

Dear Participant,

EMERITUS Institute of Management welcomes you to the world of real-time Interactive Live Sessions (ILS) through its pioneering efforts.

We would like to congratulate you on having made such a prestigious Programme. We also wish that your experience be one of significant enrichment & immense help in substantially building your career growth.

This "Student Handbook/Manual" is designed to help you through the Programme delivery. We have a team of **Programme Support** who shall be your escalation contact in case of any issues or help that you may seek. You may

write to us at Support.India@emeritus.org.

We may add that we are indeed using state-of-the-art technology. However, like any other technology, it is prone to fail, as per the prevailing infrastructure in India, Intermittent drops in the network connectivity or packet loss are unavoidable. Hence you might face Audio or video Issues if the Internet quality or bandwidth is not optimal.

We will keep you updated regularly on the various other initiatives from our end and shall seek your cooperation to make your experience a most memorable one.

Wishing you all the very best in your career and happy learning,

Sincerely, Programme Support Team



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1. Records

It's the responsibility of the Participant to keep the personal records like e-mail ID, Mobile numbers, residence address, communication address, etc. & Professional Records Like experience certificates, Salary Slip, SOP, etc. Correct and update in the Application form. In Record, if found incorrect or fake, the candidature of the Participant shall stand canceled.

Your Records will be used simultaneously by EMERITUS/Institute, the former being used for various commercial/fee purposes & the latter for all academic interactions. Accuracy of participant detail in the systems is entirely a Participant's responsibility, and EMERITUS/ Institute shall not take cognizance of any error that is caused by incorrect data.

A participant is not allowed to change his name or father/ husband's name at any stage. A participant is strongly advised to validate the spelling errors, if any, as the certification will reflect any error in this regard. In case, at any stage participant wants to update the Personal Details like Registered E-Mail ID, Mobile Number or Communication Address, participants are requested to write us at Support.India@emeritus.org.

2. Admission

Admission to a Programme is subject to aspirant fulfilling policies & procedures laid down by the Institute and EMERITUS for the Programme for which the Participant is seeking admission. Admission of a participant in a Programme shall be subject to an aspirant's:

- a) Meeting the eligibility criteria for the Programme as laid out by the Institute in terms of academic qualifications, experience as judged by the Institute's selection committee.
- b) Being successful in written admission tests/selection, interviews as conducted by the Institute for selection of the Participant.
- c) Verification of aspirant's academic & other credentials in original.
- d) The actual realization of requisite fees as required, like application fees, registration fees, etc., as applicable.

EMERITUS & The Institute reserves the right to cancel enrolment or even certification of any participant at any stage of the Programme in case any irregularity in Participant's eligibility or in other credentials is detected, and such action shall be in a sole discretion of EMERITUS/Institute.

3. Documentation

EMERITUS/Institute shall at any time seek from the participants the originals of the documents submitted along with the application by the Participant. The originals can be checked/ audited at any time during the termof the Programme. Any participants whose documents are found not in order or are forged; EMERITUS/Institute reserves the right to take action as they deem fit against defaulting Participant including cancellation of enrollment & debarment from the Programme.

4. Attendance

Most Programmes have minimum attendance criteria. If your Programme has a minimum attendance criterion, attending classes for the Programme on a regular basis is a mandatory requirement for successful completion of the Programme and certification. The Percentage criteria are different for each Programme offered by the Institute, and in case a participant fails to fulfill the attendance criteria, the Institute may not award the completion certificate to the Participant.

In case of any discrepancy in attendance recording, verifications shall be carried out by EMERITUS and the Institute using the attendance records available. The decision of EMERITUS and the Institute in this regard shall be final & binding.



If your Programme has Online classes, there is a standard sequence of logging into the system. A participantjoining late or leaving early may not be granted attendance, since the system records login, logout, and the disconnection/reconnection time stamp.

You are required to login into the online classes using the E-Mail ID you gave us when you registered for the Programme. If Improper login with incorrect E-Mail ID/Name is recorded in the system, a participant is likely to be marked absent in this case.

5. Archive (Interactive Live Online Sessions (ILS) Recordings)

For Programmes where recording of online classes are permitted by the Institute, EMERITUS records the sessions as conducted. EMERITUS provides playback of the archived sessions in CANVAS-LMS only through online streaming and does not permit the download of these recordings in order to protect the IPR.

The Participant is allowed to view the archived session subject to the following:

- The provision of archived sessions is not part of the standard offering & EMERITUS/Institute does not own any responsibility or obligation to provide the archived sessions to a participant.
- The Recordings from live sessions will be available to the participants for defined period (depends on Programme or school's policy) after the live session is conducted, based on the discretion of the Programme Director/Faculty.
- That EMERITUS/Institute agrees to provide the archived session recordings to the Participant.
- Access to Archives (if applicable) through LMS shall be revoked once the programme is complete.

