

**IILM ACADEMY *of* HIGHER LEARNING  
LUCKNOW**

**STUDENT HANDBOOK**

**PGDM & PGDM (FM) 2023-25  
(Approved by AICTE)**

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## **1. About the Institute**

IILM Academy of Higher Learning, Lucknow was established in the year 2004 under the aegis of the Ram Krishan & Sons Charitable Trust, Lodhi Road, New Delhi. The Trust is running various Management Institutions under the acronym IILM in different parts of the country with Campuses in Lucknow, New Delhi, Gurugram, Greater Noida, and Jaipur. Over the years, the Institute and its founders have successfully fulfilled the extensive objective of propagating quality professional education and have made IILM a National Brand. The Lucknow Campus of the Institute offers a two year full-time Post-Graduate Diploma in Management (PGDM) & PGDM (Finance), which is approved by the AICTE, Ministry of Human Resource Development, Govt. of India.

IILM believes in the holistic development of the students and their participation in an education programme, which instills in them professionalism, ability to work hard, take decisions and develop higher level thinking. The institute also exposes the students to all aspects of the economy and to its various facets like environment, societal values, social responsibility and human value system. The approach is to look beyond immediate employment as managers and work towards shaping individuals to be responsible business leaders of tomorrow. Through skills of lifetime relevance we aim at developing students to their true potential.

**IILM's Vision : IILM will educate and develop innovative, entrepreneurial and responsible business leaders.**

**Our Mission:** We will offer with wider access, and in an inclusive and responsible manner

- An academically rigorous, practice and research supported, management education based on principled and ethical values, which maximizes the value add from entry to exit.
- An inspirational learning environment which fosters the understanding of disruptive, technological changes; challenges current assumptions, and encourages continuous innovation and learning.
- An outstanding practice based and work related learning experience which focuses on the application of knowledge and skills and is globally relevant.
- Personal mentoring which respects individuality and inspires students to become responsive and responsible business leaders.

We will facilitate business and management research that leads to the creation of actionable knowledge, improves the understanding of management practices and provides inspiration for entrepreneurship and innovation.

**Values:**

- A people's policy that allows flexibility, understands individual needs, promotes respect, values integrity and team work, and is committed to employee development.
- A culture of continuous improvement and total quality that encourages creativity and innovation through collaboration and trust
- A deep commitment to the value of global social responsibility and sustainability putting larger interests above our own
- An appreciation of the cultural heritage and socio-economic diversity of India

#### **Key Themes**

- Commitment to an exceptional student experience
- Proactive alumni engagement
- International linkages that promote understanding and sensitivity to diverse markets and culture
- Safe environment and enabling infrastructure
- Transparent and seamless communication with students and parents, faculty and staff, alumni, and employers

#### **PEOs (Programme Educational Objectives)**

- PEO1: Prepare students to understand how businesses function and apply acquired practical knowledge & skills in their careers while being resilient and adapting to the ever-changing global business environment.
- PEO2: Equip students to work in technologically evolving and data-driven environments, and in culturally diverse, multi-disciplinary teams.
- PEO3: Foster the spirit of creativity and continuous innovation towards developing sustainable solutions to real-life issues.
- PEO4: Prepare students to deal with personal and professional issues in a responsive, responsible and ethical manner.
- PEO5: Develop self-driven professionals with an entrepreneurial mindset, who believe in the continuous enhancement of knowledge, skills, and attitude.

## 2. The PGDM Programme

The Post Graduate Diploma in Management is designed with a view to fulfill the dynamic requirement of the industry from management graduates. The curriculum incorporates practical learning, on-the-job training and global case studies for developing a strategic orientation so that the budding managers can face the challenges of the volatile corporate world. Our PGDM curriculum has been designed and is continuously updated with careful review of its impact on students' learning and industry's requirements. Our balanced pedagogic approach from classroom teaching to non-classroom learning equips the students with strong conceptual knowledge and skills, which help them to meet industry's expectations from management graduates.

The Batch of 2023-2025 undergoing the Post Graduate Diploma in Management (PGDM) at IILM Institute for Higher Education is governed by the information, rules and regulations contained in this Handbook. The institute reserves the right to amend/ modify/ alter these rules and regulations time to time without any advance notice.

The curriculum is planned keeping in mind the programme level outcomes which in turn are derived from the mission statement. The institute has set the following as the programme level goals –

### **Program Outcomes**

- PO1 - An understanding of organizations and management techniques to allow investigation into business and management issues.
- PO2 - An ability to acquire, analyze and understand data and information for managerial decisions.
- PO3 - Critical thinking and informed judgment leading to problem solving, decision-making and negotiating skills.
- PO4 - Cognitive flexibility which enables adaptability to uncertainty in a rapidly changing business environment.
- PO5 - An understanding of disruptive and technological change and the ability to seek innovative and entrepreneurial solutions.
- PO6 - Emotional intelligence and people's skills in communicating, working in teams and with people.
- PO7 - Being cognizant of the impact of individual and corporate actions on society, recognizing responsible and inclusive business practices and sensitivity to the social, economic and environmental responsibilities of business.

In accordance with the above, all the PGDM Program is a well thought out mix of classroom study and experiential/practical training. It is a two years full time program. The program involves learning through classroom sessions, discussions and exercises, project assignments with organizations, and field-based course specific project work.

