



**JSS Academy of Higher Education and Research,
Mauritius**

Droopnath Ramphul Avenue, Bonne Terre, Vacoas, Republic of Mauritius

STUDENT HANDBOOK

This handbook contains information for students who are enrolled at JSSAHERM. The rules and regulations are subject to change over time and students will be informed accordingly of all changes.

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GLOSSARY

<i>Academic Council</i>	Principal Academic Body of JSSAHERM chaired by the Vice-chancellor/CEO that controls and regulates all academic activities under the aegis of Board of Management.
<i>Academic Year</i>	<p>The Academic Year is made up of two semesters. It normally starts at beginning of mid-July/August to end in June/July of the following year. For some programmes, the Academic Year may start in March to February of the following year. Under certain circumstances, the Academic Year may be specified by the Academic Council.</p> <p>The Academic Year normally coincides with the Academic level for full time programmes only.</p>
<i>Appeal</i>	A student not satisfied with his/her results at an examination may make an appeal to the Registrar for a remarking of his/her paper/s against payment of a fee as determined by the JSSAHERM.
<i>Assessment</i>	Procedure by which a student's performance in a module is evaluated and it is made up of continuous assessment and examination.
<i>Assignment</i>	Work assigned as part of a student's programme of study and is normally counted in his/her assessment.
<i>Attachment</i>	Period during which a student may be posted in a workplace or in another institution as part of his/her programme of study and normally intended to give him/her practical experience. It may also count in the continuous assessment.
<i>Board of Examiners</i>	Committee chaired by the Dean of Faculty and made up of the examiners of a programme to consider results and make recommendations thereof to the Board of Studies.
<i>Continuous Assessment</i>	Assignments, projects, class tests, presentations, attachments, practicals given as part of the overall assessment of the module, generally counting for 30% of the total marks, unless otherwise stated.
<i>Convocation</i>	Official ceremony during which certificates, diplomas, degrees and Postgraduate degrees are awarded to students. Honorary degrees may also be awarded.
<i>Core Module</i>	Compulsory module that must be taken by all students in a particular Programme and must be passed for obtention of the award.
<i>Coursework</i>	Coursework means assignment, project, class test, presentation, practical and any other item as may be prescribed by the Faculty.

<i>Credit</i>	<p>Academic unit measuring 15 hours of learning.</p> <p>An award is made on the basis of a specified number of credits.</p> <p>A module is worth 3 credits and a dissertation 9 credits, unless stated otherwise.</p>
<i>Disciplinary Committee</i>	<p>Committee chaired by a member of the Academic Council to look into complaints about students and to make recommendations thereon to the Academic Council.</p>
<i>Elective</i>	<p>A module, which a student freely chooses from a prescribed set. The number of electives a student has to take may vary from programme to programme.</p>
<i>Exemption</i>	<p>Dispensation granted to a student with respect to a module/part of a programme deemed by the Academic Council to have already been fulfilled and counting towards the award.</p>
<i>External Examiner</i>	<p>A person, external to JSSAHERM, appointed for examining the submission of a candidate for an MPhil/PhD Degree.</p>
<i>Interruption of studies</i>	<p>Period during which a student is allowed to temporarily discontinue his studies on grounds approved by Academic Council.</p>
<i>Level</i>	<p>Programmes of study are organised in levels 1, 2, 3 and 4 (<i>if applicable</i>) for Undergraduate programmes and level M for taught postgraduate programmes.</p> <p>A level is constituted of a number of modules spread across 2 semesters for Full-time students and normally 3 semesters for part-time students.</p>
<i>Merit-based scholarship</i>	<p>Scholarship awarded by the JSSAHERM to students with outstanding performance</p>
<i>Moderator</i>	<p>A person, internal or external to JSSAHERM, appointed to moderate examination papers and marked scripts as per established policy.</p>

Module

Unit of study consisting of one or more separate elements (theory/practical work/coursework/assignment...) forming part of a programme of study.

<i>Need-based scholarship</i>	Scholarship awarded by the JSSAHER to assist meritorious students in need of <i>financial support</i>
<i>Placement</i>	Period during which a student is attached to a place of work for practical training as part of his/her programme and counting towards an award, unless stated otherwise.
<i>Programme</i>	Denotes a course of study as approved by Academic Council.
<i>Project</i>	A piece of work, usually research-based, counting towards an award.
<i>Resit</i>	Re-examination of a failed module, subject to programme regulations as prescribed by the JSSAHERM Regulations
<i>Repeat</i>	A case where a student is called upon to study at the same level of the programme in which he/she is called upon to repeat with exemptions as per JSSAHER's Regulations before being allowed to proceed to the subsequent level if applicable.
<i>Semester</i>	Study period of 6 months comprising 15 weeks of lecturing and allied academic activities followed by an exam break of 1 week and normally 5/6 weeks of examination.
<i>Withdrawal</i>	Termination of a student's registration for a programme on grounds laid down by Academic Council or at his/her own request

Introduction

The JSS Academy of Higher Education & Research, Mauritius (JSSAHERM) is sponsored by the JSS Academy of Higher Education & Research (JSSAHER), Mysuru, formerly known as JSS University, a ‘**deemed to be university**’ located in Mysuru, Karnataka, India, which operates under the aegis of the JSS Mahavidyapeetha. The purpose is to set up a post-secondary institution with degree awarding powers at the start of activities in Mauritius, as a separate entity from the parent institution (JSS Academy of Higher Education & Research, Mysuru) as per the published TEC guidelines. The name of the local institution was approved by TEC in June 2018.

