



Maldives Business College

Students First!



Student Handbook

Have a problem?
We are here to help you.
Come and talk to us or call us any time.

Disclaimer:

The regulations and information in this booklet may change from time to time. It is the responsibility of the student to be informed of such changes. The College will publish those changes on the web portal and the College noticeboard.

1. WELCOME!

Dear student,

Welcome to Maldives Business College!

Thank you for choosing Maldives Business College. I am delighted that you are with us and would like to offer my personal assurance that we are totally committed to making your study with us successful.

Maldives Business College is a place for scholarship and in-depth examination of issues. It is also a place for exploring your career and getting engaged in what matters. Best of all, it is a place for nurturing your dreams.

I know that your talents, creativity, courage and your presence with us will enrich both our lives and enliven our dreams.

Adam Umar
President

2. WHAT WILL THIS HANDBOOK FOR YOU?

This program handbook will provide you with information about the Bachelor's Degree Business Administration, Human Resource Management and Accounting & Finance.

You are required to refer to this handbook throughout your program as it provides vital information which will assist you in achieving the learning outcomes prescribed in your curriculums. This handbook will not only equip you for an easy kickstart to your learning journey, but with vital information under your belt, learning will become an enjoyable experience for you. The information in this handbook has been gathered from your program specifications and other relevant documents.

If you have any enquiries related to information in this handbook or any further enquiries concerning your program, you can always speak to any member of the academic or administrative team.

3. WHY SHOULD YOU CHOOSE MALDIVES BUSINESS COLLEGE?

Real-life Education

Maldives Business College will immerse you in an environment where you will learn from real life activities that combine theory with modern practice.

We care about you

Yes, care about you. That is why we provide you with study support to the hilt! We teach you not only your course content but also report writing skills, effective presentation skills, referencing and citation skills, paraphrasing skills to help you avoid plagiarism, how to do a literature review and research skills to help you successfully complete your programs.

We give you individualized learning support and counseling.



We take pride in what we do and we are really proud of the high level of student care we provide. It adds to the feeling of one small happy family.



Always accessible

You can reach us 24/7 via my.businessschool.mv or our telegram channels or by visiting us.



Study anywhere

Our programs are taught online so that you can study anywhere using our student portal and online library. On the student portal, you can get access to essential resources such as class recordings, class resources presentations, textbooks, download assessment briefs and links to submit your assignments. On my.businessschool.mv you can view and download your marked assessments, statements of results and attendance records. Our online library has thousands of full-text books for reading and research.



Quality by design

Our curricula are based on renowned textbooks. You will be taught by lecturers who have advanced degrees. Your assessments and grading pass two quality assurance levels— internal and external verification.



4. COLLEGE ORGANIZATION AND VALUES

College Council

The College is governed by the College Council. It is responsible for the education policies and plans of the College. Member of staff and a student are represented on this council.

Student Union

The student union was formed by a declaration by the students and staff of the College on 10th July 2012. It has been highly active since formation. It is governed by a Student Council. It organizes a variety of activities for students. Try to take part in these activities or in the student administration.

Academic excellence

We want you to succeed. We want you to turn in assignments that show intellectual creativity while maintaining academic integrity. Wide reading, research, critical thinking and the use of English language are integral to achieving this. Attend the academic English classes conducted at the College and learn how to use English well so that you shine.

Quality of learning opportunities

Maldives Business College endeavors to assure that the quality of the learning opportunities that we provide our students with. Our learning resources are an essential component in the provision of quality teaching and learning.

1. **Lecturers:** Our lecturers are knowledgeable in their areas of expertise and they hold advanced degrees. They read widely, are up-to-date and prepare thoroughly before each session. Their presentations are uploaded onto the student portal. The College provides them with sufficient resources to deliver high quality teaching to students.
2. **Supervision of teaching:** As part of our quality process, teaching is regularly supervised by an expert and feedback and further training are given to lecturers.
3. **Student feedback:** We value student feedback. At the end of each module, students will get the chance to give us feedback about how the module was taught by filling out a survey form. We take this feedback and translate it into action when we teach subsequent modules.
4. **Online library and student web portal:** You will be given access to an online library with thousands of full-text books on a variety of subjects. You can use the library anytime and anywhere. You can find additional resources on the student portal. You can get the usernames and passwords to the web portal and library from the College office.

5. **Internet and Wi-Fi:** Necessary IT infrastructure for learning and teaching is maintained and supported by the College. You will have access to computers and the internet in the physical library or in the student lounge so that you could do your reading there and write your assignments. You are welcome to bring your own laptop or tablet to work with.

Key Staff and Contact Details

1. Mr. Adam Umar, President
T: 33000074
E: adamumar@businessschool.mv
2. Mr. Sandeep Singh Sikerwar, Registrar
T: 330-0064
E: sandeep.sikerwar@businessschool.mv
3. Dr. Gisha Padinchakara, Head of Academic Administration
T: 3003792
E: gisha.p@businessschool.mv
4. Ms. Reesha, Student Services Officer
T: 3300064/7616048
E: reesha@businessschool.mv

5. COMPLETE YOUR COURSE!

What is your program about?

The Bachelor of Business Administration/Human Resource Management/Accounting and Finance will give you the knowledge and skill set necessary to manage a business related fields and activities and help you to progress to higher degrees. You will learn how to be the go-to person in a business environment and acquire the techniques to communicate in ways that will motivate and inspire your subordinates.

Taking this program will provide opportunities for you to learn a range of techniques and tools essential for successful performance in your working life. It will help you to apply these skills in your organization and build upon the knowledge you have gained at the completion of the program. If you are already employed, you will be able to use these attributes immediately in your workplace and improve your working practices.

Before the program starts

1. The College ensures that it has enough qualified staff to teach the program.
2. The College ensures that it has adequate resources, including books, journals and computers.
3. The College ensures that the program has met other internal quality criteria including admissions policy, teaching, learning, and assessment and student support mechanisms.

How do you complete your program on time?

1. Attend your classes and maintain at least 80% attendance.
2. Do the required reading and research.
3. Complete your assessments on time.

Essential requirements and resources

The following are essential for the successful completion of the course.

1. **Entry Requirements:**

General Entry Criteria

- Successful completion of Higher Secondary Education, OR
- Attainment of a Level 4 qualification in a related field, OR

- Attainment of a Level 4 Foundation Study Program approved for the specific Bachelor's Degree program.

