced at least 1 month in advance.

2.6 Module Feedback/Appraisal

Module appraisals are conducted at the end of each term. You are encouraged to provide anonymous feedback via the Student Module Evaluation Questionnaire to help improve the quality of our education services. Confidentiality of the feedback provided will be guaranteed.

2.7 Module Results

Both internal and external examiners shall moderate all test papers and assignments. This is to ensure that the assessments meet institutional, national and international standards and benchmarks and to ensure all students are treated with equity and fairness.

Your answer scripts and assignment work will be marked and moderated by NSBM and external examiners appointed as per the NSBM/partner university requirement. Your final examination results will be normally released within 3 months from the final examination date.

If you are required to refer an assessment or repeat a module, you will be notified within two weeks of the release of results via a Referral Notification.

2.8 Referrals

If you fail any module, you will be given an opportunity to refer the failed assessment component at the next available offering. For each referral, you may require to pay a referral fee and register for a referral by the date stipulated in the referral notification.

2.9 Academic Dishonesty

Cheating is defined as any attempt to complete an assessment by unfair and unauthorized means. Plagiarism is defined as submitting the work of others as your own work, without due acknowledgement, for the purposes of satisfying assessment requirements. Plagiarism is both poor scholarship and a breach of academic integrity.

Breaches of assessment regulations in formal examinations include:

- a candidate retaining any kind of unauthorized material or/and electronic devices other than those permitted by the supervisor during examinations;
- any form of cheating at the examinations;
- any unauthorized communication with other candidates during the examinations.

You are advised to read 'NSBM Examination Regulations – Instructions to Candidates' for details. It is each student's responsibility to be aware of the applicable assessment regulations and the breaches of assessment and examination regulations will be dealt with seriously.

2.10 Appeals

Appeals against academic judgment are not accepted and deemed ineligible for consideration.

2.11 Extenuating Circumstances

From time to time you may encounter difficulties that affect your studies. These may be relatively minor and short-term, or they may be more substantial. If you encounter difficulties that substantially affect your achievement, result in late submission, or cause you to miss classes, you should complete Extenuating Circumstances (EC) form and provide any relevant documentary evidence.

The EC Committee meets to discuss all claims together. Claims are evaluated based on severity and length of effect. Please note that the extenuating circumstances process is intended to help those facing severe difficulties such as hospitalization, bereavement or illness of dependents. It is unlikely that minor ailments or unexpectedly heavy demand at work or a last-minute technical failure will be deemed serious enough.

You can complete an EC form at any time. The deadline for submitting all EC claims is within one week after the final submission deadline. If, after receiving your assignment grade, you feel you no longer wish your circumstances to be considered for extenuation, you may withdraw your claim without prejudice.

The Programme Director/ Programme Administrator will inform you of the outcome of the EC process, along with any further action needed on your part.

Please refer EC Procedure for further information.

2.12 Student Activities

NSBM promotes formation of special interest groups dedicated to a particular cause or activity including student alumni. Students are encouraged to actively be involved in approved student clubs and engage in extra-curricular activities that will develop knowledge, inter-personal skills, physical and mental fitness, emotional maturity and attitudes including those towards social responsibility and wider ecological harmony.

The request for formation of any special interest group should be forwarded to NSBM Student Activities Club (NSAC).

2.13 Dress Code

All students are expected to dress in a manner, which is appropriate to NSBM setting: suited to the working environment of an office or a business.

Male students will not be permitted to wear fancy shirts, T-shirts without collar, Jeans with multiple exposed pockets, caps and rubber slippers. They also will not be allowed fancy haircuts, long, dyed or styled hair which is unusual.

Female students will not be permitted to wear fitting or three quarter Jeans and trousers, jeans with multiple exposed pockets, short or tight skirts, deep neck or sleeveless blouses/T-shirts and rubber slippers.

Both male and female students will not be permitted to wear fancy jewellery.

3.0 NSBM Services

NSBM provides a wide range of services such as administrative services, student support services, online information services, library and laboratory services, cafeteria services, parking facilities etc. to assist you during the period of your study.

3.1 Administrative Services

NSBM provides administrative services to all undergraduate and postgraduate students from the point of registration, throughout their programme and till graduation.

3.1.1 Registration for Degrees

You are required to register prior to the commencement of your programme of study. The times and procedures for registration are determined by NSBM and available at the Programme Office/Programme Administrators.

You should use the NSBM registration form when applying for a programme. The completed registration form should be handed over to the Programme Office or Programme Administrator in case of progression. You are expected to submit true and accurate information to NSBM at all times when required.

