

NIIT ILS ACADEMIC POLICY (Version 1.0)

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INTRODUCTION:

This document formally known as the “Academic Policy” hereby defines the Academic norms (rules and regulations) governing the various programs offered to bonafide students of the Education centers of NIIT -Individual Learning Solution. This document also provides an overview on the services and the education delivery management mechanism adopted by NIIT ILS to be implemented at all Education Centres located in India.

NIIT ILS VISION AND MISSION:

NIIT’s vision

Values, Motives and Beliefs:

We believe that our growth is the derivative of the growth of each one of us. It is the duty of each one of us to espouse and give active effect to the values, motives and beliefs we state here.

NIIT is people:

- a. We have positive regard for each one of us.
- b. We will foster career-building by creating opportunities that demand learning, thinking and innovation from each one of us.
- c. We expect each of us to contribute to the process of organization building and thus derive pride, loyalty and emotional ownership.
- d. We recognize the necessity of making mistakes and risk-taking when it contributes to the learning, innovation and growth of each one of us.

NIIT is quality and value:

- a. Each of us will ensure that in any association with society, society benefits substantially more than:
 - i. What society gives to us.
 - ii. What society would gain from any other similar association
- b. We will meet any and every commitment made to society irrespective of any cost that may have to be incurred.
- c. We will ensure our profitability, long term growth and financial stability, through the process of delivering the best, being seen as the best and being the best.
- d. We will be fair in all our dealings and promote high standards of business ethics.

ILS’s Mission

We will grow in the recognition and respect we command, through pioneering and leading in the field of IT education and training.

We will seek to play a key role in the continuous innovation in the areas of instructional design methodologies, and curricula development that is cutting-edge, by our strong research orientation.

We will provide a comprehensive education environment to individuals by offering training that is customized to the varied needs of audiences with diverse backgrounds.

The ILS’s vision and mission are supported by the following core values:

- Integrity
- Honesty
- Ethical roots
- Quality

- Industrious
- Customer Focus
- Customer Oriented

PROGRAM CURRICULUM:

The NIIT Curriculum, due to its construction design and coverage of various technologies allows NIIT to offer programs at various levels, which may lead to a Career Path in IT OR Professional and Certificate programs on a specific product / technology.

Each Program is comprised of a predefined set of Academic Units. The Programs offered by NIIT are defined by the Product Release Policy of that Program, which introduces the Program and provides all the information on the Program such as:

- Program Introduction
- Modules to be conducted
- Admission types
- Industry Relevance
- Entry profile
- Exit profile
- Appraisals and Evaluations
- Certification
- TIRM and Courseware etc

Various curriculums offered by NIIT are:

FUTURZ:

Programs offered under Futurz Portal are normally intended for those who seek to develop or enhance their careers through Information Technology. The CURRICULUM offered under Futurz portal at NIIT Education Centres is Industry Oriented Curriculum Version-2 (IECV2) and Cloud Centric Curriculum (CCC).

CATS:

Programs offered under CATS Portal (also called as Professional Courses) are normally intended for individuals seeking End-user skills, Vendor certification or high-end technologies. The CURRICULUM offered under CATS portal at NIIT Education Centres is as follows:

- * Oracle
- * NIIT CATS Curriculum

SWIFT:

Programs offered under Swift Portal are normally intended for individuals seeking Computer Awareness / Literacy or End-user skills .The curriculum offered under SWIFT portal at NIIT Education Centres is as follows:

- Literacy Curriculum
- Computer Awareness

UNIQUA: Programs offered under Uniqua Portal are normally intended for individuals who like to enhance their communication skills by doing basic and advance programs.

PROFESSIONAL WORK SKILLZ: Programs offered under PWZ Portal are normally intended for individuals who require improvement in their communication skills.

HARDWARE AND NETWORKING: Programs offered under HNW Portal are normally intended for individuals who like to learn installation of hardware and network infrastructure and managing, configuring and troubleshooting hardware and network related issues.

NIIT START RIGHT: Programs offered under NSR Portal are intended for personality development for employability.

PROGRAMS OFFERED:

Current list of programs with the *eligibility criterion, program duration, key areas covered, mode of training and end deliverables* are mentioned in the corresponding portal WNGY (What NIIT Gives You).

- WHAT NIIT GIVES YOU - CCC
- WHAT NIIT GIVES YOU- IECv2
- WHAT NIIT GIVES YOU - CATS
- WHAT NIIT GIVES YOU - SWIFT
- WHAT NIIT GIVES YOU - HNW
- WHAT NIIT GIVES YOU - NSR
- WHAT NIIT GIVES YOU - PWZ
- WHAT NIIT GIVES YOU - UNQ

ACADEMIC STAGES:

This section provides information on the various stages an Academic student undergoes at NIIT from his/her enquiry for a program to its completion and certification.

COUNSELING:

Process PA Form:

The Applicant fills up the Pre-application form with all the necessary information filled in. The Counselor studies the applicant profile and briefly share program details and if prospective student remains interested, S/he undergoes selection process as per the corresponding product policy.

Basis outcome of selection process/test, COS further counsels the applicant and discusses the terms of the contract and other pertinent details with the applicant

ADMISSION:

There are three types of admissions as given below.

RG (Regular Admission): Admission to a complete program without exemption of modules/semesters is "Regular Admission".

UG (Upgrade Admission): It is admission to a program higher than one currently pursuing, or has completed, for which Admission has not expired.

AS (Advance Standing Admission): Direct admission to latter part of a program, on the basis of satisfying the prerequisites. Student seeking AS admission needs to pay the applicable AS Fee. AS admission is applicable

for select programs governed by the program policy. The AS category of admissions is applicable only for NIIT Students / NIIT Alumni/External candidates (based on the governing policies for select programs) who already completed / meet the prerequisites.

- Admission to programs offered by the NIIT centre is governed by specified eligibility criteria and selection norms, whose details are available with the Front Office at NIIT Education Centres. The student is expected to participate in the selection/eligibility-assessment process, in order to ensure appropriate enrolment and ease of future learning. One step in the selection process is for the student to complete the “Application for Enrolment” document. Fulfillment of minimum eligibility criteria is necessary but not sufficient for admission.
- Some programs assume that the student has completed some academic prerequisites. While the NIIT center will inform the candidate of these prerequisites and help to assess the student, ultimately it is the student who needs to be sure that he possesses the prior knowledge required for admission into a program.
- Admission to a Program is not transferable to any other individual.
- Enrolment Agreement: The “Admission Form” is the Enrolment Agreement (hereinafter referred to as the Agreement) between the applicant and the NIIT Centre. This Agreement constitutes and expresses the entire agreement and understanding between the NIIT Centre and the student in reference to all mailers herein referred to, all previous discussions, promises, representations, and understandings relative thereto, if any, had between the parties hereto, being herein merged. All student services are being provided by the NIIT centre. Certain common services are being provided by NIIT Limited for the benefit of all the NIIT Centres and their students. However, such service does not create any privity of contract between NIIT limited and the students.

