



ARTHUR LOK JACK
GRADUATE SCHOOL OF BUSINESS
THE UNIVERSITY OF THE WEST INDIES



Student Handbook

where leaders come to learn

www.gsb.tt

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--- Welcome ---

Welcome to the Arthur Lok Jack Graduate School of Business, The University of the West Indies. This Handbook has been designed to provide information about our policies and regulations. It is intended to be used as a supplement to The University of the West Indies' "Regulations for Graduate Diplomas and Degrees" which can be found on the School's website at www.gsb.tt

We hope that you find this handbook a useful resource as you move through your course of study with us. Other useful resources can be accessed on the Student Home Page on our website www.gsb.tt.

--- Vision ---

To be the leading business school in the Caribbean Region by 2012, serving as a regional centre for business education, training, consulting and research.

--- Mission ---

To improve the international competitiveness of people and organizations in the Caribbean Region through business education, training, consulting and research.

--- Brief History ---

The Arthur Lok Jack Graduate School of Business is an internationally accredited Business School, which has been in existence since 1989. It is a not-for-profit joint venture between the University of the West Indies, St. Augustine and the private sector of the Republic of Trinidad and Tobago.

During the last twenty (20) years, the Lok Jack GSB has been a leading provider of Business Education, Executive Training, Management Consulting and Research in the Caribbean. To date, Lok Jack GSB has produced more than one thousand, four hundred (1,400) graduates and continues to train and develop approximately five thousand (5,000) persons a year in our executive and professional development programmes.

--- Accreditation ---

The Lok Jack GSB holds international accreditation for the Executive Master of Business Administration (EMBA) and the International Master of Business Administration (IMBA) degrees from the Association of MBAs (AMBA) in the UK. It is the only business school in the region to achieve this stamp of quality, a designation which was achieved in the record time of 8 months.

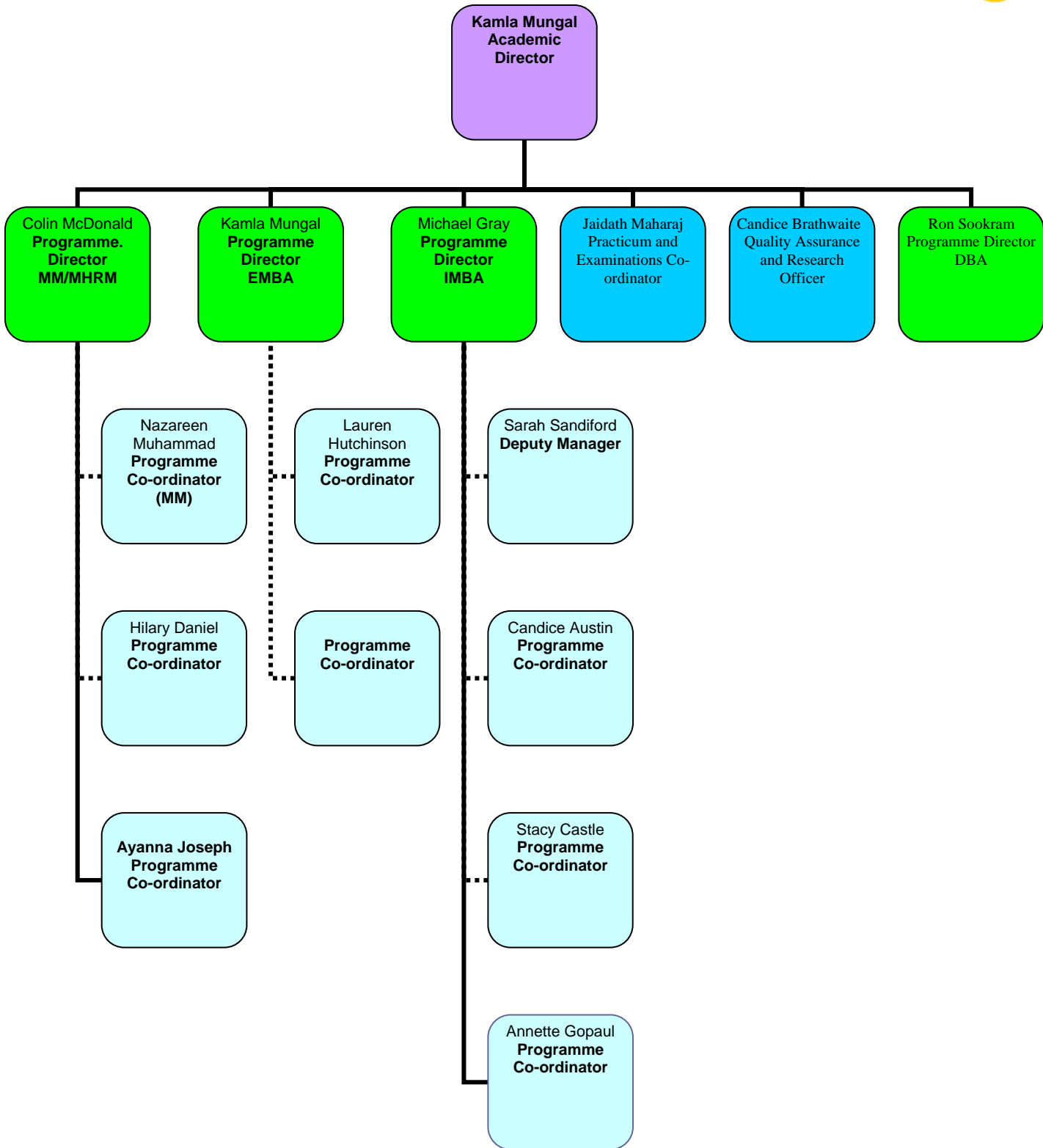


--- Structure of the Academic Unit ---

The Academic Unit is headed by Professor Mark Oakley and structured by Programmes. Each group is managed by a Programme Director who is responsible for all aspects of the Programme. The Programme Directors are supported by Programme Coordinators who are responsible for specific cohorts and the day to day administration of the programme. They also provide front line student support.

Student matters and concerns of an academic nature are to be referred directly to the respective Programme Coordinator and, as necessary, the Programme Director.