3.1.2 Course Fee Payment

The registration process will only be completed once the registration and course fees are paid, usually one month prior to the commencement of the course.

It is your responsibility to find out the amount of fees payable for your chosen award and please contact Programme Office/Programme Administrators for details. Course fees are payable in full or on installment basis, at enrolment each year or term.

Payment slip should be obtained from the Programme Office. Payments can be made through banks or cashier of NSBM. The students should obtain his/her copy of the receipt and retain it until the course ends.

3.1.3 Transfer between Intakes

Transfer is possible only within a stipulated period after commencement of the programme and it is possible only within the path and partner university.

After paying the course fee, if the participant needs to transfer the registration to the next batch or to another course, he/she should make a written request to the Programme Director with the original receipt of payment within one month of commencement. It should be approved by the Programme Director, the Head/ Dean of the faculty/school and the Director Academic Affairs. Transfers are decided on a case by case basis.

3.1.4 Transfer to partner universities

Please contact your Programme Director or Programme Administrator to find out what options are available to you.

3.1.5 Refunds and Withdrawal from an Award

No refunds are made for withdrawals without valid reasons. Refunding is only possible within the first two weeks after commencing the programme. A written request with the approval of the faculty Dean to CEO through Director Academic Affairs is required and refunding is done after deducting all costs associated within the period including registration fee and cost for lecture hours.

3.1.6 References and Testimonials

References in relation to your studies at NSBM may be obtained from the Programme Director/Administrator. Further, you may obtain reference for higher studies or job placements from Academic Staff.

Transcripts are usually awarded once your course or year is completed.

Request forms for references and testimonials are available at the Programmes Office, and need to be submitted at least 2 days in advance.

3.2 Staff and Support Roles

NSBM offers following Staff and support roles.

3.2.1 Programme Director

A Programme Director is appointed for each degree programme to ensure the effective operation and management of the programme. You may contact the relevant Programme Director for any queries relating to your award.

3.2.2 Programme Administrator

The Programme Administrator will provide guidance on administrative matters, such as registration, assessment submission, timetable information, attendance advisories, and academic progression.

3.2.3 Module Leader/Lecturer

Module Leader/ Lecturer is responsible for designing, developing, delivering and evaluating a module. Lecturers also assist you in developing your intellectual, professional and soft skills. NSBM encourages you to develop a close relationship with your lecturers and to keep them informed of any concerns or circumstances, personal or professional that may affect your studies.

3.2.4 Batch Representative

Each batch shall nominate few students for representation of the batch and Programme Director shall chose two representatives from each batch. The batch representatives form a vital communication link between the students and NSBM and play an important role in facilitating mutual understanding between NSBM and the student body.

3.2.5 Academic Administration and Help Desk

Academic Administrators are located in Programme Office and within each Faculty. Extenuating Circumstances forms, Deferment forms, Complaint forms, Student Clearance forms, change of address notifications, late or early submissions will be accepted by respective academic administrators.

In addition, certificates, academic reports, reference letters, visa letters will be issued by the helpdesk.

3.3 Online Services

3.3.1 Learning Management System (LMS)

LMS provides a rich source of subject related content for students. Upon registration you will be provided with the required credentials to access the LMS. The module Lectures shall provide you with the enrollment keys to access the material on LMS. You are encouraged to utilize the resources available in LMS; read the module descriptors, lecture material well in advance and prepare before attending the lectures to realize your full potential.

3.3.2 Intranet

The Intranet contains information and services for staff and students. You can access important documents such as regulations, policies and procedures, forms and handbooks, award details and information, and many more through the Intranet.

You could also be updated with the latest news and events, professional development opportunities and research undertaken by the university and our partners through the Intranet.

Intranet also provides links to access other online resources available for students.

3.3.3 Library Information Services

Student can access library catalog and number of e-library services and resources online. Please refer to the Library handbook for further information.

3.4 Library Services

The NSBM Library offers its students a location of quiet for contemplation and study. It is an important resource centre of the Institute which is geared to cater to information, curriculum and research needs of the students. NSBM library houses a comprehensive collection of resources to support the degree programmes that includes recommended and additional reading for modules, text-books, manuals, periodicals, academic journals and CDROM references.

Operating hours:

The Library will be open all seven days of the week, Monday to Sunday, from 8.00am – 5.30pm. It will only be closed on mercantile holidays, Poya days and special holidays declared by the NSBM.