6. Books and study material

For Programmes where there is a provision of Books/Study Material, Books / Study Material are being provided by Institute only subject to no dues regarding campus fees/installment.

Books will be distributed by the Institute's academics team at the time of campus visit, or E-Books/Books may be sent to the Participant's E-Mail ID/postal address directly from the Institute.

Note:- EMERITUS will not have any role or ownership of lost or misplaced books/ study materials. In case of lost documents due to postal address errors, the participants shall be required to pay the charges for the Books/ study materials additionally. EMERITUS shall, however, coordinate the same with the Institute on behalf of the participants provided such issues are reported at ERUDTIUS Programme Support E-Mail ID.

7. Academic Discipline & Conduct

EMERITUS/ Institute attaches very high importance to integrity, honesty, and discipline on the part of the participants participating in the Programme. A sense of responsibility and a high degree of maturity are expected from all the participants in the teaching session and an exam during their Programme journey. EMERITUS/Institute is empowered to initiate disciplinary action against a participant found guilty of the same.

- **Program Management**. All the contents of the course would be made available to students at the commencement of the course. However, to ensure the program delivers the desired learning outcomes students have adopted to adhere to the cohort-based learning approach. The students by accepting these terms of services appoint Emeritus to manage the delivery of the program during the course period for a better learning experience the fee for which is already included under Course Fee, as stated in the Course Fees and Payments section.
- All participants admitted in the Programme must observe the rules and regulations that may be framed from time to time by EMERITUS/Institute.
- Participants are required to maintain absolute self-discipline in the classroom and in the ILS. Violation of the rules will result in severe disciplinary action against the offenders with penalty or debarment of the Participant.



• All communication from the participants should be addressed to the e-mail ids provided to them. In matters of administration, training, and discipline, the decision of the Programme Director/ Coordinator shall be final and binding on all participants.

Listed below are examples of conduct for which action may be taken if a violation occurs at the sole discretion of the Institute or EMERITUS:

- Dishonesty, such as cheating, plagiarism, or knowingly furnishing false information to the institute / EMERITUS or deliberate suppression of fact and /or relevant information.
- Forgery, alteration, or use of Institute/EMERITUS documents, records, or instruments of identification with intent to defraud; Intentional obstruction or disruption of teaching, administration, or other Institutes/EMERITUS activities and other authorized activities at EMERITUS/Institutes premises.
- Absence Without permission from the Institute and the Faculty. Mass absence from the classes.
- Drunkenness/ misbehavior/ threats which affect the normal conduct of a class or class discipline.
- Damage to the property of the Institute or EMERITUS. Riotous or violent or disorderly behaviors.
- Reporting fictitious data for empirical study or assignments. Theft, fraud or dishonesty in reporting facts/issues to EMERITUS/Institute.
- Permitting, whether willfully or otherwise, a co-participant to copy from one's answer book or document or material.
- Smoking/Drinking during the live ILS or proctored quiz/exam.
- Whispering or communicating with one another by means of signs, symbols or gestures or in any other body language in the examination.
- Impersonation or proxy submission of assignments, reports or other documents to the Faculty.
- Leveling false and baseless allegations against any faculty member or officer or employee of the Institute or EMERITUS.
- Indulging in any act subversive of general discipline (the word "discipline" being used here in its generic sense and its widest amplitude) and/or is detrimental to the reputation, image or standing of the institute/EMERITUS.
- Doing, or causing to do, any act, which is likely to adversely affect the relations of the institute/EMERITUS.

The Institute/ EMERITUS will initiate disciplinary severe action against a participant found guilty of any of the above, including debarring the Participant from the Programme.

8. Assignments & Online Examinations

If your Programme has online Examinations, the examination may be conducted using Proctoring based platform where the system will monitor and record your Audio/Video and the screen. If any participant is found using unfair means, the Institute reserves the right to take appropriate action, including debarring from Programme with fee forfeiture.

Participants must comply with the following guidelines during an examination, both online or pen & paper type.

- Participants should report at the examination room or at their examination taking device at least 15 minutes before the scheduled time.
- Participants must not refer to any book, paper, or other notes unless it is an open book examination except for open-book examinations.
- Except for essential communication with the EMERITUS/Institute/faculty, a participant is not permitted to communicate in any form with anyone else during the examination. Passing or receiving information in any form or looking around at the answer books of others during the examination constitutes misconduct and is strictly prohibited. A participant, who assists or abets giving or passing of information, in any form whatsoever, will be considered as guilty and punishable as the one receiving it.



