

Master of Business Administration

Student Manual

This Student Manual provides details of the program assessment policy and student learning experience. You are expected to go through this manual thoroughly and abide by the policies mentioned here. This will ensure the smooth conduct of the program.

Please reach out to our student support team at studentsupport@upgrad.com if you have any questions.

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Academic Structure

The Program is divided into 10 courses. Each course has a fixed number of units/credits.

Table 1 – Credits for each course

Course No.	Course Code	Course Name	Credits/ Units
1	BUS 202	Fundamentals of Business	3
2	LEAD 300	Management and Leadership	3
3	MKT 300	Marketing Management	3
4	MSBA 300	Foundations of Business Analytics	3
5	FI 300	Corporate Finance	3
6	LEAD 303	Teamwork in Organizations	3
7	MBA 323	Information Technology	3
8	OP 300	Operations and Supply Chain Management	3
9	MBA 311	Strategic Analysis and Design	3
10	MGT 345	Context of Business	3
11	MBA 350	Business Planning	3
12	Concentration	Concentration Course -1	3
13		Concentration Course -2	3
14		Concentration Course -3	3
		Total	42 Credits

Each course is divided into several modules. Each module, in turn, is divided into sessions and each session is further divided into segments/pages. A page is usually a combination of videos, text, images and question(s) which can be consumed individually.

You can access the ‘learning platform at upgrad.com using your upGrad ID and password. You can also access content on the mobile app ([iOS App Store](#) and [Google Play Store](#)). You must download the mobile app so that you can receive instant notifications about the latest developments and updates. You are also advised to move

all emails from upGrad to your primary inbox. This will prevent the chances of you missing out on important communications.

As part of your onboarding process, you will receive a welcome email from the student support team in the first week of joining. In case you do not receive it, please reach out to our team.

Given below are some of the key email IDs that will be used for specific purposes in the program (at different points in time). Please ensure that you move these email IDs out of your spam folder so that you receive important updates about the program.

Email ID	Purpose
sscommunication@upgrad.com	All updates regarding the program (for example: Live session notification, exam dates notification, change in deadlines, etc.)
studentsupport@upgrad.com	Updates/resolve problems, non-academic queries (for example: Live sessions, program structure related queries)
noreply@upgrad.com	Automated communications (for example: module deadline reminders)

Academic Assessment Policy

As a general policy, assessments are divided into formative and summative types without too much emphasis on a single type. Hence, a variety of assessment formats are planned to mirror today’s workplace and global university standards.

In-module **quizzes and individual assignments/case studies** will assess students on conceptual clarity.

Golden Gate University (GGU) regularly deliberates on the program’s academic structure and the grading elements, and it holds the right to change any component of the program. Any change to the program’s grading elements or the academic structure shall be communicated to the students in advance.

We recommend that you focus on learning instead of solely focusing on assessment scores. Given that it is a university-affiliated program, **students are required to do research on their own during the learning process** and work out any ambiguity present in the assessment scenarios.

Assessment Structure

Assessment Components and Respective Weights

The program comprises **two** different assessment components across the courses. Standard weightage component distribution as mentioned below:

Type of Assessment	Subset	Weightage
Quizzes	Graded MCQs (within the session/module)	30%
Assignments/ Projects/ Case studies	Individual/group assignments based on real life scenarios	70%

Please note: Each course may have its own criteria for measuring student performance, which will be communicated accordingly.

Course Wise Score calculation

Let us take an example to understand this. Let's say that in **Course 2** your score is the following marks. Each component has been mentioned with its respective weightage in brackets.

1. **Assignment (70%)** - 700/1000
2. **Quizzes (30%)** - 425/600

Your final percentage score for that course will be calculated as:

$$\{[0.7 \times (700/1000)] + [0.3 \times (425/600)]\} \times 100 = \mathbf{70.25\%}$$
 (for Course 2)

Similarly, the percentage for the remaining courses will be calculated to arrive at the final percentage.

Please note: The above-mentioned weightage is for demonstration only and the actual weightage will be provided to you on the 'learn' platform.

Course Grading Policy

- To be awarded the degree, i.e, to graduate, the student must secure a cumulative grade point average (CGPA) of at least 3.0.
- An academic progress review will be completed at the end of every third-course attempt for every student. See [Guidelines for Academic Progress](#) for more information.
- All the courses in the GGU program curriculum are graded as per the table below.
- Marks given for each assessment, scaled by the weight assigned to an assessment, add up to the overall score for a course. The grade point average (GPA) is awarded on a four-point scale.

Grade	Overall Score Range	In terms of %
A+	4	100%
A	4	93-99.9%
A-	3.7	90-92.9%
B+	3.3	87-89.9%
B	3	83-86.9%
B-	2.7	80-82.9%

C+	2.4	77-79.9%
C	2.1	73-76.9%
C-	1.7	70-72.9%
D+	1.3	67%-69.9%
D	1	63-66.9%
D-	0.7	60-62.9%
F	0	0-59.9%
IF	0	-

Please note that the scores will be truncated. For example, 86.99% will be Grade B and not rounded off to 87%.