The Academic Unit is organised as in the following illustration:



--- Programme Support ---

Programme	Prog. Coordinator	E-mail	Extension #
Master of Business Administration for Executives (EMBA)	Ms. Lauren Hutchinson	l.hutchinson@gsb.tt	161
Master of Business Administration International (IMBA)	Ms. Candice Samuel-Austin	c.samuel.austin@gsb.tt	304
	Ms. Stacy Castle	s.castle@gsb.tt	319
	Ms. Annette Gopaul	a.gopaul@gsb.tt	335
Master of Human Resource Management (MHRM)	Ms. Hillary Daniel	h.daniel@gsb.tt	112
	Ms. Ayanna Joseph	a.joseph@gsb.tt	313
Master of Marketing (MM)	Nazareen Muhammad	n.muhammad@gsb.tt	110
Doctor of Business Administration (DBA)	Ms. Lauren Hutchinson	l.hutchinson@gsb.tt	161

Note: Programme Coordinators maintain contact with students primarily through established Lok Jack GSB e-mail accounts. Students are required to check their email regularly for updates and bulletins from the Programme Coordinators.

--- Structure of Programmes ---

Programme	Duration	Requirements	Specialization
Executive Master of Business Administration (EMBA) 48 credits	2 ½ years part-time including Practicum	2 compulsory workshops 12 Core Courses (3 credits each) 2 electives (3 credits each) Practicum (6 credits)	Generalist degree
International Master of Business Administration (IMBA) 54 credits	2 years part-time including Practicum	5 compulsory workshops 12 Core Courses (3 credits each) 4 Electives (3 credits each) Practicum (6 credits)	Elective Concentrations: - Human Resources - Finance - Marketing - Innovation & Entrepreneurship - Energy Management - Health Management
Master of Marketing (MM) (Programme under review)	2 years including Practicum	9 compulsory workshops 10 core courses (3 credits each) 2 electives (3 credits each) Practicum (9 credits)	Elective Concentrations: - Research - Communications - Industrial Marketing - Retailing
Master of Human Resource Management (MHRM) (Programme under review)	2 1/2 years including Practicum	9 compulsory workshops 12 core courses (3 credits each) 3 electives (3 credits each) Practicum (6 credits)	Elective Concentrations: - Compensation Management - Gender & Management - HR Information Systems, - Training & Development - Employee Health & Safety
Doctor of Business Administration	4 years	9 core courses (3 credits each) 1 core course (6 credits) 2 electives/seminars (6 credits) Research Paper (21 credits) Candidates are required to do a comprehensive examination at the end of the taught courses	- Labour & Employment Relations - Organization Development - Policy, Governance & Management - Human Resource Management

--- Registration ---

Students who have been accepted for entry to the University will also receive registration guidelines from the Lok Jack GSB. Students are expected to register online each term until completion of the programme. Failure to register by mid-trimester will result in the student being debarred from the final examination.

--- Class Scheduling ---

Generally classes are conducted during one or more of the following times:

- Weekdays: 5:30 - 8:30 p.m.
- Saturdays: whole day or 1/2 day sessions
- Sundays: whole day or 1/2 day sessions
- Holidays
- Public Holidays are utilised for classes as necessary. However classes are not usually scheduled on religious public holidays

In the case of foreign/visiting Faculty and compulsory workshops, students may be required to attend consecutive whole day sessions. Students will be informed of this in advance upon the confirmation of the course schedule.

Students are also required to participate in Spanish for Business as part the course of study. In addition to participating in class a satisfactory level of proficiency as specified in the course outline must be attained in order to be considered as having been successful in the foreign language component.

--- Achieving Our Vision – Leadership Development in the Classroom---
A Code of Conduct for Programme Participants

The Lok Jack GSB is committed to developing a cadre of leaders who will pioneer the developmental efforts of Trinidad and Tobago and the Region. To this end, we believe that both the formal curriculum and other experiences of the classroom are critical contributors to leadership development. Leadership may be understood as a social process and strategic leadership involves multiple members who must interact over extended periods of time to reach decisions. Theories of leadership that guide our actions in the classroom are as follows:

- a) **Organizational Behaviour:** From the organizational behaviour school, leadership is concerned with the mechanism of influence at the individual level, how to get support, and a pooled commitment.
- b) **Population Ecology of Organizations:** This theory suggests that leaders are able to develop an advanced cognitive framework, capable of managing complexity, ambiguity, and uncertainty. In other words, a leader is able to integrate the ends with the means, cognition and action.
- c) **The transformational leadership theory** suggests that leaders are able to manage perceptions in order to enrich the understanding of followers, create and destroy positions in order to diversify perspectives and avoid group thinking and cognitive simplifications.

Understanding how leadership develops, the Lok Jack GSB focuses on contribution in the classroom, rather than just participation. To guide student contribution we propose the following:

1. Be respectful to others' ideas
2. Be able to express your ideas and position based on the following points:
 - a. use facts rather than beliefs
 - b. ensure that you have a basic understanding of the topic
 - c. express your ideas concisely and in a structured way
 - d. seek to achieve a common understanding of the issues at hand
 - e. demonstrate a great sense of timing in your interjections
 - f. use examples to support your argument and demonstrate applicability of the concepts
3. Be proactive in "turning the tables," trying to identify diverse perspectives, and establish positions that will enrich the discussion.
4. Demonstrate an ability to wrap up a discussion through synthesis of the ideas presented
5. Lead a discussion without domination but through facilitation
6. Be prepared in advance for the class, having read and studied not just the basic reading, but the other recommended ones as well.
7. Be proactive, especially in team work, to assist fellow students to deepen their understanding of the topics at hand.
8. Be proactive by suggesting ways in which the lecturer can improve the content and delivery of the course, and as well, showing an interest in learning and providing feedback on how your learning can be enhanced.

Leadership traits go beyond words, comments, or questions, but do include behaviours. We are not just expecting leadership in terms of opinions, but in terms of actions.