- Any violation of the norms of examination will be considered a serious offense and an act of misconduct. In such an event, the participants will be liable for forfeiture of the answer book an expulsion from the examination hall at once. If the gravity of the offense is serious so as to adversely affect the reputation of the Institute and/or the fair conduct of the examination and/or general discipline, the participants will be liable for expulsion from the Programme.
- Using unfair means in the Examinations
- Copying in any form in the assignments or in any examination will be considered as an act of indiscipline. The Institute will initiate serious disciplinary action against participant found guilty of any of the above, including debarring the participants from the Programme.
- In the case of online examinations, technology is being used & any technology is liable to malfunction. It is recommended that the participants must apprise themselves on the entire process & procedure for online examinations beforehand.
- Further, for each of the online examinations, participants must log in 15 minutes before the examination time.
- Participant must ensure the Audio (Microphone), and the camera is well connected in case of online examination so that system proctoring remains uninterrupted, and your exam continues normally.
- Participants must share the screen when prompted by the Examination portal for vigilance and security purposes.
- All Exams are recorded. Therefore, the participant must maintain the discipline and decorum in the examination.

9. Fee Payment & Due Dates

- Fees are required to be paid as per the prescribed installment plan, and No extensions shall be granted for paying the due installment under any circumstance.
- Participant must refer "BROCHURE" for installment dates and amounts.
- The fee is only accepted in the form of Online Card Payment/UPI/Bank Transfer.
- The EMERITUS system will initiate an automatic participant suspension process in the event that payment is not received within seven (7) days following the due date. Participants with a debit balance persisting for more than seven (7) days will be subject to this status within the system, referred to as "Suspended" due to non-payment. On the 8th day after the installment due date, EMERITUS will apply a late fee fine of INR 1500 plus GST.
- Beyond 30 days from the due date, a "forced withdrawal" student will be allowed to rejoin the programme with the rejoining fee, which is currently Rs 5,000 plus applicable taxes for all short form programme of up to 4-month duration, and Rs. 10,000 plus applicable taxes for all long form (more than 4 months) and SEPO programmes.
- of Rs.10000/-. Any student who goes on "Forced withdrawal" more than once in a Programme willnot be allowed to rejoin the programme,
- The Participant's Login credentials, and ILS invites would be enabled within three (3) working days of Participant's payment credited in the bank.
- Fee once paid, it is neither refundable nor transferable towards any other participant/ Programme/ post Programme commences.
- In order for you to be enrolled in a program and to participate in it, you must make payment of the program tuition, including program management fee, within the stipulated timelines. Failure to do so will result in cancellation of your admission and you may forfeit some or all of your tuition fee. Youwill receive an acknowledgement of your payment within 7 working days of receipt.



10. Break from the Programme and Rejoining:

A student may make a request for a break from a programme giving details of reasons for such a request. In case EMERITUS and Institute is satisfied with the reasons for seeking Break from a programme, (in exceptional cases) it may be allowed, subject to student not in any form of default- payment or academic. However, permission to seek break does not automatically provide a right to rejoin any subsequent batch of the same programme & specific approval process has to be followed as below:

• For Synchronous Certificate Programmes

- i. After the programme commences, you can request to change to a future batch within six months from the Start date.
- ii. A deferral request must be submitted along with a selected reason, explanation, and document proofs.
- iii. Programme batch changes may be made only once per enrolment and are subject to the availability of batch scheduled at our discretion.
- iv. This will not be applicable for deferrals within the refund period, and the limit of one deferral per enrollment remains.
- v. Participants are required to pay the differential fees corresponding to the repeat programme in comparison to the fees of the discontinued/existing batch.
- vi. Participants are required to pay the applicable deferment fees for any deferment requests. which is currently Rs 10,000 plus applicable taxes, except for IIML Programmes. For IIML Programmes the rejoining fees are Rs. 25,000 plus applicable taxes.
- vii. All deferral requests should be sent to: <u>Support.India@emeritus.org</u> (Indian Institute Programmes).
- viii. We kindly inform you that choosing to defer the program is undertaken at your discretion. It is important to note that the program fee will not be refunded in the event of programme discontinuation subsequent to deferment.
 - ix. All deferments are subject to approval from the competent authority at Emeritus/Institute.

• For Asynchronous Certificate Programmes:

- i. If a participant faces severe challenges in dedicating time to study the programme or has personal medical issues, a participant may request to defer the enrolment to another cohort of the same program.
- ii. The participant must request to change to a future batch within 30 days after the programme commencement.
- iii. A participant may request a **one-time deferral** to the next available cohort of the same program. Such deferral is contingent upon and subject to:
 - Programme and batch availability at the discretion of the Institute and Emeritus
 - Approval of a valid deferral request with the supported document.
 - Payment of all pending programme fees as per the original programme scheduled date or Payment of the applicable non-refundable deferral fee as set forth under point (v).
- iv. The participant must write the deferral request to support.india@emeritus.org, specifying the reason for deferral with supporting documents.
- v. The deferral request with reasons and supporting documents shall be passed on to the Institute, who reserve the absolute right to approve or deny such requests, at its discretion.
- vi. Participants may be offered a deferment under the condition that they pay the full fees as per the original payment plan. Once the payment is completed, the deferment will be processed. However, if a participant wishes to defer the payment plan as well, they will be required to pay the fee, collectively referred to as the "non-refundable deferral fee" of Rs 10,000 + taxes for certificate courses and Rs 20,000 + taxes for senior executive programmes, along with the programme fee differential amount between the two cohorts.