Facility to book a seat prior to admission: A student may book a seat in a particular batch by paying the applicable non-refundable Booking Fee. This seat will be reserved for the student till 30 days from the date of booking (or till the specified Booking Expiry date) or 48 hours before the scheduled start of the batch (whichever is earlier), and the student must have completed his/her admission process by then. Note that the fees prevailing at the time when the admission process is completed will be the fees due from the student, notwithstanding any booking done earlier.

EDUCATION DELIVERY

PROGRAM SCHEDULES AND ATTENDANCE:

- The complete program schedule for a semester (also called the Detailed Milestone Chart or Batch Schedule) is provided to the student at www.niitstudent.com/india portal. Students are expected to come prepared for the classes.
- Attendance of students is recorded and monitored. Student to ensure minimum 75% attendance in a program. A student who is absent for consecutive 3 cycles is designated as a Dropout, and disallowed from further services until re-instated.
- All NIIT programs follow the methodology of education delivery as appropriate for the program. The methodology for a program determines the nature of teaching; the mix between self learning, Instructor led Training, Synchronous Learning mode and Web based Learning, the pace of the program (normal, slow or accelerated); the nature of appraisals; and the nature of student text & guidance material provided, among others. These educational methods are based on internal research and are proprietary to NIIT. NIIT will decide the educational methodology appropriate for the student, in case a program is available in more than one format.

- In general, the student's continuing and participative interest in education and allied processes is essential to ensure that program objectives are met, and NIIT insists on involved participation by the student.

APPRAISAL

- For applicable programs, students would undergo Appraisals – such as course/module tests, project presentations, Verbal assessment - during the program. These Appraisals are administered as per the schedule specified for the program in the Detailed Milestone Chart (Batch Schedule).
- Students are expected to participate in the appraisal in the manner specified. These are particularly useful for students to assess their strengths and weaknesses.
- Deferment or advancement of the scheduled dates of the appraisals is not permitted.
- All module/course tests are conducted on computers and therefore they are paper less test and therefore no pen or paper is used for conducting such test. Upon undergoing the test, the result there of are generated by the relevant assessment system. Test results are available for the student on www.niitstudent.com/india portal.
- For all Projects / ISAS, the student must collect and retain the Project/ISAS document along with the Assessment Card duly stamped and signed by the Group Leader/Program Coordinator.
- For appraisals, results are put up on the Student Notice Board within 72 hrs and for a minimum of 7 days. The said result is also available at www.niitstudent.com/india portal and student can access the same and retain a print.
- A student's overall performance in a semester is based on the weighted aggregate of the score in each of the scheduled appraisal. The weightage structure is as defined from time to time.
- On completion of a semester, student can obtain the Semester Performance Report (SPR) from www.niitstudent.com/india portal.
- For successful completion of a semester, the student must have obtained a Semester Weighted Average Performance (SWAP) of at least 50%.
- Students are allowed additional attempts to improve their scores in module/course tests through Supplementary Examinations. [Supplementary Examinations are not possible for Projects, ISAS.] The supplementary exam can be taken for any module/course of a semester for which the student has already completed the Education Delivery. Students can avail two free attempts per Semester. In addition the student can avail Paid attempts for which he/she should apply within 7 days of program completion and attempt within 30 days of program completion. For Non Career Semester one free attempt per MT can be availed. One paid attempt can be availed per MT. The Test needs to be taken within 30 days of program completion.
- Supplementary examination scores replace the original Module/Course Test scores in all cases for calculation of SWAP.
- NIIT can at its own discretion change the appraisal mechanism and this would be informed to the students by displaying the change on the Student Notice board in the NIIT Centre or putting it up on www.niitstudent.com/india portal.
- Student is eligible to pursue his/her next higher semester of the program, irrespective of the results of his previous semesters, provided he/she has attended the complete semester and has the minimum required attendance percentage.

CERTIFICATION

- A student's overall performance in a program is the simple average of his/her overall performance in each semester/electives and is called Cumulative Average Performance (CWAP). [For programs of one semester and other single course programs, the SWAP and CWAP are the same.]
- On completion of a program, the student should retain a copy of PPR (Program Performance Report), that specifies the CWAP obtained by the student. The same can be obtained from www.niitstudent.com/india portal.

- In order to successfully complete a program and obtain a Certificate, the student must have obtained a CWAP of at least 50%.
- A Certificate of Completion/Participation is given to students who do not obtain a CWAP of at least 50%, provided the student has attended at least 75% of the scheduled sessions. Certificates of Completion/Participation are also provided for programs where Student Appraisals are not applicable, or are optional.
- A duplicate certificate can be issued on student request only where the original has been lost and upon payment of the Duplicate Document Fee.
- For Career programs, if the overall CWAP for the registered program is < 50%, the student would be awarded a graded certificate for the highest program upto which he/she had obtained a CWAP >= 50% , and a certificate of completion/participation for the remaining semesters in which he/she had obtained a SWAP < 50%.
- For select programs, student is issued e-certificate & the same will be available on www.niitstudent.com/india portal.
- For select programs, in case CWAP < 50%, student is not eligible for a certificate and will be only eligible for SPR.

NIIT CREDIT MODEL:

Credits are applicable for certain programs under CCC. Programs which have assessments fall under the Credit structure.

A course credit (or just credit or "unit") is a basic measure of student workload. In other words, it is a standard metric adopted by NIIT like many other institutes for specifying the number of hours of learning effort that a student is expected to put in while completing a course. In contemporary education delivery models, this learning effort can be across multiple modes of learning, such as Lectures, Lab Work, Assignments, Self-study, E-learning, etc. Norms for relative weightages across these learning modes have also evolved.

The credit system allows an institute to specify programs and individual courses in terms of their required Credit load. This in turn gives a clear picture of the learning effort that a student will have to put into each course as well as the overall program. Note, that in general calendar time is not used to define a program though there would be a typical duration based on a standard load that students are expected to take. The Program requirements are met not just because the calendar time has elapsed, but because the student has actually completed the required number and type of courses and thereby, accumulated the required number of credits to graduate.

A credit based academic architecture makes it easy for a program to be updated and remain current. An obsolete course can be removed and substituted by another course with a similar credit load. In the same way, the institute can offer flexibility to students to choose some courses based on their specific areas of interest. Typically, such courses, called “electives” are offered towards the end of the program when the student is nearing completion.

NIIT follows the given matrix for Credits calculation of each course.