Mature (Alternative) Entry Route

- Completion of a Level 4 qualification (unrelated), and successful completion of an MQA approved University Preparation Program, OR
- 20 years old, completion of secondary College, 2 years of relevant work experience, and successful completion of an MQA approved University Preparation Program

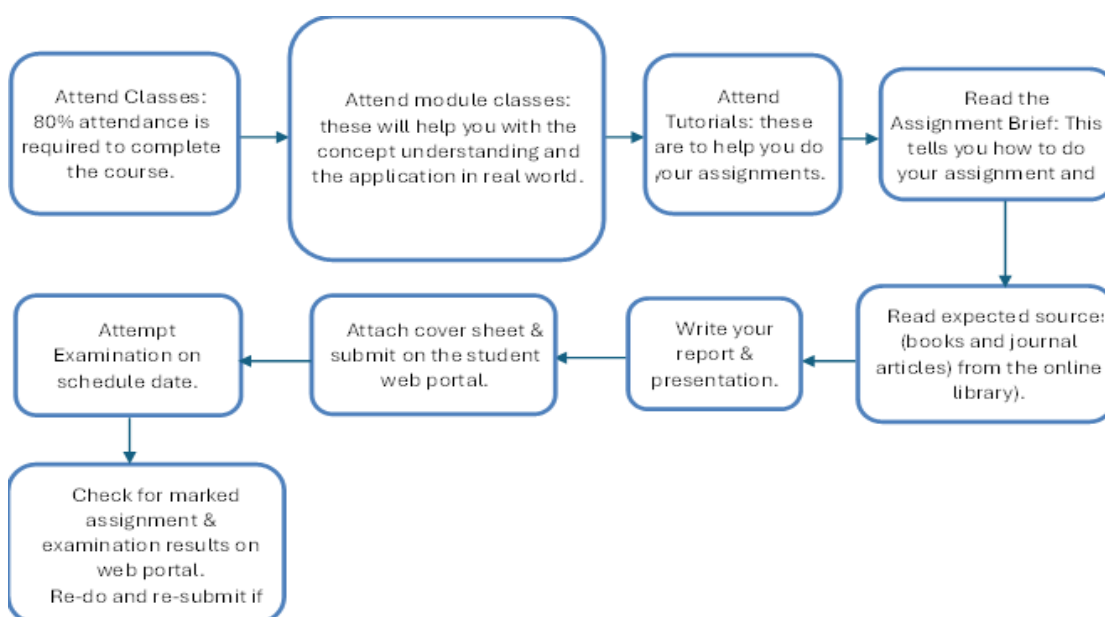
Language requirements

A pass at C and above at a nationally or internationally recognized secondary school examination or equivalent examination or pass the English language examination conducted by the College.

- 2. Attendance Requirements:** You must maintain 80% attendance at all times. Failure to do so may prevent you from submitting assignments as well as progressing to next year of your course. When in class, ask questions and participate in class activities and discussions.
- 3. Reading, research and independent study:** You must spend at least 2 hours a day in out-of-class reading, research and independent study related to your studies.
- 4. Study skills and academic English:** Attend these classes when they are conducted. They will teach you academic reading and writing; how to do your literature reviews; how not to plagiarize; how to cite and reference; and how to write your assignments and give presentations.
- 5. Student portal and online library:** Get your usernames and passwords to the student portal, online library and my.businessschool.mv. The student portal contains essential resources such as presentations. That is where you download assessment briefs and submit your assignments. At my.businessschool.mv you can get your marked assignments, examination papers, attendance records and statements of results.
- 6. Your workplace:** Most assignments will have a part where you will be required to collect and analyze data from real businesses (or other organizations). You are strongly encouraged to use the business (or organization) where you work for these activities.

How do you complete a module?

Here are the major steps involved in your completing each module.



6. POLICIES

Assessment Policy

Maldives Business College is dedicated to providing students with quality business education. The College views assessment as a major factor in its quality assurance system. The conduct of student assessment is a function of the Assessment Board. The basic principles applied in student assessments are:

1. They should assess the learning outcomes specified in the module specifications.
2. They should be rigorous and designed to support high standards.
3. The assessment process must be transparent.
4. The assessments must be equitable in both design and operation.
5. They must be valid and reliable.

In accordance with these principles, the College will:

1. Maintain standards by ensuring external scrutiny of its courses by an external verifier and consideration of their reports.
2. Publish and regularly review procedures governing the conduct of assessments.
3. Ensure that the criteria for the assessment of qualifications are kept under revision.
4. Have in place procedures for the consideration of special assessment arrangements for reasons of disability or other special needs.
5. Have a proper mechanism for the resolution of complaints and appeals of an academic nature.
6. Establish regulations and procedures for dealing with academic misconduct.
7. Encourage students to participate in the improvement of teaching and assessment practices by giving student feedback.

Redo & Late Submission Policy

Assignments are to be submitted on stipulated dates. Failure to do so would result in non-acceptance and would lead to a late fee of MVR 250 per task.

If a student does not achieve the Pass grade or missed some of the pass criteria in a submission, the student must resubmit the assignment again covering the unmet criteria.

The following are the guidelines regarding the submission of assignments:

- 1) Once you have completed an assignment attach the cover page to it. If the assignment is a word file, save it as a PDF file and submit it on the student portal. If it is a PowerPoint file, attach the PowerPoint cover page and submit it on the student portal.
- 2) You should complete your assignment for each module and pass them all to graduate. Each assignment will be marked by a suitable faculty member and given a grade at pass, merit, or distinction.
- 3) Assessment briefs are published on the student portal and explained in the classroom by your teacher in the first week of each module. The brief will tell you how to do the assignment.
- 4) Every assignment has a due date and students are expected to submit assignments within the due date. All assignments must be submitted through the student portal and no assignment will be accepted in person. In the event you cannot submit your assignment within the due date without obtaining an extension, it would be considered a non-submission.
- 5) All assignments must be submitted with the relevant cover page after being duly filled out by the students. Assignments without the cover page will be rejected.
- 6) You must read all the expected sources and evidence of your reading must appear in the body of your report as in-text citations.

- 7) You must reference all sources using the Harvard referencing conventions. Assignments that are not properly referenced will be rejected.
- 8) Do not copy and paste others' work into your assignments. Plagiarism is strictly prohibited. Your assignment will be rejected if it contains plagiarized work.
- 9) There are no group assignments. All assignments are individual assignments. Where group work has been conducted, your submission must include your own contribution relating to all the criteria.
- 10) All assignments have a word limit, usually ranging from 2,000-4,500 words. Individual tasks may require fewer words. Your assignment will be rejected if it exceeds the maximum number of words allowed. You can write a maximum of 500 words in excess of the word limit. The word count for a report is made from the beginning of the introduction to the end of the conclusion. The cover page, abstract, table of contents, and references are not included in the word count.
- 11) If the students fail to submit the given assignment on time, they can submit it on a later date by paying the late fee of MVR 250.
- 12) If any student is not satisfied with the marks they scored in the assignment, they can submit the assignment with the amendments for remarking with the resubmission fee of MVR 100 for improvement in grades.
- 13) Every student has a total of 3 attempts for each assessment, two attempts for submitting their assignment for remarking in case they are not satisfied with the marks scored.
- 14) In the case of examination as well, students can re-sit for examination in case they score low marks in the examination for improvement in grades. Each re-sit for examination student will be charged MVR 250.

Appeals process

The aim of the College is to offer all learners fair and equal access to assessment against the College's standards, including provisions of constructive feedback as appropriate. The assessor and students will work together during this process, and both will agree on the decisions made. However, there may be times when students disagree with assessment decisions. The Appeals procedure provides the student with the means to appeal against any decisions deemed unfair by the student.

Students may appeal for a re-check of a course mark/grade in writing within one month after the mark/grade is awarded. No charge is levied for processing appeals.

Upon receipt of the appeal, a panel of assessors will evaluate the assessment. The grade awarded by the panel, after being endorsed by the Registrar, will be conveyed to the student, and recorded in the student's record and transcript. The decision made by the Registrar is final and no further appeal will be allowed.

Grounds for appeal

Students can appeal against a decision by an assessor if they can show that:

- a. There was insufficient notice of the date, time, and place of assessment.
- b. Any special equipment that they required was not available.
- c. Their special needs were not discussed prior to the assessment.
- d. The workplace supervisor was unable to accommodate the assessment or was unprepared for the assessment.
- e. They were not given access to the appropriate resources or venue in which to carry out their assessment.
- f. Their assessor was not appropriately qualified or supervised during the assessment.