The intention is motivated by the legacy and sustaining principles of the founding pontiffs of the Sri Suttur Math and the JSS Mahavidyapeetha with a view to provide post-secondary education and training to enhance the quality of life for the benefit of society, with special emphasis in Mauritius and the African region.

The JSSAHERM and JSSAHER, Mysuru entered into a contractual agreement (MoU) signed on 19th September 2018.

JSSAHERM is located on a sprawling eight-acre freehold campus at Bonne Terre, Vacoas, Mauritius the only one of its kind in the country, comprising of 14,689 sq.mts of built-up area with necessary infrastructure, to improve the quality of post-secondary education in Mauritius. The campus also comprises of hostels for boys and girls, sports facilities such as Volleyball, Basketball, Football and in-door games. There are also residential units for students, staff and guests.

The JSSAHER, Mauritius has developed together with its parent institution JSSAHER, Mysuru well defined objectives, rules and bye-Laws to achieve the objectives of the institution and to operate as a degree awarding institution.

Vision

A world class centre of excellence in the Indian Ocean to enhance quality of life for the benefit of Society in diverse nations through education, training, research and innovation.

Mission

To provide students with an outstanding quality and innovative education and training, based on research and personality development.

Values

1. Freedom, Learning and Discovery
2. Opportunity, Responsibility and Autonomy
3. Empowerment, Resilience and Excellence
4. Leadership, Proactiveness and Perseverance

Aims

1. To create an excellent educational environment of high standard in Mauritius.
2. To impart an outstanding quality tertiary level education and training to Mauritians and students in the region.
3. To provide education at affordable costs to Mauritians and students in the region as compared to high level fees in UK, Australia and other countries.
4. To be the forerunner in developing a very good academic infrastructure for the progress of people of Mauritius.
5. To set up a Science and Technology Entrepreneurs Park (STEP) to provide value added programmes and services for the students, unemployed youth, working professionals and aspiring entrepreneurs in Mauritius and the African region.

Commitments

1. To provide Mauritius an excellent educational facility, infrastructure and adequately qualified and experienced teaching faculty and support from our own sister organizations in India at Mysuru, Ooty and New Delhi.
2. To provide health science manpower to Mauritius and to the rest of the world.
3. To provide employment opportunities to the Mauritian at different cadres in teaching and non-teaching.
4. To subsequently provide educational facilities in other fields such as Nursing, Education, Business Administration, Industrial Training , Sugar Technology and Textile technology.
5. To provide higher learning at Post-Graduate levels in health sciences and all other fields of education in collaboration with other reputed Universities.

Educational Philosophy

Education is the primary tool for bringing about a progressive change in our society. On the basis of this philosophy of its parent institution, JSSAHERM focuses on providing quality education and training to the society to ensure a better quality of life.

Relying upon its philosophy of *Quality Education at Affordable Costs*, JSSAHERM aims to present itself as the premier destination of choice for higher education and training in Mauritius for Mauritians and for citizens of the developing countries of the Indian Ocean and the African region, where the demand for quality higher education in various fields is increasing rapidly.

I. REGULATIONS FOR ADMISSION OF STUDENTS

The following are the rules and regulations for admission of students to JSSAHERM, Mauritius:

A. General

A student admitted to the JSSAHERM shall:

- i. Have attained the age of 16 years on the date of the start of the academic year in which he/she is admitted;

- ii. Meet both the general and specific admission requirements of the JSSAHER, Mauritius and of the programme in which he/she is admitted respectively;
- iii. Overseas candidates whose first language is not English and who do not hold a degree or equivalent professional qualification taught in English will be required to produce evidence of their competence in English.

Equivalence of examination and qualification will be subjected to the recommendation of the National Equivalence Council of Mauritius.

No module exemption shall be entertained at Undergraduate and Postgraduate Level.

B. Admission to Programme of Study at Undergraduate Level (Certificate/Diploma/Degree)

- i. Candidates must have:
Either Pass in 3 Subjects at A-Level and 1 subject at Subsidiary Level of Higher School Certificate Examination;
Or Pass in 2 Subjects at A-Level and 2 subjects at Subsidiary Level of Higher School Certificate Examination;
Or Pass in 3 Subjects at A-level at the London Certificate Examination;
Or a qualification equivalent to the above.
- ii. The specific minimum requirements for admission to individual programmes leading to the award of a Certificate/Diploma/Undergraduate Degree are provided under each programme requirements.
- iii. The Academic Council may require an applicant to sit for a special entrance examination for admission.

C. Admission to Postgraduate Programmes

- i. The general minimum entry requirement for a Postgraduate programme is Second Class Degree, or a Postgraduate Diploma, or equivalent.
- ii. Specific requirements for admission to individual programmes leading to the award of a Masters' Degree are provided under each programme
- iii. The Academic Council may require an applicant to sit for a special entrance examination for admission.