- vii. For the payment plan deferment option, the participant will have **5** (**five**) business days to pay the deferral fee from the date of deferral approval by the Institute, after which the deferral approval will expire, and the participant will continue in the current cohort. For clarity, until the full payment is received, the participant will remain in the current cohort.
- viii. Upon payment of the non-refundable deferral fee mentioned under point (v), Emeritus will process the deferral request, and the participant's access to the current cohort will be disabled. Accordingly, the participant must start the programme in the new cohort from the beginning.
- ix. The deferral request can only be considered when the current cohort the participant is enrolled in is ongoing. A deferral request shall not be entertained if the currently assigned cohort is completed or after the programme end date.
- x. It is the participant's decision to defer the programme to another cohort. It is important to note that if the programme is discontinued after deferment for any reason, the programme fee will not be refunded to the participant.

11. Cancellation/Refund Policy (Certificate programmes only)

- All notifications of cancellations/withdrawals from the programme must be received in writing 14 days or more before the programme start date.
 - Where the request for refund of academic fees has been received 14 days or more before the programme start date, full refund of the amount paid towards programme fee (excluding application fee, if any. Application fee is non-refundable) shall be made.
 - o The request for refund of academic fees has been received in writing less than 14 days from the programme start date. The refund shall be made for an amount equal to the academic fees after deducting a refund processing fee of INR 5,000 and the GST component.
 - O No refunds will be processed after the commencement of the Program, with the exception of IITD certificate programs. In the case of IITD programs, the policy allows for refunds within 15 days from the program's start date as indicated in the offer letter. In such cases, 80% of the total fee received will be eligible for a refund. It is important to note that any taxes paid on the amount are non-refundable.
- If the refund is being made on account of the programme being cancelled, the refund shall be made for the entire amount, including taxes collected from the student. No penalty shall be imposed in this case.
- Where the request for refund has been received subsequent to the rescheduling of the start date of the programme that results in the programme commencement being delayed by more than one month from the original commencement date, the refund shall be made for an amount equal to the academic fees and the amount of taxes collected from the student. No request for refund on account of rescheduling ofthe programme's start date shall be considered if the programme commencement is delayed by less than one month.
- All refund requests should be sent to: Support.India@emeritus.org

12. Policies From Web Form

The primary language used in our Programmes is English, and our Programmes may involve a considerable amount of 'business' vocabulary and reference to technical subjects, as well as group discussion and interaction. To achieve the greatest benefit from our Programmes, and to be able to participate fully, applicants are expected to have a good command of both written and spoken English.

13. Taxes

Any taxes or duties ("Taxes") imposed/assessed by the Central Government, local authority or any other Government Department or statuary authority by virtue of any enactment or amendment to the existing statutes or otherwise in respect of the programme being conducted by EMERITUS shall be payable by the participants as and when the same gets applicable. The participants shall be liable to pay the same immediately, which may be before, after, or during the term of the programme. EMERITUS reserves the right to take any action it deems fit if the

Participant does not pay such taxes to EMERITUS.

14. Certificate

Certificates are being issued by Institute only subject to Completion of Programme successfully as per individual Institute's policy & process. Generally, it's done on

- Successfully completion of Examination & Assessment
- Maintaining attendance criteria of the Programme
- No due certificates from EMERITUS & Institute's Academics department.

Note:- EMERITUS will not have any role or ownership on:

- Any Complaint/query regarding delayed/lost certificates
- Any Complaint on damaged/soiled or poor-Quality certificate
- However, EMERITUS shall support & coordinate with Institute to address the issue if a formal call islogged at Support.India@emeritus.org



TECHNICAL HANDBOOK

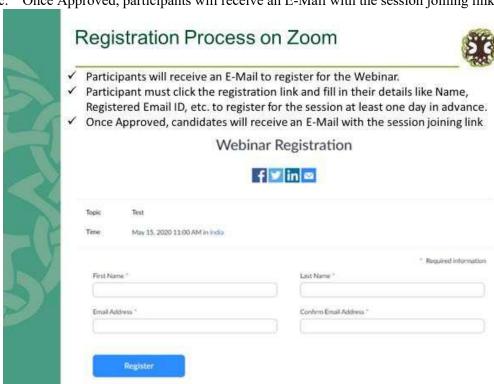


EMERITUS will use Three(3) platforms to deliver the progamme:

- 1. Zoom for Interactive Live Online Sessions (ILS)
- 2. Canvas Learning Management System (LMS)
- 3. Mercer Mettl For Online Proctored Exam/Quiz.