GPA Calculation :-

The GPA scores for each course weighted by the respective proportion of credit add up to the CGPA for the entire program.

For example, if the grade points awarded to a participant are, respectively, G1, G2, etc., in courses with corresponding credits of C1, C2, etc., then the CGPA = $(C1 \times G1 + C2 \times G2 + \dots) / (C1 + C2 + \dots)$, wherein C1, C2... refer to all the credits taken up until the time of computation of the CGPA.

In case the student is allowed to resubmit the assignments for a course in order to improve his/her grade, once the revised final grade has been submitted to the registrar, it will replace the original grade on the student's transcript and in his/her CGPA calculation.

For the sake of simplicity, let's assume that there are only three courses. Their corresponding units will be calculated as shown in the table below:

COURSE	GRADE	UNITS	GRADE POINTS	GRADE POINT AVERAGE
Course 1	A-	3.0	11.1	
Course 2	B+	3.0	9.9	
Course 3	A	<u>1.0</u>	<u>4.0</u>	
TOTAL		7.0	25.0	GPA = 3.57

Assessment and Grading Timelines

The program is structured such that the entire cohort can experience a course together. The participants will receive ample time to go through the modules and assignments.

A calendar with the schedule for all modules and assignments for the upcoming courses would be shared with the participants via email and be visible on the platform calendar before the beginning of that course. **These deadlines for the respective assessments are non-negotiable, and strict adherence to the timeline is expected from every student.**

A student who could not make an assignment submission within the stipulated deadlines can seek an extension. Any request for an extension due to extenuating circumstances must be made **before** the hard deadline. The student will be able to avail the extension subject to the Academic Committee's (GGU assigned) discretion on a case-by-case basis.

Students will be provided with the grades for each course after **four to five weeks** from the submission deadline for the course.

Please note that all the deadlines are in IST (UTC +5.5); hence, if you are in a different time zone, your deadline may vary according to local time. For example, if you are in London and following BST (British Summer Time), which is UTC +1, then the deadline for you in local time would be 7:29:00 PM BST if the deadline in India is 11:59:00 PM IST.

Guidelines for re-evaluation

The re-evaluation request (if any) should be submitted within three days of the declaration of the results. For example, if the results were declared on 13/01/2021, then the requests for re-evaluation made only until 16/01/2021 (end of the day) will be considered.

Students will be able to request for re-evaluation under the following circumstances:

- Instructor deviated from written grading policies outlined in the course syllabus
- Calculation errors
- Factual errors or errors in judgment regarding academic quality of student's work
- The final course grade was influenced by factors other than published criteria

A student may request for re-evaluation of an assignment claiming discrepancy of marks (when compared with the ideal solution). In such cases, the student should clearly point out the specific portion (question number) of the assignment that needs to be re-evaluated, plus remarks regarding the claimed discrepancy. Requests that do not have all the required information or are generic/vague in nature will be flagged as invalid and not be considered.

Students will not be provided with the examination questions under any circumstances.

A re-evaluation request claiming discrepancy of marks (when compared with another student's graded assignment) is strongly discouraged and will NOT be considered for re-evaluation.

A re-evaluation request of an assignment whose solution has been uploaded after the hard deadline is **strongly discouraged** and will not be considered.

A response to all re-evaluation requests will be provided within three weeks after the re-evaluation deadline.

Guidelines for Academic Progress

Academic Progress Review

An academic progress review will be completed at the end of every 3rd course attempt for every student. Students who meet or exceed the CGPA requirement of 3.0 are considered to be making “good” academic progress.

Academic Probation

Students whose GPAs fall below the minimum 3.0 CGPA requirement will be placed on academic probation. However, students whose CGPAs fall below 1.00 at the time of the first review cycle will be automatically academically disqualified and will not have the option of a probationary period.

The probation period will be for an additional three courses, during which time students must achieve the minimum required CGPA. Students will be officially removed from probation status after the completion of the next review cycle in which they have achieved the minimum required GPA.

Academic Disqualification

A student will be disqualified from the program under the following circumstances:

- Students whose CGPAs fall below 1.0 at the time of the first review cycle will be automatically academically disqualified and will not have the option of a probationary period.
- Students who fail to achieve a CPGA of 3.0 or higher at the end of the 3-course probationary period will be disqualified.

Students may appeal the decision to the Director of the academic programs from which they were disqualified.

The access to all GGU portals and resources will be revoked with immediate effect for all disqualified students.

Disqualified students are restricted from enrolling in any courses at Golden Gate University unless their appeals are approved or they are readmitted to the university. Disqualified graduate students may not enroll in courses as auditors, certificate-seeking, or as open enrollment status students. To be considered for readmission, disqualified students must apply for admission after a period of time in which significant achievement and/or resolution of difficulties indicate a change in the conditions that contributed to their initial disqualification. One calendar year is the minimum time period usually required for such a change in conditions. Students will be notified at the time of their disqualification of their minimum required waiting periods before they may apply for readmission. Applicants for readmission must satisfy the admission and degree requirements in effect for their programs at the time readmission.

Academic Disqualification Appeal Process

Graduate students who wish to appeal their disqualification to the Academic Committee (which includes the Academic Committee and the Professor of Practice in Administrative Capacity) must submit a **Disqualification Appeal** form, within 10 working days after the student has been notified of their disqualification. The Academic Committee will review the disqualification appeal and render a decision within 5 working days of receiving the appeal. Students whose disqualification appeals are granted will be reinstated on probation and may join the next cohort that is in the same place in the program as they were when they were disqualified. Upon confirming with them when they want to resume their studies, the registrar will register them for the remaining courses in the

program. If appeal is denied, students may re-apply to the program after a minimum one calendar year.

Commencement Ceremony Participation

Students who wish to participate in the annual springtime commencement ceremony should send a written request to the Registrar's Office to have their names given to the appropriate ceremony program coordinator. Students should send messages to graduation@ggu.edu and include their names as they want them to appear in the commencement ceremony program.

Note: there is no charge for LLM graduates to participate in the Law School's ceremony, but graduates of all other programs must pay a \$100 fee in order to participate. For more information, please visit this link: [University Ceremony](#)

Class Participation –Discussion Forum Process

The discussion forum is designed to help create and develop a strong learning community. Participants must respond to peer questions, as it will also help reinforce their learning.

Participants are requested to post only academic questions on the discussion forum. The teaching faculty and teaching associates (TAs) will act only in response to questions directly related to the program content and assessments. They will either verify participant answers or respond to posted questions within 24 hours of the questions being posted.

The faculty and TAs will not take any action on general posts that are meant to facilitate discussion among peers. **Inappropriate posts that do not have a learning value will be deleted and the student posting them will be penalized.**

Program Information

The GGU Master of Business Administration (MBA) program will advance your leadership skills and business knowledge using an activity-based learning approach. Our faculty members are seasoned professionals in their respective fields and will prepare you to lead in today's complex business environment.

The GGU MBA builds business decision making and leadership skills that provides an integrated perspective of management and allows you to tailor your program with one of several concentrations to meet your interest and goals.

Since the founding of its MBA program over half a century ago, GGU has pioneered evening and online programs for working professionals to achieve their career objectives. You will proceed at your own pace in deciding how many courses to take in a given trimester and study fully in-person, completely online or a combination of both.

Student Learning Outcomes

Graduates of the Master of Business Administration program will have the knowledge and skills to:

- Demonstrate a general management “holistic” perspective
- Demonstrate managerial and leadership skills, such as teamwork, critical thinking and problem solving, communications and presentations, self-awareness
- Master and apply general management analytic processes and tools for decision making
- Integrate strategic business objectives within competitive industry dynamics
- Integrate strategic business objectives within the socio-political-economic-ecological-global context
- Understand functional areas’ impact on business and departmental interaction issues
- Demonstrate integrated business level planning
- Demonstrate an understanding and ability to identify the ethical, environmental, and social implications of business issues and formulate appropriate responses

Student Support Guidelines

1. Your upGrad buddy will help personalise your learning experience by periodically engaging with you to ensure you are on track with upcoming deadlines, offer guidance, resolve non-academic queries, and lend a helping hand wherever required. However, in case you need to approach us, please contact our Student Support Team available 24*7. You can drop an email on studentsupport@upgrad.com and expect to receive a response within 24 hours. For any urgent queries, please click on the Call Back button on the learning platform and our team will reach out to you within 2 hours
2. Though your upGrad buddy along with a gambut of multiple teams will be there to hand-hold you to excel in the program, your commitment to the program is of utmost importance and we suggest you imbibe the program schedule in your day to day life. For any help/mentoring required in planning your time better, please do not hesitate to connect with the student support Team.
3. Around your program completion, your upGrad buddy will connect you with the Career Coach to take the journey ahead in the careers phase. You can always remain connected with upGrad in the alumni phase through customercare@upgrad.com. We will be happy to guide and assist you!

Referral Policy and Flow

Referee (Friend)

1. A referee shall be eligible for referral benefit provided a valid referral code is applied at the time of submitting the application.
2. The referral benefit shall be adjusted against the last installment of the program fees payable.
3. Where full program fee is paid by the ‘Friend’ without adjusting the referral amount, the corresponding referral benefit shall be processed after deducting TDS as per the applicable laws.

4. Referral benefit shall be applicable even if the 'Advocate' later claims a refund of the program fees paid, i.e., referral benefit for the 'Friend' is not dependent on the action of the 'Advocate'.

Referrer (Advocate)

1. An 'Advocate' is eligible for referral benefit provided his/her valid referral code is applied by the 'Friend' at the time of submitting the application.
2. The amount of referral benefit for the 'Advocate' shall be determined based on the program for which the 'Friend' has paid for.
3. Where the 'Advocate' and the 'Friend' are enrolling for the same cohort (and assuming all other conditions specified above are satisfied):
 - a) The 'Friend' is required to pay the block amount.
 - b) The referral bonus to the 'Advocate' will be processed separately in 3 working days following the day on which the block money is paid by the 'Friend' via payment gateway or bank transfer (in case of direct payments).

Other points to be noted:

1. Existing student / Alumna: A double referral benefit for both the 'Advocate' and 'Friend' is applicable and the amount of referral benefit shall be determined based on the new program for which they have enrolled.
2. If anyone is getting any other kind of scholarship/discount, he/she will not get the Referral discount in that case.
3. Only 'paid students' and not 'leads' shall be entitled for referral benefits under the referral policy.
4. Where the referral amount has to be processed by way of bank transfer, the applicable turnaround time (TAT) shall be 3 working days from receipt of the duly filled referral form in case of internal / university-partnered programs.
5. There is no time limit to the validity of a referral code for a student
6. There is no upper limit for the maximum number of applications that can be submitted with a single referral code. However, the limit shall be evaluated on a case-by-case basis. The Finance and tech teams shall run the following checks and decide whether to continue or invalidate the code. The same shall be supported with due approvals from either of the upGrad founders:
 - Source of referee: whether the referee has enrolled through any marketing channel or through a referrer (advocate)
 - Number of times the referral code has been used
 - Communication by the Finance team with the student (advocate) to understand the intention

upGrad Telegram Policy

In order to provide easier access to course related updates in addition to emails and calls, a telegram channel will be created by your upGrad buddy to keep you notified on the upcoming deadlines and course related updates. We will be creating an **Official Telegram Channel** where only the upGrad buddy will be allowed to post notifications.

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

1. The channel will be used only by the upGrad buddy for sharing important notifications related to the program, course content, live sessions, events, etc.
2. Should you have any concerns with upGrad, University partner or your peers, you will be required to direct such communication to upGrad ONLY via email at studentsupport@upgrad.com.
3. upGrad will NOT be collecting any personal information via this channel and shall not be responsible for any misuse of personal information by other members of the channel. However, we will provide you with all reasonable assistance to take action against any other student who has misused such information.
4. Telegram should not be considered as a medium for official query resolution. For any such queries, please reach out to the student support team via email or by using the chat function available on the learning platform. The upGrad buddy is not liable to answer any/all queries over telegram.
5. In addition to this channel, the SGC groups will also be created on telegram to share session invites and agenda.
6. You are requested to keep the notifications turned on, on your Telegram app to receive uninterrupted updates during the program.

Hope you make the most of this platform and keep yourself updated about the course and the platform.

Non Academic Policies

Golden Gate University is committed to preparing students to lead and serve and to creating an academic community that values both individual and collaborative efforts that promote learning. The University aims to cultivate a community based on trust, academic integrity and honor. Specifically, Golden Gate University seeks to accomplish the following:

1. Ensure that students, faculty, and administrators understand that the responsibility for upholding academic honesty lies with them.
2. Prevent any students from gaining an unfair advantage over other students through academic misconduct.
3. Ensure that students understand that academic dishonesty is a violation of the trust of the entire academic community.
4. Clarify what constitutes academic misconduct among students at Golden Gate University.

The following policy applies to all students taking classes in the Schools of Business, Taxation, Accounting, and Undergraduate Studies regardless of location or course format.

Code of Conduct

1. Any student's misbehavior on an online or offline forum will not be tolerated and will entail appropriate disciplinary action from the academic committee.

2. Strict adherence to behavioral policies must be maintained by all candidates. Provoking messages, threats, usage of derogatory words and demeaning connotations made on online or public forums (WhatsApp, Telegram, Slack, Discussion forum) against your upGrad Buddy/peers/anyone representing the university/upGrad may lead to withholding of your enrolment into the program and may also result in strict disciplinary action.

3. Academic Dishonesty and Plagiarism, in any form, for any graded component/evaluation is not acceptable.

- a. Any dishonest behavior, including but not limited to **plagiarism**, in any form with regard to any graded component of the program on any platform and/or discussion forum may lead to withholding of enrolment in the program and may also result in strict disciplinary action.
- b. Students are not allowed to request, share, or discuss solutions to any graded component of the program on any platform and/or discussion forum. If any such act is done by the student, they will be marked as 'zero' (0) in that graded component. For any subsequent violation, disciplinary action shall be taken at the sole discretion of GGU and upGrad, and all such posts having answers to the graded questions shall be deleted by the TA.
- c. In case of any dispute, the students have the right to appeal to the Academic Committee and would be given a fair chance to prove their innocence in plagiarism cases. The subsequent decision of the Academic Committee shall be final and binding.

4. Academic misconduct is the failure to maintain academic integrity. Academic misconduct includes but is not limited to:

a. **Plagiarism:**

In any written work, including but not limited to submitted papers, discussion postings in online work, presentations, and examination answers:

- Copying all or part of another person's written work without proper citation or attribution.
- Representing as one's own specific phrases, sentences, paragraphs, or the specific substance of another person's work without giving appropriate credit.
- Paraphrasing another person's original ideas, theories, explanations, examples, models, principles, research issues and strategies, cases, conclusions, etc. without proper attribution.
- Representing as one's own another person's computer programs, web content or designs, graphic or artistic works, mathematical or scientific solutions, charts, tables, figures, or illustrations in any medium.

5. Procedures When Academic Misconduct is Alleged

Any student or faculty member who observes, discovers, or has a good faith belief about the occurrence of academic misconduct must notify the faculty member responsible for the course in which the alleged misconduct occurred or the upGrad buddy who will, in turn, notify the Academic Committee.

When the Academic Committee responsible for a course has reason to believe that there has been an incident of academic misconduct, it shall:

- Inform the student in writing of the allegations(s); provide the student with two business days to submit a written response.
- If it believes there is a potential violation after considering the student's response, the Director is required to submit an Allegation of Academic Integrity Misconduct form and the academic

- sanction that he/she recommends as appropriate as soon as administratively possible.
- Inform the student that an Allegation of Academic Integrity Misconduct has been filed, requesting any additional information from both parties. Such additional information must be submitted in writing within three business days of the sending of the notification.
 - Form a committee consisting of at least two faculty members to review the submitted material and make a determination within 10 business days whether there was misconduct. If it is determined that misconduct occurred, academic and administrative sanctions will be imposed in accordance with GGU's policies
 - Notify the student of the decision whether misconduct has occurred. If there is a finding of misconduct, the notification will also indicate the resulting academic and administrative sanctions.

A copy of this notification shall be sent to the following:

- Dean of the school in which the course is given
- Dean of the school in which the student is enrolled
- Dean of Students
- Faculty member alleging the academic misconduct
- University Registrar

If a student is found responsible for violating the Academic Integrity Policy, a conduct file will be created for the student and will include supporting documentation as well as the final determination. Students found responsible for violating the Academic Integrity Policy could have notations made on their transcript regarding these violations and the sanctions imposed.

Investigations into allegations of academic dishonesty will take place regardless of a student's status at the University or in a particular class. If found responsible for a violation, academic and administrative sanctions may be imposed even if a student dropped or withdrew from the course or withdrew from the university.

6. All content and material on the upGrad website is copyrighted material, either belonging to upGrad or its Bonafide contributors and is purely for the dissemination of education. You are permitted to access print and download extracts from this site purely for your own education only and on the following basis: -

- You can download the documents/templates given on the website for self-use only.
- Any copies of the study material/documents/templates given on the website, in part or full, saved to disc or to any other storage medium may only be used for subsequent, self-viewing purposes or to print an individual extract or copy for non-commercial personal use only.
- Any further dissemination, distribution, reproduction, copying of the content of the study material/documents/templates given on the website herein or the uploading thereof on other websites or use of content for any other commercial/unauthorized purposes in any way which could infringe the **intellectual property rights of upGrad** or its contributors, is strictly prohibited.
- No graphics, images or photographs from any accompanying text in the study material/documents/templates given on the website will be used separately for unauthorized purposes.

- No material in the study material/documents/templates given on the website will be modified, adapted or altered in any way.
- No part of the study material/documents/templates given on the website or upGrad content may be reproduced or stored in any other web site or included in any public or private electronic retrieval system or service without upGrad's prior written permission.
- Any rights not expressly granted in these terms are reserved.
- In case of any intended/ actual breach of the intellectual property rights of upGrad or any of its authorized third parties, upGrad reserves the right to initiate legal actions including but not limited to the claim for any damages which may arise due the breach of this policy.

7. 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. The University and upGrad reserve the right to take strict action against any student indulging in mass mailers.

8. 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 student towards co-students or upGrad's representative, such student shall have to face strict consequences, which shall be taken at the sole discretion of upGrad.

Disciplinary Procedures

Disciplinary Action Regarding Alcohol and Other Drug Use by Students

The University has the authority to initiate disciplinary procedures that could result in suspension or expulsion from the University, loss of privileges, or any of a number of lesser sanctions for violation of the Student Code. The following conduct, as it relates to alcohol and other drugs, is prohibited on the University premises or at University-sanctioned events, wherever it may occur. (The same conduct, though occurring off University premises and not at University events, may nonetheless be subject to University sanctions when it adversely affects the University, its educational mission or its community.)

Use, possession, sale, distribution or manufacture of, or the attempted sale, distribution, or manufacture of any drug - including alcohol - on University properties or at official University functions that is unlawful or otherwise prohibited, limited, or restricted by University policy or regulations.

Statement of Policy

Golden Gate University is committed to creating a university-wide environment free of all forms of discrimination, harassment, exploitation, or intimidation. As members of an organization that holds high the principals of mutual respect, teamwork, and honest communications, each of us shares in the responsibility for ensuring an atmosphere in which students, faculty, and staff are consistently treated with both consideration and respect, and are protected from unlawful discrimination or harassment, including sexual harassment or assault.

Summary of Policy

This policy provides members of the University community with information about applicable federal and state standards that apply to this policy; behaviors that constitute unlawful discrimination, harassment and sexual assault; the University's guidelines on interpersonal relationships among students, faculty and staff; reporting and investigation procedures in the event of a complaint; and additional resources in the event of sexual assault.

University employees and students are expected to read and follow this policy in its entirety.

Applicable Standards

In accordance with federal and state law, Golden Gate University policy prohibits discrimination or harassment based on race, color, national origin, ancestry, gender, gender identity, sexual orientation, marital status, pregnancy, childbirth, medical condition related to pregnancy or childbirth, religion, religious creed, age, veteran's status, physical or mental disability, medical condition, or any other basis that is protected by law.

For the purpose of this policy, "discrimination" is any decision, act, or failure to act which interferes with or limits a person's or group's ability to participate in or benefit from the services, privileges, or activities of the University when such decision, act, or failure to act is based on the person's status as a member of a Protected Class.

Claims for harassment that are *not* based on an individual's membership in a Protected Class shall be handled under the applicable disciplinary process.

The University's policy prohibiting discrimination and harassment applies to all individuals involved in University operations, including students, faculty and staff; applicants for admission or employment; and any persons doing business with or for the University.

Harassment

1. Harassment on the basis of any protected characteristic is strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law, or that of his or her relatives, friends or associates, and that:
 - a. Has the purpose or effect of creating an intimidating, hostile or offensive work or educational environment.
 - b. Has the purpose or effect of unreasonably interfering with an individual's work or educational performance
 - c. Or otherwise adversely affects an individual's employment or educational opportunities
2. Harassing conduct includes, but is not limited to:
 - a. **Verbal conduct**, such as racial, ethnic, gender-based, religious, disability-based, or epithets, derogatory jokes or comments, slurs that apply to any protected characteristic.
 - b. **Visual conduct**, such as derogatory posters, photography, cartoons, drawings, or gestures.
 - c. **Misuse of property**, such as using University computers, e-mail, or web services as a mode of communicating prohibited verbal or visual messages.
 - d. **Unprofessional conduct**, such as creating an academic or employment environment that could

reasonably be perceived as intimidating, hostile, or abusive.

Sexual Harassment

Sexual harassment may be viewed as a particular type of gender-based discrimination. Prohibited forms of sexual harassment include but are not limited to the following kinds of behavior:

- **Verbal conduct**, such as sexual epithets, derogatory jokes or comments, slurs, or unwanted sexual advances.
- **Visual conduct**, such as derogatory or sexually-oriented posters, photography, cartoons, drawings, or gestures.
- **Physical conduct**, such as assault, unwanted touching, or blocking/interfering with an individual's ordinary movement or activities.
- **Misuse of property**, such as using University computers, e-mail, or web services as a mode of communicating prohibited verbal or visual messages.
- **Abuse of authority**, such as making submission to sexual advances a term or condition of an individual's academic advancement or employment.
- **Unprofessional conduct**, such as creating an academic or employment environment that could reasonably be perceived as intimidating, hostile, or abusive.

Sexual harassment may take many forms. It may be subtle and indirect or blatant and overt. It may be conduct affecting an individual of the opposite sex or conduct affecting an individual of the same sex. It may occur between peers or between individuals in a hierarchical relationship. The fact that someone did not intend to sexually harass an individual is no defense to a complaint of sexual harassment. Regardless of intent, it is the effect and characteristics of the behavior that determine whether the behavior constitutes sexual harassment.