II. GENERAL REGULATIONS FOR STUDENTS

A. Registration

- i. All full-time, part-time and distance education students, are required to register at the beginning of each Academic Year of their Programme of Study. A student who fails to register on the time announced by the JSSAHERM may be required to pay a late registration fee, unless otherwise exempted.
- ii. A student will not be permitted to register if he/she is indebted to the JSSAHERM

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- iii. All students have to provide full details of information required as per the registration form and to sign a statement, undertaking that they will comply with all the rules and regulations of the JSSAHERM.
 - iv. A student who is registered with the JSSAHERM shall be issued with a Student ID Card. The ID card must be carried at all times and shown upon request. For the purpose of examinations and other assessments, only the Student ID Number should be used. A student who loses his/her Student ID card must inform the Police and the JSSAHERM immediately. A duplicate Student ID card may be issued on payment of a fee. Students are required to return their Student ID Cards when they leave the JSSAHERM after completion of their program.
 - v. Students shall notify the JSSAHERM, of any subsequent change in the information they have provided at the time of registration.
 - vi. A student shall not register concurrently for two programmes at the JSSAHERM.
 - vii. For reasons of insufficient number of students enrolled, registration in any first year programme, whether full-time, part-time or by distance learning, may be terminated by the JSSAHERM, within two weeks of the start of delivery of the programme.
 - viii. Registered students may be allowed to transfer from one programme to another within the first three weeks from the start of the programme on which he/she is enrolled, with the permission of the Registrar. Tuition fees already paid will normally be transferred to the new programme with the appropriate adjustments/refund.
 - ix. A student who fails to report to the JSSAHERM within two weeks of the start of the Academic Year / Semester will have to officially inform the JSSAHERM giving valid reasons, supported by relevant documents. Failure to inform the JSSAHERM may entail application of relevant regulations.
 - x. A student who has to repeat a level has to re-register for that level and pay all applicable fees pending processing of exemptions for which student may be entitled to refunds.
 - xi. A student who is withdrawn from a Programme on the recommendation of the Academic Council shall be deemed to have terminated his registration with the JSSAHERM.
 - xii. A person ceases to be a registered student of JSSAHERM:
 - (i) When he/she has completed the scheme of study for which he/she is registered.
 - (ii) If he/she withdraws from JSSAHERM during the period of his/her interruption of studies
 - (iii) If under any of JSSAHERM's Regulations, he/she is required to withdraw from JSSAHERM
 - (iv) If his/her -Total percentage attendance remains below 40% for two consecutive registered semesters
 - (v) If he/she does not pay the required fees regularly and for before the 3rd of every month

B. Fees

- i. The fee structure during the course of study is as follows:
 - Application Fees – Non Refundable
 - Registration Fees – Non Refundable

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- Administrative Fees - Non Refundable
 - Tuition Fees payable per semester
 - Library Fees – Non Refundable
 - Library Deposit - Refundable
 - Laboratory Fees - Non Refundable
 - Examination Fees - Non Refundable
 - Marks card fees - Non refundable
 - Convocation Fees - Non Refundable
- i. Either full or 50% of tuition fees, as determined by the College, must be paid at the beginning of each Semester of the programme. The other 50% must be paid by the middle of the Semester at a date determined by the College.
 - ii. Students, who fail to pay fees due, may not be allowed to sit for any examinations.
 - iii. No degree or qualification of the College shall be *issued* to a student who has not discharged all his/her financial obligations to the College.
 - iv. JSSAHERM reserves the right to alter fees or other charges without prior notice.

Refund Policy

Tuition fees are not refundable except in special circumstances or a limited number of grounds, which are as follows:

- a. A refund of full tuition fees paid is considered for students having for some reasons made the wrong choice or who realise that they are unable to cope with the regime of higher studies, provided that the application for refund is made to the Management within the first ten working days of the start of the programme.
- b. A refund of 50% of the full semester tuition fees is considered on Medical, family or other acceptable grounds if full fees for the semester have been paid, provided the request is received before the fifth week of the semester. No refund will be made if a lesser amount has been paid.

C. Minimum and Maximum Duration of Studies

- i. The minimum duration of any study programme is stated in the prospectus/programme document.
- ii. The maximum duration of a programme shall be double the minimum duration of that programme, unless otherwise specified in the programme document.
- iii. Request for interruption of studies will not be entertained except on medical grounds supported by a medical certificate issued by a State Medical Practitioner.
- iv. The number of interruption of studies shall normally be limited to 2 for each student on a given programme.

D. Absences

- i. A student should have at least 80% attendance for lectures, practical sessions, seminars, tutorials, placements, attachments and other academic and non-academic activities.
- ii. If a student is absent due to illness or other urgent and reasonable causes he/she should ensure that the Registrar is notified in writing through the Dean of Faculty as soon as possible, giving the reason for his/her absence and stating whether it is likely to be prolonged.
- iii. In the case of illness that necessitates an absence of more than three days, the student must at the same time forward a medical certificate issued by a State Medical Practitioner.
- iv. Prolonged unauthorised absences may lead to the student being debarred from taking an examination, subject to the attendance policy in force at the JSSAHERM.

