



About IILM Academy of Higher Learning, Lucknow

IILM was established in 1993, under the aegis of the Ram Krishan & Sons Charitable Trust. IILM Academy of Higher Learning, Lucknow, a well-known name in management education, which was established in the year 2004 by Ram Krishan & Sons Charitable Trust, New Delhi. The Trust has many institutes by the name “IILM” in various parts of the country. IILM Lucknow is a leading and a distinguished management institution with a legacy of 20 years of Academic Excellence offering two years full time Post graduate programmes - PGDM and PGDM (Financial Management) approved by AICTE and Bachelor’s in Business Administration (BBA) programme, approved by AICTE, affiliated to AKTU, Ministry of Education (MoE), Govt. of India. The Institute aims to become a centre of excellence in value-based management, training, research and consultancy.

IILM believes in the holistic development of the students and their participation in an education program which instils in them professionalism, ability to work hard, take decisions and develop higher level thinking. The Institute also exposes 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, the Institute aims at developing students to their true potential.

Professionalism, critical thinking and good communication skills have become synonymous with IILM students. Holistic education cannot be complete without a healthy study environment and therefore the Institute offers exceptional infrastructure. The campus is ideally situated with ample greenery and open spaces. Facilities such as outdoor activity courts, auditoria, cafeteria and parking spaces add to the convenience encouraging the focus on education and learning. Air-conditioned classrooms with sophisticated audio-visual systems helps create a conducive learning experience. Group discussions and conventional lecture formats are further enhanced through a highly developed internet platform. The learning management system enables students to access all information pertaining to their course along with submission of assignments and other services. All these facilities contribute to the holistic development of our students.



PGDM Program 2024-26

The PGDM program was introduced to meet the growing demand for management professionals and to prepare students for a challenging career through a rigorous curriculum. The program aims to develop students holistically, fostering intellectual, social, physical, and spiritual growth. The curriculum is designed to provide a comprehensive understanding of business concepts and practices, including accounting, finance, marketing, operations, strategy, and organizational behaviour.

In addition to traditional business skills, the program emphasizes the importance of developing "Life Skills" that are essential for success in any career and in life more broadly. These skills may include effective communication, leadership, problem-solving, critical thinking, teamwork, adaptability, and emotional intelligence. By focusing on both business knowledge and life skills, the program aims to prepare students not just for employment but for lifelong learning and personal growth.

Overall, the program seeks to provide students with a well-rounded education that equips them to navigate complex business environments and pursue meaningful careers while also contributing positively to society.

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

The Batch of 2024-26 undergoing the PGDM Program 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.



PGDM 2024-26

Program Overview	
1	Businesses need to be managed by competent professionals. The PGDM program provides the right knowledge, builds skills, and makes an effort to develop the right attitude in students, helping them develop the competencies needed to manage the complexities of businesses. This PGDM program focuses on the current market needs in the domains of Marketing, HR, Finance, Operations, and Technology.
2	Industry Demand - Entry Level positions and occupations: The entry level positions are at Executive level or Management Trainee level on a managerial cadre, depending on the organizational structure of various companies.
3	Target Industries: FMCG, BFSI, Consumer Durables, Hospitality, Travel and Tourism, IT and ITES, Real Estate, E-Commerce etc.
4	Expected Occupation at the Entry Level after completion of course: Sales and Marketing, HR Executive, Recruitment Consultant, Accounts Manager, Finance Executive, Customer Care Executive.
5	Areas of Research: Marketing, HR, Finance, Banking, Security Analysis, Operation
Program Details	
<p>Introduction: The revised PGDM Curriculum 2024 builds on the implementation of the Choice Based Credit System (CBCS) and Grading System. The curriculum takes the PGDM programme to the next level in terms of implementing.</p> <p>Outcome Based Education along with the Choice Based Credit System (CBCS) and Grading System.</p> <p>2.0 Definitions:</p> <p>2.1 Outcome Based Education:</p> <p>2.1.1 Outcome Based Education (OBE) Approach: Outcomes are about performance, and this implies: a) There must be a performer – the student (learner), not only the teacher b) There must be something performable (thus demonstrable or assessable) to perform c) The focus is on the performance, not the activity or task to be performed.</p> <p>2.1.2 Programme Educational Objectives (PEOs): Programme Educational Objectives are a set of broad future focused student performance outcomes that explicitly identify what students will be able</p>	



to do with what they have learned, and what they will be like after they leave school and are living full and productive lives. Thus, PEOs are what the programme is preparing graduates for in their career and professional life (to attain within a few years after graduation).