Grounds for non-appeal

Students cannot appeal against a decision made by the assessor or verifier for the following reasons:

- a. If they disagree with the assessor for personal reasons.
- b. If they feel that the College's methods of assessment are not appropriate.
- c. If they feel that the College does not accept or recognize their prior learning.

Special consideration policy – late submission

The purpose of this policy is to give a student, whose work for a particular piece of assessment has been adversely affected by exceptional circumstances or not able to complete their assessments due to circumstances beyond their control, a further opportunity to demonstrate their ability by doing that piece of assessment again without any fines or penalties.

These requests are to be made before/after the submission/exam date. All the requests must be made in writing or through email. Requests will be considered by the Registrar and communicated to the student by the admin staff delegated to do this.

The accepted causes are:

- a. Serious or significant medical conditions or illness (including both physical and mental health problems).
- b. Exceptional personal circumstances (e.g. serious illness or death of an immediate family member or close friend, including participation in funeral and associated rites; being a victim of significant crime).
- c. Hardship/trauma (e.g., victim of crime, sudden loss of income or employment, severe disruption to domestic arrangements).

Eligibility

Students applying for special consideration must produce supporting documentation unless this requirement has been waived, which demonstrates that they have:

- a. Suffered illness or other circumstances beyond their control which have affected or are likely to affect their academic performance in a subject or which has prevented them from meeting scheduled assessment requirements.
- b. Have validated conflicts between scheduled assessments and other commitments such as their career duties, court appearances, and participation in sporting or cultural activities at a national or international level. These conflicts must be notified well in advance and as soon as the need is identified, to the relevant teacher.

Supporting evidence

When a student submits a special consideration request they must provide supporting evidence from an independent and appropriate party for the request to be valid. The student is responsible for organizing this.

In what circumstances would special consideration not be granted?

The following are examples of circumstances NOT normally considered for special consideration:

- a. Minor ailments such as colds, headaches, hangovers, etc.
- b. Inability to prioritize and schedule the completion of several pieces of work over a period of time.
- c. Poor time management or personal organization (e.g. failure to plan for foreseeable last-minute emergencies such as computer crashes, printing problems or travel problems resulting in late submission of coursework).
- d. Circumstances within your control (e.g. a holiday; paid employment if you are a full time student; something considered more important).
- e. Requests made after the published deadline for their submission, except where you were unable to meet the submission date for exceptional reasons which can be validated.
- f. Requests without independent supporting evidence.
- g. Requests which do not state clearly how your inability to hand in your assessment on time was caused.

Equal opportunities for fair assessment

The College will ensure that it provides equal opportunity & treatment for all students, without discrimination. Thus, the College will:

- a. Provide resources to meet the special assessment needs of individual students.
- b. Provide candidates with information on their responsibilities in the assessment process.
- c. Provide candidates with constructive feedback to enable them to achieve the award.
- d. Maintain records of assessment and verification decisions and make them available for inspection by candidates and the awarding body.

Investigation of malpractice

Malpractice is the deliberate falsification of records or influencing the systems within the College for the purpose of obtaining certificates without the due assessment. This may involve students, College staff or others. The College has the following procedure to report and investigate malpractice.

Malpractice by students

It is a grave offence to engage in any form of malpractice. The following are examples of malpractice by learners:

- a. Plagiarism: Plagiarism is the act of copying and presenting as the learner's own work, the whole or part(s) of another person's work and without appropriately acknowledging the source. This includes presenting artwork, images, words, thoughts, inventions, discoveries.
- b. Collusion: Collusion involves presenting work produced in a group as individual work. The College encourages teamwork and collaboration which are essential skills in many sectors and academic disciplines. However, such activities should involve the use of minutes, task allocation and agreeing outcomes. In such cases, the work students submit must contain individual contributions that are different from the rest of the team's work.
- c. Impersonation: Impersonation is presenting work for another student pretending to be that student or letting someone else do this for you.
- d. Fabrication of evidence.
- e. Refusal to follow the instructions in examinations or assessments.
- f. Misuse of material provided for assessment or examination.
- g. Using unauthorized material and exchange of unauthorized communication in examinations and assessments.
- h. Cheating to gain an unfair advantage.

Investigating allegations of malpractice

The College will appoint a member of the faculty to investigate any such allegations. The process involves the following:

- a. The facts relating to the allegation will be established in order to decide if malpractice has occurred, such as:
 1. Authenticity of assignments or answer scripts
 2. Whether or not the student is still studying towards the qualification after obtaining the certificate
 3. Whether or falsified records were used to obtain the certificate.
- b. A course of action, including remedial and punitive action against the parties involved, will be decided upon and implemented.
- c. A report will be submitted to the Academic Board once the investigations have been completed, giving in details of the evidence, conclusions, and recommendations.

7. ACADEMIC REGULATIONS

General

1. Admission and deferment policy

Applicants are admitted to the College upon the fulfillment of the entry requirements. If a student has been admitted and would like to defer the admission date, he/she may do so by filling in the deferment form available on the college website. If a student wishes to defer a semester the Semester Deferment Policy will apply to all such cases.

Semester Deferment Policy:

- a. This policy sets out the procedure and regulations applicable to students who wish to suspend their studies on a temporary basis and intend to resume their studies in the future. Taking a break from the course before the semester starts will be considered a deferment according to this policy. This could be due to work, travel, or other personal reasons.
- b. A student cannot defer the course for any less than the length of a semester, i.e., 6 months. The maximum duration allowed for deferment is 2 semesters (12 months) at a time. Students who have deferred their course can join the next semester without additional charges. However, if there are any changes in the fee structure when the student resumes the course, the student may be required to pay according to the new fee structure.
- c. Any student wishing to defer the course for any reason can request the deferment within 30 days of the semester start date. Students are required to submit the duly filled deferment form provided on the college website within the first 30 days of the semester start date. After the submission of the deferment request, deferment approval will be provided within 7 days and the student will be notified accordingly.
- d. Any request for course deferment received after 30 days from the semester start date will be rejected and the student will be responsible for their attendance. To ensure enrolment for the new semester after course deferral, the student must contact the college 1 month prior to the commencement of the new semester.

Deferment Process:

Step 1

- A student wishing to take a break from the course needs to submit a course deferment form provided on the College website.

Step 2

- Course deferment form request of the student will be forwarded to the Registrar for approval.

Step 3

- The Registrar will check the deferment request and will provide the approval after verifying the details.

Step 4

- Students will get an email with the deferment letter attached from the college stating the approval or rejection of the deferment request. The deferment approval letter will be the confirmation of the approval and no other document will be provided until and unless requested separately.

Note: If the deferment request is accepted and approved by the Registrar, students studying under the government's Free-First Degree Scheme are required to inform the Ministry of Higher Education, and get approval from MOHE as well.

2. Registration and Enrolment

Upon being offered a place, the new student is required to register for the course he/she intends to take, pay the required tuition and other fees, including international registration fees and membership fees where relevant, and enroll.

3. Exemption

Exemption from subjects may be allowed for equivalent subjects that have been taken elsewhere provided that the subjects were at the same MNQF level, that certified copies of evidence are provided and that the College is satisfied that the content and depth are similar.