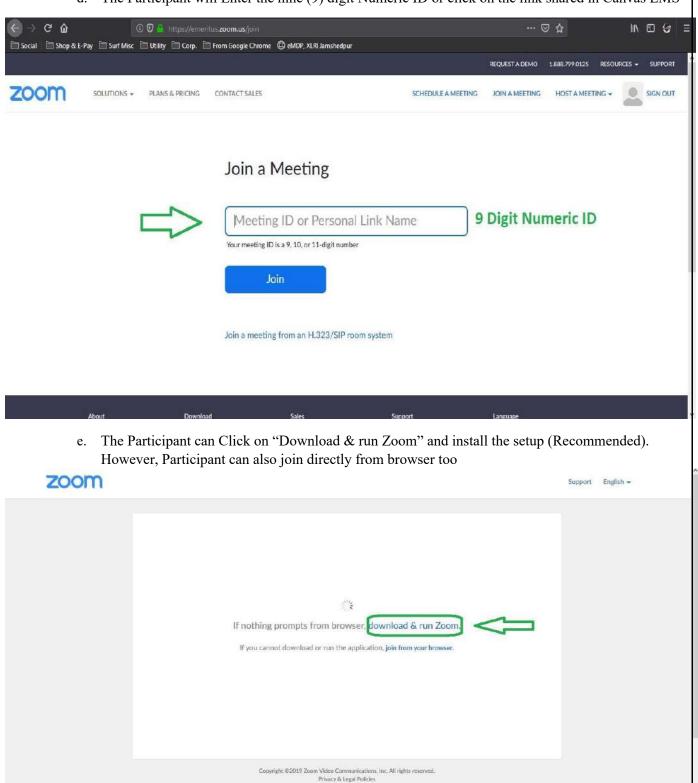
1. Interactive Live Online Session (ILS)

- a. Participants will receive an E-Mail to register for the Webinar.
- b. Participant must click the registration link and fill in their details like Name, Registered Email ID, etc. to register for the session at least one day in advance.
- Once Approved, participants will receive an E-Mail with the session joining link



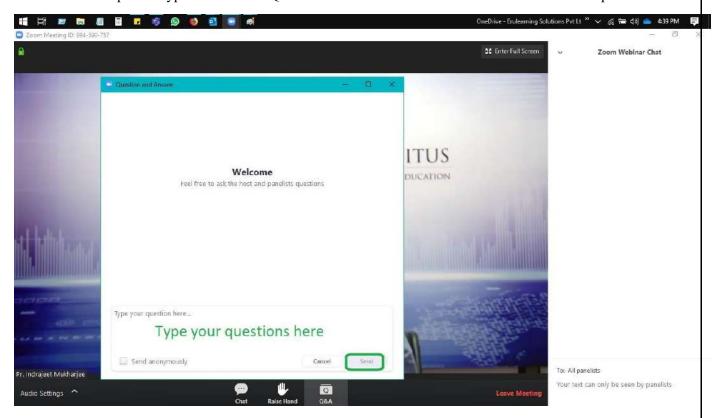


d. The Participant will Enter the nine (9) digit Numeric ID or click on the link shared in Canvas LMS

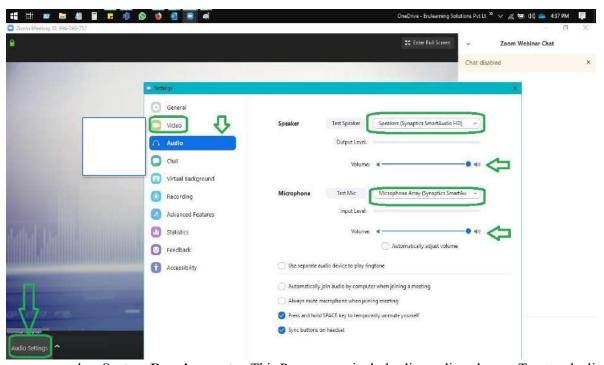




f. The Participant can write their queries and questions by clicking on "Q&A." Users also have an option to type in Chat Box. Q&A is recommended to be used for all session related questions.



g. The Participant can be activated to Audio or Video conference by the Faculty. Participants can alwaysadjust the Volume and change the device by Clicking on "Audio Settings."



h. **System Requirements** - This Programme includes live online classes. To attend a live online class you will need to have a PC/Laptop/Mac with