2.1.3 Graduate Attributes (GAs): Graduate Attributes (GAs) are the qualities, knowledge and capabilities that students are encouraged to take responsibility for developing throughout their studies and are the defining characteristics of the students passing out of the PGDM program. These attributes include, but go beyond, the disciplinary expertise or technical knowledge.

2.1.4 Programme Outcomes (POs): Programme Outcomes are a set of narrow statements that describes what students (learners) of the programme are expected to know and be able to perform or attain by the time of graduation.

2.1.5 Learning Outcomes: A learning outcome is what a student CAN DO as a result of a learning experience. It describes a specific task that he/she is able to perform at a given level of competence under a certain situation. The three broad types of learning outcomes are:

a) Disciplinary knowledge and skills b) Generic skills c) Attitudes and values

2.1.6 Course Outcomes (COs): A set of specific statements that describes the complex performance of a student should be capable of as a result of learning experience within a course.

2.1.7 Outcome Based Assessment (OBA): An assessment system that asks course teachers to first identify what it is that we expect students to be able to do once they have completed a course or program. It then asks course teachers to provide evidence that they are able to do so. In other words, how will each learning outcome be assessed? What evidence of student learning is most relevant for each learning outcome and what standard or criteria will be used to evaluate that evidence? Assessment is therefore a key part of outcome-based education and used to determine whether or not a qualification has been achieved.

2.2 Credits: Each credit is a combination of 3 components viz. Lecture (L) + Tutorials (T) + Practice (Practical / Project Work / Self Study) (P) i.e. LTP Pattern. Indicative LTP, for each course, is documented in the syllabus. The course teacher may modify the LTP of the course in view of the course requirements, nature of the course, the level of learners and the type of pedagogy and assessment tools proposed. The modified LTP shall have to be approved by the Dean/ Director / Head of the Department / Designated academic authority of the University.



2.3 Session: Each teaching-learning, evaluation session shall be of 75 minutes. However, Institutes shall have the flexibility to define their time slots in a manner as to use their faculty and infrastructure resources in the best possible way and ensure effective learning.

2.4 Course Announcement: The institute shall announce the elective courses and specializations it proposes to offer the students out of the wider course basket. It is not mandatory to offer all the specializations and all the electives. The decision of the Dean shall be final in this case. However, in the spirit of Choice Based Credit System, institutes should offer choices to the students for the elective courses and not offer only the minimum number of electives.

2.5 Course Registration:

Each student, on admission shall be assigned to a Faculty Mentor who shall advise him/her about the academic programs and counsel on the choice of course considering the student’s profile, career goals and courses taken in the earlier semesters. With the advice and consent of the Faculty Mentor, the student shall register for a set of course he/she plans to take up for the semester. Students shall have to register for the courses for the semester within first week of semester I and immediately after conclusion of the preceding term for subsequent Semester II, III and IV

Program Educational Objectives

Broad goals that address institutional and program mission statements and are responsive to the expressed interests of various groups of program stakeholders

1	Graduates of the PGDM program will successfully integrate core, cross-functional and inter-disciplinary aspects of management theories, models and frameworks with the real-world practices and the sector specific nuances to provide solutions to real world business, policy and social issues in a dynamic and complex
2	Graduates will drive entrepreneurship initiatives either on their own or within other organizations where they are employed
3	Graduates will have innovation skills and drive the businesses through multifaceted skills.
4	To enable students to apply management principles and practices for a successful career in the corporate world.
5	Graduates of the PGDM program will be appreciative of the significance of Indian ethos and values in managerial decision making and exhibit value centered leadership



Program outcomes

The program must then formulate a set of program outcomes (knowledge, skills, and attitudes the program graduates should have) that directly address the educational objectives and encompass certain specified outcomes