Please refer NSBM Library Handbook for more details. Available at <http://lms.nsbm.lk/mod/resource/view.php?id=5648>

3.5 Laboratory Services

NSBM provides a comprehensive IT infrastructure in support of teaching and conducting practical sessions. Students are expected to use computer labs according to the schedules given and the use of IT resources should comply with the IT policy of NSBM.

3.6 Industrial Placement and Coordination

NSBM solicits Industrial Placement Training for students and provides them with an opportunity to amalgamate theory and practice. All dealings with the Industry is handled by the NSBM Career Guidance Unit. For more information please visit the Career Guidance Unit and the related documentation in the Intranet.

NSBM Career Guidance Unit also assists graduating students in finding employment opportunities.

4.0 Regulations

4.1 NSBM General Regulations

NSBM General Regulations provide a general framework of regulations for students during their period of study. The General Regulations also highlight and signpost students to more specific regulations. Please refer 'NSBM General Regulations' for more details.

4.2 Attendance and Authorized Absence

You are required to attend at least 70% of the scheduled sessions to qualify to undertake the module assessments and complete the modules. If your attendance to a module is less than 70% you may be required to repeat the module in the next available opportunity.

If you are absent due to illness you must obtain a medical certificate from a registered medical practitioner and get it approved by the NSBM medical officer, and it must be submitted to the Programme Administrator at the earliest opportunity. If you are absent for reasons other than personal illness, you should get a prior written approval of the Programme Director and Faculty Dean in which your course is based. Authorized Absences will be accounted in favor of the above attendance requirement for module completions.

4.3 Complaints Procedure

NSBM has a Complaints Procedure for anyone wishing to complain about any service received. At first, you should contact the appropriate staff member or Programme Director/Programme Administrator and try to resolve the problem. If the matter is not satisfactorily resolved, you should lodge a written complaint by filling out a Complaints Form available at the Programme Office within 5 working days of the incident giving rise to the complaint.

4.4 Conduct

You are expected to attend your programme of study regularly and co-operate with staff in maintaining class registers and submit prepared work or assignments before the deadline.

You should behave in a courteous manner to staff and fellow students and conduct yourself in a reasonable and orderly manner with due regard to other people and their property during your period of study.

Please refer NSBM General Regulations on Conduct for more information.

4.5 Equality

NSBM has a commitment to equality, diversity and social inclusion. We see these as central to our success in building an inclusive and welcoming environment for all. We expect you to be considerate of others during your time at NSBM. Fellow students, staff and visitors should be valued and treated with respect.

4.6 Examination Regulations

Examinations Regulations provide a set of rules applicable to NSBM students at examinations. Please refer 'Examination Regulations –Instructions to Candidates' for more information on expectations of the student attendance at and conduct during examinations. (<http://lms.nsbm.lk/mod/resource/view.php?id=5650>)

4.7 Library Regulations

Please refer Library Handbook available at <http://lms.nsbm.lk/mod/resource/view.php?id=5648>, for more details on library regulations and usage.

4.8 IT Policy

NSBM IT policy intends to provide the best possible computing resources to its students and staff to facilitate and enrich their teaching and learning activities.

You are responsible for appropriate use of computing facilities including hardware, software, networks and computer accounts, and respect the rights of other computer users and all computer licensing agreements.

Please refer IT Policy for Students available at <http://lms.nsbm.lk/mod/resource/view.php?id=5650>, for more information.

4.9 Award Regulations

Award Regulations are documented in the Programme Specification/Award Hand Book and related documentation. Award Handbooks communicate the expectation in relation to student engagement and the regulations through which the awards are assessed and classified.

Please refer Award Handbook /Award Specifications of your award for more information on your Award.

5.0 Graduation

If you pass all the examinations, practical tests, other assessments and fulfill the academic requirements of your award (Pl. refer your Award Specification), you will qualify to be awarded the degree certificate at the convocation ceremony conducted annually. A convocation fee will be charged from every graduand.

Please refer your respective Award Handbooks/Specifications for more information on Awards, Gold medals and Scholarships awarded for the best performance at the convocation.

6.0 Health, Safety & Security

NSBM Health and Safety Policy takes all the necessary steps to ensure the health and safety of the students, employees and visitors. You have a responsibility to and must comply with the NSBM Policy on health and safety.

Please refer Health and Safety Policy for more details.

7.0 Alumni

Passed out Graduates of NSBM have the opportunity to obtain membership of Alumni Association. The purpose of the alumni is to promote excellence in all aspects to establish a mutually beneficial relationship among the students. This association often organizes social events, publishes newsletters or magazines. Additionally it provides a forum to form new friendships and business relationships with people of similar background. For further information please visit the Career Guidance and Industry Placement Unit.