A student can only be given an exemption for the prior study undertaken by the student at a higher level than the minimum entry criterion requirements or prior study undertaken at the same level of the course applied. For example, a student who completed a Diploma in Business Administration (MNQF Level 5) degree and is applying for a Bachelor's Degree in Human Business Administration, can be given an exemption for year 1 of a Bachelor's Degree in Business Administration.

Exempted courses are counted towards the credit load for graduation. The total exemptions and credit transfers given to any student shall not exceed 2/3 of the course/program.

Even with the exemptions provided, the Bachelor's degree course will be 3 years and the students who gets a year exemption will accordingly enrol for the remaining duration of the course after exemption.

Advance standing is not provided for any prior experience.

No student will be exempted from a specialist module. Application for exemption should be accompanied by certified copies of the course syllabus and transcripts.

4. Attendance Policy

The attendance policy is in place to help the College to enable students to achieve their qualifications while fulfilling the contact time requirement of the Maldives Qualifications Authority. As students have made an enormous financial investment in choosing to pursue higher education, it is the College's policy to follow up promptly on absences and support the students in their studies as fully as possible.

At the Maldives Business School, we are committed to helping students successfully complete their courses by providing great resources and student support, and a safe learning environment.

Attendance rules

1. All the students are required to attend a minimum of 80% of the class duration in order to get attendance for the class.
2. All students are required to maintain an 80% attendance for graduation.
3. The student who has an attendance of more than 50% but less than 80% will have to pay the supervisory fee to compensate for the short attendance.
4. It is compulsory for students to attend functions/activities organized by the College on various occasions like Student Day.
5. If any student falls short of 80% attendance, they are required to compensate for short attendance through the supervisory sessions.
6. If any student's attendance is lower than 80%, their results will not be sent to MQA for approval unless they compensate their attendance to make it up to 80%.
7. If a student's attendance is lower than 50%. their results will be nullified, and they are required to retake the module.

When in class, students are advised to follow these guidelines:

- a. Fully participate in the classroom activities including discussions, presentations and other activities.
- b. Avoid activities other than the session in progress.
- c. Avoid activities that will disrupt the session in progress, including phone calls, chatting, irrelevant and other irrelevant activities.
- d. Do required reading before coming to class and be prepared for the sessions.

Students can access their attendance reports and grades via the my.businessschool portal. Student attendance and grades are updated regularly on the my.businessschool portal. Look for this label at the top of your course page.

Attendance

5. Supervised individual reading, research and writing

Students who have missed classes due to valid and documented reasons (illness, emergencies, work commitments) may recover these lessons through supervised reading, research and writing. A faculty member will supervise the student's work and record attendance.

6. Session Format

Study time may comprise lectures, practical sessions, seminars, presentations, tutorials, visits to businesses or other forms of contact. All the forms of expected contact identified are compulsory for all students. Students are required to prepare thoroughly and participate actively in all sessions.

7. Tutorials

There will be in-class tutorials for regular students during the classes to help students in doing assignments.

8. Exam Preparation Week

Students will be given exam preparation week before the scheduled examination to prepare for the examination.

9. Progression Policy

The aim of this policy is to set conditions for students enrolled in Bachelor's Degree courses to progress from one year to the next. The following are the prerequisites for progression:

Progression from Year 1 to Year 2:

The student:

1. Should have achieved at least a pass grade in all the 8 modules in Year 1.
2. Should have attended 80% of classes in all the 8 modules in Year 1.
3. Should have paid all due fees for Year 1 Including the annual administrative charge of MVR 1500/-.

Progression from Year 2 to Year 3:

The student:

1. Should have achieved at least a pass grade in all the modules in Year 1 & Year 2.
2. Should have attended 80% of classes in all the modules in Year 1 & Year 2.
3. Should have paid all due fees for Year 1 & Year 2 Including the annual administrative charge of MVR 1500/-.

10. Retaking a Module

A student who fails a module even after the additional chances to complete the module and to secure at least a pass in the module may retake it within the extended duration of the course within the duration as set by the MOHE guidelines. A student who has an attendance below 50% is also required to retake the module to complete the module. The student must pay a fee to retake a module (see section titled “Module Retake Fee” in the Financial Regulations).

11. Extended Duration of a Course

The extended duration of a course is set in line with the MOHE requirements for completing the Bachelor’s program is illustrated below. A student who does not complete a course within the extended duration will be required to re-enroll and redo the whole course.

Course Level	Course Duration	Maximum duration allowed for deferment	Maximum duration allowed to complete the course
Certificate 4	1 Year	1 Year	3 Years
Diploma L5	1 Year	1 Year	3 Years
Associate’s L6	2 Years	1 Year	4 Years
Bachelor’s L7	3 Years	1 Year	5 Years
Master’s L9	1 Year	1 Year	3 Years

12. Independent Study

Attending classes and tutorial constitutes 33% of your course. You are expected to devote at least a further 67% to out-of-class independent study. Without reading and research activity, students would face difficulty in finishing coursework and gaining the knowledge, skills and understanding required to succeed.

13. Reading and Research

Reading is one of the essential activities of studying. So the ability to read and understand academic research is an important tool for students and practitioners in an increasingly complex business environment. For your course, you will be required to engage in reading as part of your research and literature review. The College provides each student access to an online library which has millions of full-text books, academic journal articles and magazine articles on a variety of subjects. You can use the library anytime, anywhere. You are given additional resources on the student web portal.

Before you start reading, it is more important to think about the quality of the sources and how well you use and interpret them. Do not limit your reading to one or two sources as this shows a lack of wider reading, and can mean you just get a limited view without thinking of an argument of your own. It is also important that you think about and understand the issues clearly.

14. Plagiarism and Collusion

Plagiarism is writing others’ words or ideas in your assignment without giving them credit. You, as a student and scholar, must acknowledge, using in the form of in-text citations, the source of phrases and ideas that are not your own. You do not need to acknowledge ideas and phrases that are common knowledge. But, if you use ideas or phrases that were used originally by someone else, you must him/her credit.

A student must not plagiarize any idea, writing, data or invention belonging to another person. For the purpose of this rule, plagiarism includes:

1. Using another writer’s words without proper citation.
2. Using another writer’s ideas without proper citation.
3. Citing the source but reproducing the exact words of a printed source without quotation marks.
4. Borrowing the structure of another author’s phrases or sentences without crediting the author.

5. Borrowing all or part of another student's paper or using someone else's outline to write own paper.
6. Using a paper writing "service" or translating the writing or creation of another person from one language to another.
7. Any form of plagiarism found in assignments will result in disciplinary action that may lead to dismissal.
8. Plagiarism will be detected through Turnitin for all the papers/assignment reports submitted on the student portal.
9. College will follow the marking scale mentioned below for the assignment/papers marking based on content similarity as per Turnitin.

Similarity Percentage	Marking Scale
0%-15%	No Penalty
16%-25%	10% deduction of marks
26%-35%	20% deduction of marks
Above 35%	Assignment Rejected

10. Any assignment/report rejected due to high plagiarism will be considered as late submission and students will be required to pay a late fee of MVR 250/- to submit the assignment/report after rectification or amendments.
11. Collusion is the unauthorized collaboration of students in a piece of work that is submitted individually as one's own. You must not engage in either plagiarism or collusion. Both are grave academic offences.