<b>3. Academic Calendar PGDM &amp; PGDM (FM) 2023-25</b>	
<b>PGDM 2023-25</b>	<b>Term 1</b>
Pre-Engagement Plan	Feb - Jun, 2023
Foundation Courses	17 <sup>th</sup> July 2023 to 3 <sup>rd</sup> August, 2023
Duration	7 <sup>th</sup> August to 30 <sup>th</sup> October 2023
Orientation	4 <sup>th</sup> August and 5 <sup>th</sup> Aug, 2023
Commencement of Classes	Monday 7 <sup>th</sup> August, 2023
Total Available Days	71 Days
Teaching Days	57 Days (Excluding <i>Exam-5 Days</i> )
Last Teaching Day	25 <sup>th</sup> October, 2023
Examination Week	26 <sup>th</sup> October 2023 to 30 <sup>th</sup> October 2023 (5 Days)
Holidays	29 <sup>th</sup> July -Moharram, 15 <sup>th</sup> August-Independence Day, 30 <sup>th</sup> August-Raksha Bandhan, 2023, 2 <sup>nd</sup> Oct-Gandhi Jayanti, 24 <sup>th</sup> Oct-Dussehra.
<b>PGDM 2023-25</b>	<b>Term 2</b>
Duration	31 <sup>st</sup> October 2023 to 22 <sup>nd</sup> February, 2024
Commencement of Classes	31 <sup>st</sup> October, 2023
Total Available Days	86 Days
Teaching Days	69 Days ( <i>Excluding Exam-8 Days</i> )
Last Teaching Day	13 <sup>th</sup> February, 2024
Examination Week	14 <sup>th</sup> February to 22 <sup>nd</sup> February,2024 (8 Days)
Holidays	11 <sup>th</sup> - 14 <sup>th</sup> November-Diwali, 15 <sup>th</sup> November, -Bhai Dooj, 27 <sup>th</sup> Nov-Guru Nanak Birthday, 26 <sup>th</sup> January,2024 -Republic Day
Winter Break	24 <sup>th</sup> December 2023 – 1 <sup>st</sup> January, 2024
<b>PGDM 2023-25</b>	<b>Term 3</b>
Duration	23 <sup>rd</sup> February to 18 <sup>th</sup> May, 2024
Commencement of Classes	23 <sup>rd</sup> February, 2024
Total Available Days	72 Days
Teaching Days	63 Days ( <i>Excluding Exam-8 Days</i> )
Last Teaching Day	9 <sup>th</sup> May 2024
Examination Week	10 <sup>th</sup> May to 18 <sup>th</sup> May 2024 (8 Days)
Holidays	24 <sup>th</sup> -26 <sup>th</sup> March 2024–Holi
Summer Internship	20 <sup>th</sup> May to 20 <sup>th</sup> July 2024

#### 4. Credit Sheet (List of Courses & List of Proposed Elective courses)

<b>Credit Sheet for 2023-2025 batch</b>				
<b>Term I Courses</b>				
<b>No</b>	<b>Course Acronym</b>	<b>Course Title</b>	<b>Credit</b>	<b>Sessions</b>
1	FRA	Financial Reporting and Analysis	3	24
2	IGP	Individual Dynamics and Group Processes	3	24
3	QM-1	Quantitative Methods-1	3	24
4	WAC	Written Analysis and Communication	1	8
5	MC	Managerial Computing	2	16
6	ME	Microeconomics	3	24
7	MKT-I	Marketing-I	3	24
8	PT-1	Placement Training Workshop	2	16
		<b>Total Credits for Trimester I</b>	<b>20</b>	<b>160</b>
<b>Term II Courses</b>				
<b>No</b>	<b>Course Acronym</b>	<b>Course Title</b>	<b>Credit</b>	<b>Sessions</b>
8	CCS	Costing and Control Systems	2	16
9	FM	Financial Markets	2	16
10	LAB	Legal Aspects of Business	2	16
11	HRM	Human Resource Management	3	24
12	OM-I	Operations Management I	2	16
13	MEP	Macroeconomics and Policy	3	24
14	MKT-II	Marketing II	3	24
15	QM-2	Quantitative Methods-2	3	24
16	SCA	Spoken Communication and Analysis	2	16
17	GB	Geopolitics for Business	1	8
18	PT-2	Placement Training Workshop-2	1	8
		<b>Total Credits for Trimester II</b>	<b>24</b>	<b>192</b>
<b>Term III Courses</b>				
<b>No</b>	<b>Course Acronym</b>	<b>Course Title</b>	<b>Credit</b>	<b>Sessions</b>
20	BES	Business, Environment and Sustainability	3	24
21	CF	Corporate Finance	3	24
22	ODY	Organizational Dynamics	2	16
23	SM	Strategic Management	3	24
24	OM-II	Operations Management II	3	24
25	PCE	Personal and Corporate Ethics	2	16

26	TBIT	Transforming Business through Information Technology	2	16
27	IEB	Internet-Enabled Businesses	2	16
28	BRM	Business Research Methods	3	24
29	PT-3	Placement Training Workshop	2	16
		<b>Total Credits for Trimester III</b>	<b>25</b>	<b>184</b>
		<b>Total for PGDM-I year</b>	<b>69</b>	<b>536</b>
	SIP	Summer Internship	6	
<b>Term IV Courses</b>				
	<b>Course Acronym</b>	<b>Course Title</b>	<b>Credit</b>	<b>Sessions</b>
	GSP	Government Systems and Policy Process	2	16
		Electives	15	120
	PT-4	<b>Placement Training Workshop</b>	3	24
		<b>Total Credits for Trimester IV</b>	20	160
<b>Term V Courses</b>				
		Electives	15	120
		MOOC (SWAYAM)	4	8
		<b>Total Credits for Trimester V</b>	19	128
<b>Term VI Courses</b>				
		Electives	6	48
		<b>Total Credits for Trimester VI</b>	6	
		<b>Total for PGDM-II year</b>	38	336
		<b>Total credits for 2yrs PGDM program</b>	<b>120</b>	

### **Proposed Electives, Year II (PGDM 2023-25)**

#### **Finance and Accounting**

- Security Analysis & Portfolio Management
- Management of Banking & FS, incl FinTech
- Risk management
- Financial Modeling & Business Valuation (using Excel)
- Financial Planning & Wealth Management
- Credit Research Analysis
- Advance Corporate Finance

#### **Marketing Management**

- Consumer Behavior
- Sales & Distribution Management



- Integrated Marketing Communications
- Retail Management
- Marketing of Services
- CRM
- Brand Management
- Customer Relationship Management

### **Operations**

- Logistics and Supply Chain Management
- Service Operations and TQM
- Project Management