Mode of Learning	Hrs/Credit
Construct (Led) & Cloud Learning (as per milestone)	15
Practice (Lab@centre, Lab@home)	30
e-Learning	7.5

Note:

Credits may vary when a course is delivered with a different set of objectives. For example, a C++ course with 10 Objectives may have 4 credits, but, when delivered with 6 objectives, (so the smaller duration) may have 3 credits.

CGPA (Cumulative Grade Point Average)

At NIIT, the academic performance of a student in a course is reported through letter grades. At present, grades are determined using an absolute grading system that converts the marks obtained on a scale of 0-100 into corresponding grades.

Given below are the Letter Grades along with Grade Points (Numerals) and their qualitative meaning:

Where applicable	Letter Grade	Qualitative meaning	Percentage	Grade Point
All Courses	A	Outstanding	85 - 100	10
	A-	Excellent	75 - 84	9
	B	Good	65 - 74	8
	B-	Fair	55 - 64	7
	C	Average	40 - 54	6
	D	Deficient	25 - 39	4
	E	Exposed	0 - 24	2

‘Deficient’ means that the student may know some terminologies used in the course but doesn’t really understand their meaning. Ability to apply concepts taught in the course is very low.

‘Exposed’ means that even the core concepts are not well understood by the student. Student has not been able to demonstrate any skills for that course.

Student will get Certificate of Completion (Participation Certificate) for the programs which do not have any assessments.

Student will be eligible to get Graded Certificate if the overall grade is > = ‘C’ in the assessment(s) of the program. If the student gets either ‘D’ or ‘E’ grade in a course, then he can take Supplementary assessment as per the policy of that course/program. In the event of him/her not applying for the supplementary within the defined time norms, the Certificate of Completion (Participation Certificate) will get generated for the program. One / two courses may be allowed with grades D/E depending on the policy of the program.

Other Grades:

A course gets completed when a grade is assigned to it. This could be due to various exigencies. To take care of such situations, some others grades are defined below.

a) I – Incomplete

The system reports the Grade as “Incomplete” if the student has not attempted any of the mandatory assessments for the course. It shall be the responsibility of the student to ensure that all mandatory assessment are attempted and cleared and the course is successfully cleared within 4 weeks after the declaration of the result.

b) GA – Grade awaited report

Before a Grade is published, the faculty can withhold it and the results of such students will show ‘GA’ (Grade Awaited). This will later get replaced by a proper grade.

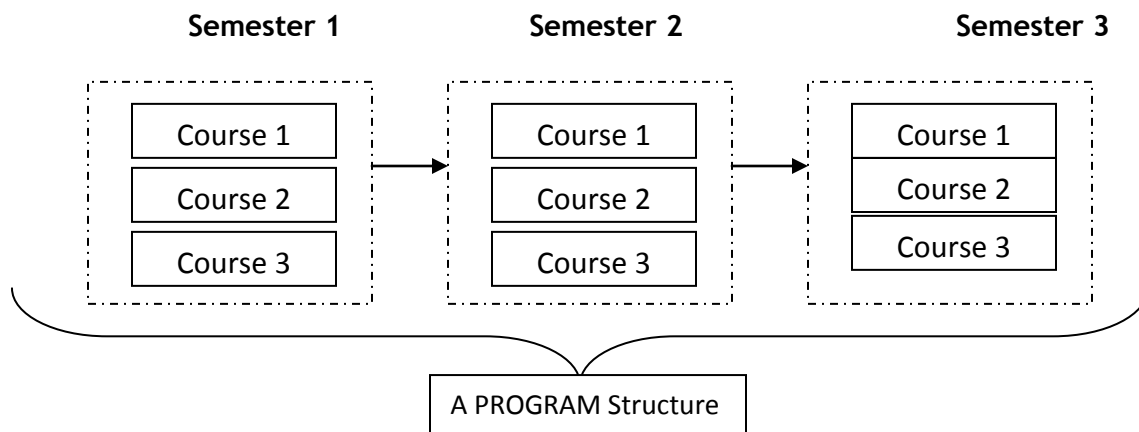
This could be in situations like - a case of unfair means or indiscipline, or where marks are zero.

Additionally, there are few more grades.

- If a student is permitted to withdraw from a course(s) / program, which has already commenced, the student would be reported as **'W' (Withdrawn)** from the courses(s) not completed.
- Post registration, if a student leaves the institute before completing the program, s/he would be reported as **'DP' (Discontinued Program)**.
- If the registration of the student for a course needs to be cancelled due to any reason, such as wrong registration, indiscipline, use of unfair means, and others, the student would be reported as **'RC' (Registration Cancelled)** in that course / program.

Courses at NIIT

A course can be offered as a standalone modular course or could be part of a program offered by NIIT. A program can have one or more semesters from the execution perspective. A semester is nothing but a set of courses put together to be executed in a specified time period.



A program includes **Core** and **Disciplinary** courses and may have **Elective(s)** and **Professional Skills** courses as well.

The **Core** courses form the backbone of any academic design and normally do not change with the change in technologies or the domain. They instill the fundamental skills that the student requires in ever changing IT industry.

The **Disciplinary** Courses help students attain skills in different domains to meet the current and future industry demands.

The **Elective** courses help the students attain advanced level skills for the job profiles they are interested in.

Professional skills help create well rounded professionals.

Duration of a Program

For every program, there will always be a standard prescribed duration and the maximum duration in which a student is expected to successfully complete the program to be eligible for the Certification. This maximum duration for a program is referred to as **SOL (Statue of Limitation)**. NIIT is not obliged to provide any services to the student beyond the date of SOL. These durations are from the date of registration.

Semester Breaks

A student is allowed to take a break between any two semesters for a limited time period. No breaks are allowed in the middle of a semester/course.

Attendance

It is the responsibility of a student to be in full attendance in all the classes and appear in all the components of evaluation. The students are required to be regular in their studies and should be ready to appear in any component of evaluation even within a short notice or for a surprise test/quiz in the class.

Students who are unable to attend classes due to illness, injury, or any other compelling reasons should inform the faculty about the situation at the earliest possible.

Assessments

A course will have one or multiple assessments associated it. Some assessments will be mandatory. A student needs to necessarily attempt the mandatory assessment(s). The grade for a course cannot be generated without the student appearing for the mandatory assessment(s). In case a student has been absent for a mandatory assessment, the system will generate an incomplete report, which will be depicted with 'I' (for Incomplete). For non-mandatory assessments, a student will be given a zero in case of absence.

Example: A course X, has 5 assessments (A, B, C, D, and E). These 5 assessments will carry different weightages adding to 100%. The student result will be declared based on marks scored in these 5 assessments and as per their weightages. Out of these 5 assessments, there could be 3 assessments which are 'non mandatory' (A, B, and C) and two are 'mandatory' (D and E). If the student has not attempted assessments D or E or both even once, the grade will not be calculated and the report will show 'I' till she attempts these assessments at least once.

