



## GENERAL REGULATIONS FOR STUDENTS

<b>Name of regulation:</b>	General Regulations for Students
<b>Purpose of regulation:</b>	To 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.
<b>Approval for this regulation given by:</b>	Academic Governing Council
<b>Responsibility for its update:</b>	Office of the Director Academic Affaires
<b>Regulation applies to:</b>	All NSBM students
<b>Date of Approval:</b>	August 2015
<b>Proposed Date of Review:</b>	August 2018

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## **1. Admission**

You are expected to submit true and accurate information to the NSBM at all times when required. If any false declaration is made on your application form or any falsified documents are produced at the interview or any other false information is supplied by you to the NSBM with regard to your admission, your enrolment will be immediately cancelled and you will no longer be regarded as a student of the NSBM. You will not also be allowed to enroll on any other course of the NSBM.

## **2. Attendance and Authorized Absence**

- 2.1. We believe that you have the best possible chance of succeeding in your studies if you attend all components of your courses on a regular basis. Experience over many years has shown us that if you attend all classes regularly, not only you achieve all academic requirements to fulfill your award but enjoy a more enriching and rewarding learning experience. NSBM will regularly monitor the attendance of all students for all scheduled academic sessions. You must therefore attend all sessions as required and all absences must be notified to the relevant lecturer or programme coordinator immediately.
- 2.2. You are required to attend at least 70% of the scheduled sessions to qualify to undertake the module assessments. If your attendance to a module is less than 70% you may be required to repeat the module in the next available opportunity.
- 2.3. 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 Coordinator 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.

## **3. Awards, Examinations and Continuous Assessments**

### **3.1 Awards**

- 3.1.1 Students who complete their respective programme of study satisfying the programme requirements and appropriate Assessment requirements will receive the appropriate award of the NSBM and/or be recommended for admission to the relevant award of the appropriate external body / affiliated university.
- 3.1.2 Awards shall be deferred by the NSBM until you have completed any legitimate outstanding requirement of the NSBM or the affiliated university which offers your degree. This includes payment of tuition fee debts, any outstanding inquiries against breaches of regulations. Students are required to submit a duly filled Student Clearance Form issued by the Registrar of Examination and obtain the approval of Finance, Programme Office and Library divisions.

## **3.2 Examinations**

- 3.2.1 You are expected to follow the NSBM *Examination Regulations – Instructions for candidates*.
- 3.2.2 You are responsible for making yourself aware of the date, time and venue for all examinations that you are required to take and for presenting yourself at the examination hall in good time before the examination is due to begin. The date, time and venue of all examinations are published by Examinations Unit well in advance.
- 3.2.3 Non-attendance to an examination without prior approval from your faculty or a valid extenuating circumstances (EC) appeal (Please refer EC procedure for your award), will result in failing the examination and you may have to re-sit the examination as a referral. If you obtained prior approval or have an upheld EC appeal you are entitled to sit the examination as the first attempt in the next available offering.

## **3.3 Continuous Assessments**

- 3.3.1 Continuous formative assessments are under the sole responsibility of your module lecturer. Complete assessment structure for a module is clearly specified in the module descriptor and the timing for the Continuous Assessment components are communicated at the beginning of the module by the module lecturer.
- 3.3.2 Students are required to strictly adhere to the given assessment submission deadlines. For fulltime study programmes submission deadline for assignments will be 5.00pm and for the part-time study programmes the deadline will be 7.00pm on the stipulated date. Submission after the deadline will be either considered as a non-submission or subjected to mark deductions unless accompanied with a valid EC appeal.

## **4. Complaints Procedure**

- 4.1 NSBM has a Complaints Procedure for anyone wishing to complain about any service which she/he has received. We try to resolve any complaint informally at the point at which the problem arose. At first, you should contact the appropriate staff member or Programme Director/Programme Administrator and try to resolve the problem.
- 4.2 If the matter is not satisfactorily resolved, you should lodge a written complaint by filling out a Complaints Form available at the Programme Office. A copy is given in the appendix. You must complete the form and submit it to the Programme Office within 10 working days of the incident giving rise to the complaint.
- 4.3 Complaints received after this timescale will only be considered in exceptional circumstances. You should indicate on the form what remedy you are seeking as a result of your complaint.