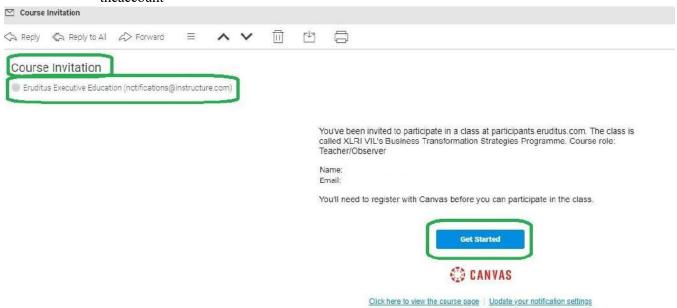
- Speakers and microphone: built-in or a USB plug-in or wireless Bluetooth
- Webcam: built-in or USB plug-in
- Processor: with Dual Core 2Ghz or higher (i3/i5/i7 or AMD equivalent)
- RAM: 4 GB or higher
- OS: Either MacOS 10.7 or higher OR Windows 8 or higher
- An internet connection: Minimum bandwidth of 3.0 Mbps (up/down)
- Browser: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
- Zoom software client installed on your PC/Laptop/Mac
- Bandwidth Requirements: The bandwidth used by Zoom will be optimized for the best experience based on the participants' network. It will automatically adjust for 3G, Wi-Fi, or Wired environments.

Recommended bandwidth for Meetings and ILS Attendees:

- o Minimum 600kbps/1.2Mbps (up/down)
- o Recommended 3.0 Mbps (up/down)

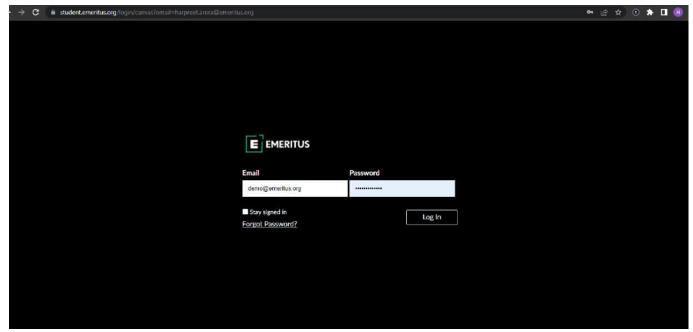
2. Learning Management System (CANVAS)

a. Registration - Please find an E-Mail from ID – EMERITUS (<u>notifications@instructure.com</u>), Click on Get Started and follow the instructions. Participants will generate the password credentials for theaccount



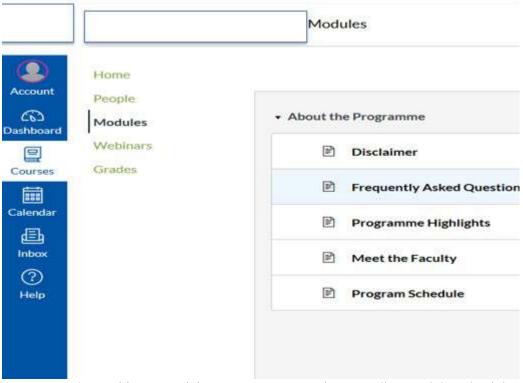
b. Access Canvas using Link https://admissions.emeritus.org/student/login. Please Select "EMERITUS" as a school name in Android & IOS Mobile Application: **Canvas Participant**





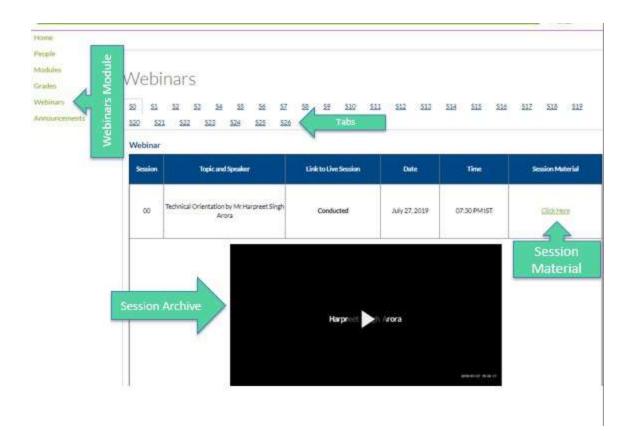
c. Home-Page: Participant introduced to Canvas, the learning system

Canvas Learning System Introduction

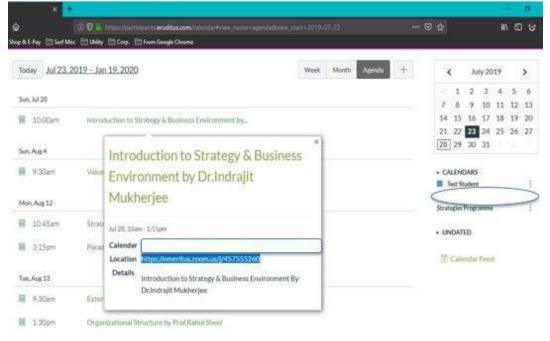


d. Webinars: Participants can access session recordings and download the session material by clicking onthe webinars module.





e. Calendars: Participant can find the Session Link before each session using calendar module