### **Analytics**

- Data Analytics Essentials with Microsoft Power BI
- Introduction to Data Science using R.
- Python for Data Science

### **Human Resources**

- Negotiation & Conflict management
- Learning and Development
- HR Analytics
- Talent Management and Competency Framework
- Employee Relations and Labour Laws
- Leadership, Influence and Power
- Employee Performance Management & Compensation

### **Proposed Electives, Year II (PGDM(FM) 2023-25)**

- Management of Banking & Financial Services, incl FinTech
- Managing Mutual Funds
- Fin-tech
- Mergers, Acquisitions & Corporate Restructuring
- Direct & Indirect Taxes
- Financial Modeling & Business Valuation

- Entrepreneurial Finance, Micro-Finance & Venture Capital
- Security Analysis & Portfolio Management
- Management of Banking & FS, incl FinTech
- Risk management
- Financial Modeling & Business Valuation (using Excel)
- Financial Planning & Wealth Management
- Credit Research Analysis
- Advance Corporate Finance

\* The elective list is only indicative and will be finalized by Feb-March 2024. Each elective courses is equal to 3 credits

## 5. Program Expectations

**Group Assignments:** A significant amount of group work is required in this program. Individual students are expected to be full participants in, and contributors to, each group based project/assignment within the program coursework. Individual students who fail to meet this expectation, without documented extenuating circumstances may receive a failing grade in the project/assignment. Guidelines will be provided outlining the requirements of group work by individual faculty members. Expectations will vary among faculty and students are expected to ask questions if they are not clear.

**Assignment Deadlines:** Assignments are due by the date and time specified in the Instructional Plan. Students who fail to meet the deadlines for submission of projects or assignments are not entitled to any credits assigned for the same. If a student fails to submit an assignment on time, she/he will be awarded a zero

**In-class Assignments/Quizzes:** In-class assignments and/or quizzes may take place during certain classes. These evaluations must be completed during the assigned class time.

**No component of assessment shall be repeated in any course. Students will not be allowed to submit any assessment component/assignment post the date of the end term examination.**

**Intellectual Honesty:** Students are responsible for personally maintaining control of their own work at all times, so that intellectual honesty can be maintained. Failure to maintain academic honesty will not be tolerated, and students found guilty in any way will be disciplined in

accordance with the policy. A range of penalties may be applied based on whether it is a first or subsequent offence and on the severity from a grade deduction to suspension from the College.

### **Policy for Plagiarism and Copying**

- Minor Cases or the inclusion of unacknowledged material accounting less than 20% of the assignment- This would result in a reduction of marks by 20%
- Moderate cases or the inclusion of unacknowledged material accounting for 20%-30% of the assignment-This would result in a reduction of marks by 50%.
- Severe Cases or the inclusion of unacknowledged material accounting for over 30% of the assignment- The student will be awarded a mark of zero.
- Even in no-copy-paste reports, the students have to mention the references/sources of the data.
- In the absence of references, 10% marks will be deducted.
- Copying of answers/assignments/reports among batch mates will result in awarding zero to all similar copies.

### **Academic Misconduct and possible sanctions**

All cases of academic misconduct by students will be referred to the Academic Committee. This includes the inappropriate behavior by the student in the classroom and during assessments. The possible sanctions include

- Letter of Warning
- Cancellation of Assessment/Exam
- Suspension
- Expulsion

The Academic Committee may consider the absence due to Major Personal Events or Medical reasons. A prior approval for leave is required in case of leaves due to personal events. In case the absence is on account of **medical reasons**, the following procedure is applicable:-

- A leave application for such a case stating your name, registration and reason for absence supported by certificate from the relevant doctor should be submitted to the mentor within 2 days after joining back.
- In case of absence for more than 3 days copies of medical reports have to be attached.
- The leave application should clearly state the number of sessions missed for each course.

- All leave applications to be approved by mentor and mailed to the Program office for necessary action and a copy has to be marked to the mentor.
- **Appeal process:** In case student is not convinced about the decision of the Academic Committee Decision they can appeal to the Dean/Director within 5 days. The appeal must comprise of a Letter of Appeal setting out in writing the grounds for and the nature of the appeal.

### **Attendance Policy**

- All students will have to ensure a minimum of 75% attendance for all core and elective papers.
- Maintaining **75% cumulative attendance (including all courses, workshops and activities) is mandatory for pursuing the PGDM program.** In case of short attendance, below mentioned penalty will be being imposed:

Attendance between 61 to 74% - 5% reduction in marks.

51 to 60% - 10% reduction in marks.

40 to 50% - 20% reduction in marks.

less than 40% - 30% reduction in marks.

- In case of medical emergency of the student, or illness or other extreme events concerning an immediate family member (parent/sibling), the concerned student **may** be allowed additional 10% relaxation in attendance requirements if and only if the student informs all concerned about the reason for absence (prior to the period of absence) and on submission of appropriate evidence (upon rejoining classes).
- Students are required to inform their mentors/course teachers of any absence and the reasons thereof. In case a student is incapable of doing so, it is expected that the student's parents will inform the Institute.

### **In the Classroom**

- Students are required to be formally dressed for classes.
  - For Men: Formal Collared Long / Half Sleeved dress shirts, tucked in Trousers and Leather shoes; good quality blazer or dark suit in winters. Smart Casuals Collared Shirts / T-Shirt with collar and Leather Shoes in summers.

- For Women: Formal Indian – Saree / Salwar Kameez Suits, Formal Sandals; Western – Trousers / Full Skirts, Formal Shirts, Shoes / Sandals; jacket / blazer in Winters. Smart Casuals Tops / Shirts, Trousers / Pants / Long skirts, Formal Sandals / Shoe in Summers.
- Students are required to sit according to the seating chart provided in the classroom.
- No eatables are allowed in the classroom.
- Students are requested to take care of the classroom furniture (Tables, Chairs, AC's etc.) and leave the room in an orderly manner after the lecture /session gets over.
- All the rooms are installed with CCTV cameras and any damage to any college property, intentional / unintentional, will have to be borne by the person responsible for the same.
- Act responsibly & maturely. Don't scribble with your pens/ pencils on tables, chairs or walls.
- Switch off lights, AC's, fans etc. when leaving the classroom or not in use. Don't use the classrooms while any housekeeping or maintenance work is being carried out. Your cooperation will only help improve things.