E. Interruption of Studies

- a. A student can be allowed to interrupt studies for a maximum of 2 semesters under emergency (unforeseeable) grounds, e.g. medical or non-emergency (foreseeable) grounds, e.g. marriage, professional obligations and/or financial constraints, subject to approval by Academic Council and Board of Management. However, these semesters would be considered as completed with regards to the maximum period allowed for the programme of studies. To be eligible for interruption of studies, students should have completed at least one year of study.
- b. Evidence in the form of certified / valid documents supporting the grounds (emergency and non-emergency) for interruption of studies should be produced wherever applicable and obtainable.
- c. The deadline for applying for an interruption of studies on non-emergency grounds is the end of week 8 of any semester. In case of interruption of studies in the final year, a student must submit a new dissertation or project.

F. Graduation

- i. Certificates, Degrees and other qualifications awarded by the JSSAHERM will be conferred at the Convocation organised by the JSSAHERM after the award of the qualification.
- ii. The award may be conferred either in person or *in absentia*.
- iii. Candidates wishing to receive their award *in absentia* shall inform the Registrar in writing of their intention at least seven days before the Graduation Ceremony

G. Issue of copy of certificate

In case of loss of an original certificate, the JSSAHERM may issue a copy on the following conditions:

- i. The holder of the original certificate must produce a sworn affidavit confirming the loss.
- ii. The copy of the original certificate issued will have “copy” marked across it.
- iii. The copy of the original certificate will be issued only against payment of a fee determined by the JSSAHERM

H. Loss and damage of Personal Property

The JSSAHERM accepts no liability whatsoever for the loss or damage to any personal property of any student left on its premises howsoever such loss or damage may arise.

I. Use of Motor Vehicles

A student wishing to bring a motor vehicle on the premises of the JSSAHERM must comply with such rules governing the driving and parking of such motor vehicles as the JSSAHERM may make from time to time. It is the responsibility of the student to acquaint himself with these rules.

J. General Conduct

- i. All students are required to be punctual and regular in their attendance at such lectures/tutorials/seminars/practical sessions attachments, etc. as may be prescribed as part of programme of study.
- ii. A student who causes damage to or loss of any property of the JSSAHERM is required to make good such damage or loss to the satisfaction of the JSSAHERM.
- iii. A student whose behaviour interferes with the satisfactory conduct of any academic activity or research may be required by a member of the academic staff to withdraw from a lecture, seminar, laboratory class, tutorial, tests, examinations or other class. The staff shall submit a report to that effect to the Registrar
- iv. A student who disrupts any meeting properly organised to take place in the JSSAHERM is liable to disciplinary action by the JSSAHERM.
- v. Alcoholic drinks, smoking and disorderly behaviour on the premises of the JSSAHERM is liable to disciplinary action.
- vi. The JSSAHERM may suspend or preclude from further study, or take such other disciplinary action as it may deem fit against any student found in possession of unauthorised substances, the possession of which, unless prescribed for that student by a registered medical practitioner, would render the student liable for prosecution.

K. Statements in the Press

No student may make statements to the press, radio or television or provide information to any media on behalf of the JSSAHERM without the prior permission of the Registrar.

III. REGULATIONS FOR CONDUCT OF EXAMINATIONS

The regulations for the conduct of the examinations and other forms of assessment are provided below:

A. The Examining Body

- i. The conduct of examinations shall be under the control of the Academic Council;
- ii. Examiners and assessors shall be appointed by the Academic Council upon the recommendation of the Dean of Faculty;
- iii. Dates, venue and times for examinations as specified in the examinations time tables shall be published under the authority of the Academic Council.

B. Examinations

- i. Examinations shall normally take place at the end of the Semester and/or at the end of the level or as defined in the Regulations applicable to the programme of study.
- ii. Award classifications shall be based on the performance of each candidate in examinations/coursework as determined by the Academic Council.

C. The Chief Examination Officer

- i. The Registrar shall be the Chief Examination Officer for all Examinations supported by The Controller of Examinations and shall be responsible for the organisation of the Examinations and the release of results once they have been approved by the Academic Council;
- ii. The Registrar shall ensure that provisional and final examination time-tables are communicated to all students and are posted on the website of the JSSAHER, Mauritius
- iii. Representations from students regarding matters related to examinations should be made to the Registrar.