PO1	Understand the multiple theories and perspectives of business and management to comprehend the organizational context and its environmental dynamics critically.
PO2	Apply appropriate methodologies, frameworks, tools and techniques to develop Strategies for organizations by evaluating the dynamic business environment to anticipate business and management issues and opportunities.
PO3	Analyze data and situations using relevant qualitative and quantitative tools and techniques to solve complex, cross functional problems and develop meaningful insights that help in making informed business and management decisions.
PO4	Analyze global business and societal issues while showcasing a cognitive flexibility and cultural sensitivity in the cross-cultural nuances of management.
PO5	Apply relevant skills in all forms of business communication, leveraging contemporary technological tools and underpinned by an evidenced based approach to stakeholder communication with an action orientation.
PO6	Evaluate the ethical, governance, social, environmental and sustainability dimensions of organizations and adopt a responsible role in developing stakeholder perspectives towards societal impact of organizations.
PO7	Develop a collaborative and solution-oriented mindset while demonstrating an inclusive, empathetic and emotionally intelligent Leadership and team working capability.

Graduate Attributes (GAs): At the end of the PGDM programme the learner shall exhibit

GA1	Managerial competence
GA2	Proficiency in Communication, Collaboration, Teamwork and Leadership
GA3	Competence in Creativity & Innovation
GA4	Research Aptitude, Scholarship & Enquiry
GA5	Global Orientation
GA6	Proficiency in ICT & Digital Literacy
GA7	Entrepreneurship & Intrapreneurship Orientation
GA8	Cross-functional & Inter-disciplinary Orientation
GA9	Professionalism, Ethical, Values Oriented & Socially Responsible behaviour
GA10	Life-Long Learning



IILM Academy of Higher Learning, Lucknow

Academic Calendar for PGDM Batch 2024-26

PGDM Batch 2024-26	Semester 1
Foundation day	15 July 2024 to 3 Aug 2024
Commencement of Classes	5 Aug 2024
Duration of the Semester	05 Aug 2024 to 14 December, 2024
Last Teaching Day	04 December 2024
End term Examination Week	05 to 14 December 2024
Holidays	Semester 1
	17-Jul-24 Wednesday Muharram
	15-Aug-24 Thursday Independence Day
	19-Aug-24 Monday Raksha Bandhan
	02-Oct-24 Wednesday Gandhi Jayanti
Holidays	12-Oct-24 Saturday Dussehra
	31-Oct-24 Thursday Diwali (Deepavali)
	15-Nov-24 Friday Guru Nanak's Birthday
	25-Dec-24 Wednesday Christmas
PGDM Batch 2024-26	Semester 2
Commencement of Classes	16 December 2024
Duration of the Semester	16 December 2024 to 30 April 2025



PGDM 2024-26
Course Structure
Academic Year 2024-25
Sem 1

No.	Course Name	Course Code	Credit	Category	Sessions	Hours	Lecture	Tutorial	Practical
1	Organizational Behavior and Workplace Dynamics	PMC10001	3	CORE	36	45	36	0	0
2	Financial Reporting and Analysis	PMC10002	2	CORE	24	30	24	0	0
3	Marketing Management 1	PMC10003	2	CORE	24	30	24	0	0
4	Quantitative Methods 1	PMC10004	2	CORE	24	30	24	0	0
5	Microeconomics	PMC10005	2	CORE	24	30	24	2	0
6	Legal Aspects of Business	PMC10006	2	CORE	24	30	24	0	0
7	Design Thinking and Entrepreneurial Mindset	PMC10007	2	CORE	24	30	24	0	0
8	Digital Transformation 1	PMC10010	1	CORE	12	15	12	0	0
9	Operations Management 1	PMC10009	1	CORE	12	15	12	0	0
10	Essentials of Business Analytics	PMC10008	1	CORE	12	15	12	0	0
11	Corporate Readiness Program-1	PMSEC10001	2	SEC – 1		80			
	Total Credits		20						