## **6. Graduation Requirements**

- A student should complete the prescribed number of credits to graduate and qualify for the PGDM. Here completing implies fulfilling all the requirements of a course and obtaining the passing grade.
- Students will have to pass all core modules of Term 1, 2 and 3 with minimum 40% marks in each subject.
- Score an aggregate of at least 40% over two years.
- A student will have a total of 5 years to complete (pass) all the required credits (as mandated by AICTE). If a student fails to qualify the minimum requirement within 5 years of registration to the program, she/he will have to leave the program.
- Students will have to pass all core modules of Term 1, 2 and 3 with minimum 40% marks in each subject to be promoted to the second year.

## **7. Assessments and Examinations**

### **Quizzes, Mid-term and End-term**

- The quizzes shall be conducted in-class (unless the course/program is taught online) and the duration shall not exceed 45 minutes. In case the test is conducted using any learning management software, those who are not present in the class shall be marked absent even if they respond to such tests.
- If a course requires a midterm examination, then it shall be conducted in-class (unless the course/program is taught online) and the duration shall not exceed 1 hour 15 minutes.
- The external assessment examination shall be conducted in-class (unless the course/program is taught online) and the duration shall be as follows:
  - a) 1-credit course: duration 1 hour to 1 hour 30 minutes
  - b) 2- credit course: duration 1 hour 30 minutes to 2 hours
  - c) 3- credit course: duration 2 hours to 2 hours 30 minutes

### **Supplementary & Improvement Examinations for First Year Courses**

The supplementary examinations of the first-year courses of all terms shall be conducted in August every year for the following two broad categories of students.

The grades in all supplementary examinations, irrespective of the reason for which the student is reappearing, shall be lowered by 20%.

- A. Supplementary Exam for Passing the Course(s) for students who have failed (or were absent)
  - Students who have secured “F” in any 6 course(s) or less, in Terms 1 to 3 will have to appear in Supplementary Exam to pass the respective course(s).
  - Those who were not permitted to appear in any of the Year 1 regular examinations, by the Institute, for various reasons like fee pendency, disciplinary action, etc.
  - Those who have themselves failed to appear for examination due to any reasons, genuine or not.
  - The rule of 20% reduction in grade applies to this kind of Supplementary Exam.
- B. Supplementary Exam for Improving the Grade in any Course(s) from Term 1 - 3
  - There is a provision to improve the grade in any course of Term 1-3 by reappearing in the Supplementary Examination. This is permitted in only those courses where the student has received C or less than C grade.

- The rule of 20% reduction in grade applies to this kind of Supplementary Exam also.

### **Policy for Provisional Promotion to the Second Year and Year-Back:**

- All students (even those having Fs in any course(s) of Term 1, 2 and 3) shall be provisionally promoted to the second year, after completion of Year 1. However, such students (who have F / Absent) will have to re-appear for these papers (in the form of Supplementary Exams), as per the time schedule specified by the Program/Exam Office.
- Even after the Supplementary Exam, if the student still has 6 Fs or more in Term 1 – 3 Courses, the students' Provisional Promotion to Year 2 will be cancelled and the student shall be required to repeat the entire first year, study with the next batch and appear in all 1<sup>st</sup> Year Exams again, with the next batch.
- Scores for all re-appear (supplementary) examinations, irrespective of the reason for which the student is reappearing, shall be capped at a maximum of 80%.

### **Supplementary Examinations for Second Year Courses**

- The students shall be eligible for award of diploma if they complete minimum 114 credits in aggregate (from all Core, MOOC and minimum 10 elective courses), with 40% minimum CGPA. The total credits offered by the college are 120 per student. However, a student will be deemed to have completed the second year, even if there are 2Fs in any two of the 3-credit elective courses.
- There is a provision for supplementary exam after the second year for those students are unable to meet requirements of a minimum of 40% CGPA, & for those who have more than 2Fs in Elective Courses. However, all supplementary exams will be capped at 80% grade.
- There will be no provision to improve the grade in any second-year course by reappearing in the supplementary examination (unlike 1<sup>st</sup> year)
- The grades in all supplementary examinations, irrespective of the reason for which the student is reappearing, shall be lowered by 20%.

### **Grading Pattern**

The institute shall follow the following (absolute) grading system.

Marks	Grades
91-100	A+
81-90	A
71-80	B+
61-70	B
51-60	C+
46-50	C
40-45	D
<40	F

Formula for conversion from CGPA to Percentage (%) will be CGPA multiplied by 9.5.

**Revaluation:** Requests for revaluation of marks in particular course(s) may be placed before the Controller of Examinations within 7 working days of publication of results. The request may be emailed to the Controller, or a hard written letter mentioning the request for revaluation and signed by the candidate concerned may be submitted to the Controller of Examinations. **Revaluation will include a review of your answer sheet to ensure that no question has been left out without marking and retotaling of the marks is performed by the expert / team of subject experts.**

## 8. Examination Norms

**Any violation of the norms of examination will be considered a serious offence and an act of misconduct. In such an event, the student will be liable for forfeiture of the answer book and expulsion from the examination hall at once. In the worst case, the student may be given an “F” Grade for the course.**

Absence in the end term examination will be marked as incomplete. If a student repeats an examination to secure the passing grade/improve scores, the grades will carry a superscript R to denote repeat in the final mark sheet. For all end term examination, the following guidelines will be followed:

- All examinations will be pre-decided and will be reflected in the Timetable/Academic Schedule.
- Admit cards will be issued to those students who cleared fee dues. Students with fee dues will not be allowed to appear in the examination until and unless the Dean issues a conditional admit card to those students.