D. Examiners

- i. The examiners in any module shall normally be the person who taught the module, where applicable;
- ii. The Vice-Chancellor / CEO, in consultation with Academic Council, may appoint examiners for any module;
- iii. Moderators shall be appointed by the Academic Council in the manner it shall prescribe;
- iv. Examination papers shall be agreed upon with the moderator where appropriate;
- v. In case of serious divergence of opinion between the moderator and the internal examiner, the Board of Examiners shall make the final recommendation to Board of Studies;

E. Board of Examiners

- i. There shall be a Board of Examiners for all examinations;

- ii. The Board of Examiners shall comprise:
 - a. The Dean of Faculty (chairperson)
 - b. The Programme Coordinator
 - c. Internal Examiners and Moderators where appropriate.
 - d. Any co-opted member

F. Admission to Examinations

- i. No student shall be admitted to an examination unless it is certified on the Examination Entry Form that he/she has regularly attended and completed the prescribed programmes of study and duly performed the work of the appropriate class or classes and there is evidence of no outstanding payment to the JSSAHER, Mauritius;
- ii. A student who does not submit his/her Examination Entry Form to the Registrar through the Deans of Department duly filled in and signed, by a specified date, shall not be admitted to the examinations;

G. Forms of Examinations

- i. Examinations can be written, oral and practical.
- ii. The Examiners may require a student to present himself for viva voce questioning, in addition to the written and practical examinations as prescribed by the Scheme of Study and approved by the Academic Council.

H. Before the Examination

- i. Before the examinations, all students shall be sensitised on:
 - a. Regulations for the Conduct of Examinations
 - b. Examination Irregularities and their implications
 - c. Penalties if found guilty of breaching examination regulations.
- ii. Prior to the examinations, it is recommended that the attendants check the toilet facilities to ensure that written materials are not hidden;
- iii. Students shall be responsible for noting correctly the times and places of their examinations. No special arrangements shall be made for the student who fails to attend for examination at the proper time
- iv. Students should be in the examination room at least 15 minutes before the start of the examination to enable them to take their allocated seats;
- v. All unauthorised personal belongings are to be left in front of the classroom at the Chief Invigilator/Invigilator's desk;

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- vi. Students should be reminded by the Chief Invigilator to ensure that there are no unauthorised materials in their possession;
 - vii. If the use of pocket calculators in an examination is authorised, such calculators shall be checked by the invigilator and shall be silent. Programmable calculators should not be allowed unless authorised.

I. Conduct of Examinations

- i. All examinations shall be conducted as per the dates, venue and times for examinations as specified in the examinations timetables published under the authority of the Academic Council.
- ii. Candidates shall produce their identity at any time if required to do so by an invigilator. If not complied, they will not be permitted to sit in the examination;
- iii. Except in an emergency, a candidate may not leave the examination room until half an hour before the official ending time of the examination;
- iv. A candidate who arrives at an examination room half an hour after the examination has begun shall not be admitted;
- v. A candidate who is admitted to an examination after the official starting time thereof shall not be granted any additional time to complete the examination;
- vi. No book or paper of any kind may be taken into the examination room unless it has been duly authorised by the examiners for use in the examination room. Unauthorised materials or information must not be introduced into the examination room by any means whatsoever;
- vii. No communication devices may be taken into the examination room;
- viii. Answers to questions must be written legibly in dark/blue or black ink, except when there are other instructions;
- ix. No answer book or supplementary sheet may be taken out of the examination room. A candidate in possession of any answer book or supplementary sheet shall be liable to severe disciplinary action;
- x. Neither food nor drinks is allowed in the examination room;
- xi. Candidates must not communicate with anyone except the invigilator during the examination.

J. Absence from Examinations

- i. If a student is absent from an examination without compelling reasons, he shall be deemed to have failed his examinations;
- ii. Absence due to illness supported by a medical certificate issued by a State Medical Practitioner should be immediately notified, in writing, to the Registrar by the student concerned. The medical certificate should be received by the Registrar's office within 2 working days from the date of the examination.

- iii. If a student who has completed the scheme of study has been prevented from taking the whole or some part of an examination and has presented evidence of illness supported by a medical certificate issued by a State Medical Practitioner or other cause accepted by the Registrar as constituting sufficient reason for being absent from the examination, the Academic Council may, on the recommendation of the Board of Studies, permit the student to take a special examination.

K. Examination Irregularities

- i. Where a student is caught indulging in malpractice, by the Invigilator/Chief Invigilator, the latter will have to make a written statement of facts which has to be signed by both parties;
- ii. Where the Chief Invigilator notices any case of examination irregularity, he/she shall immediately report the facts, in writing, through the Dean of Faculty to the Registrar who shall refer the matter to the Chairperson of the Disciplinary Committee of the Academic Council;
- iii. The student in question shall be notified by the Registrar, in writing, of the charges against him;
- iv. Pending the decision of the Disciplinary Committee, the student will be allowed to write any remaining examinations. The decision to assess or not the student's scripts shall be taken in the light of the findings of the Disciplinary Committee;
- v. Cases of examination irregularities being probed by the Disciplinary Committee shall be notified by the Registrar to the Chairperson of the Board of Examiners concerned, so that the marks/results of the candidate involved are not processed until notified by the Academic Council;
- vi. A student can appeal to Academic Council through the Registrar against a decision of the Disciplinary Committee.

L. Publication of Results

- i. Official notification of the final examination results as confirmed by the Academic Council shall be posted on the notice boards and shall be sent to each student by the Registrar.
- ii. Official final results of examination as approved by the Academic Council are hosted on the website of the JSSAHER, Mauritius.