15. Citation of References

As mentioned before, you are required to acknowledge the sources of phrases and ideas in your assignments that are not your own. Attend the study skills classes and learn to paraphrase. Learn to cite in text and write a proper list of references at the end of your assignments. Use the Harvard referencing system.

Your assignments have a mandatory list of sources. You must read them and there must be evidence of your reading in the form of in-text citations in your assignment.

If your sources are only websites instead of books and academic journal articles, you would not get a high grade for your assignment. Your Google searches may reveal a variety of websites giving information on a particular topic, ranging from sites that want to sell things to you or want to share a video with you, to Wikipedia which has unsigned articles and warning signs such as "this article needs additional citations for verification", "the neutrality of this article is disputed", or warn of "unverified claims." You must avoid these.

So, use your library! That's the best source for authoritative information.

16. List of References

You must write a list of references at the end of each assignment. The purposes of the reference list are to give credit to the work of others that directly influence your present work, document facts used in your present work that are not common knowledge and give interested readers the information they need to find those sources if they want to verify your facts and claims.

Each reference cited in text must appear in the reference list. And each entry in the reference list must be cited in text. You must not include uncited sources in the reference list. Cite what you use and use what you cite.

17. Academic Supervision of Students

Faculty at Maldives Business College will provide academic support in a consistent and appropriate manner to help our students complete their work. Students can receive a maximum of three supervision sessions prior to submission of their work and supervision can take place at any time except when teachers are not with class. Students should request supervision either in person or via messaging. It is their responsibility to initiate contact with their teachers.

The supervision could relate to a specific Learning Outcome, a Learning Criterion in a particular module, an assignment as a whole or the use of English and referencing. Where much research and data collection are required as part of an assessment, teachers generally schedule supervision sessions, either for individual students or groups, without requiring the students to take the lead.

Supervision sessions are generally face-to-face (individually or in groups depending upon the number of students to supervise in a designated module) although can take place online or by telephone.

The College will make reasonable adjustments where disabled people may otherwise be placed at a substantial disadvantage. Such adjustments include conducting special assessments for disabled students, without compromising academic standards and based on the provision of current, supporting medical evidence.

18. Temporary Suspension

A student in any one of the following situations will be temporarily suspended from the course.

1. A student who has not paid the international registration fee instalments when they are due if applicable.
2. A student who fails to make tuition fee payments in the given time.

The suspension will result in the following measures.

1. The student's attendance will not be marked.
2. The student will not be allowed to submit assignments or do supervised assessments.
3. The student will not be allowed to attend classes.

19. Appeal Procedure

Students may appeal for a re-check of a course mark/grade in writing within one month after the mark/grade is awarded. No charge is levied for processing appeals.

Upon receipt of the appeal, a panel of assessors will evaluate the assessment. The grade awarded by the panel, after being endorsed by the Registrar, will be conveyed to the student and recorded in the student's record and transcript. The decision made by the Registrar is final and no further appeal will be allowed.

1. Grounds for appeal

Students can appeal against a decision by an assessor if they can show that:

1. There was insufficient notice of the date, time, and place of assessment.
2. Any special equipment that they required was not available.
3. Their special needs were not discussed prior to the assessment.
4. The workplace supervisor was unable to accommodate the assessment or was unprepared for the assessment.
5. They were not given access to the appropriate resources or venue in which to carry out their assessment.
6. Their assessor was not appropriately qualified or supervised during the assessment.

2. Grounds for non-appeal

Students cannot appeal against a decision made by the assessor or verifier for the following reasons:

1. If they disagree with the assessor for personal reasons.
2. If they feel that the College's methods of assessment are not appropriate.
3. If they feel that the College does not accept or recognize their prior learning.

Assessment

1. General

Most of the assessments are in the form of assignments & examinations. Assignments generally have two tasks and they are usually a report and an examination/presentation. Some modules may require you to do activities inside and outside of the classroom such as practical work, collecting data, organizing an event, or doing a marketing activity. Most of the modules will have timed assessments which will be scheduled at the end of each semester.

2. Assignment Submission

The following are the guidelines regarding the submission of assignments:

1. Once you have completed an assignment attach the cover sheet to it which usually is the first page of your assessment brief. If the assignment is a word file, save it as a PDF file and submit it on the student portal. If it is a PowerPoint file, attach the PowerPoint cover page and submit it on the student portal.
2. You should complete your assignment & examination/presentation for each module and pass them all to graduate. Each assignment will be marked by a faculty member and marks will be given accordingly.
3. Assignment briefs are published on the student portal and explained in the classroom by your teacher in the very first week of each module. The briefs will tell you the tasks to be done in each module and the criteria covered in each task.
4. Every assignment has a due date and students you are expected to submit assignments within the due date. All assignments must be submitted through the student portal and no assignment will be accepted in hand or through email. In the event you cannot submit your assignment within the due date without obtaining an extension, it would be considered a non-submission and a can submit on a later date with the late fee as a late submission.
5. All assignments must be submitted with the relevant cover page after being duly filled out by the students. Assignments without the cover page will be rejected.
6. You must read all the expected sources and evidence of your reading must appear in the body of your report as in-text citations.
7. You must reference all sources using the Harvard referencing system. Assignments that are not properly referenced will be rejected.
8. Do not copy and paste others' work into your assignments. Plagiarism is strictly prohibited. Your assignment will be rejected if it contains plagiarized work, and the student will be required to resubmit the assignment as a late submission.
9. There are no group assignments. Your assignment must be written only by you!
10. All assignments have a content limit, usually 4,000 words. Individual tasks may require fewer words. Your assignment will be rejected if it exceeds the maximum number of words allowed.

3. Examination and Examination Offences

- i. Observe the following if you are attending an on-campus examination.
 - (a) Do not introduce into, or use in the examination room, unauthorized materials or aids.

- (b) Any such materials or aids in possession of a student on entry to the examination room must be surrendered may be handed over by the Invigilator to the College which may make copies of them. The original materials or aids (together with all copies) may be retained by the College at its absolute discretion.
- (c) Do not pass any information to other students.
- (d) Do not copy.
- (e) Do not do anything that will disturb other students or the proper conduct of the examination.
- ii. Observe the following if you are attending an online examination.
 - (a) Before the exam
 - I. Students are required to download and install Safe Exam Browser on their computer. We recommend that they do this several days in advance. If they have any issues, they can call the College and a technician will be happy to install it on the student's computer remotely.
 - II. They should ensure that the home environment where they are doing the examination is a quiet place and is free from distractions.
 - III. They should enter the Zoom or Adobe Connect exam room at the scheduled time with their webcam turned on. They should then minimize Zoom or Connect so that it runs in the background.
 - (b) During the exam
 - I. Students are required to keep their webcams on during the whole duration of the exam.
 - II. Every student's webcam feed is viewed and constantly monitored by our live proctors.
 - III. It begins with live ID authentication and a 360° sweep of the room and workstation, ensuring any unauthorized materials are removed before testing can proceed.
 - (c) Do not eat, drink, or communicate with anyone during the online examination.
 - (d) Do not engage in disruptive behavior which may cause disruption to other students while doing the examination.
 - (e) Do not engage in cheating from any sources during the online examination.

4. Extension of Assignment Deadlines

Extensions will be granted to individual students for valid reasons. You must fill out an Application for Extension of Assignment Deadline and submit it to the office. You must provide supporting documents with the application form such as medical certificates, medical bills, or a letter from your supervisor explaining your work commitments that may have prevented you from meeting the deadline. If approved, you will be given an extension for a maximum duration of 5 days from the date of extension approval. The extension cannot be granted verbally. Decision to grant extension is solely depends upon the discretion of the Registrar.

5. Re-sitting an Examination and Re-submitting an Assignment

A student who fails a module may resubmit assignments or re-sit examinations in that module up to three times. The deadlines for re-examination will be set by the college examination board and will be published for all the students. The student who wishes to sit for a re-sit for the examination is required to make the re-sit examination fee payment by the given deadline as mentioned in the academic calendar. For resubmitting the assignments, the student can resubmit them any time before the student progresses to the next year or should submit them before the expiry of the duration of the course.

If you fail a module after the third resubmission, you will be required to redo the module.

Results, grading and graduation

1. Grading of Bachelor's Degree Programs

Maldives Business College will mark student assignments and examination papers within 20 working days of the submission of the assignment or examination. Your assignments and test papers will be marked by your teacher or another suitable faculty member. Once they are marked, they will appear with the grade in your account on my.businessschool portal. Combined marks of assignments and examination papers will be considered in providing the final grades to the student.

Marks	Representative Grade	Grade Interpretation
85 & Above	A *	Higher Distinction
75 to 84	A	Distinction
65 to 74	B	Merit
50 to 64	C	Pass
Below 50	F	Fail

2. Graduation Award

To be eligible for an award of the College, a student must:

1. Have been registered for the relevant course of study, complied with the regulations in all aspects and have made satisfactory payment to the College of all due fees and accounts;
2. Pass and complete all courses and requirements; and
3. Have attained at least 80% attendance.

The College reserves the right not to make the award to, or to publish the examination results of students who fail to satisfy any of the above conditions.

A student who does not complete a course within the specified duration provided under the deferment Policy will be required to reenroll and do the whole course again.

8. FINANCIAL REGULATIONS FOR STUDENTS

Fees

1. Tuition Fee

Tuition fees are divided into bi-annual semester instalments to make it easy for students. Every semester instalment must be paid within the first 15 days from the semester start date. Each year, 2 installments are required to be paid by the students which comes out to be one installment each semester. Sponsors will be billed for the entire course or as per the amount given to the sponsored student.

2. Module Retake Fee

If a student is required to retake a module, the student is required to pay the module retake fee of MVR 3500 per module before retaking the module.

3. International Registration Fee

The international registration fee instalments, if applicable, must be paid as and when they are due. Students who fail to pay this fee will be temporarily suspended.

4. Fee for supervised individual reading, research and writing

Supervised individual reading, research and writing to help students recover missed sessions will be charged at MVR 100 per hour (MVR 200 per session).

Resubmission and Late Submission Fines

A student who fails to submit an assignment on the due date may submit it after paying a late fee of MVR 250 per task. The assignment will be marked for all grades. The student will not be penalized in any form for any last submission.

A student who wishes to resubmit an assignment to improve their grades or marks can do so by paying the resubmission fee of MVR 100. The assignment will be marked for all grades. The student will not be penalized in any form for any last submission.

A student who wishes to re-sit for an examination to improve their grades or marks can do so by paying the re-sit fee of MVR 250. The re-sit examination will be marked for all grades. The student will not be penalized in any form for any last submission.

Refund Policy

Any fees paid will be reimbursed according to the following table, regardless of attendance and use.

Fee	Course withdrawal Application submitted	Amount of the fee reimbursed
1. Course fee	0 – 1 week after payment	50%
2. Other one-time fees	NA	NIL
3. Advance Tuition Fee payments	NA	Reimbursed in full after deducting for installments up to the time when the withdrawal application was submitted.

9. YOUR COURSE

1. Introduction

Maldives Business College Bachelor's programs are designed to provide a specialist vocational program, linked to the Maldives' professional body requirements and the Maldives's labor market needs.

Maldives Business College offers a strong, sector-related emphasis on practical skills development alongside the development of requisite knowledge and understanding.

The qualifications provide a thorough grounding in the key concepts and practical skills required in their service sector and their national recognition by employers allows direct progression to employment.

The Maldives Business College offer a progression route to the professional qualifications offered by various professional bodies in the business sector to be enrolled in a Bachelor's program as per their specialization.

Maldives Business College Bachelor's study programs have been developed to focus on:

- Providing education and training for a range of careers in business such as management, administration, personnel, marketing, accounting, and law.
- Providing a general qualification which allows flexibility of study to meet local or specialist needs.
- Providing specialist options which meet the needs of the major functions in business and allow specialization with career progression and professional recognition in mind.
- Providing opportunities which underpin some of the knowledge and understanding required for the relevant MNQF level 4 units in Accounting, Management, Information Technology and Business Administration.
- Providing opportunities for learners to focus on the development of higher-level skills in a business context.
- Providing opportunities for learners to develop a range of skills and techniques and attributes essential for successful performance in working life.
- Providing opportunities for individuals in employment to achieve a nationally recognized level 5,6 & 7 vocationally specific qualification.
- Providing opportunities for learners to gain a nationally recognized vocationally specific qualification to enter employment in business or progress to higher education vocational qualifications such as a full-time degree in business or a related area.

These qualifications aim to meet the needs of the above rationale by:

- Equipping individuals with knowledge, understanding and skills for success in a range of administrative, management, personnel, and financial positions in business.
- Providing specialist routes of study which relate to individual professions within the business world in which learners are working or intend to seek employment.
- Enabling progression to an undergraduate degree or further professional qualification in business or a related area.
- Supporting individuals employed or entering employment in the business field.
- Developing the individual's ability in the business field through effective use and combination of the knowledge and skills gained in different parts of the program.

2. Program aims

Maldives Business College bachelor's study programs are designed to provide a specialist vocational program, linked to the Maldives professional body requirements and the Maldives's labor market needs.

Maldives Business College bachelor's study programs offers a strong, sector-related emphasis on practical skills development alongside the development of requisite knowledge and understanding.

The bachelor's qualifications provide a thorough grounding in the key concepts and practical skills required in their sector and their national recognition by employers allows direct progression to employment.

The Maldives Business College bachelor's study program offers a progression route to the professional qualifications offered by various professional bodies in the business sector globally.

The Maldives Business College bachelor's study programs are being developed to focus on:

- Providing education and training for a range of careers in business such as management, administration, personnel, marketing, accounting, and law.
- Providing a general qualification which allows flexibility of study to meet local or specialist needs.
- Providing specialist options which meet the needs of the major functions in business and allow specialization with career progression and professional recognition in mind.
- Providing opportunities which underpin some of the knowledge and understanding required for the relevant MNQF level 4 units in Accounting, Management, Information Technology and Business Administration.
- Providing opportunities for learners to focus on the development of higher-level skills in a business context.
- Providing opportunities for learners to develop a range of skills and techniques and attributes essential for successful performance in working life.
- Providing opportunities for individuals in employment to achieve a nationally recognized level 5,6 & 7 vocationally specific qualification.
- Providing opportunities for learners to gain a nationally recognized vocationally specific qualification to enter employment in business or progress to higher education vocational qualifications such as a full-time degree in business or a related area.
- Developing a range of skills and techniques, personal qualities, and attributes essential for successful performance in working life and thereby enable learners to make an immediate contribution to employment.
- Providing flexibility, knowledge, skills, and motivation as a basis for future studies and career development in business.

3. Higher-level skills

Learners studying the Maldives Business College bachelor's study programs will be expected to develop the following skills during the program of study:

- Cognitive skills of critical thinking, analysis, and synthesis.
- Effective problem-solving and decision-making using appropriate quantitative and qualitative skills including identifying, formulating, and solving business problems.
- Effective communication, oral and in writing, using a range of media widely used in business e.g. the preparation and presentation of business reports.
- Numeric and quantitative skills including data analysis, interpretation, and extrapolation; the use of models of business problems and phenomena.
- Effective use of communication and information technology for business applications.
- Effective self-management in terms of time, planning and behavior, motivation, self-starting, individual initiative, and enterprise.
- Developing an appropriate learning style.
- Self-awareness, openness, and sensitivity to diversity in terms of people, cultures, business, and management issues.
- Effective performance within a team environment including leadership, team building, influencing and project management skills.
- Interpersonal skills of effective listening, negotiating, persuading and presentation.
- Abilities to conduct research into business and management issues.

4. Teaching, learning and assessment

Learners must attempt a minimum of 120 credits in each year of the bachelor's study program in order to progress to the next year of the bachelor's program.

The assessment of the Maldives Business School bachelor's study program is criterion-referenced, and the Maldives Business College is required to assess learners' evidence against published learning outcomes and assessment criteria.

All units will be individually graded as 'pass', 'merit', 'distinction' or 'higher distinction' based on combined marks secured by the student. This gives transparency to the assessment process and provides for the establishment of national standards for each qualification.

The units in the Maldives Business School bachelor's study program have a standard format which is designed to provide guidance on the requirements of the qualification for learners, assessors and those responsible for monitoring national standards.

5. Assessment

Assessment briefs and test papers are designed by the College to ensure that they collectively cover all assessment criteria within each unit and provide opportunities for the evidence of all the grade descriptors. The assessment instruments are internally verified by the College to ensure that the instruments are valid, reliable, and fit for purpose. The assessment instruments clearly indicate the assessment criteria and contextualized grade descriptors to provide a focus for learners and transparency and to ensure that feedback is specific to the criteria. They emphasize the practical application of the assessment criteria and provide realistic scenarios for learners to adopt. They maximize the use of work-related practical experience. Tasks and activities are designed to enable learners to produce evidence that relates directly to the assessment criteria and grade descriptors.

6. Grading structure

The assessment of the Maldives Business School bachelor's study program will be at unit level and there will be overall grades for each level of the study program depending upon the grades achieved in each unit of the program by the student. This means that learners are able to access the qualification through a unitized approach. Each unit will be graded as a pass,

merit, distinction & higher distinction. A pass, merit, distinction & high distinction is awarded to a student based on the combined marks secured in the respective unit.

7. Teaching and learning

Although lectures are the most common method of teaching in the classroom, our lecturers recognize that lecturing does not hold the attention of students for long. So, our lecturers are encouraged to utilize a variety of learner activities in teaching in order to cater to the variety of learning styles that students bring to the classroom, incorporating into their order, structure, critical thinking, creativity, group work, and practical exercises and activities. They attempt to place the student at the center of learning, facilitating critical thinking and guiding the students toward new understanding and knowledge.

Classroom activities are designed to engage students in thinking. Lecturers facilitate interaction, ask probing questions, encourage students to ask questions and express their views and engage students in discussion.

Many of the activities, such as work experience, investigating issues at the workplace or role playing, are designed to help learners learn by doing and reflecting upon their direct experiences.

8. Unit Format

Each unit is set out in the following way:

Unit title, unit number, MNQF level and credit value.

The unit title is accredited on the MNQF, and this form of words will appear on the learner's Notification of Performance (transcript of results).

Each unit is assigned a level, indicating the relative intellectual demand, complexity and depth of study, and learner autonomy.

Each unit in the Maldives Business College bachelor's study program has a credit value which specifies the number of credits that will be awarded to a learner who has achieved all the learning outcomes of the unit. Learners will be awarded credits for the successful completion of whole units based on the modules attempted.

Aim

The aim provides a clear summary of the purpose of the unit and is a succinct statement that summarizes the learning outcomes of the unit.

Unit abstract

The unit abstract gives the you an appreciation of the unit in the vocational setting of the qualification, as well as highlighting the focus of the unit. It gives you a snapshot of the unit and the key knowledge, skills and understanding gained while studying the unit.

Learning outcomes

The learning outcomes identify what you must do in order to pass the unit. Learning outcomes state exactly what you should 'know, understand or be able to do' as a result of completing the unit. You achieve all the learning outcomes in order to pass the unit.

Unit content

The unit content identifies the breadth of knowledge, skills and understanding needed to design and deliver a program of learning to achieve each of the learning outcomes.

Each learning outcome is stated in full and then the key phrases or concepts related to that learning outcome are listed in italics followed by the subsequent range of related topics.

The unit title is accredited by MNQF, and this form of words will appear on the learner's Notification of Performance. In the Maldives Business College bachelor's study program, each unit consists of 50 guided learning hours.

9. Bachelor's Degree Program Structure

The program is taught in a semestrial system format. Each module is taught for approximately 15 days in each semester with 3.5 hours each session which makes a total of 52.5 contact hours for the students. The students complete part of the assignment during this period. The modules are divided into three twelve-month periods, where year 1 and year 2 consist of eight modules while year 3 consists of 6 modules in the given period.

The following lists the modules taught in the first twelve-month period (Year 1), the second twelve-month period (Year 2) and the third twelve-month period (year 3).

Year 1

	Core modules	Specialist modules		
		Business Administration	Human Resource Management	Accounting & Finance
1	Business Environment	Managing Business Activities to Achieve Results	Human Resource Management	Principles of Accounting
2	Managing Financial Resources and Decisions	Managing Communications, Knowledge and Information	Managing Human Resources	Financial Accounting
3	Organisations and Behaviour			Management Accounting
4	Marketing Principles			
5	Operations Management in Business			
6	Small Business Enterprises (Only BA and HR)			

Year 2

	Core modules	Business Administration	Human Resource Management	Accounting & Finance
1	Aspects of Contract and Negligence for Business	Personal and Professional Development	Human Resources Development	Introduction to Taxation
2	Business Decision Making	Working with and Leading People	Employee Relations	Introduction to Auditing
3	Business Strategy (Only BA and HR)			Advance Accounting 1
4	Research Project			Financial Reporting

5	Marketing Planning (Only BA and HR)			
6	Business Work Experience			

Year 3

	Business Administration	Human Resource Management	Accounting & Finance
1	Export Management	Strategic Human Resource Management	Advanced Accounting II
2	Supply Chain Management	Performance Management	International Financial Management
3	International Economics	HR Management and Leadership	Financial Analysis
4	Cross-Cultural Management	Cross-Cultural Communication	Forensic Accounting and Finance
5	Principles of Psychology	Principles of Psychology	Principles of Psychology
6	Capstone Project	Research Thesis	Research Thesis

10. Grade descriptors and unit specifications

Pass grade

A pass grade is achieved by a student if a student achieves the combined marks from the assignment and examination of more than 50 but less than 65 in each module. The statement of grade is also provided in every assessment brief on the first page.

Merit

A merit grade is achieved by a student if a student achieves the combined marks from the assignment and examination of more than 66 but less than 75 in each module. The statement of grade is also provided in every assessment brief on the first page.