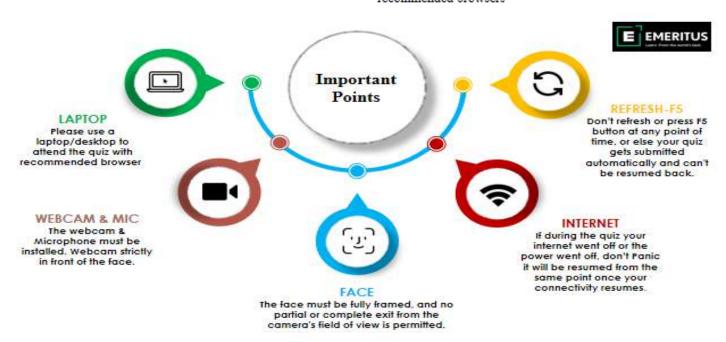
3. Mercer - Mettl (Exam Portal)

- a. Features:
 - Remote-Proctoring Automated Proctoring & System Control of the participant's movementand background noise deviations. The system monitors deviation based on 11 Parameters.
 - ii. Activity Monitoring- The system also monitors the activity of the participant on the computer like Alternative Tab opened, Minimizing of the browser, etc.
 - iii. Quiz Archive- system records and supports entire exam/quiz video playback of the participant.
 - iv. Statistics & Administration Proctoring Score Based on Events
- b. Requirements
 - i. In addition: Ensure you have connected working condition Camera, Microphone
 - ii. You can check your network speed using the following two websites: http://bandwidthplace.com/ & http://www.speedtest.net

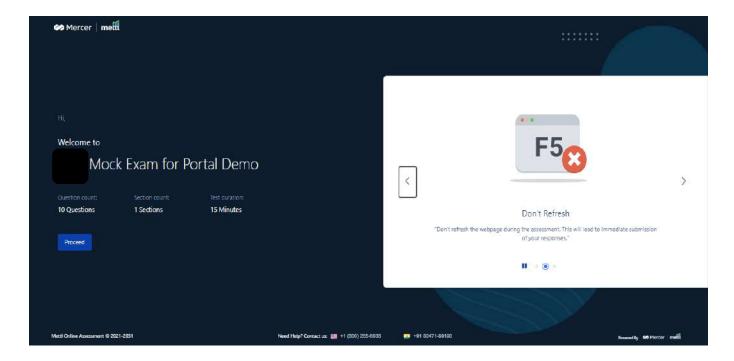
System Requirement: 1



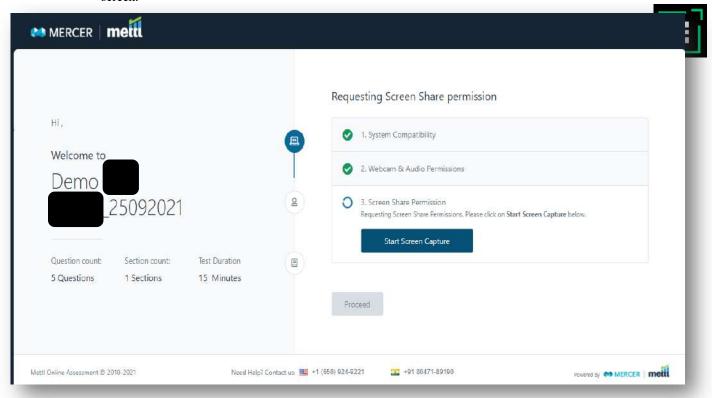
		Network Speed
Browser	For (Proctored test)	For webcam proctored test - 512 kbps
Chrome version	63 and above	You can check your network speed using the following two websites:
F1 6	52 11	http://bandwidthplace.com/
Firefox version	52 and above	1 · · · · ·
Safari version	12 and above	http://www.speedtest.net
	84.0.522.63 and above	Supported Browsers
Microsoft Edge		You can attempt Mettl tests on any of the following recommended browsers

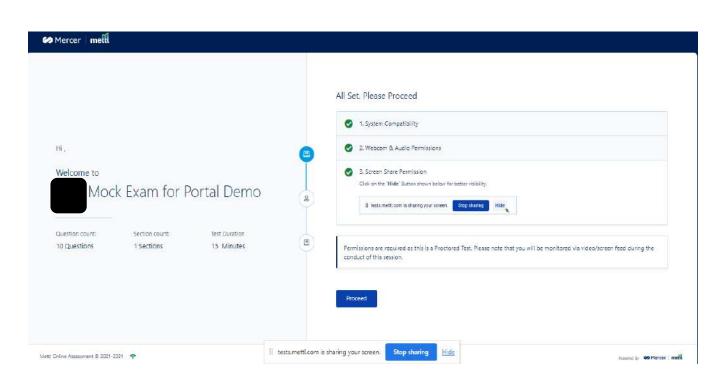


- c. Accessing the Exam: Each student will be provided with a distinctive link 24-48 hours prior to their scheduled examination. In exceptional circumstances, such as surprise exams, the link may be distributed at a later time.
- d. **Opening the URL**: You should access the URL link through the recommended internet browser. This link will be shared through the Learning Management System (LMS) portal and via email.
- e. User Identification and Exam Access: Users must input their email ID to access the webpage. Once on the page, they should review the exam details and then click on "Proceed" to initiate the system check and verification process.