Academic Year 2024-25

Sem II

No .	Course Name	Course Code	Credit	Category	Sessions	Hours	Lecture	Tutorial	Practical
1	Corporate Finance	PMC20011	3	Core	36	45	36	0	0
2	Human Resource Management	PMC20013	3	Core	36	45	36	0	0
3	Operations Management 2	PMC20012	2	Core	24	30	24	0	0
4	Strategic Management	PMC20014	2	Core	24	30	24	0	0
5	Business Research Methods	PMC20015	2	Core	24	30	24	0	0
6	Marketing Management 2	PMC20016	2	Core	24	30	24	0	0
7	Macroeconomics	PMC20017	2	Core	24	30	24	0	0
8	Quantitative Methods 2	PMC20018	2	Core	24	30	24	0	0
9	Costing and Control System	PMC20019	1	Core	12	15	12	0	0
10	Corporate Readiness Program-2	PMSEC20002	2	Sec – 2		80			
	Total Credits		21						



Assessments and Examinations

Quizzes, Mid-term and End-term

1. 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.
2. 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.
3. 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

Revaluation:

Requests for revaluation of marks in particular subject/subjects may be placed before the Controller of Examinations within 3 working days of publication of results. The request may be e-mailed 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.

The marks obtained in each component of assessment by every student shall be added for determining the final grade for the course.

Communication of Grades to Students: The answer sheets of all quizzes and examinations shall be shown to the students for feedback on their performance. Requests for revaluation of marks in a particular course may be placed by the students before the Dean within 3 working days of publication of results. Such a request shall indicate the reasons for revaluation and may be sent by email/written note.

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.



End-term Examination norms for students of PGDM

1. Students should report at the examination venue at least 15 minutes before the scheduled time.
2. Students are expected to equip themselves with pen, pencil, ruler, calculator and all other relevant material the concerned faculty has informed 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.
3. 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.
4. Students must fill the particulars on the cover page of answer booklet before proceeding to attempt any question. The same is the case with every additional booklet used. Your roll number is your registration number. **If a student mentions her/his name or creates any identification mark on the answer-sheet, the answer sheet will not be evaluated. The student shall be awarded an F grade in such papers.**
5. 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. Carrying of bags, laptops are not allowed in the examination venue. 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.
6. Mobile phones are not allowed in the examination hall.
7. 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 (like gestures) or peeping into the answer books of others during the examination constitutes misconduct and is strictly prohibited.
8. 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 others answer sheet would straight way lead to deduction of 10 marks & repeat of the same will lead to cancellation of paper.
9. Students must stop writing, as soon as the invigilator signals the end of the time allotted for the examination.



10. Students are not allowed to leave the examination venue during the examination, without the express permission of the invigilator.
11. 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.
12. It is mandatory for all students to carry their Identity Card. Student will not be permitted to write the exam without the Identity Card.
13. Examination where case study has been sent by exam cell earlier, a fresh copy of the same is to be brought in the exam hall with no scribbled material on it
14. 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 works are to be carried out in the last page of the answer sheet and should be clear and legibly written for use by the concerned examiner.
15. 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,
 - a. 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.
 - b. 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,
 - a. 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 scale 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 hand written unless the examination explicitly allows the candidate to do so.
- For open book examinations text books will be allowed; however, sharing of text books 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 wash room 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 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)



Policies and Guidelines related to the Relative Grading system

Introduction

The following policies and guidelines will be implemented for the PGDM programme. They will be effective from the batch of 2024-26.

Objectives

The grading system has been designed to achieve the following:

- Help a teaching faculty evaluate the progress of learning of each student.
- Prescribe and promote certain acceptable and uniform standard of comprehension of grades.
- Encourage a sense of achievement among the students.

Grading Scale and Computation of SGPA and CGPA

This section has been adopted from the document titled “Curriculum and Credit Framework for Postgraduate Programmes” issued by UGC in June 2024.

The grading system is an 8-point scale (excluding absent) as mentioned below.