Supplementary Assessments

If a student is likely to miss or has missed any mandatory course test, because of unforeseen circumstances, he/she needs to apply for a Supplementary examination.

One free attempt can be availed by a student for a Course if applied for the Supplementary exam within 7 days of declaration of the result and the test needs to be taken within 30 days of the declaration of the course result.

In case the student does not apply for the free supplementary exam within 7 days or does not take the exam within 30 days of course result declaration or does not clear the test, s/he can avail one paid attempt. For the paid attempt, student will need to apply within 30 days of the declaration of the course result and take the test within 45 days. In absence of failing to apply within 30 days or not taking the test within 45 days of last result declaration or failing to clear the test, student is recommended to repeat the course.

For every supplementary exam taken, the result will be shown in a new row in the Course Performance Report. (This will depict the deviation from the normal flow of assessments being taken).

Over and above this, there may be some program-specific policies that will be applicable. For example, in a GNIIT program, a student needs to clear all the courses of the 1st semester before the commencement of the 3rd semester.

As and when the result is declared for a course, an alert mail is sent to students who have not cleared the course or have received the I/GA grades.

Improving the Grade for a course:

Students are given a chance to improve their scores through a supplementary test for a course. Supplementary test can be taken only **for mandatory assessments**. This will be a paid attempt.

The student needs to apply for the supplementary test within 7 days of the declaration of the course result and attempt the same within 30 days of the course result declaration. Last marks scored will be used for the calculation of the final grade. The students will need to apply for the improvement of score through www.niitstudent.com/india portal.

The “Course Performance Report” and the “Semester Performance Report” (if applicable) will remain PROVISIONAL till the window period of 7 days. Based on request received for improvement of marks, the two reports will either continue to remain PROVISIONAL or will become FINAL.

Grades will be calculated based on the last attempt made.

In case a student applies for improvement of marks and later does not appear for the test, the marks scored previously by the student will be considered final.

Completion of the Course / Program (Any Title)

For the award of a title, the following requirements are mandatory:

- Full fee is paid for the course / program
- Student has obtained grades as per the course or program policy
- Minimum credit requirements for the title are met (separately for Core, Disciplinary and Electives as per the program policy)
- Others : Any specific requirements of a program, as mentioned in its policy

Course Performance Report:

The mark sheet of a student is generated course wise and is available online on student portal. This sheet will show all the assessment components of a course along with their weightages. The assessment component that has multiple instances (e.g. weekly test) will be available in the form of a hyperlink once it gets initiated by attempting the first instance of the same. By clicking that hyperlink, the student will be able to see the details of that particular assessment component. Based on the completion of the number of sessions of that assessment (e.g 6 / 9 weekly tests or 6/9 practical), the system will apply relevant weightage (of the assessment component) at that point in time and show the score.

Semester and Cumulative Grade Point Average Calculations:

Semester Performance - Semester Grade Point Average (SGPA)

The overall Semester performance is calculated as a weighted average in the range of 2 to 10, as shown below, and is called Semester Grade Point Average (SGPA).

$$SGPA = \frac{c_1 g_1 + c_2 g_2 + c_3 g_3 + \dots + c_n g_n}{c_1 + c_2 + c_3 + \dots + c_n} = \frac{\sum_{i=1}^n c_i g_i}{\sum_{i=1}^n c_i}$$

Where, n is the number of courses attended in the semester. c_i and g_i are the credits attached to the i-th course and grade point associated with the letter grade obtained by the student in the i-th course respectively. It is calculated upto two decimal places by truncation and not by rounding off in any manner.

Cumulative Performance - Cumulative Grade Point Average (CGPA)

The overall Cumulative Performance at the end of each semester is calculated as a weighted average in the range of 2 to 10, as shown below, and is called Cumulative Grade Point Average (CGPA).

$$CGPA = \frac{c_1g_1 + c_2g_2 + c_3g_3 + \dots + c_n g_n}{c_1 + c_2 + c_3 + \dots + c_n} = \frac{\sum_{i=1}^n c_i g_i}{\sum_{i=1}^n c_i}$$

Where, n is the number of all the courses (with letter grading) attended and letter grade obtained from the entry to the Institute till the point of reckoning, c_i and g_i are respectively the credits attached to the i-th course and the grade point associated with the grade obtained by the student in the i-th course. It is also used to award the Division, if any. It is calculated upto two decimal places by truncation and not by rounding off.

CGPA calculations (SAMPLE - 1 yr Program)

As mentioned earlier, the academic performance of a student shall be shown in terms of letter grades.

Calculating the Grade Point Average

Semester 1 Performance

Course Details	Percentage	Grade Point	Course Credits
Course 1	83	9	4
Course 2	75	8	3
Course 3	92	10	3
Course 4	50	6	3
Course 5	64	7	1

$$SGPA = \frac{c_1g_1 + c_2g_2 + c_3g_3 + \dots + c_n g_n}{c_1 + c_2 + c_3 + \dots + c_n} = \frac{\sum_{i=1}^n c_i g_i}{\sum_{i=1}^n c_i}$$

Where, n is the number of courses attended in the semester. c_i and g_i are the credits attached to the i-th course and letter grade obtained by the student in the i-th course, respectively.

$$SGPA = (4*9 + 3*8 + 3*10 + 3*6 + 1*7) / (4+3+3+3+1) = 115 / 14 = \mathbf{8.21}$$

Semester 2 Performance

Course Details	Percentage	Grade Point	Course Credits
Course 1	44	4	3
Course 2	72	8	3
Course 3	68	8	3
Course 4	50	8	3
Course 5	45	4	1

$$SGPA = (3*4 + 3*8 + 3*8 + 3*8 + 1*4) / (3+3+3+3+1) = 88 / 13 = \mathbf{6.76}$$

Cumulative Grade Point Average:

$$CGPA = \frac{c_1g_1 + c_2g_2 + c_3g_3 + \dots + c_n g_n}{c_1 + c_2 + c_3 + \dots + c_n} = \frac{\sum_{i=1}^n c_i g_i}{\sum_{i=1}^n c_i}$$

Where, n is the number of all courses (with letter grading) attended and letter grade obtained from the entry to the institute till the point of reckoning. ci and gi are the credits attached to the i-th course and grade obtained by the student in the i-th course, respectively.

$$CGPA = (4*9 + 3*8 + 3*10 + 3*6 + 1*7 + 3*4 + 3*8 + 3*8 + 3*8 + 1*4) / (14 + 13) = 203/27 = \mathbf{7.51}$$

Semester Performance Report:

For every semester, a student will get a Semester Performance Report showing SPGA & CGPA along with the summary of all the courses completed for that semester.

Program Performance Report:

For any program, there will be a running Program Performance Report where a student will be able to see the summary of all the courses completed. This report will be 'PROVISIONAL' till the time Certification generation is initiated. Thereafter, it will become 'FINAL'.

ACADEMIC REGULATIONS AND OTHER PROCEDURES:

a) Delivery of Study Guide:

All students are provided with a personal copy of the study material (Student Courseware) during the training program. Courseware is issued to students on payment of Courseware Fee component.

- i. **Physical Student Guide:** The kit should be original and sealed. On receipt of the same open the pack and verify with the packing slip. In case of any discrepancy, inform the Center Head and get a replacement.
- ii. **Digital Student Guide:** For select programs(programs under CCC), E-Kit (Courseware) will be provided to the students along with netbook(if applicable). Student can opt for using their personal device(netbook/laptop/tablet) for academic learning purpose only of recommended hardware configuration. Refer to CCC WNGY to get details of these programs.

b) Device Models:

- i. **NIIT Device Model (NDM):** Under this model, student has a option to register under the Netbook/tablet model of NIIT and avail the NIIT provided netbook/notebook/laptop/tablet using the applicable fee plans.
- ii. **Bring Your Own Device (BYOD):** Students can use their Personal netbook/notebook/Laptop/Netbook/Tablet of required specification for the execution of digital programs.

The minimum Specs for the Student owned device(netbook/notebook/laptop) are as follows:

- CPU : Intel i3 / i5 ++ or Atom N2600++; Intel Core Duo++ Processor with 2M L2 Cache and minimum 1.66 GHz clock speed;
- Free Space Available on Hard Disk should be >= 5GB (to accommodate all the digital courseware)
- RAM available on the student owned device should be >=2GB
- MAC-id, CPU-id and WiFi-id are present on the device
- LAN Card is enabled / loopback on the device.
- Operating System can be the Genuine Copy of any one of the following:
 - Windows 7 Starter / Professional / Ultimate
 - Windows XP
 - Windows Vista
- Later edition of Windows OS for Laptops or Notebooks or Netbooks
- Only Laptop, Netbooks and Notebooks are allowed as BYOD Model. Desktops and similar fixed devices cannot be used in BYOD model
 - ** All the latest service packs, hotfixes and security updates are installed on the device
 - *** .Net Framework 4.0 or later version is installed on the device
 - **** Any Windows Server OS or Linux OS or Mac OS or any other Non-MS OS will not be compatible with the CCS software provided by NIIT for student learning experience

***Configuration for a Tablet:**

Hardware Requirements:

Processor: Minimum Dual Core 1Ghz or faster (I have revised this)

Memory: Minimum 1 GB RAM

Screen Resolution: 800 x 600 or more

Screen Size: 7 inches or more

Internal Storage: Minimum 4GB

WiFi enabled/3G Data Card support (I have revised this)

Data cable to connect to computer / pen drive

Software Requirements:

Operating System: Android 3.0 or higher version Up to 4.2.2

Note:

Under BYOD model, Student needs to download 'Device Induction Utility' from www.niitstudent.com/india. This utility will check for the components on the student Laptop/Netbook. In an event the student device meets all the specified criteria, the student device will be registered in NIIT systems after the authentication using niitstudent.com credentials.

In an event any one of the components do not meet the criteria, the student will be displayed the message with details of the component not meeting the criteria and will be asked to meet the centre head / front office for further guidance. In this case, student can be guided for NIIT Device Model.

c) Portal for students:

www.niitstudent.com/india : The e-centre for students which provides not only a window to the student's information stored in Encore/Vista but also provides features for enhancing the technical knowledge of the student. Students have an access to post certain service requests online like for refunds, break etc. e-Certificate for select programs are also made available on www.niitstudent.com/india. The Login-id and the password is emailed to the student on the email-id given by the student at the time of registration. The login-id is the same as the student-id.

d) Fees and other details:

- The schedule of fees payable by a student is available in the Payment Plan. The due dates for the installment are confirmed for the programs. Payment plan is available to the student at www.niitstudent.com/india portal.
- All fees are payable at the education center where the course/semester is being delivered.
- Students will have to pay the Admission Status Change Fee for any change in program status e.g. change of program (upgrade/downgrade), change of batch. This fee is payable for each change during the program duration.
- Students are required to pay the Transfer Fee if the change of batch (transfer) desired is to another centre. This is in addition to the Admission Status Change Fee.
- Students who upgrade their program are required to pay Upgrade Fee for each semester upgraded beyond the current program. This is in addition to the Admission Status Change Fee.

- In case of a dishonor of cheque, a Cheque Bounce Fine would have to be paid by the student. In addition to this, all rules applicable to a fee defaulter would apply and the student will have to remit the due fee in cash.
- In case of a Curriculum Change, a student who wishes to changeover to the new curriculum may have to pay a Migration Fee per semester (if applicable)
- The following table gives the details of the fees payable for various services.

Prospectus / Application Fee	Rs. 0
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Admission Fee	Rs. 500
Booking Fee (minimum)	Rs. 200
Admission Status Change Fee	Rs. 500
Transfer Fee	Rs. 500
Late Fees (Between 8th and 10th of a month)	Rs. 100
Cheque Bounce Fine	Rs. 500
SOL Extension Fee	Rs.1000
Duplicate Document Fee	Rs. 100
Re-instatement Fee	Rs. 500
Supplementary Exam Fees (For programs under CCC)	Rs. 1500
Supplementary Exam Fees (Non CCC programs)	Rs. 500
Migration fee	As applicable
Physical Certificate fees (for programs where e-certificate is applicable)	Rs. 500

** Additionally Service Taxes as applicable

- The applicable fees for student services are available with the Student Counselors at NIIT Education Centres.

e) **Earning a Diploma:** Diploma will be given only to students who have successfully completed the program with a Graded Certificate i.e. CWAP \geq 50%

f) **Student Status:**

During the tenure of the student undergoing the Program, the student will be in one of the following states:

- VALID
- DPOUT (Drop Out)
- DEFLT (Fee Defaulter)
- BREAK
- WTING (Waiting for a batch)
- CERTIF
- CLSOL

Student Status	Meaning	Services Available					
		Education Delivery	Appraisal	Access to niitstudent.com portal	Access to Cloud Services	Certification	PP and Placement
WTING	WTING' is a temporary state, assigned to student when there is no batch available as per the student request.	N	N	Y	Y	N	N
VALID	A student who has completed the Admission and Registration formalities and has been currently allocated a batch will have a status of 'Valid' in the records of NIIT	Y	Y	Y	Y	N	N
BREAK	A student with a status of Break, is a student who has applied for a Break in between the program semesters during the conduct of the Program. A break is allowed only at the end of the Semester. Such a student has to return to the system and register for the next higher Semester within the SOL date	N	N	Y	Y	N	N
DEFLT	A student who have not paid their Installments as per payment plan are automatically marked as DEFLT after due date	N	N	Y	Y	N	N
BDOUT	A student who has opted for break and do not rejoin program within 3 months will have status as 'BDOUT'. Such a student needs to be re-instated into the system as a Valid student after payment of the applicable fees.	N	N	Y	N	N	N

DPOUT	A student with a status of Drop-Out, is a student whose name has been struck off the rolls of the batch as a result of the student being continuously absent from the batch for 3 cycles without prior permission from the Location/Centre Head. Such a student needs to be re-instated into the system as a Valid student after payment of the applicable fees.	N	N	Y	N	N	N
PPWTNG	A student who is eligible to start Professional Practice but PP is not yet allotted to him/her will have status as 'PPWTNG'	N	N	Y	N	N	Y
DEFRD	A student who is not meeting the applicable eligibility criterion to start Professional Practice will have status as DEFRD.	N	N	Y	N	N	N
CERTF	A student with a status as 'CERTF' is a student who has successfully completed the program and has been awarded the title/certificate for the program.	N	N	Y	N	N	N
CLSOL	A student with a status of CLSOL, is a student whose Statutory of Limit of the current Program has expired. Such a student needs to be re-instated as a Valid student into the batch after paying the applicable SOL Extension Fees	N	N	Y	N	N	N

g) Transfers:

- A student is expected to complete the program along with the group of learners (batch) originally assigned. A transfer or a break is not desirable from the viewpoint of effective learning, and NIIT advises strongly against such disruptions. However, in exceptional situations, a student may be permitted – at the discretion of the Centre Head – a facility to transfer from one batch to another, at the same education center or at any other in the same country. The student needs to submit a written request to the Centre Head on the prescribed format, and pay the fees applicable for transfers if permitted.
- In case of transfer into a batch at a different Education Centre (i.e., transfer of center), the student is required to provide the following at the Destination Centre, before the incoming transfer request can be processed.
 - Evidence of original admission in the form of fee receipts and/or original Invoice and Identity card issued to the student at the source centre (i.e. centre from which the student wishes to take the transfer out).
 - Transfer Advice issued by the source centre.
 - Payment of any pending and/or differential fee.

Note: If any excess fee is collected for the services provided at the source centre, the same has to be refunded to the student along with the Transfer advice.

- Since fees may vary from one city to another, the student will be bound by the fees payable at the destination center, after a transfer. S/he will pay the difference if the fee at the destination is more than the source center, and in case the fee is less, the excess will be adjusted against the balance fees payable by the student.
- A student transferring into another batch/centre will not receive any program material already issued to the student earlier with the original batch.
- A break from studies (and consequentially a transfer into another batch) is not allowed for more than 3 calendar months, and provided the SOL period remains valid. If a student is on break and does not resume his/her classes, then s/he would be termed as dropout from Break.
- For re-instatement into classes, a student declared as a Dropout has to pay all fees payable till the re-instatement plus an applicable re-instatement fee, have to be paid at this time.
- For students seeking a break or transfer, there is no certainty that seats in the same curriculum, on preferred days and timings, will be available when they resume their studies.
- In cases of students pursuing elective courses, inter center transfers are permitted only post completion of the elective. In case of an exception where a mid-semester transfer has happened and an elective is not available in the destination centre, the student may have to restart with a new elective. The discretion to permit this lies with NIIT.
- If the student is taking an inter-centre transfer because the source centre is not executing the relevant semester the student will not have to pay the inter-centre transfer fee. The student will need to pay the fee for the remaining part of the program as applicable at the destination centre.

h) Refunds:

- Application fee and admission fee are non-refundable
- Refunds of tuition fees are possible in full if the student wishes to withdraw from a program registered, at least 2 days prior to the scheduled start date of the program. The courseware fees (including IOK) will be refunded only if the courseware is returned unused and undamaged. In case of Digital courseware/netbook, there is no refund of the courseware/netbook fee if it has been already issued to a student.
- Other than pre-course-commencement, students may also be entitled to refunds through downgrade. The courseware fee (including IOK) is refundable only for the uncommenced semesters and if the courseware is returned without being damaged or unused. In case of Digital courseware, there is no refund of the courseware fee if it has been already issued to a student. If any approved downgrade request results in refund of fees, such fee will be refunded to the student within 1 month of the approval
- No other fee is refundable
- All Refunds will be done at the Center.
- Student can apply for Refund/downgrade on www.niitstudent.com/india

i) Electives:

Certain Programs also offer Electives which the student is required to pursue and is a mandatory part of semester completion. These elective courses will have to be pursued simultaneously with the normal semesters.

- The methodology for delivering these elective courses could be different from that of the normal semesters
- In order to do the elective course the student might be assigned a different batch from that of the normal semester batch.
- The selection of the Elective courses should begin at the appropriate and prescribed time as indicated in the semester milestone
- The Elective courses and its contents may vary from time to time. Electives may be changed/altered/removed and substituted by new elective courses as per changing technology and industry requirements and at the sole discretion of NIIT.

- Electives will have an appraisal and there will be a weightage attached to the same towards semester completion.
- In cases of programs with multiple electives, each elective must be completed before commencing the next and all of them should be completed before commencement of PP.

j) Amendments:

- NIIT reserves the right to change any or all the regulations from time to time. Changes that affect students will be communicated to the students through the Student's Notice Board at the NIIT Education Centres (for a minimum of 1 month) and/or on www.niitstudent.com/india portal. It is the responsibility of students to educate themselves about the changes communicated.
- In its endeavor to offer the latest curriculum to students, NIIT keeps pace with emerging technologies and changing requirements of industry, and updates its program contents from time to time. Such Curriculum changes are communicated to students periodically. In the event of the student opting to shift to the latest curriculum / or where it is mandatory to do so, the student would be required to pay the migration fee as is applicable.

k) Professional Practice (Only for GNIIT Students):

- GNIIT students are provided with Industry Orientation Service during the first three semesters. As part of this service, students receive an additional GNIIT Industry Orientation courseware kit and one contact session in each semester.
- Since the Professional Practice (PP) components interface heavily with professional organizations and require prior planning for each student, students are required to exhibit the commitment and discipline as appropriate for a professional workplace. Therefore, students are expected to maintain high standards of attendance, punctuality and regularity. Failure to abide by these commitments may result in cancellation of enrolment in the PP semesters on disciplinary Grounds with forfeiture.
- Students can begin Professional Practice only if they fulfill the following eligibility criteria:
- Completed all earlier semesters (in normal pace)with a Cumulative Weighted Average Performance (CWAP) of at least 60%
- Documentary evidence of having successfully completed at least 10+2+3 years of formal education. The 3-year degree must have 10+2 as the entry-level requirement.
- Less than 26 years of age at the start of PP.
- In good academic standing with no financial dues at NIIT

Note: In case of programs under CCC, besides above mentioned points, Student must have also completed Graduation with ≥ 50 % marks and completed NIIT Semesters with SWAP ≥ 60 %

- Students who meet eligibility criteria are required to start their Professional Practice immediately after completion of last semester before PP or as NIIT deems fit. Student may defer his PP semesters. However, no deferment of PP is allowed for students who meet eligibility criteria.
- A student who does not meet the eligibility criterion mentioned above, must defer the start of PP until this criterion is met, but must start PP within 3 months of fulfillment of criterion mentioned above. The student must apply to the Center Head for this deferment in the prescribed format, not later than 3 months after the start of last semester before PP.
- The facility of transfers to another center/city is not available after the completion of last semester before PP. However, NIIT at its discretion may assign the student to another center/city for completing the Professional Practice.