Classroom behaviours as described above require certain basic protocol. You are therefore asked to:

- Turn off mobile phones in the classroom. The break periods can be used to make/return important calls.
- Attend classes on time.
- Extend professional courtesy to the lecturer for late arrival
- Advise the administrative staff if he/she is expected to be absent from class.
- Limit the number of times they leave the classroom during session as this is disruptive.
- Observe classroom signs. There should be no eating and drinking in the classroom, except for bottled water.

--- Assessment ---

According to the Regulations for Graduate Diplomas and Degrees of the University, students reading for graduate diplomas and degrees are examined by the following means:

- Written Examinations, which account for 60% of the total course mark
 - Coursework, which accounts for 40% of the total course marks
- Note: This assessment scheme may vary for some courses on the approval of the Campus Committee.

1. Written examinations:

- Examination papers are approved by 1st, 2nd, and external examiners as part of the University's quality assurance system
- Examinations are normally three (3) hours in duration and are held under strict University regulations
 - a) Students attaining less than one-third (1/3) of the marks in the final written examination must repeat the course (both coursework and examination)
 - b) Students failing a written examination twice will be required to repeat the entire course (attend classes, redo coursework and examinations)
 - c) Students not attending a final examination and providing no reasonable excuse will be required to repeat coursework and examination.
 - d) Students may be allowed to attempt the course for a third time, on the approval of the Board of Examiners. This regulation has been effected to take account of the fact that the Lok Jack GSB's students are part-time working executives.

2. Coursework, which includes practical work, essays, projects, group work and other forms of coursework exercises prescribed and approved by the Faculty and the Academic Director.

- a) All coursework marks released by the Lok Jack GSB are deemed to be provisional unless otherwise stated.
- b) Coursework marks can only be carried over for one (1) re-sit of the examination.

3. Oral examinations

Oral examinations are held in very special cases and are not routinely recommended. Some points to note about oral examinations are:

- The exam is typically 30-60 minutes in duration. The candidate will be given an opportunity to demonstrate an understanding of theoretical concepts and practical value of the relevant course.
- The oral exam may cover the topics covered in the final examination or the entire course syllabus.
 - Students will be advised of an oral examination at least 10 days in advance.

See Regulations for Graduate Diplomas and Degrees (CD) (pg. 42-43).

4. Supplemental Examinations

- a) Supplemental examinations will not be offered for any courses within the academic programmes of the Arthur Lok Jack Graduate School of Business.

5. Withdrawal

- a) Students failing a course after three (3) attempts will normally be asked to withdraw from the programme.
- b) Students failing more than fifty percent (50%) of their courses within any academic year will normally be asked to withdraw from the programme
- c) Students withdrawing voluntarily at any time during the course of study will be asked to pay a fee amounting to fifteen percent (15%) of the total fees payable by the student for the relevant programme for the year. Additionally, fees for classes attended will be deducted on a pro rated basis.

6. Special Sitting

Based on consultations held at the Board of Examiners meeting, students may be allowed a special sitting of an examination depending on:

- a) Academic history
- b) If the outstanding course is the last requirement to enable the award of the degree.

7. Course Weighting

Evaluation of all compulsory courses is through a combination of coursework and final examinations. Generally, coursework will account for forty percent (40%) while final examinations will account for sixty percent (60%) of the total mark. Candidates must attain 50% or more in each component in order to pass the course.

- Grading Scheme

A: 70% +
B+: 60-69%
B: 50-59%

8. Submission of Coursework and Late Submission Penalties

Procedure for handing in assignments

1. All coursework must be submitted online to Lok Jack eLearning. Documents should be saved in MS Word format 1997 to 2003.
2. The font used must be Century Gothic pitch 11 or Times New Roman 12. Referencing and The Bibliography must be presented in the Chicago Style format¹ and the sources of all references and quotes must be acknowledged.
3. No coursework assignments should be handed in to lecturers directly.
4. No extensions of submission deadlines can be agreed informally with the class or individuals by the Lecturer or Programme Co-ordinator.
5. Exceptionally, extensions for the entire class may be confirmed by the lecturer to the Programme Co-ordinator who will confirm the new date to the students.
6. Students must be informed of extensions **at least 48 hours** before the submission deadline.

Note: In very specific circumstances where paper copies are required, students should submit their assignments to the Student and Alumni Services Unit **on or before the deadline**. A timed and dated receipt will be issued when hard copies are submitted.

Late submissions and penalties

1. Coursework submitted late will be subject to the following penalty – a reduction of 25% of the total mark allotted for the particular assignment for each day late (For example, coursework which is 1 day late and is marked at 10% will have the mark reduced by 2.5%)
2. The adjustment of the mark will be made by the Lecturer.
3. Late submissions received after marks (for the particular piece) are submitted to the Academic Unit will be recorded as failures.

Excuses

1. Excuses relating to matters under the control of the student will not be accepted. These include, but are not limited to, bad time management, computer problems, inability to locate information, personal commitments such as holidays, political or social activities. Technical problems related to passwords or internet access will NOT be accepted as excuses.
2. Where extenuating circumstances are claimed for a late submission, these must be confirmed by documentary evidence at the time of the late submission (For example, medical certificate in the case of illness, employer letter in the case of unavoidable business commitment, etc). Foreign travel is generally not accepted as an excuse for non-submission of assignments.
3. All requests for late submissions must be approved by the Programme Director in advance of the deadline for submission.
4. Where extenuating circumstances are accepted, no penalty will be applied. Assignments approved for late submission received after marking of coursework is complete will not be recorded as failures and the student will be allowed to submit as a first submission.
5. Notice of extenuating circumstances will be included in the student's file.

All appeals or cases falling outside these guidelines will be referred to the Academic Director.

Feedback

Students are provided feedback for coursework through the following mechanisms:

- Written comments by Faculty.
- In-class or group face to face session with lecturers.

Appeals

Students who are dissatisfied with their coursework or examination marks may formally query the mark obtained. (See Regulations for Graduate Diplomas & Degrees pg. 45). This process commences with the completion of a form at the School for Graduate Studies and Research, UWI.

Request for Consultation:

In this case, the student is requesting a consultation with the First Examiner to explain how the marks were arrived at. There can be no change of marks from this process. This must be done within 4 weeks of the publication of results. Forms are available at the School for Graduate Studies and Research, UWI where the application must be made.