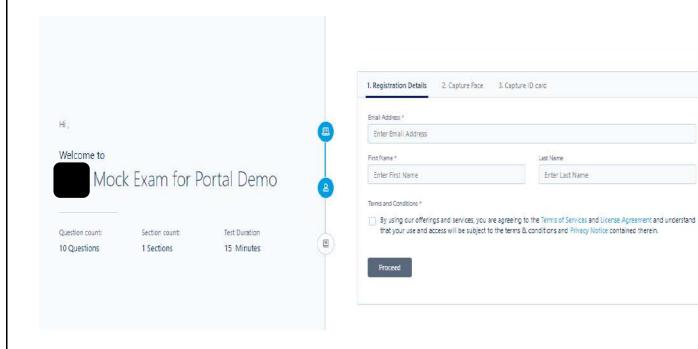


f. System Compatibility and Screen Sharing: The platform will conduct a compatibility check of the system, including webcam and audio settings. Participants will also be prompted to grant screen sharing permission. To do this, participants should select "Your Entire Screen" and then click on "Start Screen Capture" to share their entire screen.

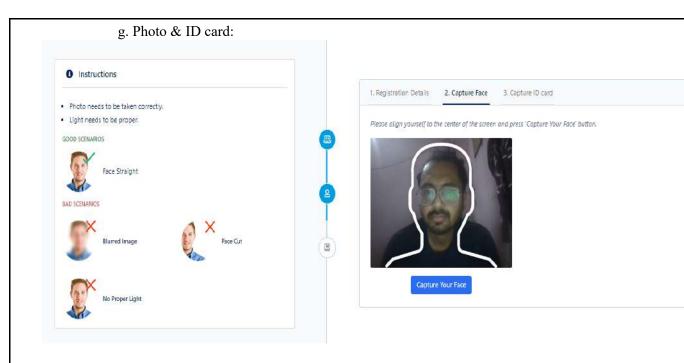




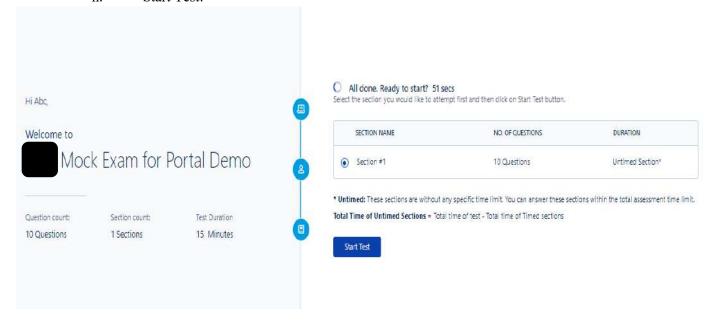
g. Enter your details and click on Proceed to start the exam:





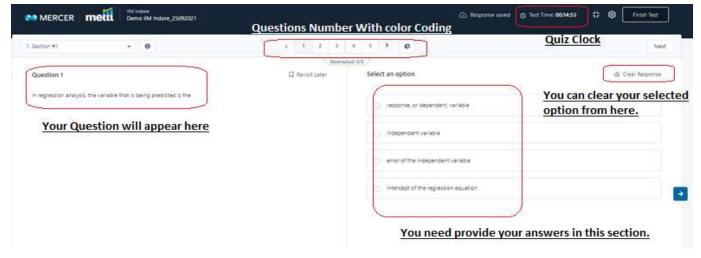


h. Start Test:





i. Exam View:

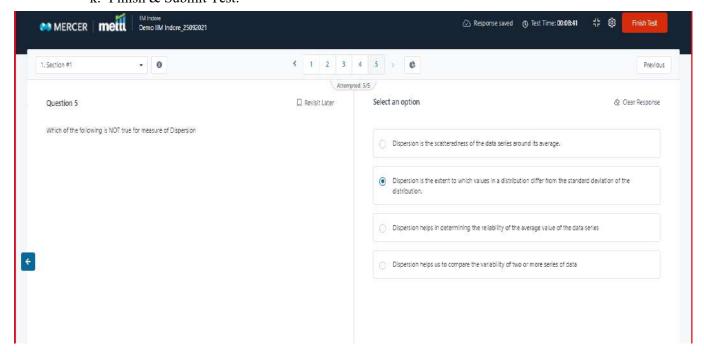


j. Navigation warning:





k. Finish & Submit Test:



1. End Test Confirmation:

