



Dear Participant,

EMERITUS Institute of Management welcomes you to the world of real-time Interactive Live Session (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, the 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 co-operation 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 candidate wants to update the Personal Details like Registered E-Mail ID, Mobile Number or Communication Address, candidates 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 candidate 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 term of 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 criteria, 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 candidate 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 participant joining 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 candidate 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 play back 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 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 candidates 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 participants, 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 and 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.
- Candidate 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.
- Candidate must share the screen when prompted by the Examination portal for vigilance and security purposes.
- All Exams are recorded. Therefore, the candidate 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.
- Candidate must refer “BROCHURE” for installment dates and amounts.
- The fee is only accepted in the form of Online Card Payment/UPI/Bank Transfer.
- EMERITUS system shall automatically disable the participants if the due payment is not received within seven (7) days of the due date (Participants in debit balance continues more than seven (7) days). This status in the system is called “On-break” due to non-payment.
- 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.
- Beyond 30 days from the due date, a “forced withdrawal” student will be allowed to rejoin the programme with the rejoining fee of Rs.10000/- (Rupees ten thousand only for All programmes, except IIT Patna courses). Any student who goes on “Forced withdrawal” more than once in a Programme will not be allowed to rejoin the programme.
- 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. You will 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 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 - All programmes, except IIT Patna courses**
 - i. Payment of differential fees as applicable to the repeat programme as compared to discontinued/existing batch.
 - ii. Payment of Rejoining fee which is currently Rs 10,000 plus applicable taxes, except for IIML Programmes. For IIML Programmes the rejoining fees is Rs. 25,000 plus applicable taxes.
 - iii. Participant must complete a Program within a time frame not longer than next cohort, in case of Break & Rejoins.
 - iv. Request for break with adequate details may be submitted to Support.India@emeritus.org
- **For Asynchronous Certificate Programmes:**
 - i. After the programme commences, you can request to change to a future batch within one month after programme commencement.
 - ii. A deferral request must be submitted along with a selected reason and explanation.
 - iii. Programme batch changes may be made only once per enrolment and is subject to 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. Participant Payment of differential fees as applicable to the repeat programme compared to discontinued/existing batch along with the Applicable fee.
 - vi. All deferral requests should be sent to: Support.India@emeritus.org

11. Cancellation/Refund Policy

- All notification 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.
 - 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.
 - No refund shall be made after the commencement of the programme
- 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 of the 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
- **No refund shall be made after the commencement of the Programme.**

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 statutory 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 is logged at Support.India@emeritus.org



TECHNICAL HANDBOOK



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

1. Zoom – for Interactive Live Online Sessions (ILS)
2. Canvas – Learning Management System (LMS)
3. MeritTrac Pariksha – 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.
- c. Once Approved, candidates will receive an E-Mail with the session joining link

Registration Process on Zoom



- ✓ Participants will receive an E-Mail to register for the Webinar.
- ✓ 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, candidates will receive an E-Mail with the session joining link

Webinar Registration



Topic Test

Time May 15, 2020 11:00 AM in India

* Required information

First Name *

Last Name *

Email Address *

Confirm Email Address *

Register



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

Join a Meeting

Meeting ID or Personal Link Name

9 Digit Numeric ID

Join

Join a meeting from an H.323/SIP room system

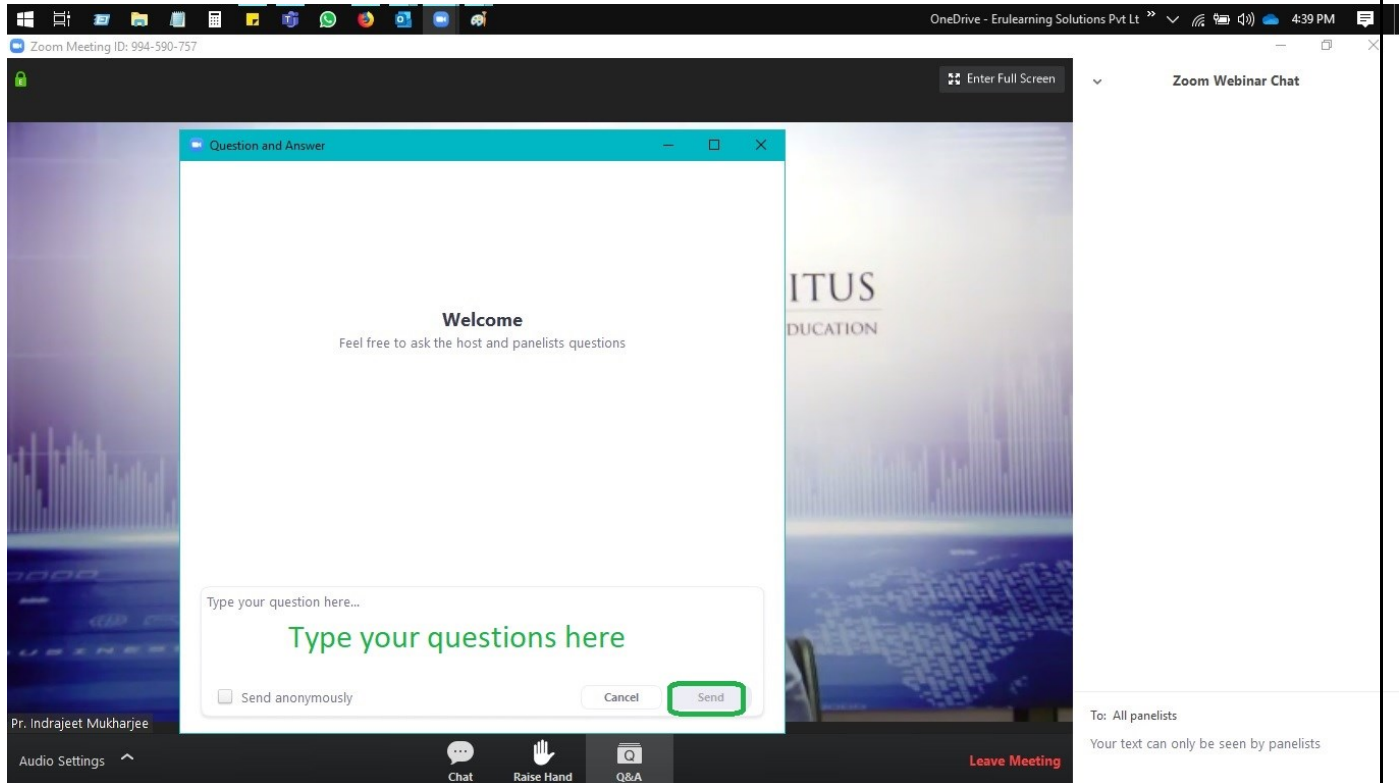
e. The Learner can Click on “Download & run Zoom” and install the setup (Recommended). However, Learner can also join directly from browser too

download & run Zoom

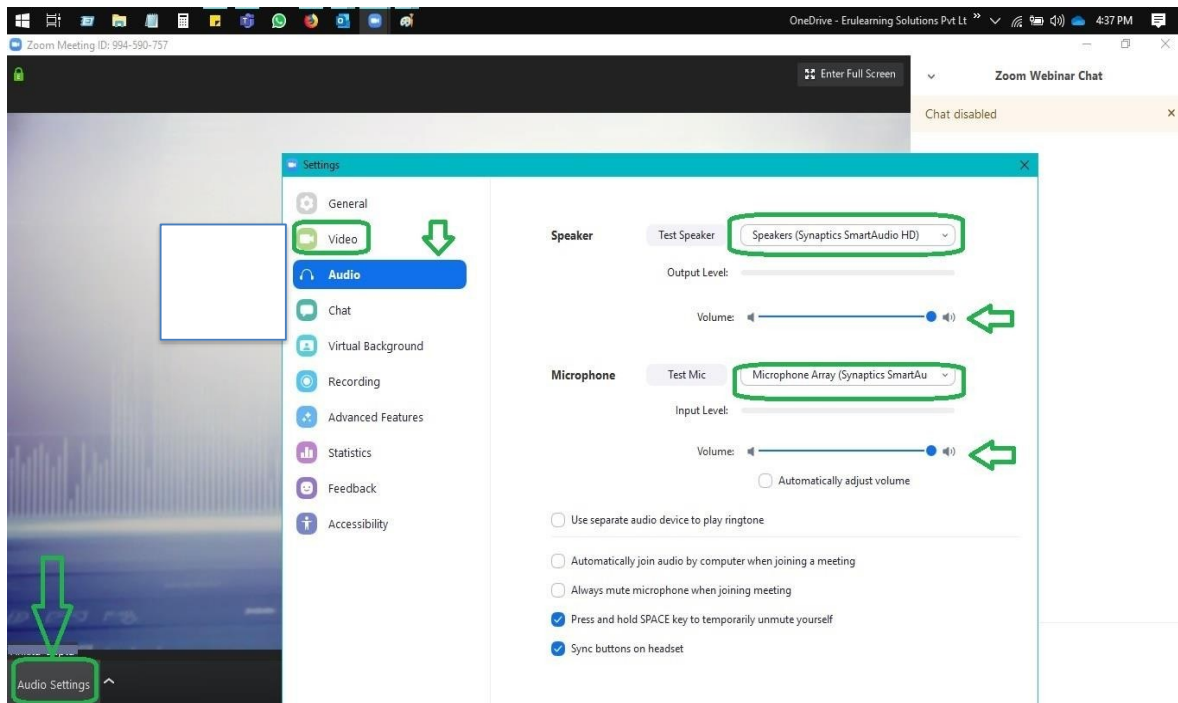
If you cannot download or run the application, [join from your browser](#).



- f. The Learner 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 Learner can be activated to Audio or Video conference by the Faculty. Learners can always adjust 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:

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

2. Learning Management System (CANVAS)

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

Course Invitation

Eruditus Executive Education (notifications@instructure.com)

You've been invited to participate in a class at participants.eruditus.com. The class is called XLRI VIL's Business Transformation Strategies Programme. Course role: Teacher/Observer

Name:
Email:

You'll need to register with Canvas before you can participate in the class.

Get Started

CANVAS

[Click here to view the course page](#) | [Update your notification settings](#)

- 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 student.emeritus.org/login/canvas?email=harpreet.arora@emeritus.org

EMERITUS

Email Password

demo@emeritus.org *****

☐ Stay signed in [Forgot Password?](#)

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

Canvas Learning System Introduction

Modules

Account

Dashboard

Courses

Calendar

Inbox

Help

Home

People

Modules

Webinars

Grades

▼ About the Programme

Disclaimer

Frequently Asked Question

Programme Highlights

Meet the Faculty

Program Schedule

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



Home
People
Modules
Grades
Webinars
Announcements

Webinars

Webinars Module

Tabs

Session	Topic and Speaker	Link to Live Session	Date	Time	Session Material
00	Technical Orientation by Mr.Harpreet Singh Arora	Conducted	July 27, 2019	07:30 PM IST	Click Here

Session Archive

Session Material

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

Today Jul 23, 2019 - Jan 19, 2020

Week Month Agenda

10:00am Introduction to Strategy & Business Environment by...

Sun, Aug 4 9:30am Value Environment by Dr.Indrajit Mukherjee

Mon, Aug 12 10:45am Strate

3:15pm Parag

Tue, Aug 13 9:30am Exter

1:30pm Organizational Structure by Prof.Rahul Sheel

Introduction to Strategy & Business Environment by Dr.Indrajit Mukherjee

Calendar

Location <https://emeritus.zoom.us/j/457555260>

Details Introduction to Strategy & Business Environment By Dr.Indrajit Mukherjee

July 2019

CALENDARS

Test Student

Strategies Programme

UNDATED

Calendar Feed



3. MeritTrac (PRIKSHA TEST PLAYER)

a. Features:

- i. Remote-Proctoring – Automated Proctoring & System Control the candidate's movement and background noise deviations. The system monitors deviation based on 11 Parameters.
- ii. Activity Monitoring- The system also monitors the activity of the candidate 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 candidate
- iv. Statistics & Administration – Proctoring Score Based on Events
- v. Platform Link: [Click Here](#)

b. Requirements

- i. In addition: Ensure you have connected working condition Camera, Microphone

Requirements to run a Test using Pariksha

- Supported browsers are Google Chrome/Firefox /Internet Explorer 9.0/10.0
- Popup Blocker should be turned off
- Clear Browser Cache before start of the test
- Pariksha site URL should be in your Trusted Sites
- Screen resolution should be 1024 x 768 and above
- An Internet connection on your PC with a minimum speed of 512 Kbps

Please do NOT start the Test if your PC does not meet above requirements.

If your PC meets all these requirements please click on the "Pariksha Test Player" below to launch test.



c. Login Screen: Learner must register details before starting the exam.

Login ID

Password

☐ I confirm my attendance by logging in

Click her to proceed

Step 1

1. Personal 2. Contact

Personal Details

First Name*

Last Name*

Nationality

Gender ☐ Male ☐ Female

Date of Birth

Step 2

d. Rules: Learner must accept the rules before proceeding to start the exam

Rules of the event

Candidate Rules Agreement

1. I will not access the following types of personal items during the exam: hand-held devices or other electronic devices, pagers, watches, wallets, purses, hats (and other head coverings), bags, coats, books and notes or any other materials not specifically approved. I will place my phone out of reach but close enough to be heard in case a Proctor needs to communicate with me.
2. I will not receive any assistance or coaching from other individuals while taking the exam and will not allow the computer screen presenting the exam questions to be seen by other individuals.
3. If I am permitted to use exam-specific materials, I will not use them until after the exam has started.
4. I understand that eating, drinking, smoking, and chewing gum are prohibited during the exam.
5. By taking this exam, I acknowledge that the proctor will monitor me by video and audio

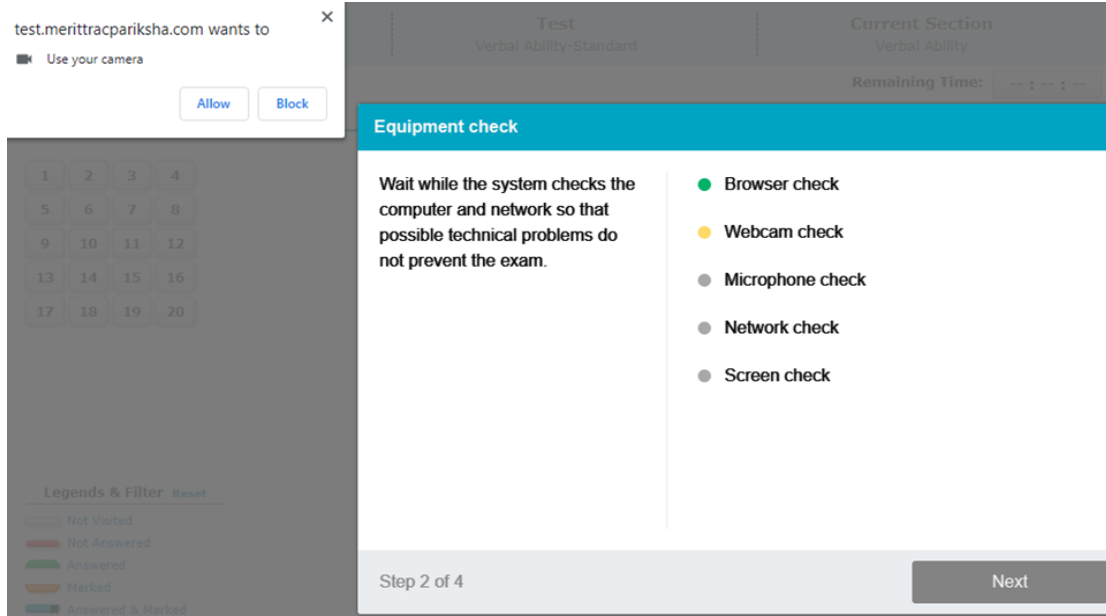
☐ I have read and agree to the terms