- All students should be seated according to the seating plan 15 minutes prior to the commencement of the examination. **No student will be allowed once the invigilator announces the commencement of exam.**
- Students must not carry Mobile phones, Laptops, and any other material (until and unless allowed) inside the exam hall. An invigilator can cancel the exam of the student in case of possession of any material mentioned above.
- Students will not be permitted to leave the exam hall (water, washroom etc.) until and unless it is an emergency. In case of extreme emergency, the student will be permitted only once for a limited period of time.

### **End Term Examination Norms for students of Post Graduate Diploma in Management**

- Students should be seated in the examination hall at least 15 minutes before the scheduled time.
- Students are expected to equip themselves with a pen, pencil, ruler, calculator and all other relevant material, as informed by the concerned faculty in the class, prior to the examination. Scientific/programmable calculators are not allowed in the examination hall. Sharing of resources is not permitted in the examination hall.
- On entering the examination venue, each student should collect the answer booklet from the invigilator. Students are required to take their seats as per instructions. Answer booklets are not exchangeable.
- Students must fill in the particulars on the cover page of the answer booklet before proceeding to attempt any question. The same is the case with every additional booklet used. Your roll number will be assigned to you by the Program Office and will remain the same for two years.
- A student must not refer to any book, paper or other notes, unless it is an open book examination. ***Except for open-book examinations, all bags, books, and study material must be left outside the examination venue. Bags, mobiles, and laptops are not allowed in the examination venue. When laptops are specifically required for any exam, the same will be communicated in advance. The Institute will not be held responsible for the loss or theft of any material from within or outside the examination venue.*** Students are,

therefore, advised to refrain from carrying important books, papers, bags, or other belongings to the examination venue to avoid the risk of losing them.

- Except for essential communication with the invigilator, a student is not permitted to communicate in any form, with anyone else, during the examination. Passing or receiving information in any form or peeping into the answer books of others during the examination constitutes misconduct and is strictly prohibited.
- Any students found resorting to unfair means would lead to cancellation of the exam paper & would be given zero mark. Same applies in case a student is found to be misbehaving with the invigilator. Any student found looking here & there or peeping into neighbour's answer sheet would straight way lead to deduction of 10 marks & repeat of the same will lead to cancellation of paper.
- Students must stop writing as soon as the invigilator signals the end of the time allotted for the examination.
- Students are not allowed to leave the examination venue during the examination, without the express permission of the invigilator. It is the sole responsibility of the student to ensure that his answer book is promptly handed over to the invigilator on completion or at the end of the allotted time for the paper.
- It is mandatory for all students to carry their Identity Card. Student will not be permitted to write the exam without the Identity Card.
- Any examination where the case study has been emailed by Exam Cell earlier, a fresh print of the same is to be brought in the exam hall with no scribbled material on it.
- A candidate is expected to write her/his name and roll number on the question paper as soon as she/he receives it. Nothing else is to be written on the question paper. All rough work is to be carried out on the last page of the answer sheet and should be clear and legibly written for use by the concerned examiner.
- For papers with duration of 90 minutes or less, the invigilator need not allow a candidate to go out of the examination hall even once. For duration of more than 90 minutes, the student cannot leave the hall during the first half hour and last half hour of the examination.

### **Unfair Means**

No candidate (examinee) shall use unfair means or indulge in disorderly conduct at or in connection with examinations (midterm, end term, quizzes which are considered as part of assessment/evaluation by the instructor while awarding grades in a subject).

Unfair means shall include the following:

- During examination time having in possession or access to
  - Any paper, book, note or any other unauthorized material which has relevance to the syllabus of the examination paper concerned.
  - Mobile Phones or any electronic gadget other than calculator, even in switch off mode, which can potentially be used for communication or copying.
  - Anything written on any other instrument or any kind of furniture or any other substance which may have relevance to the syllabus of the examination paper concerned.
  - Anything written or signs made on the body of the candidate or his/her clothes/garments, handkerchief etc. which may have relevance to the syllabus of the examination paper concerned.
  - Anything written on the question paper which may have relevance to the syllabus of the examination paper concerned.
- Giving or receiving assistance in answering the question papers to or from any other candidate/person in the examination hall or outside during the examination hours.
- Talking to another candidate or any unauthorized person inside or outside the examination room during the examination hours without the permission of the invigilating staff.
- Swallowing or attempting to swallow or destroying or attempting to destroy a note or paper or any other material.
- Impersonating any candidate or getting impersonated by any person for taking the examination.

### **Punishment**

A candidate found using unfair means or involved in disorderly conduct or disturbing other candidates, at or in connection with an examination shall be referred to Unfair means Committee. The committee after consideration of the case as referred to it by instructor/invigilator can award punishment. The punishment awarded by this committee will be in addition to the punishment that may have been already awarded by the course coordinator with one or more of the following

- Cancellation of the examination of the paper in respect of which he is found to have been guilty; and/or
- Cancellation of the examination of the trimester examination for which he was a candidate and/or debarring from examination for future trimester(s).
- Any other punishment deemed suitable by the committee.

### **Norms of Punishment**

The following norms for punishment are laid down.

(i) If the candidate is found having in his possession of any material relevant to the syllabus of the examination paper concerned but has not copied from or used it - The punishment will be the cancellation of the examination of that particular paper, and he/she will be awarded F grade in that paper with all the consequences to follow. However, if the material found in possession of the candidate is of insignificant nature the punishment may be relaxed to the extent that he/she will be given the chance to reappear in the examination.

(ii). If a candidate is found to have copied from or used the material caught - The punishment will be the cancellation of the present trimester examination and he/she shall be awarded F grade in all the papers of that trimester with all the consequences to follow.

(iii). If the candidate is found talking to another candidate or to any unauthorized person inside or outside the examination hall during the examination hours without the permission of the invigilator his examination in that paper may be cancelled and F grade will be awarded in that paper with all the consequences to follow.

(iv). If the candidate is found reading or possess some incriminating material relevant to the syllabus of the paper in verandah, urinal etc. his/her examination in that particular paper or his whole trimester examination depending on the gravity of the offence shall be cancelled.