Request for Remark:

In this case, the student is requesting an independent remark of his/her coursework or examination. Forms are available at the School for Graduate Studies and Research, UWI, where the application must be made and a fee of \$375.00 paid for this request. If the remark results in a change of GRADE upward, the student is refunded.

9. Attendance

Students are required to have an attendance level of 100% for workshops and 80% for examinable courses. Where students do not meet the requirement and have obtained approval for explained absences, the lecturer will make a recommendation to the School with respect to whether the student can be allowed to sit the final examination. Students missing more than 50% of class time for examinable courses for medical or approved reasons will not be allowed to participate in the final examination and will receive a grade of FA (Failed Absent).

In the event of missing components of workshops the component missed will have to be attended within a subsequent offering of the same workshop. Medical Certification or approved leave of absences must be obtained in order to explain absences from classes.

--- *Practicum* ---

The Practicum is an integration of learnings of the modules comprising the programme into a practical, working document. It should demonstrate the interconnections between 'theory' and 'practice' and translate that into functional practice in the workplace.

The Practicum must display evidence of reading depth and scope, currency of information, analytical skills, practicality of recommendations and proper research methodology. Additionally, it should attempt to investigate and diagnose a selected business problem and make sound actionable recommendations.

The Practicum is introduced at the beginning of the second trimester of the first year of study through the Business Research Methods Workshop and continues throughout the two-year period.

With respect to the start of the Practicum, the following applies:

EMBA and Master of Human Resource Management

1. Students are expected to commence the Practicum upon completion of all taught courses.
2. Students will only be allowed to start the practicum upon **successful completion** of all core courses.

IMBA and Master of Marketing

1. Students are expected to commence the practicum at the start of the second to last trimester of the programme. Students must not be trailing any first year courses when they start the practicum.
2. Students will be allowed the option to start the practicum upon completion of the taught courses on a case by case basis.

Students are given comprehensive practicum guidelines at the launch.

Students are asked to submit ideas for Practicum topics approximately two (2) weeks from the start of the trimester in which they commence the Practicum. Based on the topic chosen, an appropriate advisor is assigned.

Each student must submit an individual practicum. No group practica will be accepted.

--- Plagiarism ---

The Lok Jack GSB has a zero tolerance policy for plagiarism. (See Appendix 1)

--- Re-Application/Leave of Absence Policies ---

Applicants who have been accepted into a programme but for some reason, are unable to pursue it at that time must re-apply for entry if they wish to pursue the programme in the future.

Students already registered may apply for a leave of absence from their course of study for not more than two (2) consecutive academic years. Leave of absences will not be granted for more than one year in the first instance. For details, please see Regulations for Graduate Degrees and Diplomas (pg 15).

Requirements for the award of the degree

In order to be awarded the degree, students must meet the following requirements:

- 100% attendance in all not for credit courses and workshops, which are compulsory
- At least 80% attendance in all compulsory courses and electives.
- Successfully complete all required core courses, not for credit courses, electives and Practicum.

Award of Distinction

The Award of Distinction is given once a student has an overall “A” (70%) average based on all examinable courses. Additionally, the student must attain an “A” in the Practicum.

--- *Financial Policies* ---

Payment of Fees

1. Students are required to pay tuition fees annually at the start of each academic year. Students will be advised of the deadline date for payment of fees during the registration process.
2. Students who have not paid by the stipulated deadline will not be allowed to attend classes.
3. Students who re-enter the programme will be required to pay the current course fees.
4. Students who are unsuccessful in a course will be required to repeat the entire course and pay to do so after two attempts. This policy applies to students who commenced the programme from 2009/2010. The current course fee is \$6,000.00

Voluntary Withdrawal (Refund Policy)

Students withdrawing voluntarily at any time during the course of study are required to pay an administrative fee amounting to 30% of the total fees payable by the student (not including GATE contribution) for the year. Additionally, once students commence classes, the fee for the trimester is deducted from any refund due.

An example:

Having applied for GATE funding, an IMBA student paid \$25,000.00 for the year (3 trimesters). The student started trimester 2 and then withdrew voluntarily. He is charged 30% of 25,000 as an administrative fee as well as the fee for two trimesters.

= 30% of 25,000 = 7,500 (administrative fee)
 + 25,000/3 = 8,333 (fee per trimester)
 8,333 X 2 = 16,667 (for 2 trimesters)
 Total charge = 24,167.00
 Refund = \$833.00

Students who wish to re-enter the programme following a voluntary withdrawal will be required to pay for the courses to be completed. The current cost per course is \$6,000.00. These students will not qualify for further GATE funding for the year in which they withdrew.

Re-entry after Abandonment (Drop outs)

Students who abandoned the programme (dropouts) and were deregistered by the UWI will be required to apply for re-entry to the programme. Upon re-entry, students will be required to pay an administrative charge of 30% of the course fees on all outstanding courses paid for previously

(including Practicum) upon re-entry. For example, if the student has one course to complete, the charge will be as follows:

$$30\% \text{ of } \$6,000.00 = \$1,800.00$$

Re-entry after Administrative Withdrawal (Required to Withdraw)

Students who are required to withdraw from the University will not be refunded. However, upon re-entry, students must pay to retake the courses they failed initially at the current rate of \$6,000 per course. The student will not qualify for further GATE funding for the year in which they were required to withdraw.

Registration and Financial Holds

Students who have not met their financial obligations to the School will be denied access to their Student Network Account. This will result in the student being unable to access the Internet and other network resources such as printing facilities, Lok Jack eLearning, wireless internet and access to computers on the network at the Lok Jack GSB.

The School also reserves the right to place an Accounts Receivable hold on a student's BANNER records for non-payment of fees. A registration hold is placed on students' BANNER records prior to payment of fees for the academic year.

The Student and Alumni Services Office will NOT accept cash payments over \$500.00 after 4:30 p.m. and on weekends. You may make payments using linx or cheques at all times. Do note that only limited sums can be paid via linx. Where personal cheques are used for payment and are dishonoured, the student will be required to make the payment via Manager's Cheque within 5 days.