Step 1 of 4

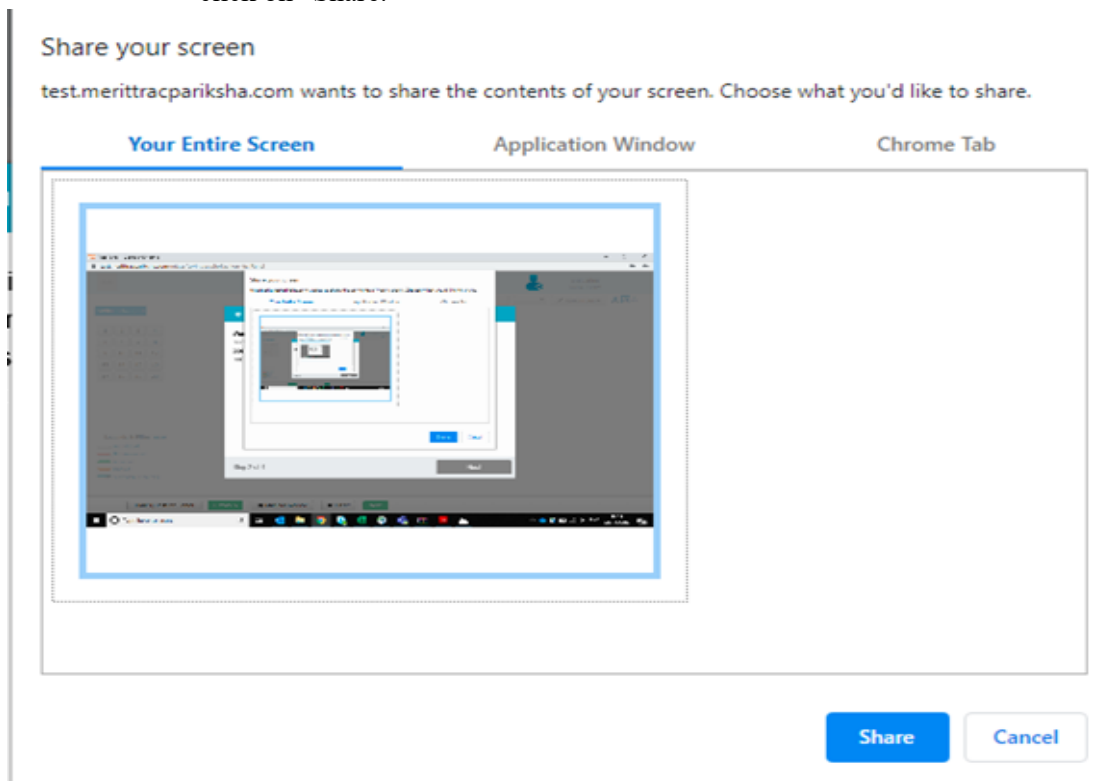
e. Important Checkpoint :



- i. Please ensure you click on ALLOW on the browser to allow the system to access your camera and microphone
- ii. The system will test your Hardware, connected Device, and the network to start the quiz



- f. **Screen-Shot:** Candidate must share the entire screen by clicking on “Your Entire Screen” & Then click on “Share.”





g. Exam View:

Exam Title
AIMS_DryrunQP

Current Section
Analytical-PartA

Stream / Subject
DryrunQP_AIMS_Dryrun

NF1
NFF1

Remaining Time: 02:58:57

Analytical... (30) Analytical... (30) Quantitati... (30) Quantitati... (30) Verbal-Par... (30) Verbal-Par... (30)

1 2 3 4
5 6 7 8
9 10 11 12
13 14 15 16
17 18 19 20
21 22 23 24
25 26 27 28
29 30

Legends
☐ Not Answered
☒ Answered
☒ Marked for Review
☒ Answered & Marked

Q12. Question text image number 063

Problem Figures

Answer Figures

☐ (A) Option text A 063
☐ (B) Option text C 063
☐ (C) Option text B 063
☐ (D) Option text D 063

Instructions
Summary Report

1. How to take the test instructions can be viewed again in resources tab in right hand top corner in test page

2. Summary report displays the number of questions attended and choice selected.

Hide Question Panel

Mark for Review

Reset Answer

Previous

Next

1. Any question can be selected for Mark for review which will be highlighted in Blue Legend with bookmark subscript on opting any choice and Brown Legend where any option is not selected