Letter Grade	Grade Point
O (Outstanding)	10
A+ (Excellent)	9
A (Very Good)	8
B+ (Good)	7
B (Above Average)	6
C (Average)	5
P (Pass)	4
F (Fail)	0
Ab (Absent)	0

UGC has recommended the following procedure to compute the Semester Grade Point Average (SGPA) and Cumulative Grade Point Average (CGPA):



The SGPA is the ratio of the sum of the product of the number of credits with the grade points scored by a student in all the courses taken by a student and the sum of the number of credits of all the courses undergone by a student, i.e.

$$SGPA (S_i) = \frac{\sum(C_i \times G_i)}{\sum C_i}$$

Semester	Course	Credit	Letter Grade	Grade point	(Credit x Grade)
1	Course 1	3	A	8	3 x 8 = 24
1	Course 1	4	B +	7	4 x 7 = 28
1	Course 1	3	B	6	3 x 6 = 18
1	Course 1	3	O	10	3 x 10 = 30
1	Course 1	3	C	5	3 x 5 = 15
1	Course 1	4	B	6	4 x 6 = 24
		20			139
SGPA					139/20=6.95

Where C_i is the number of credits of the i th course and G_i is the grade point scored by the student in the i th course. Example for Computation of SGPA

The Cumulative Grade Point Average (CGPA) is also calculated in the same manner taking into account all the courses undergone by a student over all the semesters of a programme, i.e. $CGPA = \frac{\sum(C_i \times S_i)}{\sum C_i}$ where S_i is the SGPA of the i th semester and C_i is the total number of credits in that semester.

Please note that the credits for summer internship and credits for the courses with no evaluation/assessment shall be excluded for computing CGPA.

Example for Computation of CGPA

Semester 1	Semester 2	Semester 3	Semester 4
Credit 20	Credit 20	Credit 20	Credit 20
SGPA 6.9	SGPA 7.8	SGPA 5.6	SGPA 6.0
CGPA= (20 x 6.9 + 20 x 7.8 + 20 x 5.6 + 20 x 6.0)/80 = 6.6			

The SGPA and CGPA shall be rounded off to 2 decimal points and reported in the transcripts.



Supplementary examinations

- a) Supplementary examinations for first, second and third semesters will be conducted within 6 weeks of completion of the previous semester. The need for a supplementary examination for 4th semester may be assessed by the director/dean of each campus and may be conducted before convocation.
- b) The supplementary examinations will be conducted for those students who: 1) had excess number of F's and D's in the first year over and above the prescribed norms as mentioned under "Eligibility for promotion from first year to second year", and 2) were not permitted to appear in the regular examinations for various reasons.
- c) The raw marks obtained in the supplementary examination will be the lower of the highest marks obtained in the regular examination and 60%. For example, the highest marks in a regular examination of a course was 28 then the highest marks in the supplementary exam of this course will be capped at 28; if the highest marks in a regular exam was 40 then the highest marks in the supplementary exam of this course will be capped at 30.



Eligibility for promotion from First year to Second year

A student must satisfy the following conditions at the end of the two terms of the first year to be eligible for promotion to second year:

- a) A minimum CGPA of 4.0 (after the student has appeared in the supplementary examinations)
- b) Supplementary examinations for first, second and third semesters may be conducted once the results of the respective semesters are ready and the programme office can identify the students who need to appear in such examinations. It is advisable to conduct such examinations within 6 to 8 weeks of commencement of the subsequent semester. The need for a supplementary examination for 4th semester may be assessed by the director/dean of each campus.
- c) A student must not have secured more than 4–Ds, or 2- Fs, or 1-F & 2-Ds in the first year. For this purpose, 1–F would be treated as equivalent to 3-D for a 3-credit course, 2-D for a 2-credit course and 1–D for a 1-credit course. For example, a student has F in a 3-credit course and also F in a 2-credit course then it will be counted as 5-Ds.
- d) At any stage in the first year, if a student exceeds the abovementioned limit, then such a student shall not be allowed to attend further classes in the first year and shall leave the programme. For example, a student secures more than 2-Fs or 4-Ds or 1-F & 2-Ds in the first semester then she/he cannot continue in the second semester even if the second semester has commenced and such a student has attended a few sessions of the second semester. However, she/he can appeal to the director for permission to repeat the first year. The decision of the director shall be final.
- e) In addition, she/he shall have completed the Summer Project successfully as per the “Guidelines for the Summer Project”.