--- *Quality Assurance* ---

The Lok Jack GSB has a quality assurance system in place in order to maintain international accreditation standards and to ensure that all our stakeholders are exposed to the best teaching and learning experiences possible.

1) Evaluation System

Evaluation exercises are done midterm and end of term. It is extremely important that students provide us with feedback, as this will help us in our continuous bid for excellence and relevance. Responses remain confidential and are delivered directly to the Quality Assurance Administrator who collates the information and generates the necessary reports to be forwarded to Faculty and academic management.

2) Mid-term Evaluations

Trimester long courses are assessed on a mid-term basis, usually by the 6th session. The feedback is used to improve on the course as necessary, and enhance the students' experience.

3) End of Course Evaluations

These summative evaluations are carried out on the last class day or at a mutually convenient time for every course including workshops. These evaluations provide feedback as to whether or not students' expectations are being met with regard to course content, Faculty performance and overall experience.

Feedback is provided to Faculty within three days of the evaluation exercise. Information is collated by the Quality Administrator and presented in a summary format. Faculty do not have direct access to the evaluation forms.

--- *Life at the Lok Jack GSB* ---

Students of the Lok Jack GSB are part of the Lok Jack GSB family. All students are encouraged to participate in the non-academic activities of the Lok Jack GSB including inter alia:

- The Ideas Forum
- Sports and Family Day
- Seminars
- Professional Development Programmes
- Conferences

These events provide ideal platforms for students to add value to the Lok Jack GSB and the business community.

Lok Jack GSB students receive a 10% discount on all conferences and Professional Development programmes.

Student and Alumni Services

The Student and Alumni Services (SAS) Unit of the Lok Jack GSB facilitates interaction between current students and alumni by providing a valuable networking opportunity.

Students may contact Nicole Pierre of the SAS for further information at n.pierre@gsb.tt

Some of the activities undertaken by the SAS Unit include:

- Mentorship programme
- Debates
- Student Tours

Your Faculty

The Lok Jack GSB employs faculty members meeting strict recruitment criteria. The Lok Jack GSB Faculty bring a unique mix of Industry and Academic experience to the classroom.

a) Selection of Faculty

Facilitators (local, regional and international) are selected using the following criteria:

- Academic qualifications - Masters Degree or PhD/DBA in relevant discipline (PhD/DBA. is preferred)
- At least five years hands-on Industry experience
- Research profile - quality and quantity of papers and other publications
- Teaching/learning approaches
- Excellent oral and written skills in English

- Dynamic and high energy

International facilitators bring a global perspective and guest Faculty add diversity to the classroom experience.

--- Facilities ---

Nestled in the foothills of the Northern Range, your new Lok Jack GSB campus is the embodiment of our vision – to be the leading business school in the developing world.

This state-of-the-art Campus is equipped with the best in furniture and décor, teaching/learning resources and support technologies.

Absolutely no food or drink is allowed in classrooms. The designated eating/drinking areas are the patio and restaurant.

There are concessionaire machines with a variety of snacks and drinks just outside the main cafeteria.

Security

The Lok Jack GSB aims to provide a safe and secure environment for all students. As such, twenty-four (24) hour security service will be provided at the facility. There are two security checkpoints – at the entrance of the compound and as you enter through the main doors of the building.

The security guards' responsibilities include, inter alia:

- Checking of student IDs
- Issuing of visitors' ID cards
- Ensuring that no unauthorised persons enter the building
- Patrolling of Lok Jack GSB compound to ensure safety of personnel and vehicles

Security guards have the right to refuse entry into the compound to unauthorised persons.

Visitors are required to sign the logbook upon entry and leaving the facility. Visitors must ALWAYS display their ID cards while on the compound. Students are responsible for their visitors while they are on the compound.

For safety reasons and to maintain an atmosphere conducive to study, students are NOT encouraged to bring their young children on the compound.

Parking

Parking permits will be issued to all students. These are to be displayed prominently on each vehicle in order to access parking.

Lost parking permits will be replaced at a cost of \$50.00. This applies to everyone who holds a permit.

Parking is on a first-come-first-served basis.

--- Campus IT Services ---

Students are provided with a bundle of appropriate IT services at the Lok Jack GSB campus.

Individual student accounts have been created / updated to enable you to log in and use the following services:

- Computers - located in the Republic Bank Library, Hot Desk & Learning Centre 1
- Printing Solution
- Wireless Network Access
- Secure Student Site

Network User Account

Each student is assigned a network user account for the purpose of logging on to the student network. Your username is ideally your **UWI student ID number** and your initial password will be “**12345**” for which you will be required to change at first logon.

This network user account will be used to access all network service, such as printing, wireless Internet, and online libraries.

Paid Printing Service

Students using the paid printing service are required to purchase top-up cards available at the Library. To use the service, the student must first logon to a personal computer on the student network using your network user account (from above), then use the “PaperCut” dialog box to top-up your account. As you begin to print, the PaperCut dialog box can be used to view your print history. For further information see Appendix.

Paid Photocopying Service

Student card access our paid copying service simply by purchasing a photocopy card from the Student & Alumni Services Unit. These cards are reusable, and can be topped-up by the Student & Alumni Services Unit.

Internet Access (Wireless & Wired)

Students can have their personal notebook computers configured for the student wireless network. It enables all students to have access to Internet services while on the GSB Campus. Students are required to fill out a “Student Wireless Configuration Form” which can be collected from the Student & Alumni Services Unit. This form together with the laptop has to be taken to the Infrastructure Unit, where our Information Technology personnel will configure the notebook computers.

Security Access Card Services

Students are issued a Security Access Card after they have successfully completed their registration process and paid their fees. You will be required to provide a passport sized photo in order for the GSB to generate an access card. This access card grants you access to the GSB compound, via the main campus barriers and the main building turnstiles. This card, if lost or stolen must be reported immediately to your Programme Co-ordinator. Students are expected to have this card visible at all times whilst on the GSB campus.