- No refund will be allowed after commencement of last semester before PP.

I) Placement Assistance:

- NIIT's Placement Assistance facility attempts to place every student under its purview, and provides a minimum number of placement opportunities (interviews) for each student.
- Placement Assistance facility is available to students meeting the following criteria
 - Pursuing a program for which Placement Assistance as a facility is applicable as per the enrolled program
 - Should have attended at least 80% of both, Machine room and Class room sessions at the centre.
 - Completed the semesters successfully for the program registered for, with a Cumulative Weighted Average Performance (CWAP) of at least 70% and a score of $\geq 60\%$ in the Module/Course tests.
 - Should have a score ≥ 6 on a scale of 10 in communication during the pre-placement interview at the time of registering for placement.
 - Student will be offered three interview opportunities within 90 days of completing all the programs enrolled for, and after meeting all eligibility criteria.
 - The job offered to the student can be anywhere in India, and he/she expected to relocate, if required.
 - On being given a job offer from any organization, NIIT will not be liable to send the student for any more job interviews.
 - Student shall abide by the academic milestones and all other guidelines governing the execution and completion of the program enrolled for.
 - Student should clear the applicable Vendor Certification (for Diploma Holders-ITI, POLYTECHNIC and A+/N+/CCNA/CCNP/MCSE).
 - Student should ensure that in case of any change in the Personal details as furnished at the time of enrolment, it will be the responsibility of the student to ensure updation of the new personal details.
 - Student should have $\geq 60\%$ marks in the academics (X, XII, and Graduation) to appear in DQ/Top Organization Interview process or organizations which demand similar intake criteria. For other Organizations, the industry expectation is minimum 50% marks in graduation exams.
 - In case the GAP (year of Passing) is more than 1 Year after the Graduation, then the student will not be eligible to appear in DQ/Top Organization Interview Process.
 - Registered for Placement Assistance (by filling in the Placement Registration form) during the last semester of the program.
 - Less than 27 years of age at the time of completing the program.
 - Submission of the evidence of successful completion of graduation.
 - Within the validity period of admission (i.e., SOL has not expired).
- An eligible student can register for Placement Assistance after the completion of the program. Registration for Placement Assistance takes place at the Education Centre, and involves a preliminary eligibility check. The student loses the Placement Assistance facility if Placement Registration is not done on schedule.
- Deferment of the Placement Assistance facility is allowed only for those who have not completed graduation. Such students must register for Placement Assistance within 3 months of completing graduation, provided the SOL has not been reached.
- Students are given opportunities based on their technical skills and personality attributes. Students registered for Placement Assistance are required to regularly attend the Placement Contact time held at centers. This is essential for NIIT to facilitate the recruitment process between the student and the potential employer.

- Students of other Nationalities other than India and Nepal shall not be entitled to any placement assistance unless he/she holds a valid VISA and work permit, as the case be, to that effect.
- A student is deemed to be Placement Assisted when at least one of the following outcomes is fulfilled:
 - Selected after going through the selection process of a company or offered placement at the organization where the student was undergoing Professional Practice.
 - Provided with 3 selection opportunities (aptitude or technical testing or interviews).
 - Has been in the Placement Assistance process for over 6 months subject to 3 selection opportunities having been given.
- Complete cooperation with industries offering placements and with the placement officials of NIIT, on the part of the student, is essential.

m) Statute of Limitation:

The last date of the period for which your admission is valid is there on the Invoice / Identity Card as SOL Date (Statute of Limitation date). NIIT Centre will not be obliged to provide any services to the student beyond the period of validity (SOL) of the admission.

Services applicable within SOL and Time Norms

Services	Time Norm
Education Delivery	Within SOL
Student Appraisal	As part of Education Delivery and within SOL
Supplementary Exam	Supplementary request to be submitted with 7 days post module/course test and take exam not later than 1 month of Program Completion & within SOL
Mid-Semester Break	Not permitted
End-Semester Break	up to a maximum of 3 months & within SOL
Professional Practice	Is part of Education Delivery. For undergraduates not later than 3 months from the date of Graduation & within SOL
Placement Assistance	During the last semester of the program. For Undergraduates, not later than 3 months from the date of Graduation & within SOL

n) Academic Integrity:

- It is expected of students to adhere to the norms of discipline and decorum within the premises, or at the Professional Practice (PP) site. Non-adherence to these norms may lead to admission being cancelled and may further result in being barred from attending any program at any of the NIIT Education centers or continuing PP elsewhere.

- Failure to display continuing and participative interest in education and allied services by the student, may also lead to cancellation of admission.

o) Anti-ragging measures:

As per directions of Hon'ble Supreme Court of India, ragging is prohibited. If any incident of ragging comes to the notice of NIIT, the concerned student shall be given liberty to explain his/her conduct and if his/her explanation is not found satisfactory, s/he shall be liable to forfeit his/her admission without refund of any fees that he may have paid at NIIT Education Centre.

p) Joint Degree Programs:

NIIT, Kuvempu University (KU) & their Collaborators Universal Education Trust [UET], have mutually agreed to promote and offer the BSc (IT) & MSc(IT) courses through selected NIIT Study Centers. NIIT will make available NIIT study Centres (including Centers operated by its Licensees) as study centers of Kuvempu(KU) for B.Sc.(IT) and M.Sc.(IT) courses and will adhere to the requirements of KU in regard to Information, promotion, Admissions, Induction, Counseling, provide contact sessions, Assignments handling and other related administrative and academic matters like conduct of examination, dispatch of reports, etc.