M. Review/Revaluation of Examination Results

Application for review of examination results should be lodged in writing to the Dean of Faculty within 1 week from the date of issue of transcripts of examination results. A fee is payable for each module to be revaluated and is non-refundable in case the results are maintained. The full fee is refunded in case marks have increased. A copy of the receipt confirming payment of the examination review fee should be attached to the application letter for review of examination result upon its submission to the Dean of Faculty's office.

IV. REGULATIONS FOR ASSESSMENT, EVALUATION AND GRADING OF STUDENT'S PERFORMANCE

- The evaluation of performance of the students' is based on the marks obtained in each module. Semester Percentage Average (SPA) and Cumulative Percentage Average (CPA) are calculated to determine their final awards at the end of their programme of study.
- Modules are assessed through written examinations of a duration of 3 hours except for those being assessed by 100% Coursework/continuous assessment.
- All modules are normally assessed over 100 marks, except for project/dissertation where it shall be as specified in their respective programme documents.
- The overall pass mark for a module shall be 50%, subject to the students submitting their continuous assessment within set deadlines.
- All modules must be passed in the examinations, coursework and other forms of assessment (unless assessed 100% by coursework).

The modules assessed by examinations will be assessed as follows: (unless otherwise specified):

- End semester examinations contributing to 70% of the total marks
- Continuous assessment carrying 30% of total marks. Continuous assessment can be based on seminars and/or assignments or class tests.

Where a module is assessed by both, continuous assessment and end of semester examinations, a minimum of 50% should be attained in

- a) Continuous assessment, and
- b) End semester examination

A. Grading

Undergraduate/ Postgraduate		
Overall Marks	Grade	Remarks
$90 \leq X \leq 100$	O	Outstanding
$80 \leq X < 90$	A	Excellent
$70 \leq X < 80$	B	Very Good
$60 \leq X < 70$	C	Good
$50 \leq X < 60$	D	Satisfactory
$X < 50$	F	Failed

B. Calculation of Semester Grade Point Average (SGPA)

The performance of a student in a semester is indicated by a number called ‘Semester Grade Point Average’ (SGPA). The SGPA is the weighted average of the grade points obtained in all the courses by the student during the semester. For example, if a student takes five courses (Theory/Practical) in a semester with credits C₁, C₂, C₃, C₄ and C₅ and the student’s grade points in these courses are G₁, G₂, G₃, G₄ and G₅, respectively, and then students’ SGPA is equal to:

$$\text{SGPA} = \frac{C_1G_1 + C_2G_2 + C_3G_3 + C_4G_4 + C_5G_5}{C_1 + C_2 + C_3 + C_4 + C_5}$$

The SGPA is calculated to two decimal points. It should be noted that, the SGPA for any semester shall take into consideration the F grade awarded in that semester. For example, if a learner has an F grade in course 4, the SGPA shall then be computed as:

$$\text{SGPA} = \frac{C_1G_1 + C_2G_2 + C_3G_3 + C_4 * \text{ZERO} + C_5G_5}{C_1 + C_2 + C_3 + C_4 + C_5}$$

C. Calculation of Cumulative Grade Point Average (CGPA)

The CGPA is calculated with the SGPA of all the semesters to two decimal points and is indicated in final grade report card/final transcript showing the grades of all semesters and their courses. The CGPA shall reflect the failed status in case of F grade(s), until the course(s) is/are passed. When the course(s) is/are passed by obtaining a pass grade on subsequent examination(s) the CGPA shall only reflect the new grade and not the fail grades earned earlier.

The CGPA is calculated as:

$$\text{CGPA} = \frac{C_1S_1 + C_2S_2 + C_3S_3 + C_4S_4 + C_5S_5 + C_6S_6 + C_7S_7 + \dots + C_nS_n}{C_1 + C_2 + C_3 + C_4 + C_5 + C_6 + C_7 + \dots + C_n}$$

where C₁, C₂, C_n,... is the total number of credits for semester I,II,...,n, and S₁,S₂, S_n,...is the SGPA of each semester I,II,,,n.

V. REGULATIONS FOR AWARD OF CERTIFICATES, DIPLOMAS, UNDERGRADUATE DEGREES, MASTERS, POSTGRADUATE DIPLOMAS AND POSTGRADUATE CERTIFICATES

A. General

- i. Alterations to the programmes offered in any scheme of study in these Regulations may be made by the Academic Council without prior notice on the recommendation of the relevant Board of Studies.
- ii. The Academic Council may, on the recommendation of the Board of Studies concerned and after due notice, cancel a scheme of study for a particular Academic Year.
- iii. Certificates, Diplomas, Undergraduate Degrees, Masters, Postgraduate Diplomas and Postgraduate Certificates may be obtained by either full-time or part-time or distance study irrespective of the mode of delivery.

B. The Credit System

All Programmes of Studies at JSSAHERM are structured on a credit system. Each course is awarded credits based on an estimate that learners will complete a certain number of hours of academic study. Academic study is deemed to be time spent:

- a. In lectures and/or tutorials/seminars/laboratory/field work,
- b. Online reviewing content and participating in online activities,
- c. Reading articles and other academic materials,
- d. Completing assignments, papers and research,
- e. Producing a coursework project,
- f. Placements

Credit Equivalence

1.
 - (i) 1 credit = 15 hours of lecture
 - (ii) 1 credit = 30 hours of practical/tutorials/seminars
 - (iii) 1 credit = 60 hours of Professional Placement (*programme specific*)
 - (iv) 1 credit = 75 hours of Work Placement (*Generic*)
2. Project / Dissertation at Undergraduate Level shall be of 6 to 9 credits.
3. Project / Dissertation at Postgraduate Level shall be of 9 to 12 credits.