GSB Email Account

Each student is issued an email account with the suffix of “@stu.gsb.tt” and a prefix that follows the format of “**firstname.lastname**”. For example a person with the name John Doe will be assigned an email address of john.doe@stu.gsb.tt. In the case of the hyphenated names such as John Brown-Joe, the email address will be john.brownjoe@stu.gsb.tt. This email address is a perpetual address assigned to the student and is the main form of communication with your Programme Co-ordinator. This account will also be used as one of the main means of communication with the GSB and you, even after you have graduated. Your username to access your account will be the prefix of the email address and the password will be “abc12345”, for which you will be required to change at first logon.

Lok Jack eLearning

Students and faculty are provided with access to Lok Jack eLearning, a course management system that uses the Moodle platform. The system is used as a document warehouse for courses and to support the evaluation system. Students are required to maintain their access to Lok Jack eLearning.

Student Access Control Policy & Procedure

1. Access cards must be displayed at all times
2. *Students are no longer required to sign the Log Book at the Reception area.* The Classroom/Programme register *must* be signed.
3. Students *must* display either their access cards or parking permit to the Security Guard at the main gate.

4. Students must swipe their access cards on their way IN and OUT of the campus turnstiles.
5. When the first person (A) swipes and is allowed through the turnstiles, the second person (B) must wait until the barrier closes before swiping to gain entry.
6. Any student that swipes at any of the above listed areas and is locked out must contact either Security, or any member of the Academic or Infrastructure staff to have their access card cleared of errors/conflicts.
7. There are two types of errors/conflicts that can occur:-
 - a. **Passback**
A **passback** violation occurs when a cardholder attempts to *enter* an area that, according to the security system, he is **already** in. This can happen if the cardholder passes his card to another person who uses it to try to enter the same area.
 - b. **Tailgate (Piggyback)**
A **tailgate violation** occurs when a cardholder tries to *leave* an area that, according to the C.Cure system, he is **not** in. This can occur if the cardholder has tailgated or followed another cardholder into an area without using his access card. He then uses his access card to exit the area.
8. Students who have forgotten their access cards are required to inform the Security Officer at the Reception desk. The officer will verify that this is a bona fide student of the school, notify Campus IT who will record this incident, and allow the student to access the campus. Students who show up at the Campus without their access card on more than two (2) occasions per trimester will have their cards de-activated and will be required to pay a re-activation cost of TT\$40.00 In the event that the card is lost the cost of replacement is TT\$100.00.
9. In the event of an emergency **Do Not** attempt to swipe to exit an area as the doors will be opened automatically for evacuation purposes. If it is deemed fit to re-enter the building, please do not attempt to swipe to enter as the doors will be opened for your convenience.

Student Print Management Tutorial

The Arthur Lok Jack Graduate School of Business offers printing facilities for our Students. When you log on to any computer in the Library, Learning Centre 1 or the Hot desk area, you will receive a pop-up on the upper right hand of your desktop showing your current credit balance.

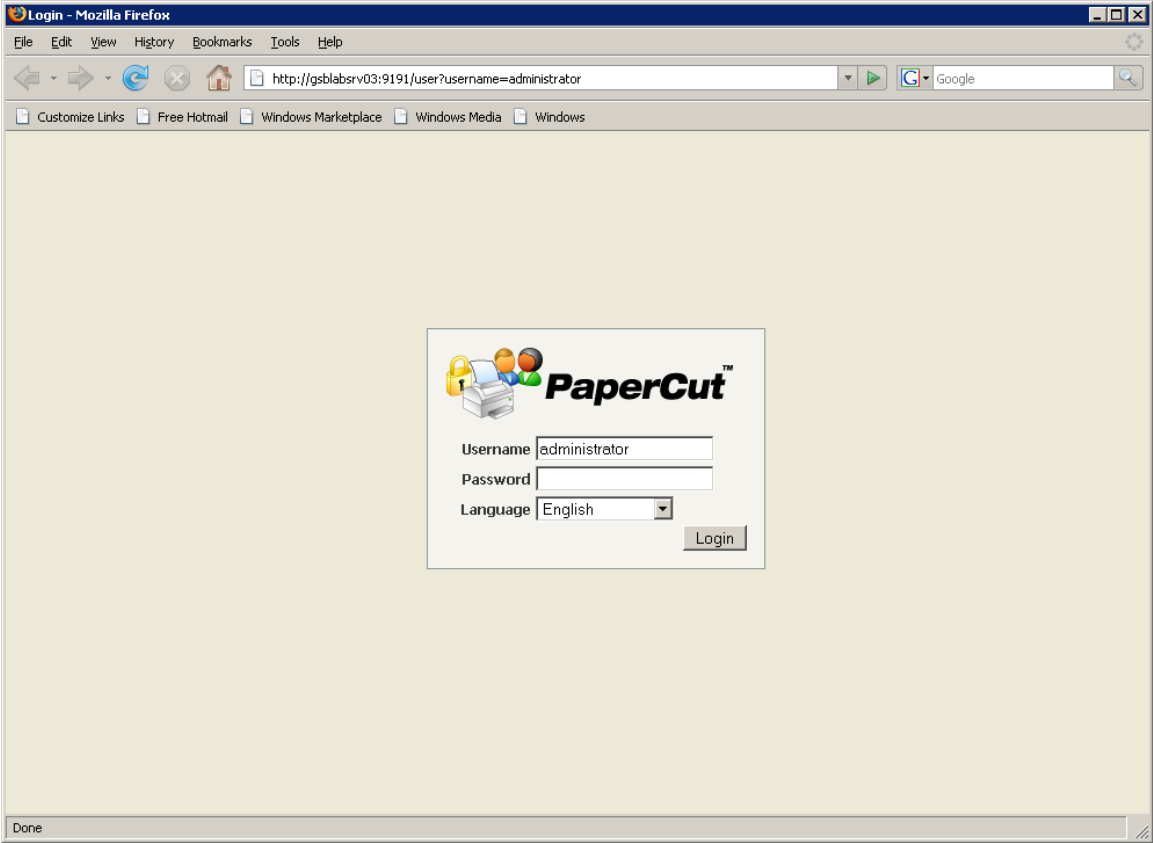


In order to print, you must purchase a GSB Print Top-Up card from the Library. These cards come in the following denominations: \$10, \$20 and \$50.

After you have purchased your Top-Up Card, and you wish to credit your account, click on [Details](#) in the pop-up window.



This will open a new internet explorer window:



In this window, you need to confirm your network login (**your student id and network password**).

Upon successful login, the summary screen will open:

Summary

User name	administrator
Balance	\$20.00
Total print jobs	0
Total pages	0

Activity

Balance history for administrator

Balance

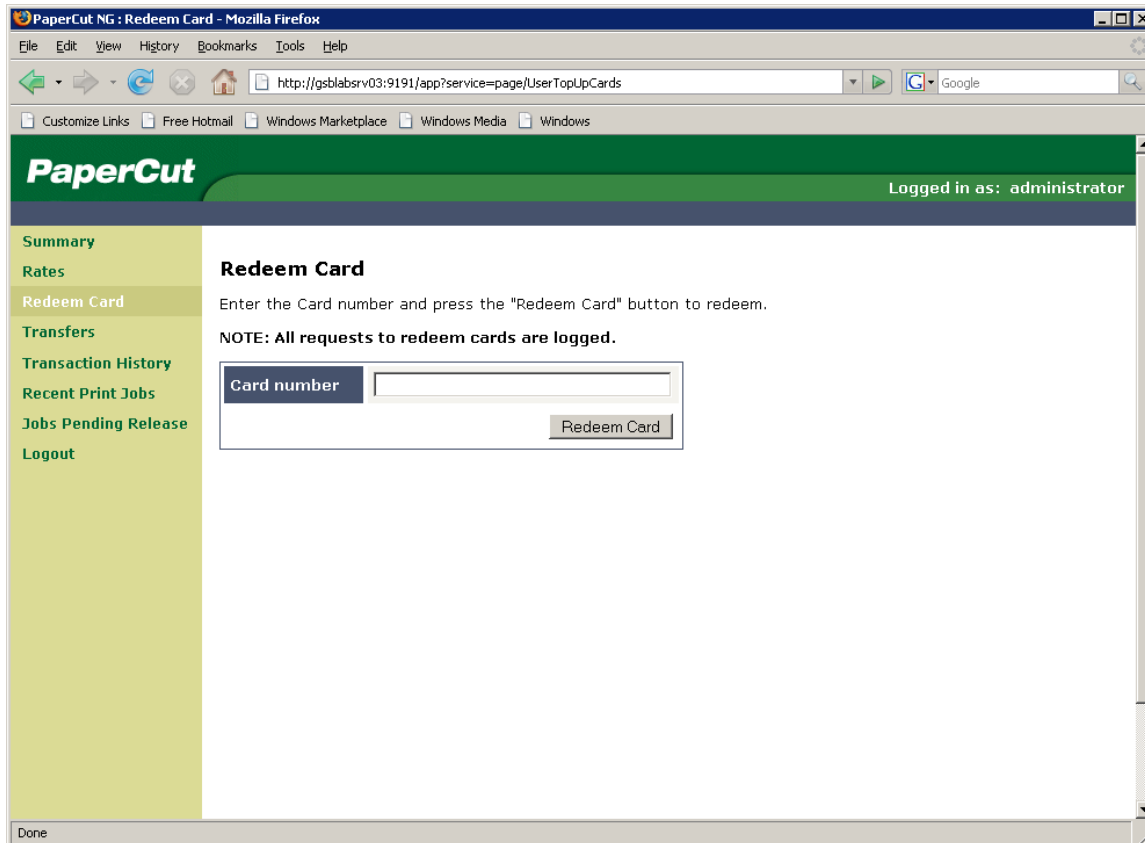
\$20.00

Day

00:00 02:00 04:00 06:00 08:00 10:00 12:00 14:00 16:00 18:00 20:00 22:00 00:00

Done

As you can see, there are different options on the left of the window, Click the **Redeem Card** option to credit your account.



You can then input the card number exactly as printed on the topup card and please include the dashes (-).

An example of the Top-Up cards below:



***Note:** It should be noted that prints cost \$0.50 per page, and the printers are located in:

- The Republic Bank Library.
- Learning Centre 1.

Academic Unit, November 13, 2009

--- Health and Safety ---

A Health and Safety Manual has been developed and contains detailed information about the Lok Jack GSB's policies and procedures. This document is available on the School's website at: <http://www.gsb.tt/academic/myGSB/myGSB.php>

This is a smoke free facility. There will be no smoking inside the building.

Smoking is permitted on the patio outside the restaurant ONLY.

Emergency and Fire Drill Procedures

1. In a fire drill or actual emergency, an alarm will be sounded.
2. When the alarm/siren sounds, classes will be suspended and the facilitator will be responsible to make certain everyone in his/her class is evacuated safely and quickly and to direct the students to the designated evacuation areas. Faculty should be the last to leave the classroom.

Bomb Threats

The Lok Jack GSB has a set procedure to deal with such events. Appointed wardens address the situation if and when a threatening call is received.

The Manager of Infrastructure or his designate will initiate the necessary action.

Any person receiving a bomb threat should get as much information as possible about the threat. Valuable information would include the location of the bomb, physical description, and the time it is set to explode. This information should be immediately reported to the administration.

First Aid

The School has 32 Safety Wardens who are trained in CPR and Basic First Aid. They are ready and available to assist you in the event of an emergency. If you find yourself in distress, please inform Student and Alumni Services and someone will assist you as quickly as possible.

The Health and Safety Room is located at the northern end of the First Floor and is managed by the Safety Wardens.

The Conduct and Discipline of Programme Participants

Responsibilities

- a) Each student admitted to any programme of study shall undertake to comply with the requirements relating to conduct and discipline

b) Each student shall ensure that he or she is familiar with the Regulations and Procedures relating to conduct and discipline. Please refer to the Student Charter on our website www.gsb.tt for a full description of students' rights and responsibilities.