Academic misconduct and possible sanctions

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

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

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 75% attendance for all core and elective papers.**
- 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. In case of such events the concerned will be asked to submit the desired documents.

In the Classroom

- Students are requested to take care of the classroom furniture (Tables, Chairs, Ac's etc.).
- They are required to 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.
- Students are expected to act responsibly & maturely. Scribbling with pens/pencils on tables, chairs or walls are prohibited.
- Students are required to switch off lights, AC's, fans etc. when leaving the classroom or not in use. Using the classrooms while any housekeeping or maintenance work is being carried out should be avoided.



Policy for Plagiarism and Copying

The following rules will apply for all assignments/graded submissions (made in soft and hard copies) in the form of assignments/projects etc.

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 the references, 10% marks will be deducted.

Copying of answers/assignments/reports among batch mates will result in awarding zero to all similar copies.



Student Responsibilities and Conduct

Students are expected to be familiar with and adhere to the Institute's policies regarding class attendance and general conduct and behavior, including maintaining a safe, respectful environment, and understanding their obligations related to workload, assessment, and staying informed.

Workload:

It is expected that you will spend at least ten to twelve hours per week studying for a course. This time should be made up of reading, research, working on exercises and problems, online activities, and attending classes. In periods where you need to complete assignments or prepare for examinations, the workload may be greater. We strongly encourage you to connect with your MS Teams Portal in the first week of the semester.

Attendance:

Your regular and punctual attendance at lectures and seminars or in online learning activities is expected in this course. The Institute reserves the right to refuse final assessment to those students who fail to attend the required minimum number of classes where attendance and participation are required as part of the learning process (e.g., tutorials, flipped classroom sessions, seminars, labs, etc.).

General Conduct and Behavior:

You are expected to conduct yourself with consideration and respect for the needs of your fellow students and teaching staff. Conduct which unduly disrupts or interferes with a class, such as ringing or talking on mobile phones, is not acceptable and students may be asked to leave the class.

Health and Safety:

IILM requires each person to work safely and responsibly, in order to avoid personal injury and to protect the safety of others.

Keeping Informed:

You should take note of all announcements made in lectures, tutorials, or on the course website. From time to time, the Institute will send important announcements to your university email address without providing you with a paper copy. You will be deemed to have received this information. It is also your responsibility to keep the Institute informed of all changes to your contact details.



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@iilmko.ac.in

Activities (workshops, counselling 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 needs 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.



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.



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

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.



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.iilmko.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 Codeand 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.



Statutory Committees

Anti-Ragging Committee	<ol style="list-style-type: none">1. Dr. Sheetal Sharma (Chair)2. Dr. Neelam Singh (External.Member)3. Dr. Vibhuti Gupta4. Dr. Suchita Vishwakarma (Mem Sec)5. Dr. Neha Tiwari6. Prof. Tauseef Irfan7. Mr. Tahir Ansari8. Parent Representative9. Student Representative
Grievance Redressal	<ol style="list-style-type: none">1. Dr. Sheetal Sharma (Chair)2. Retd. Justice Mr. Ashok Kr. Chaudhary. (Ombudsman)3. Dr. Vibhuti Gupta4. Dr. Neha Tiwari (Mem. Sec)5. Dr. Ashish Mahendra6. Student Representative <p>Mail Id: grievanceredressal@iilmko.ac.in</p>
Prevention of Sexual Harassment Committee (Vishakha)	<ol style="list-style-type: none">1. Dr. Sheetal Sharma (Chair)2. Dr. Neelam Singh (NGO Member)3. Dr. Vibhuti Gupta (Mem Secy)4. Dr. Suchita Vishwakarma5. Dr. Neha Tiwari6. Dr. Ashish Mahendra7. Prof. Nabhjeet8. Mr. Sanjay Misra9. Student Representatives – 3
Disciplinary Committee	<ol style="list-style-type: none">1. Dr. Sheetal Sharma (Chair)2. Dr. Vibhuti Gupta3. Dr. Suchita Vishwakarma4. Mr. Tauseef Irfan5. Mr. Vivek Kashyap6. Ms. Monika Gupta

For any suggestions and feedback, you may write on suggestion@iilmko.ac.in