Credits per Level

Each level shall constitute of the following number of credit subject to the required number of credits for award:

Level 1	(Certificate)	:33 - 53 credits
Level 2	(Diploma)	:33 - 48 credits
Level 3	(B.Sc/BBA)	:33 - 58 credits
Level 4	(B.Engg / B.Pharm)	:33 - 52 credits
Level M	(M.Sc / MBA)	:33 - 39 credits
Level M	(PG – 6 years Ex. Pharm.D)	:28 - 30 credits

C. Class of Award of Qualifications

1. For undergraduate programmes: The class shall be awarded on the basis of CGPA as follows:

Classification of Award	CGPA
First Class with Distinction	7.00 and above
First Class	6.00 to 6.99
Second Class	5.00 to 5.99
Third Class	4.00 to 4.99
No Award	less than 4.00

2. For Postgraduate programmes: The class shall be awarded on the basis of CGPA as follows:

Classification of Award	CGPA
Distinction	7.00 and above
Merit	6.00 to 6.99
Pass	4.00 to 5.99
No Award	less than 4.00

Award of Certificates

- i. In order to qualify for the award of a certificate, a candidate must:
 - a. Pay the required approved fees unless granted an exemption or other arrangements have been made,
 - b. Have completed the prescribed Programme of Study in accordance with the Scheme of Study approved by the Academic Council and
 - c. Pass the examinations and other forms of assessment prescribed in the Scheme of Study
- ii. The Certificate shall be awarded on the results of the final assessment which shall be based on performance in the final examination and on such other forms of assessment as may be prescribed in the scheme of study. In order to obtain a Certificate, a candidate must satisfy the examiners in all parts of the final assessment.
- iii. The names of candidates who, in the opinion of the examiners have obtained in the final assessment either Pass or Pass with Distinction, shall be published by the Registrar with the approval of the Academic Council on the recommendation of the Board of Studies in separate lists. The names of candidates shall be arranged in alphabetical order.

D. Requirements to be fulfilled for the Award of the JSSAHERM Certificate

- i. Students may resit up to a maximum of three failed modules, which will be assessed through resit exams.
- ii. A module not taken through absence will be counted as a failed module and will be taken as a resit.
- iii. Students who have up to three failed modules on a one-year full time programme will take the resits after the end of the level at a special sitting.
- iv. Students who have up to three failed modules over two-year part time programme will
 - a. carry up to three failed modules from year one over to year two, unless otherwise prescribed by Academic Council on the recommendation of the Board of Studies for a specific programme. These failures may be taken as a resit with the next first-year cohort provided the programme is available / practical, and/ or
 - b. take up to three failed modules of the second year after the end of the second year at a special sitting
- v. Students who fail to correct their failures shall be given a maximum of three chances to clear same before they become eligible for the final award. When resat and passed, they will be eligible for the award of the minimum pass mark
- vi. Students who have failures in any single level in more than three modules of the programme shall be withdrawn. Students who are withdrawn may choose to repeat the level with exemptions, provided the programme is available
- vii. Students who repeat a level will be eligible for exemption for modules in which they have an original overall score of at least 50% and will be credited with the original mark in these modules. When repeating a level, students will be awarded the marks they gain when retaking the modules for which they are not exempted

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- viii. Specific Regulations for individual programmes are provided under the programme requirements

E. Award of Diplomas

- i. In order to qualify for the award of a diploma, a candidate must:
 - a. Pay the required approved fees unless granted an exemption or other arrangements have been made,
 - b. Have completed the prescribed Programme of study in accordance with the Scheme of Study approved by the Academic Council and
 - c. Pass the examinations and other forms of assessment prescribed in the Scheme of Study.
- ii. A candidate shall take semester examinations during the period of study, at such time and in such subjects as the Academic Council, on the recommendation of the Board of Studies, may determine, and shall undergo such other forms of assessment as may be prescribed by a scheme of study.
- iii. If a candidate who has completed the scheme of study but has been prevented from taking the whole or part of an examination and has presented evidence of ill-health, supported by a medical certificate issued by a State Medical Practitioner or other urgent cause which has been approved by the Registrar, the Academic Council may, on the recommendation of the Board of Studies concerned, permit the candidate to take a special examination at the second sitting.
- iv. The award of the diploma is based on the criteria prescribed in the scheme of study.
- v. The names of the candidates who, in the opinion of the examiners have obtained in the final assessment either Pass or Pass with Distinction, shall be published by the Registrar with the approval of the Academic Council on the recommendation of the Board of Studies, in separate lists. The names of candidates shall be arranged in alphabetical order.