Distinction

A distinction grade is achieved by a student if a student achieves the combined marks from the assignment and examination of more than 76 but less than 85 in each module. The statement of grade is also provided in every assessment brief on the first page.

High Distinction

A higher distinction grade is achieved by a student if a student achieves the combined marks from the assignment and examination of more than 85. The statement of grade is also provided in every assessment brief on the first page.

11. Program management

All students are given details of the timetable of lectures and tutorials which are well published on the college website, as well as the students can check their upcoming sessions along with the day and timing on my.businessschool.mv. They are also given an orientation meeting covering all aspects of the program, timetable, facilities and resources before they start their program. You are encouraged to raise questions with the administration or teachers.

12. Attendance policy

The attendance policy is in place to help the College to enable students to achieve their qualifications while fulfilling the contact time requirement of the Maldives Qualifications

Authority. As students have made an enormous financial investment in choosing to pursue higher education, it is the College's policy to follow up promptly on absences and support the students in their studies as fully as possible.

At the Maldives Business School, we are committed to helping students successfully complete their courses by providing great resources and student support, and a safe learning environment.

Attendance Rules

1. All the students are required to attend a minimum of 80% of the class duration in order to get attendance for the class.
2. All students are required to maintain an 80% attendance for graduation.
3. The student who has an attendance of more than 50% but less than 80% will have to pay the supervisory fee to compensate for the short attendance.
4. It is compulsory for students to attend functions/activities organized by the College on various occasions like Student Day.
5. If any student falls short of 80% attendance, they are required to compensate for short attendance through the supervisory sessions.
6. If any student's attendance is lower than 80%, their results will not be sent to MQA for approval unless they compensate their attendance to make it up to 80%.
7. If a student's attendance is lower than 50%, their results will be nullified, and they are required to retake the module.

13. Attendance maintenance and storage

All attendance records are collected and stored on the secured servers. Attendance can be viewed on a real-time basis on my.businessschool by the students as well and if needed students can download their statement of attendance.

14. Feedback from students

The College encourages students to express their views about the services the College provides them with and give feedback. The College systematically collects feedback on the teaching of modules, administration, and student services. The feedback is conducted at least 2 times a year at the end of each semester.

15. Academic feedback to students

It is the College's policy to mark and give feedback on assessments within 20 working days of the assessments being submitted and examinations being taken. Assessors will give you accurate, positive and constructive feedback on your assignments and your grade. In case of the presentation, lecturer will give you verbal feedback at the end of your presentations. Where necessary they will give you feedback in private. As a student, it is your responsibility to keep track of your performance and academic progress.

If you require feedback on learning skills, your lecturer will be able to give it to you when request for it.

You should use the feedback for personal reflection and improvement.

16. Student support

- a. Lecturers: Your lecturers will serve as your first point of contact for issues related to your studies. You will be able to talk with them in class and seek their guidance.

- b. Student Support Services: The college will provide you with the dedicated student support services which can be reached regarding any issues or queries students have related to their course.
- c. Online library and student web portal: On enrolment, you will be given your personal login information to the online library and web portal. If you have not got the login credentials, please contact student support services at 7616048 through Viber or Telegram or at student services at 3300064.

17. Resources

Your college has the following resources:

- d. Online library: The online library is a great resource, holding thousands of online books and academic journal articles. It also has tutorials on how to plan your paper, how to conduct research, how to use the library, how to evaluate sources, how to avoid plagiarism, how to integrate sources, how to paraphrase sources, how to summarize sources, how to quote sources and how to work with documentation styles.
- a. Web portal: The web portal is another great resource. You can access your attendance records, marked assignments and grades, the syllabuses, PowerPoint presentations and other class resources there.
- b. Student Center: The student center is a centralized place where the student can find all their results, and their attendance for every module, and can download statements of results & statements of attendance. Also, students can raise their queries through the helpdesk for any issue related to their studies or the support they are looking for from the college.
- c. Computer lab: The College has computer facilities which you can use to read books and journals in the online library, browse the internet and do your assignments.
- d. Wi-Fi: The College has a 1Gbps fiber connection to the internet. The campus is connected by Wi-Fi, so you can use your laptops, tablets, and smartphones to access the College's online services.
- e. Services such as counselling, career guidance and personal guidance are available on request.

18. In-text Citation and referencing using the Harvard format

Citation acknowledges within the text of your document of the sources from which you have obtained the information.

Although you do not need to reference information that is general knowledge in your field of study, you must reference any information which you have used in your writing that is clearly original with another author must be referenced. Not doing so would be plagiarism.

Some of the reasons for referencing are:

1. To show who owns a quotation in your work.
2. To give evidence or justification for a statement you make.
3. To tell your reader where an idea came from.
4. To argue that a method you have used is reasonable as it has been used by other people working in the field as well.
5. To help build your argument.
6. To help interpret your results.

So, as you write up your research you will use a citation to indicate in your text (in-text citation) the source of a piece of information, a paraphrase or a quotation from another work.

The Harvard referencing system uses in-text citation in which you write:

1. The Author's last name
2. The year in which the information was published
3. The page number where you quoted directly

In a list of references, you must only write, those works which you have cited in text. You must not write in your list of references those works you have not cited.

The following examples will show you how to cite sources in text and write a full reference in the list of references.

1. Referencing a book

(a) In-text citation

1. Indirect citation

If a business wants loyal customers, it must start with employees who will deliver great customer service (Bell and Zemke, 2013).

2. Direct citation

According to Bell and Zemke (2013), a business that wants loyal customers must have employees who deliver great customer service.

3. Quoting

According to Bell and Zemke (2013, p.1), quality employers are those “who get as big a kick out of delivering great service as customers do receiving it.”

(b) References List

1. Printed book

Format: Family name, INITIAL(S). Year. *Title*. Edition (if not first edition). Place of publication: Publisher.
Bell, C.R. and Ron Zemke, R. 2013. *Managing knock your socks off service*. 3rd ed. New York: AMACOM.

2. Books available online (e-books):

Format: Family name, INITIAL(S). Year. *Title*. [Online]. Edition (if not first edition). Place of publication: Publisher. Available through: <website address> [Accessed: date when you read this sources].

Bell, C.R. and Ron Zemke, R. 2013. *Managing knock your socks off service*. [Online]. 3rd ed. New York: AMACOM. Available through:
<<http://www.questiaCollege.com/library/120078331/managing-knock-your-socks-off-service>> [Accessed: 10 May 2014].

2. Referencing a journal article

(a) In-text citation

A recent study (Mohr, 2007) concluded that buzz marketing is a complete solution for marketing sporting events.

(b) Reference List

1. Article in a print journal

Format: Family name, INITIAL(S). Year. Title of article. *Title of Journal*. Volume(issue number), page numbers.
Mohr, I. 2007. Super Bowl: a case study of buzz marketing. *International Journal of Sports Marketing & Sponsorship*. 9(1), pp.33+.

2. Article in an online database

Format: Family name, INITIAL(S). Year. Title of article. *Title of Journal*. [Online]. Volume(issue number), page numbers. Available through: <website address> [Accessed: date when you read this sources].

Mohr, I. 2007. Super Bowl: a case study of buzz marketing. *International Journal of Sports Marketing & Sponsorship*. [Online]. 9(1), pp.33+. Available through:
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3. Referencing a book which is edited

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