(v). If the candidate is found giving or receiving assistance in answering the question papers to or from any other candidate/person in the examination hall or outside during the examination hours, his/her examination in that particular paper will be cancelled and F grade will be awarded in that paper with all the consequences to follow.

(vi). If the behavior of the candidate on being caught is unsatisfactory or the candidate uses resistance/violence against the invigilator or any person on examination duty or consistently

refuses to obey the instructions, the above punishments may be enhanced according to the gravity of the offence as deemed fit by the Academic Committee

### **Student do's and don'ts during examinations**

- Students are expected to reach the examination hall 15 minutes before the scheduled commencement of the examination.
- Under no circumstances will a candidate be allowed to enter an examination hall once the examination has commenced.
- Upon reaching the examination hall, students are required to be seated in the seat specified in the seating plan. If a candidate faces any problem in locating her/his seat in the hall, the invigilator may be referred to for assistance.
- Students are expected to carry their admit cards, pens, pencils erasers and scales to the examination hall. If the paper allows, non-programmable calculators will be allowed. Sharing of resources is strictly prohibited in the examination hall. Sharing of any resources
- Students are prohibited to carry or retain with oneself anything in printed form or handwritten unless the examination explicitly allows the candidate to do so.
- For open book examinations textbooks will be allowed; however, sharing of textbooks or other printed resources are prohibited. A candidate's paper is liable to be cancelled if she/he is found to retain such matter in her/his body in the examination hall.
- No student candidate is allowed to carry the cell phone during the conduct of examinations. A candidate's paper is liable to be cancelled if she/he is found to retain a cell phone in her/his body in the examination hall.
- Candidates are prohibited from talking or gesturing to fellow examinees during the conduct of the examination.
- Candidates are required to write their roll numbers upon receipt of the question paper. Marking, writing, or highlighting any content of the question paper is strictly prohibited.
- Candidates are allowed to submit their answer sheets and leave the examination hall only after half the time allotted for the examination has elapsed.
- Candidates are allowed to leave the examination hall to use the rest room only once for examinations of duration 90 minutes and above. For examinations of lower duration washroom breaks are not permissible. Leaving the examination hall in such cases is

allowed only under exceptional circumstances, including sicknesses, under express approval of the invigilator.

- Under no circumstances will washroom breaks exceed 4 minutes. The invigilator may debar a candidate from writing the paper in case the break is longer than 4 minutes and the candidate fails to provide an adequate justification for a longer period of absence. All absences exceeding 4 minutes shall be reported to the Controller of Examinations.

On completion of the stipulated time for the examination, the student shall stop writing and wait for the invigilator to collect her/his answer sheet. Answer sheets must not be passed on to fellow candidates to be submitted with the invigilator.

(Other examination related rules and regulations will be shared with you at an appropriate time)

### **Policy for Award of Scholarship in the Second Year**

- Scholarship in the second year will be awarded based on the academic performance of First year.
- Scholarship Application form will be released in the month of July 2024. Students meeting the scholarship criteria shall apply for the same.
- If required, student will have to appear in an interview before the scholarship recommendation committee.
- The amount of scholarship awarded to the student, shall be adjusted in the 6<sup>th</sup> instalment of the fee.

## **9. Career Development Centre Norms for Final Placement & Summer**

### **Internship**

IILM Lucknow would facilitate Summer Internship and final placement of its PGDM students, who will successfully complete their academic requirements and whose conduct and behavior has been noted satisfactory. The aim of the Career Development Centre (CDC) is to provide students with an understanding of skills required to get a job and do well in a job. CDC invites various companies for campus recruitment and holds career related events with recruiters and alumni. To promote professional behavior during the recruitment process, various workshops/events are

organized by CDC on a regular basis. We have a dedicated email id for all the correspondence related to CDC: cdc@iilmlko.ac.in

**Activities (workshops, counseling sessions, mock group discussions/interviews, aptitude sessions/ live projects)**

- CDC would conduct preparatory workshops/ counseling sessions on a regular basis.
- In case a student is not able to attend a session/workshop, the same is required to be informed to CDC, in advance, by writing an email to the official email id of the CDC or meeting the concerned person.
- Kindly note that every student must ensure 90% attendance in the placement training workshops to be eligible to appear for placement processes.

**Summer Internships**

- The institution will facilitate the student to get one offer for Summer Internship through campus. In the event of a student appearing in multiple companies' selection process for summer internship, it would be mandatory for the student(s) to join the company which makes the first offer.
- Student has an option to get internship on her/his own, after approval by the Dean. This needs to be communicated to the CDC team, with written acceptance confirmation from the company.

**Placement Offer**

The students will be eligible to get only one offer from the company in respect of final placement through the institute. The placement process will be multi staged as detailed below:

**Pre-Placement Talks and other On-campus / Off-campus Recruitment Events**

- Information about companies' placement schedule, job details and compensation package for final placement will be communicated through official emails. It is the duty of the student to check her/his official email ids regularly.
- Students must go through the placement schedule, job details, job location and compensation package for a position posted and if interested, may apply for the same by filling in details as per the format provided to you by the placement manager.

- Prior to Pre-Placement Talk, the institute shares the number and names of students who will be attending the Presentation/session with the clients and hence failure to attend any Pre-Placement talk may reflect negatively on individual candidacy.
- In case a student is not able to attend Pre-Placement Talk or any other on-campus / off-campus recruitment event for which one has applied, then the same needs to be communicated to the CDC, with a genuine reason.
- After the “Pre-Placement Talk” by the company, student will have a choice to withdraw her/his candidature by informing CDC and would not be needed to participate further in the GD/PI process. However, once participated in GD, will not be allowed to withdraw.

### **Job Applications**

- Students are required to have a minimum of 75% attendance in academics to be eligible for applying for a job through campus placement.
- Student is required to prepare the CV. Student should get it approved by mentor and then send a copy to CDC.
- The deadline to apply for a job posted would be specified and needs to be adhered.

### **Final Placement Offer**

- Once the student has accepted an offer/joined a company, she/he would not be allowed to apply for any other company coming for campus recruitment.
- Withdrawing from an accepted job offer or renegeing on an offer violates IILM's professional and ethical standards and is a serious violation of the IILM Code of Conduct.
- If, however, a student finds that due to unforeseen circumstances she/he is unable to keep a commitment to an employer (only in exceptional conditions), then she/he must first inform the authorities regarding the intention to renege on the job offer. The student will be guided, regarding an appropriate course of action.
- Students will be permitted to join a company after completion of Term 5. Any decision regarding your joining the company earlier than 1st February needs to be approved by the Academic Committee, on a case-to-case basis.



- Students need to take a “No Objection Certificate” (NOC) from the institute before joining the company and must clear all pending tuition fees/hostel fees before joining. Institute may take disciplinary action against students who fail to adhere to this guideline.

**Please note that students are required to always adhere to the following protocols:**

- It is mandatory to be dressed formally whenever there is any placement activity organized by the CDC. The dress code details are stated below:

**For Boys: Blazer/Trouser with matching tie/Business Suit. Formal shoes.**

**For Girls: Blazer/Trouser with Scarf/Business Suit/Indian Salwar-suit/ Sari. Formal shoes.**

(Inappropriate dressing for example, shorts, jeans, flip-flops, skirts/dresses of inappropriate length, may lead to denial of entry.)

- Attendance is mandatory and would be strictly monitored in the case of all workshops and placement activities.

**Penalties for Non-Compliance (regarding placement activities)**

Non-compliance with the IILM code of conduct will be subject to the penalties as set forth below. Any decision to enforce the stated penalties will be conveyed to the student in writing.

- Irregularity, indiscipline, inappropriate behavior or non-adherence to protocols and ethics of IILM may lead to suspension from attending any future workshop/session for a period of 10 days.
- Purposefully providing false or inaccurate information in CVs, cover letters, emails or in any other form of communication, including official verbal statements during interviews are also breach of IILM code of conduct and may result into suspension/ debarring from placement activities.
- Absence from the GD/PI, reneging on an internship/ job opportunity, diminishes IILM’s image may lead to debarring the student for the Final Placement.

## **10. Library and Information Center**

Established in 2004, the IILM Lucknow Library is a storehouse of knowledge which provides latest and up-to-date information to their wide range of end-users. The centre is fully computerized, uses OPAC through Libware and Soul 3.0 software and takes advantage of the bar code and Wi-Fi technology.

The library has a large variety of knowledge repositories and holds a very rich collection of printed as well as electronic resources which includes books, journals, database, case studies, trend reports and annual reports.

The total collection of the library is more than 16,000 selected books, e-books and 24 national and international journals, EBSCO online database, DELNET (Developing Library Networks) Membership, National Digital Library (NDLI Club) Membership and Sage online journals for searching books, Journals, and research reports.

### **Rules for Library:**

1. Library Working Hours: **9.00 A.M. - 5.30 P.M** (Monday-Fridays) and **9.00 A.M. – 4.00 P.M** Saturdays.
2. No personal belongings except wallet & notebooks shall be allowed in the library. All other belongings shall be kept at the library entrance.
3. Every student/ visitor entering the library shall sign the Visitor's Register for the purpose of records for official use.
4. Students shall maintain silence within the Library Reading Room/Stack Area.
5. Students are liable for punishment and fine, if they either misbehave, damage Library books including underlining of books, or cause damage to any other property.
6. Issue and Return of books and other reading materials shall take place as per schedule:
  - Each student shall be provided one book for each subject at a time.
  - Books will be issued against the borrower's ID numbers only.
  - The borrower is fully responsible for the books issued against the ID number issued to him/ her.
  - Books are issued to the student for the whole term as a Book-bank which are on a returnable basis.

- **Students are required to return all the books issued to them as book bank within three days after the End Term exams are over.**
  - Two other books are issued to the student for 15 days. The students have to return the books on or before the due date. If a user fails to return the book on time, the following penalty will be realized from the students.
    - a. Fine of Rs. 5/- per day /per book (First ten days)
    - b. If any book issued is not returned within ten days after the due date, the defaulter will be charged with the **Penalty Fine of 10/-day + Normal Fine (Rs.50/-) as mentioned above.** If due to any reason(s) the student is unable to visit the campus personally to submit the issued book, and s/he wishes to send it by post or through courier, the cost of the same shall be borne by the defaulter student only.
    - c. If any book issued is lost, the defaulter student will be charged with the **Current Cost of the Book + Penalty Fine of 100/-.** If due to any reason(s) the student is unable to visit the campus personally to submit the replaced book, and s/he wishes to send it by post or through courier, the cost of the same shall be borne by the defaulter student only.
    - d. No additional book will be issued after 10 days to the defaulter student until he/she returns all the books issued to him/her and pays up all his dues to the Library as detailed above.
7. Reference books, Dictionaries, Magazines, Journals & Periodicals will not be issued.
  8. A separate register is maintained in the Library for making Advance Bookings for the books, which have already been issued to some other students. These books when returned will be issued on priority to the student who has made the advance booking.
  9. Reissue of the book, to the same student, will be done only if there is no Advance Booking for the same.
  10. The authority of the Librarian is final with regard to issuance/return of books.
  11. If any student is found tearing, stealing or defacing Books/ Journals/ Magazines, then suitable disciplinary action will be taken against him/her including recovery of the cost of the book.
  10. The last borrower shall be responsible for any damage to the book unless it has been pointed out at the time of issue
  11. Students must keep chairs/journals/newspapers/magazine etc. at the proper place before leaving the library.

## 11. Computing Facility

IILM AHL Lucknow has a state-of-the-art computing facility available on campus. Campus is served by a dedicated 100 Mbps internet connection which is available throughout the campus. Desktops are available in the Knowledge Hub for students to practice. All Desktops consist of several software like MS Office 365, Power BI, R, Python etc.