Disciplinary Matters

No student shall engage in any conduct which:

- Is detrimental to the reputation and good standing of the Arthur Lok Jack Graduate School of Business or any collaborating organisation including an accredited body, an associate organisation and/or the University of the West Indies.
- Deliberately obstructs, injures or in any other way, interferes with the staff of the GSB, fellow students or any other visitor to the Lok Jack GSB.
- Intentionally damages, destroys, defaces, steals or misuses property and/or equipment belonging to the Lok Jack GSB, fellow students, visitors and staff members.

Unlawful Acts

No student shall commit an act which:

- Infringes upon a person's Constitutional right under the laws governing the Republic of Trinidad and Tobago
- Is in breach of legislation including copyright, data protection, computer misuse and intellectual property rights.
- Falsifies, forges or misuses academic records or documents

Regulations

- No student shall intentionally attempt to act in breach of the rules of the Lok Jack GSB and regulations for conduct
- The Lok Jack GSB reserves the right to take disciplinary action should a student or group of students through action or utterances bring it to disrepute.

APPENDICES



--- Appendix 1 ---
Policy on Plagiarism

The University of the West Indies "Regulations for Graduate Diplomas and Degrees," Paragraphs 85-86 (pg. 25) clearly states its policy on cheating including plagiarism.

This document supplements that regulation by providing a clear set of guidelines that define plagiarism, give relevant examples of what it covers and why it cannot be a tolerated practice.

Definition:

Simply put, plagiarism is using other people’s words and ideas as if they were your own, without crediting the source. Plagiarism is act of academic dishonesty and students will be penalised according to the UWI regulations if found guilty.

Acts of Plagiarism

- Buying, stealing or borrowing a paper
- Copying and pasting complete papers or part of papers from electronic sources, including models, frameworks, illustrations
- Using a source verbatim without acknowledgement
- Paraphrasing passages without acknowledging the source
- Building on someone else’s idea without citation
- Making up sources

Must Document	No Need to Document
When you are using or referring to someone else’s idea opinion or theory	When you are writing your own experiences, observations, insights, thoughts, conclusions about a subject
Facts, statistics, graphs, drawings – any pieces of information that are not common knowledge ¹	When you are using “common knowledge” such as folklore, shared information, generally accepted facts etc...
When you copy the exact words from a source	When you write up your own experimental results
Quotations of another person’s spoken or written words	
Paraphrase of another person’s spoken or written words	

¹ Common knowledge is facts that can be found in numerous places and are likely to be known by a lot of people.
 Eg. : *John F. Kennedy was elected President of the United States in 1960.*

Examples: *Paraphrasing*

Here is the ORIGINAL text, from page 1 of *Lizzie Borden: A Case Book of Family and Crime in the 1890's* by Joyce Williams et al.:

The rise of industry, the growth of cities and the expansion of the population were the three great developments of late 19th century American history. As new, larger, steam powered factories became a feature of the American landscape in the East, they transformed farm hands into industrial labourers, and provided jobs for a rising tide of immigrants. With industry came urbanization and the growth of large cities (like Fall River, Massachusetts, where the Bordens lived), which became the centers of production as well as commerce and trade.

Here is an unacceptable paraphrase that is plagiarism:

The increase of industry, the growth of cities, and the explosion of the population were three large factors of 19th century America. As steam-driven companies became more visible in the eastern part of the country, they changed farm hands into factory workers and provided jobs for the large wave of immigrants. With industry came the growth of large cities like Fall River where the Bordens lived, which turned, into centers of commerce and trade as well as production.

This is considered plagiarism for 2 reasons:

- the writer has only changed a few words and phrases around
- the writer has failed to cite a source for any of the ideas

This is the acceptable version:

Falls River, where the Borden family lived, was typical of north-eastern industrial cities of the 19th century. Steam powered production had shifted labour from agriculture to manufacturing, and, as immigrants arrived in the US, they found work in these new factories. As a result, populations grew, and large urban areas arose. Fall River was one of these manufacturing and commercial centres. (Williams 1)

This passage is acceptable because:

- The writer accurately relays the information in the original
- The writer uses his/her own words
- The writer cites the source of information

Plagiarism and the Internet

The Internet has become a popular source of information for students and many questions have arisen about how to avoid plagiarism from this source. The same rules apply as to a printed source – any ideas/information generated from an Internet site must be cited.

Anti-Plagiarism Software

As a measure to discourage plagiarism, the Lok Jack GSB now uses anti-plagiarism software for the detection of this activity.

Penalties:

- (a) If any candidate is suspected of plagiarism in a thesis, research paper, project report or coursework assignment, the circumstances shall be reported in writing to the Campus Registrar. The Campus Registrar shall refer the matter to the Board for Graduate Studies and Research. If the Chair so decides, the Board shall invite the candidate for an interview and shall conduct an investigation. If the candidate fails to attend the interview, and does not offer a satisfactory excuse, the Board may hear the case in the candidate's absence. If the candidate is found guilty of plagiarism, the Board for Graduate Studies and Research shall fail the candidate and may, subject to the candidate's right of appeal to Senate, exclude him or her from all further examinations of the University
- (b) Appeals against decisions of the Board for Graduate Studies and Research shall be heard by an Appeal Committee of the Senate. Such an Appeal may uphold or reverse the decision and may vary the penalty in either direction within the limits prescribed in (a) above. The decision of the Appeal Committee of the Senate shall be final.

"Regulations for Graduate Diplomas and Degrees," Paragraphs 85-86 (pg. 25)

Fraud

Plagiarism is considered an act of fraud. Other forms of fraud are:

- The use, for evaluation purposes, the work of another individual
- Attempts to access online resources for faculty from publishing companies. Where this occurs, the student will receive a first written warning and subsequent infractions will result in expulsion from the School.
- Obtaining any form of unauthorized assistance, whether it is group or individual
- Substitution of persons during an examination or assignment that is subject to evaluation

- Falsification of a document or use of a false document
- Remittance of the same work in different courses without prior authorisation
- Possession or use during an examination of unauthorized documents, materials or tools

Any attempt at fraud or participation therein constitutes a violation of the Lok Jack GSB regulations. In all cases where such a violation is reported, appropriate action will be taken according to regulations stated on page three of this document.