Sexual Misconduct

The following examples of sexual misconduct are prohibited, and include, but are not limited to:

1. **Sexual Assault**
Having or attempting to have sexual contact with another individual:
 - a. By force or threat of force.
 - b. Without effective consent.
 - c. Or where the individual is incapacitated
2. **Non-Consensual Sexual Contact** (or attempts to commit the same)
Any intentional sexual touching, however slight, with any object, by any person upon any other person, that is without consent and/or is by force. "Person" is regardless of gender status.
3. **Non-Consensual Sexual Intercourse** (or attempts to commit the same)
Any sexual intercourse, with any object or body part, by any person upon any other person, that is without consent and/or is by force. "Person" is regardless of gender status.
4. **Sexual Exploitation**
Taking non-consensual or abusive sexual advantage of another person for one's own advantage or benefit, or to the benefit or advantage of another person. Examples of sexual exploitation include:
 - a. Causing or attempting to cause another person to become drunk, drugged or otherwise incapacitated with the intent of engaging in a sexual behavior.
 - b. Recording, photographing or transmitting images of sexual activity and/or the intimate body parts (groin, genitalia, breasts or buttocks) of another person without their consent.
 - c. Allowing third parties to observe sexual acts and voyeurism (spying on people who are engaging in sexual acts or who are doing other intimate activities such as undressing, showering, etc.).
 - d. Exposing one's genitals in non-consensual circumstances or inducing someone to expose their

genitals.

- e. Knowingly transmitting a sexually transmitted disease or virus to another person without his or her knowledge.
- f. Sexually-based stalking and/or bullying.

5. Domestic Violence

Violence committed by a current or former spouse or intimate partner of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse or intimate partner, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction.

6. Dating Violence

Violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim; and where the existence of such a relationship shall be determined based on a consideration of the following factors:

- a. The length of the relationship.
- b. The type of relationship.
- c. The frequency of interaction between the persons involved in the relationship.

7. Stalking

A course of physical or verbal contact directed at another individual that would cause a reasonable person to:

- a. fear for his or her safety or the safety of others; or
- b. suffer substantial emotional distress

Interpersonal Relationships

Golden Gate University seeks to maintain a professional educational environment. Actions of faculty members and employees that are unprofessional or appear to be unprofessional are inconsistent with the University's educational mission. It is essential that those in a position of authority not abuse, nor appear to abuse, the power and influence with which they are entrusted. Therefore, it is in the University's interest to provide clear direction and education with regard to interpersonal relationships among faculty, staff and students.

Romantic and sexual relationships, including those which are consenting or appear to be consenting, between between any instructional staff and a student have the potential for extremely serious consequences and must be avoided.

1. Potential for Abuse of Authority & Influence

Individuals entering into a consensual relationship must recognize that:

- a. The reasons for entering such a relationship may be a function of a difference in authority and influence between the individuals.
- b. Where the difference in authority and influence exists, even in a seemingly consensual relationship, there are limited after-the-fact defenses against charges of sexual harassment.
- c. The individual with the greater authority and influence in the relationship may bear the burden of responsibility.

Codes of ethics for many professional associations forbid professional-client relationships, and the relationships enumerated above should be viewed in this context. In the case of instructor and student, for example, the respect and trust accorded the instructor by the student, as well as the controlling influence

exercised by the instructor in giving grades, academic advice, evaluations, and recommendations for further employment greatly diminish the student's actual freedom of choice in an amorous or sexual relationship.

2. **Conflict of Interest**

Conflicts of interest may arise in connection with consensual romantic and/or sexual relationships between instructional staff and students, supervisors and subordinates, or between employees and students. It is a generally accepted ethical principle in our society, reflected in the University's "Employment of Relatives" policy that individuals are precluded from evaluating the work of others with whom they have intimate familial relationship, or from making hiring, salary or similar financial decisions concerning such persons. The same principle applies to consensual romantic and/or sexual relationships.

3. **Sexual Assault & Consent**

Sexual assault may be defined as the imposition of non-consensual sexual conduct, including but not limited to sexual intercourse, oral copulation, penetration by a foreign object, or touching of the intimate parts of another. Sexual assault is absolutely prohibited, and any member of the University community found guilty of its commission may be subject to the sanctions hereinafter described. In addition, criminal and civil penalties may be imposed by state or federal authorities.

Consent generally means positive cooperation. The person must act freely and voluntarily and have knowledge of the nature of the act involved. Consent cannot be inferred from the absence of a "no"; a clear "yes," verbal or otherwise, is necessary. Consent to some sexual acts does not constitute consent to others, nor does past consent to a given act constitute present or future consent. Consent means "affirmative consent," which means affirmative, conscious, and voluntary agreement to engage in sexual activity.

It is the responsibility of each person involved in the sexual activity to ensure that he or she has the affirmative consent of the other or others to engage in the sexual activity. Lack of protest or resistance does not mean consent, nor does silence mean consent. Affirmative consent must be ongoing throughout a sexual activity and can be revoked at any time. The existence of a dating relationship between the persons involved, or the fact of past sexual relations between them, should never by itself be assumed to be an indicator of consent."

Consent cannot be obtained by threat, coercion, or force. Agreement under such circumstances does not constitute consent.

Consent cannot be obtained from someone who is asleep or otherwise mentally or physically incapacitated, whether due to alcohol, drugs, or some other condition. A person is mentally or physically incapacitated when that person lacks the ability to make or act on considered decisions to engage in sexual activity. Engaging in sexual activity with a person whom you know - or reasonably should know - to be incapacitated constitutes sexual misconduct.

Acquaintance rape, or date rape, is sexual intercourse undertaken by a friend or acquaintance without the consent of the other. Acquaintance rape is punishable in the same manner and to the same degree as similar conduct between strangers. Similarly, other acts of sexual assault are not affected by any acquaintanceship between the parties involved.

Refund Policy

1. Learner can claim a refund for the amount paid towards the Program at any time, before the Cohort Commencement Date, by visiting www.upgrad.com and submitting duly filled refund form via the "My Application" section under profile. Processing fee of INR 10,000 will be levied while processing the refund. If a Learner has paid less than INR 10,000 while registering for the program, the Learner shall not be eligible for any refund in such case.
2. Learner shall not be eligible for any refund under any circumstances if refund request is raised post Cohort Commencement Date and Learner will continue to pay the monthly EMI for loan (if applicable) and such loan cannot be canceled. This is also applicable for those Learners who could not complete their payment and could not be enrolled in the cohort opted for. However, the Learner can raise a request for Pre-Program deferral as per the policy defined below for the same.
3. In case of a refund as per point 1 of this policy, the Learner will be solely responsible for any cancellation of loan, including but not limited to applicable loan cancellation charges levied on the total canceled loan amount. These charges will be decided by the third-party financial institution that has granted given loan to the Learner and upGrad will have no role to play in deciding the quantum of these charges.
4. Learners must pay the full fee within 7 days of payment of Caution Money or Cohort Commencement Date, whichever is earlier, otherwise the admission letter will be rescinded.
5. Request for refund should be sent via email in the prescribed Refund Request Form, post completing the steps as per point 1 of this Refund Policy. The refund will be processed within 30 working days of commencement of the program after being duly approved by the upGrad Admissions Team.

Case	Fee deducted/ charged
Before Program Commencement	INR 10,000 (processing fee)
Post Program Commencement	No refund possible

Deferral Policy: (Pre- Program Commencement)

- If a Learner, due to unavoidable circumstances is unable to commence with the cohort and requests for a deferral before the Cohort Commencement Date, Learner will have an option to defer to another batch.
- However, the learner will be required to pay 50% of the Total Program Fee amount (inclusive of taxes) before the deferral can be approved. Till this condition is complied with, the Learner will be assumed to be continuing in the same cohort.
- A Learner can request for deferral only once and to either of the scheduled cohorts to start in the next 1 year from the batch start date of the initial batch the Learner enrolled for.

- The Learner has time till the current Cohort Commencement Date to make the payment of the 50% of the Total Program Fee, post which the deferral request will expire. Once the deferral window expires and the Learner asks for a refund after the Cohort Commencement Date, the above-mentioned applicable refund policy will apply.
- The fee applicable to the deferred Learner will be as per prevailing Total Program Fee for the batch Learner as opted to defer to (No additional deferral fee is required to be paid).

Deferral Policy: (Pre- Program Commencement)

- If a learner is facing severe issues in dedicating time to the course, Learner will have an option to defer to another batch.
- A Learner can request for deferral only once and to either of the scheduled cohorts to start in the next 1 year from the Cohort Commencement Date of the initial batch the Learner enrolled for.
- The Learner will be required to pay a deferral fee of 10% of the Total Program Fee (inclusive of taxes) if any along with the differential program fees between the two cohorts
- The deferral request will be approved once the deferral fee is paid.
- Till this condition is complied, the Learner will be assumed to be continuing in the same cohort.
- The Learner has 7 days (including holidays and weekends) from the date of deferral request to make the payment of the deferral fee, post which the deferral request will expire, and the learner will continue as part of the current cohort.
- If the Learner completes the deferral payment, the Learner’s login will be disabled, The Learner will leave the deferred cohort and the Learner will start learning on the new cohort from the point of the last assignment that was graded in the deferred cohort. All grades and progress till that point will be carried forward as it is to the new cohort
- The deferral can only be requested during the batch for which the Learner has enrolled is ongoing. Once the batch has been completed, deferral requests shall not be entertained. For clarification, the batch completion here shall mean the “last grace deadline” as communicated by upGrad.

Case	Deferral fee
Before Program Commencement	50% program fee (including taxes) to be paid upfront- no additional deferral fee to be paid
Post Program Commencement (0-7 days after program start date)	10% of the program fee (including taxes) to be paid within 7 days as deferral fee
Post Program Commencement (8 days after program start date)	Will have to continue as a part of the current cohort

Disclosure: All academic policies mentioned are subject to change at the discretion of the Academic Committee of Golden Gate University.