- 4.4 A response will normally be sent to you within 10 working days. If the complaint is likely to take longer than this to investigate, we will keep you informed of progress on a regular basis.

## **5. Conduct**

- 5.1 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.
- 5.2 Apart from providing a solid education, NSBM cultivates good values and discipline among students. Therefore, the students are expected to behave in a courteous manner to staff and fellow students at all times. At all times, you are expected to conduct yourself in a reasonable and orderly manner with due regard to other people and their property.
- 5.3 Students are expected to behave decently on the NSBM premises at all times and any form of misbehavior will be addressed by the disciplinary committee and appropriate action will be taken promptly.
- 5.4 Food and drink may be consumed only in authorized areas and are strictly prohibited inside the lecture halls, laboratories or in the library unless permission has been given to do so for documented medical reasons.
- 5.5 Students should comply with the sign boards displayed within NSBM premises requesting for specific student behavior.
- 5.6 Students can be present on the NSBM premises only during the normal operational hours and must vacate the premises of the NSBM as required.
- 5.7 Any form of gambling is strictly forbidden on the NSBM premises.
- 5.8 Smoking is prohibited on and around the premises of NSBM.
- 5.9 The possession and/or use of illegal drugs and abuse of intoxicating substances on and around the premises of the NSBM are strictly forbidden.
- 5.10 The possession and/or use of, firearms or other offensive weapons (including replicas) are strictly forbidden on the NSBM premises.
- 5.11 The NSBM will take all cases of breaches of disciplinary procedures seriously and has the right to take appropriate action against those students who breach them.

## **6. Dress Code for Students**

- 6.1 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.

- 6.2 Male students will not be permitted to wear fancy shirts, 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.
- 6.3 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 and rubber slippers.
- 6.4 Both male and female students will not be permitted to wear fancy jewellery.

## **7. Data Protection and Computing**

- 7.1 NSBM holds personal and other confidential data in computer-based systems. If you come into possession of computer-based personal information about another individual you must report the fact, immediately, to the Faculty Dean. Breaches of security of personal data are treated very seriously by NSBM.
- 7.2 Students using computers within NSBM are subject to Information Technology Regulations and internet policy of NSBM. Breaches of IT regulations and misuse of internet shall be dealt severely. You can obtain a copy of NSBM IT regulations and the Internet policy from the NSBM student intranet for more information.

## **8. Debtors**

Upon your enrolment on an award at the NSBM you enter into a contract with NSBM which includes the due payments. Failure to pay all dues to NSBM may ultimately lead to cancellation of your studentship.

### **8.1 Tuition Fees**

- 8.1.1 If you have debt outstanding to NSBM beyond any arrangements agreed by Finance Division for payment of part or the whole of your tuition fees, you will not be allowed to sit or take any assessments connected to your course of study.
- 8.1.2 Any debts must be cleared at least 5 working days before the examinations.
- 8.1.3 No student will be allowed to attend the Awards Ceremonies, receive a transcript of results on NSBM headed paper, award certificate or reference until their debt is cleared. If you are a continuing student you will be unable to proceed to the next year/stage of your award until any outstanding tuition fee debts to NSBM have been cleared.

## **9. Equality**

- 9.1 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.
- 9.2 We expect our students to be considerate of others during their time at NSBM. Fellow students, staff and visitors should be valued and treated with respect.
- 9.3 NSBM provides equal opportunity and foster good relations among students and eliminates unlawful discrimination, harassment and victimization on the basis of the following protected characteristics:
- Age
  - Disability
  - Marriage
  - Pregnancy and Maternity
  - Race
  - Religion or Belief
  - Gender
- 9.4 NSBM considers all types of bullying and harassment unacceptable.
- 9.5 NSBM will not tolerate discrimination, harassment or bullying by students or any anti-social or criminal behavior which can damage and disrupt the lives of other students, staff or other members of the community or bring the institute into disrepute.
- 9.6 Incidents which involve the disruption of others and/or harassment or bullying will be reported to the appropriate Dean of Faculty and a record of such incidents shall be maintained. Depending on the circumstances of the incident(s), action may be taken against the individual student(s) by the NSBM Disciplinary Committee.
- 9.7 Students, whose behavior is considered inappropriate, may be asked to leave the class or lecture and will be reported to the Dean in whose Faculty the student is based.

## **10. Health and Safety Policy**

- 10.1 It is the policy of the NSBM to take all necessary steps to ensure the health and safety of its students, employees and visitors. Students have a responsibility to and must comply with the NSBM Policy on health and safety. In particular students are personally responsible for:
- Co-operating with NSBM in complying with statutory obligations and Faculty/Service rules, systems and procedures.
  - Using equipment provided in the interests of health and safety in a manner for which purpose it was intended.

- Conducting themselves in a manner conducive to their own safety and the safety of others.
  - Not intentionally interfering with or misusing anything provided by NSBM to protect people e.g. misuse of fire extinguishers.
  - Not willfully or negligently endangering the health and safety of persons using NSBM buildings.
  - Reporting any accident within NSBM premises which results in personal injury or ill health.
  - Notifying the designated authority when suffering from a disease or medical condition which may be caused by, or made worse by, work activities (this information will be treated as confidential).
  - Not proceeding with any activity if they feel it poses a threat to their health and safety, or to that of others;
  - Reporting any unsafe or unhealthy working conditions, or suspected faults in buildings, building fabric, or in any equipment, to the Dean of Faculty, promptly.
- 10.2 Work in specialized areas is always carried out via the control and consent of the staff of the Faculty/School concerned. Students will not have automatic access to any specialized facility or equipment unless previously authorized.
- 10.3 Students are forbidden to carry out any modifications to the supply side of any electrical wiring, or carry out any maintenance or modification to electrical equipment. Any faults or suspected hazards must be reported to staff.
- 10.4 Familiarize yourself with building fire instruction notices. Know what to do in an emergency since it will be too late to do so at the time of a real emergency. Take the following actions promptly if you either hear the fire alarm or discover a fire. On hearing the fire alarm you must:
- Leave the building by the nearest safe exit.
  - Close doors and windows behind you if there is no immediate danger.
  - Assemble in either a designated assembly area or at some distance from the building so as not to impede rescue services or put yourself at risk from shattered building glass.
  - Do not use lifts.
  - Do not attempt to return until authorized to do so.
  - On **discovering a fire you must** Sound the fire alarm and follow the instructions given.
- 10.5 NSBM buildings are accessible by members of the public and inevitably this gives rise to concerns regarding personal safety and security. However, building users can contribute to their own personal safety and security by adopting a few simple precautions:
- Report unwelcome visitors/intruders to security staff.
  - Inform security staff if you have had permission to work at times when the building would not normally be occupied.
  - When outside, keep to well-lit areas.
  - Don't leave personal effects on display, e.g., handbags, wallets, jewellery, etc.



## **11. Identity Cards**

After having registered for an award, a photograph of the student will be taken and an identity card will be issued upon commencement of the course. Student should carry the Identity card with him/her at all times. If the Identity card is lost a duplicate will be issued at a fee. Please refer the Fee List maintained by Finance Division. No student will be allowed to enter NSBM premises without an Identity card.

## **12. Identification**

At all times students of NSBM must keep and produce on request the NSBM student registration card as a means of confirming the identity when required to do so by any staff member of the NSBM.

## **13. Intellectual Property, Patents and Copyright**

### **13.1 Intellectual Property**

All intellectual property rights in and to any work created by a student during the course of his/her study will belong to and be the absolute property of NSBM and the student will do all such acts and sign all necessary deeds and documents to vest legal title in and to the intellectual property in NSBM. The student will, if required to do so and at the NSBM's reasonable expense, assist NSBM in the defense/commencement of any infringement proceedings in connection with the intellectual property.

### **13.2 Patents**

Students will assign patent rights to NSBM where the work capable of being patented was made, discovered or developed during the course of their study. NSBM will, if required by law to do so, ensure that the student is acknowledged and has the chance to a share in any profits derived from the exploitation of any patent that is granted.

### **13.3 Copyright**

If any copyright is assigned to NSBM, the NSBM will ensure that the student is suitably acknowledged and receives a reasonable share of any rewards gained as a result of the exploitation of such copyright.

## **14. Library Regulations**

Please refer Library Handbook available in the NSBM student Intranet, for details on library usage.

## **15. NSBM Property**

15.1. NSBM property must be treated with care and respect at all times. No NSBM property shall be removed from the premises without prior approval of the Faculty Dean.

15.2. If you cause the loss of or damage to NSBM property from activities which are not permitted by the NSBM you shall be held personally responsible and liable for the cost of replacement and repair as necessary.

## **16. Payments**

It is your responsibility to find out the amount of fees payable for your chosen award. Course fees are payable in full or on installment basis, at enrolment each year, unless acceptable payment arrangements have been agreed with the Finance Division.

### **16.1. Annual increase in fees**

Course fees for most courses will increase from one year to the next. Therefore, if you are on a course of more than one year's duration you can expect to pay a higher rate of fees in subsequent years. It is your responsibility to find out what tuition fee will be charged for each academic year of your course.

### **16.2. Fees (Referral Modules)**

Students repeating a module(s) with attendance or studying a replacement module will be charged an additional tuition fee based on the number of credits being undertaken unless they have had extenuating circumstances accepted by NSBM for the failed credits. Students re-sitting any assessment components of a module will be charged an assessment re-sit fee.

### **16.3. Payment Procedure**

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.

## **17. Personal Property**

Students are responsible for ensuring the safety of their property at all times. Excuses for damage to your work prior to its submission are not regarded as an acceptable explanation for a late submission and any partial work for the purpose of formal assessment of NSBM.

## **18. Registration**

- 18.1. A student is a person registered by NSBM to follow a programme of study at NSBM. A student, once registered, remains a student until the completion of the programme, or until he/she withdraws, provided that the registration has not been cancelled or the student has not been expelled from NSBM.
- 18.2. You must satisfy entrance and other specified requirements for the award to which you wish to be admitted.
- 18.3. Students registered with NSBM Awards should complete their degree programmes within 3 years upon completion of the coursework.
- 18.4. If you wish to break your programme of study for personal reasons, you must seek the prior approval of the relevant Faculty Dean.
- 18.5. Students who have outstanding course fee debts to NSBM will not be allowed to proceed to the next academic year until those debts have been paid in full. If you fail to pay any dues in full by the date specified by NSBM, you shall be liable at any time thereafter to be excluded from NSBM until such debts are settled.
- 18.6. It is your responsibility to keep your Programme Director and Programme Coordinator informed of your term address and of any change of name or address or other facts given when you enroll.
- 18.7. NSBM accepts no responsibility for letters and/or certificates not reaching you due to change of name or address not being notified to the Programme Director and Programme Coordinator.
- 18.8. The name which appears on any certificate or transcript issued to you by NSBM/Partner University will be that which appears on your enrolment form unless the Programme Director and Programme Coordinator have been notified otherwise by you.

## **Registration Process**

- 18.9. All students are required to register prior to the commencement of their programme of study. The times and procedures for registration are determined by NSBM.
- 18.10. Each Participant 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 coordinator of each award. The registration forms can be obtained from the Programme Office.
- 18.11. 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.

#### 18.12. Registration is not complete until you:

- have satisfied the conditions of entry to the award, including the verification of your qualifications in the form of authenticated documentary evidence;
- have completed satisfactorily the enrolment process of NSBM and have confirmed your agreement to be bound by all NSBM rules and regulations;
- have made full payment of all fees due or written evidence has been provided to confirm that a third party acceptable to NSBM (e.g. Student Loan Company, employer) accepts responsibility for the full payment of the fees;
- have satisfied any other administrative procedures, which may be determined from time to time by NSBM.

### 19. Refunds

- 19.1. 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.
- 19.2. You should submit a written request giving full details of the reasons for your withdrawal with appropriate documentary evidence.
- 19.3. It is your responsibility to formally notify the NSBM of your withdrawal or intermission at the time at which you leave your course of study. Failure to formally notify the NSBM of your withdrawal or intermission will result in you continuing to be liable for tuition fees until such time as you do formally withdraw or intermit. Retrospective withdrawals will not be permitted.

### 20. 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 itself to provide for its students:**

- an equitable and supportive environment;
- 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; Students can expect a high standard of teaching and research supervision in line with NSBM's quality assurance framework and mission;

- a fair and efficient feedback procedure.

**It is expected that all students will reciprocate by:**

- displaying a responsible attitude towards staff, fellow students and visitors to NSBM;
- treating NSBM property with respect, in a manner consistent with NSBM policy;
- taking part in all assigned teaching/learning activities, including lectures and practical sessions on time;
- 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.

## **21. Student Clubs**

21.1 NSBM promotes formation of special interest groups dedicated to a particular cause or activity including student alumni. NSBM supports students 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.

21.2 Any activity of student associations bearing NSBM name shall take all precautions to safeguard the reputation of NSBM and should not compromise the core academic work of the students. Student clubs are expected to have objectives those fit into a broader educational perspective.

## **22. Transfers**

22.1 Transfer is possible within one month after commencement of the programme and it is possible only within the path and partner university.

22.2 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.

## **23. Vehicles**

- 23.1 NSBM car parks are private property and all vehicles are parked at owners' risk. The NSBM cannot accept any responsibility for any loss or damage to vehicles and/or their contents whilst parked in NSBM property.
- 23.2 Access to designated car parks is restricted to those students with a valid Parking Permit which eligible students obtain when enrolment is completed.
- 23.3 You must not park within the grounds of the NSBM, other than in authorized student parking areas. Unauthorized parking will result in a charge being imposed and the student may be subject to disciplinary action.
- 23.4 The NSBM reserves the right to introduce measures to regulate the use of vehicles whilst on NSBM premises.
- 23.5 Vehicles without a current revenue license must not be parked anywhere on NSBM premises, and if so parked, are liable to removed. Your valid parking permit must be displayed at all times.

## **24. Appendices**

## NSBM Complaints Form

Your Name.....

Your Contact Address.....

Your Telephone Number (if any).....

E-Mail Address (if any).....

Date.....

Remedy you are seeking (it is very important that you complete this section as failure to do so may result in a delay in dealing with your complaint)

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Nature of Complaint

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## STUDENT CLEARANCE FORM

Student Name	
E-mail Address	
Degree Programme	
Date of Convocation	

Registration Number		
Phone Number		
Faculty		

A student who is graduating from National School of Business Management (NSBM) must submit the duly completed Student Clearance Form to the Examination Department to obtain their official transcript and / or be eligible to participate at the degree convocation. A student held accountable for any of the below mentioned departments of NSBM is not considered eligible for degree completion.

Finance Department	
<input type="checkbox"/> Cleared <input type="checkbox"/> Not Cleared	..... Finance Manager
Examination Department	
<input type="checkbox"/> Cleared <input type="checkbox"/> Not Cleared	..... Assistant Registrar - Examinations
Library	
<input type="checkbox"/> Cleared <input type="checkbox"/> Not Cleared	..... Librarian
Administration / Programme office	
<input type="checkbox"/> Cleared <input type="checkbox"/> Not Cleared	..... Assistant Registrar - Academic

.....  
Student's Signature

.....  
Programme Coordinator / Secretary

I confirm that ..... has no liability to National School of Business Management and has satisfied all the requirements to be eligible to graduate.

.....  
Programme Director



### Instructions for students

- All students must submit this form at least 14 working days before the graduation ceremony to be eligible for graduation.
- Students are accountable for obtaining the attestation of each department stated above in due course.
- Programme Director will attest a student “cleared” upon confirmation from all other departments and personnel as for the student’s “cleared” status.
- In a situation where a student is not cleared from a certain department on account of the pending funds/material/documents or any other reason, she/he is allowed to take necessary steps to provide evidence of meeting the requirements of a particular department before re-applying for clearance.