Each student is provided with their individual official email account at IILM which is available for lifetime use. All students are required to check their emails regularly as notifications, schedules, instructions and important documents from faculty members, etc. are sent on a regular basis. Emails can be accessed over the web using the following URL: <https://www.google.com/a/iilmlko.ac.in> or directly from [www.gmail.com](http://www.gmail.com)

### Computer Lab Rules:

- Students must attend all scheduled lab sessions and record attendance.
- Students are advised to do their work silently.
- If your computer session/job/assignment is over then kindly allow others to work on the system, rather than sitting idle.
- Any discussion other than the subject, should take place outside the computer lab.
- Kindly shut down the system properly before leaving your seat or after the completion of your work.
- After leaving the seat, please ensure that the chair is properly placed.
- Please help to keep the computer lab neat and clean.
- Keep your mobiles either switched off or on silent mode. In case of emergency attend the call outside the lab.
- Any external Media like PENDRIVE, CDs & DVDs are not allowed in Computer Lab Systems
- Use of any pirated software is strictly prohibited.
- Online Chatting/Playing computer games in the computer lab are strictly prohibited.
- Printing of the Project report/assignments is not allowed.

## **12. Fee Structure and Deadlines**

### **Mode of Payment:**

Fee Payment Portal of IILM Group is Qfix (powered by HDFC Bank). We are sure that you are already aware of your fee structure which was given to you at the time of admission.

You must follow these steps to pay the Fee –

- Click on <https://www.iilmlko.ac.in/online-payment/> to reach the Online Fee Payment page in the IILM Official Website.
- At the bottom of the page click on the Green box – Fee Payment for Current Students.
- The Qfix page will open. Scroll down and select IILM ACADEMY OF HIGHER LEARNING, LUCKNOW in ‘Branch’ dropdown menu. The ‘Institute’ would already be preselected as Ramkrishan & Sons Charitable Trust, which is the parent organisation of all IILM Colleges and Universities.
- Enter your Registration Code .....and the given Captcha and then click on Search.
- Your customized fee detail page will open, where you can see the amount of fee to be paid in checkboxes.
- Click on the relevant Checkbox(es) and then click on Pay.
- Payment Summary Page will open. Confirm the details and click on Proceed.
- Payment Page will open, where you will get the option to select Debit Card / Credit Card / Net-banking /UPI. You can make the payment as per your choice.
- After payment is completed, a receipt will be generated, which you can save on your laptop/mobile in PDF or you can take a screenshot. Kindly share the proof of payment with your faculty mentor on WhatsApp

### **Payment Deadlines**

- Every student is given a detailed Fee Payment Schedule at the time of Admission, which mentions the last dates of payment for each instalment. The student is required to strictly adhere to the specified timelines.
- 7 days prior to the commencement of each end-term examination, each student will be required to collect a ‘no-dues’ certificate from the Accounts Office and submit it to the Examination Cell. No student will be allowed to sit in the end-term examination with dues in

his/her account. A student therefore must abide by the fee payment deadlines given to him/her for timely payment of the fee installment.

- Failure to pay the prescribed fee on time can result in academic penalties. A late payment fee as per Institute's rules may also be charged.
- All payments of fees must be done online only, as per above specified process. **Cash will not be accepted under any circumstances**. If any amount is deposited by the student directly into the institute's bank account by cash, then suitable disciplinary action and financial penalty will be imposed upon them, as decided by the Director, from time to time.
- **Change in rules: The institute reserves the right to change any or all of the information, rules, regulation and procedures in this manual without prior notice, whenever it is deemed necessary to do so.**

### 13. Statutory Committees

<p>Anti-Ragging Committee</p>	<ol style="list-style-type: none"> <li>1. Dr. Naela Rushdi (Chair)</li> <li>2. Dr. Sheetal Sharma</li> <li>3. Dr. Neelam Singh (External.Member)</li> <li>4. Dr. Vibhuti Gupta</li> <li>5. Dr. Suchita Vishwakarma (Mem Sec)</li> <li>6. Dr. Neha Tiwari</li> <li>7. Mr. Tahir Ansari</li> <li>8. Parent Representative</li> <li>9. Student Representative</li> </ol>
<p>Grievance Redressal Ombudsman Committee</p>	<ol style="list-style-type: none"> <li>1. Dr. Naela Rushdi (Chair)</li> <li>2. Retd. Justice Mr. Ashok Kr. Chaudhary. (Ombudsman)</li> <li>3. Dr. Sheetal Sharma</li> <li>4. Dr. Neha Tiwari (Mem. Sec)</li> <li>5. Ms. Tapsi Srivastava</li> <li>6. Student Representative</li> </ol>
<p>Prevention of Sexual Harassment Committee (Vishakha)</p>	<ol style="list-style-type: none"> <li>1. Dr. Naela Rushdi (Chair)</li> <li>2. Dr. Sheetal Sharma</li> <li>3. Dr. Neelam Singh (NGO Member)</li> <li>4. Dr. Vibhuti Gupta (Mem Secy)</li> <li>5. Dr. Suchita Vishwakarma</li> <li>6. Dr. Neha Tiwari</li> <li>7. Mr. Sanjay Misra</li> <li>8. Mr. Tahir Ansari</li> <li>9. Student Representatives - 3</li> </ol>
<p>Disciplinary Committee</p>	<ol style="list-style-type: none"> <li>1. Dr. Sheetal Sharma (Chair)</li> <li>2. Dr. Suchita Vishwakarma</li> <li>3. Mr. Tauseef Irfan</li> <li>4. Mr. Vivek Kashyap</li> <li>5. Ms. Monika Gupta</li> </ol>

## 14. Faculty & Staff List

Name	Designation	Email
Dr. Naela Jamal Rushdi	Director	naela.rushdi@iilmlko.ac.in
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Dr. Vibhuti Gupta	Associate Professor	vibhuti.gupta@iilmlko.ac.in
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Ms. Alka Singh	Admission Counsellor	alka.singh@iilmlko.ac.in
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