ADMISSION:

NIIT Students can take admission only through lateral entry in Kuvempu university for B.Sc.(IT),B.Sc.(ITIM) & M.Sc.(IT) programs as follows:

S. No.	Lateral Entry into B.Sc.(IT)/B.Sc.(ITIM) of KU	Prerequisite
1	Lateral Entry to the THIRD SEMESTER of the BSc (IT) program	NIIT students who have successfully completed: 10+2 /10+3 year polytechnic Diploma and One year of study in the DNIIT / GNIIT track (with minimum CWAP 50% marks). GNIIT/GNIIT Series Track in SE/BSIM Domain for B.Sc.(IT) GNPv2 /GNIM Track for B.Sc.(ITIM).
2	Lateral Entry into the FOURTH SEMESTER of the BSc(IT) program Note : Here the student need to clear the KU Backup Courses(BUC) of BSc IT third semester i.e. Personality Development Programme - II (BSIT 31) & Computer Networks (BSIT 34)	NIIT students who have successfully completed: (10+2)or 10+3 years polytechnic Diploma, One and a half year of study in the DNIIT / GNIIT track (with minimum 50% CWAP marks). GNIIT/GNIIT Series Track in SE/BSIM Domain for B.Sc.(IT) GNPv2 /GNIM Track for B.Sc.(ITIM).

S. No.	Lateral Entry to MSc (IT) of KU	Prerequisite
1	Lateral Entry to the SECOND SEMESTER of the MSc(IT) program	NIIT students who have successfully completed: Bachelor's Degree from a recognized

		university, 4 Semesters of DNIIT/ANIIT track (with minimum 50% marks)
2	Lateral Entry to the THIRD SEMESTER of the MSc (IT) program	NIIT students who have successfully completed: Bachelor's Degree ,GNIIT (with minimum 50% marks)

CONTACT SESSIONS:

NIIT KU Study Centres provide contact sessions to KU students to resolve the doubts in subjects taught in KU semesters. The generic Kuvempu University programs are of 3 academic years duration and conducted over six semesters with each semester having an academic duration of 14 - 16 weeks. The contact sessions are milestone based and all subjects are executed in parallel.

APPRAISAL:

There are 2 kinds of Appraisals:

1. Internal Assessment: - Every Subject will be having two Internal Assessments, IA -I and IA -II and the Final IA is the average summation of IA-1 and IA-II for each subject.

Note:

a) A subject that has both theory & practical for e.g. Java will be having total of 4 internal assignments i.e. 2 each for theory & practical & a subject that has only theory will have only 2 internal assignments.

b) IA-I will be conducted mid way of the subjects taught & IA-II will be conducted at end of the subject taught. Exact dates are shared by University for each cycle.

2. University Examination: It will be conducted & evaluated by governing body of Examiners of University.

Repeater Exam:

A candidate can register for Repeater Examination in his/her term-end University Examination for any subject (if Failed), either theory or practical"s, of his/her earlier semesters. The student has to submit the prescribed repeater form along with the prescribed fee.

MARKS CARD/DEGREE:

- The result of the exam will normally be announced within 60 days(approx) after the end of exam being held and the same would be published on the Kuvempu website.
- The mark sheets will be supplied to the NIIT Study from where students can collect the same.
- Provisional Pass Certificate will be awarded within 4 - 6 Months of declaration of results. Student can apply for Provisional Degree Certificate, for his/her immediate use by sending an application to Registrar (Evaluation) along with copies of his mark sheet and a prescribed fees favoring Finance Officer, KU, payable at Shankarghatta, Shimoga.

- For getting Degree Certificate, students have to apply to Registrar (Evaluation) in the prescribed form with prescribed fees after one year from the date of successful completion of program favoring Finance Officer, KU, payable at Shankarghatta, Shimoga, with copies of Mark sheet and two photographs. University provides the Certificate post one year from the time of the final semester and after convocation held by University.

NOTE:

- **Mid semester transfer** is not allowed: Student can apply for transfer only at semester beginning (Re-Registration). Student has to take a no objection certificate from the source center and fill the NIIT transfer form. Student will fill the Admission Form and submit the Admission Fee for next semester in the destination center only.
- **Break** : Student who has sought Lateral Exit may be permitted to re-register after a gap of period, provided the total period of his/her study for the degree does not extend beyond the prescribed maximum period for that degree from the date of his/her registration.

For more details, please visit www.kuvempuuniversityde.org and www.uetb.org

LEARNING METHODOLOGY AND TEACHING RESOURCES:

LEARNING METHODOLOGY:

MODEL CENTRE LEARNING ARCHITECTURE (MCLA): It is a 'Brick and Portal', Blended learning methodology.

CLOUD & COLLABORATIVE LEARNING MODEL (CCLM): This model takes learning beyond the traditional student-teacher relationship. It addresses the needs of today's generation's life style and learning style. It helps seamlessly blend the Instructor-led Classroom based learning, Virtual Classrooms, and Online Learning, using the Cloud services offered through Cloud Campus eco-system pioneered by NIIT.

MODE'S OF EDUCATION DELIVERY:

- **INSTRUCTOR LED TRAINING(ILT)**
- **CLOUD CLASSROOM (CCR):** CCR is a Centralized ILT. In this mode, Expert faculty teaches from a centralized location (*Studio*) while students attend it from classrooms set at different locations. Classrooms are connected through VSAT.
- **BLENDED LEARNING**

NIIT provide Blended-learning platform for effective learning to all its students. This platform for blended learning is being offered to all students of NIIT education centres through the website at www.niitstudent.com/india. This portal exclusively meant for NIIT Students. This student portal provides academic & financial information, various services, customized tests, online help for technical doubts and grievance redressal. The various services which are currently provided are RT/CT, Module test papers, Blogs, Chat, Expert Answers, Discussions etc.

To get details on various cloud and collaborative services at www.niitstudent.com/india,

refer [Annexure 1-Cloud and Collaborative Services](#) at student portal.

STUDENT FEEDBACK AND GRIEVANCE REDRESSAL:

- a. NIIT actively seeks, appreciates and acts upon feedback from students about its services. Students' feedback on the conduct and coverage of modules is sought by holding formal feedback sessions during the course of the program. Students are encouraged to register their feedback at the www.niitstudent.com/india portal.
- b. A Customer Grievance Redressal System exists at all NIIT education centers, and students can post their request/grievance online at www.niitstudent.com/india portal.
- c. Students can approach any NIIT centre staff member for assistance and guidance. If necessary, the student may contact the Territory Head or Regional Head of NIIT operations in that area.

However, in case satisfactory redressal is not received, the student may escalate the grievance to cgrsho@niit.com.

GLOSSARY:

CCC	Cloud Centric Curriculum
CCS	Cloud Courseware System
CGRS	Customer Grievance Redressal System
CR	Class room
CWAP	Cumulative Weighted Average Performance
ILT	Instructor Led Training
IOS	Industry Orientation Session
IPR	Intellectual property rights
ISAS	Information Search and Analysis Skills
MR	Machine room
MT	Module Test
PP	Professional Practice
PPR	Program Performance Report
PWZ	Professional Work Skillz
CCR	Cloud Classroom
SOL	Statute of Limitation

SPR	Semester Performance Report
SWAP	Semester Weighted Average Performance
WBT	Web Based Training
WNGY	What NIIT Gives You