F. Requirements to be fulfilled for the Award of the JSSAHERM Diploma

- i. Students may carry up to a maximum of three failed modules for each level of the programme, over to the next level, unless otherwise prescribed by Academic Council on the recommendation of the Board of Studies for a specific programme.
- ii. These failures may be taken as a resit in the next level with the next cohort provided the programme is available. Exceptionally, on the recommendation of the Board of Studies, Academic Council may give permission to students to take a resit module earlier if it is available or take an alternative to a failed module, where appropriate, in another programme.
- iii. A module not taken through absence will be counted as a failed module and will be taken as a resit at the next level with the next cohort.

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- iv. Students who fail to correct their failures shall be given a maximum of three chances to clear the same before they become eligible for the final award.
 - v. Students who have failures in more than 3 modules in any level of the programme shall be withdrawn. Students who are withdrawn may choose to repeat the level they are currently in with exemptions, provided the programme is available.
 - vi. Students who repeat a level will be eligible for exemption for modules in which they have an original overall score of at least 50% and will be credited with the original mark in these modules. When repeating the level, students will be awarded the marks they gain when re-taking the modules for which they are not exempted
 - vii. Specific Regulations for individual programmes are provided under the programme requirements.

G. Award of Undergraduate Degrees

- i. In order to qualify for the award of a first degree, a candidate must:
 - a. Pay the required approved fees unless granted an exemption or other arrangements have been made
 - b. Have completed the prescribed Programme of Study in accordance with the Scheme of Study approved by the Academic Council and
 - c. Pass the examinations and other forms of assessment prescribed in the Scheme of Study.
 - d. Satisfy supplementary regulations which govern individual degrees, if any.
- ii. In each Degree, there shall be three grades of Honours denominated respectively the First, Second and Third Class. The names of the candidates in the Second Class shall be arranged in two divisions. The names of the candidates in the First and Third Classes and in each division of the Second Class shall be arranged in alphabetical order. The Board of Examiners may recommend the award of a Pass Degree to a candidate who cannot be placed in any of the three grades of Honours, but whose performance the Board of Examiners deem to be worthy of the award of the degree.
- iii. A student who passes all modules of a level, but chooses to leave the programme may be awarded a Certificate or a Diploma provided he/she has accumulated credits that may be considered for the award of Certificate or Diploma as applicable
- iv. Any first-year degree programme may be discontinued if there are only 10 students enrolled 10 days after the starting date

H. Requirements to be fulfilled for the Award of the JSSAHERM's First Degree

- i. Students may carry up to a maximum of three failed modules for each level of the programme, unless otherwise prescribed by the Academic Council on the recommendation of the Board of Studies for a specific programme

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- ii. These failures in the modules may be taken as a resit in the next level with the next cohort, provided the programme is available. Exceptionally, upon approval of the Dean of Faculty, the students may take a resit module earlier if it is available / practical or take an alternative to a failed module, where appropriate, in another programme.
 - iii. A module not taken through absence will be counted as a failed module and will be taken as a resit
 - iv. Students who are on the final level may take resits after the end of the final level at a special sitting.
 - v. Students who fail to correct their failures shall be given a maximum of three chances to clear the same before they become eligible for the final award
 - vi. Students who have failures in more than 3 modules in any level of the programme shall be withdrawn from the programme. Students who are withdrawn may choose to repeat the level they are currently in, provided the programme is available
 - vii. Students who are granted permission to repeat a level will be eligible for exemption for modules in which they have an original overall score of at least 50% and will be credited with the original mark in these modules
 - viii. A student who fails in a Final Level Project/Dissertation and subsequently resubmits it, will only be eligible for the award of the Pass Degree (without Honours)
 - ix. Specific Regulations for individual programmes are provided under the programme requirements

I. Award of Master's Degree, Postgraduate Diplomas and Postgraduate Certificates

- i. In order to qualify for the award of a Master's Degree, Postgraduate Diplomas or Postgraduate Certificates, a candidate must:
 - a. Pay the required approved fees unless granted an exemption or other arrangements have been made,
 - b. Have completed the prescribed Programme of Study in accordance with the Scheme of Study approved by the Academic Council and
 - c. Pass the examinations and other forms of assessment prescribed in the scheme of Study.
- ii. The Master's degree, Postgraduate Diploma or Postgraduate Certificate shall be awarded on the results of the final assessment, which shall be based on performance in the final examination and on such other forms of assessment as may be prescribed in the scheme of study. In order to obtain a Master's Degree, Postgraduate Diploma or a Postgraduate Certificate, a candidate must satisfy the examiners in all parts of the final assessment.
- iii. For each individual programme of study, the modules required shall be specified and may include assignments with no credit value, which must be completed by the candidate for the award of the degree.

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- iv. The programme of study for a Master's Degree by examination, coursework and/or dissertation/ projects as appropriate shall be not less than one academic year for a full-time candidate and not less than one and a half years for a part-time candidate
 - v. A candidate who is awarded the required number of credits as per the specified programme documents shall pass the Examination either for a Post Graduate Certificate or Postgraduate Diploma or a Master's Degree.

J. Requirements to be fulfilled for the Award of the JSSAHERM's Master Degree or Postgraduate Diploma or Postgraduate Certificate

- i. Students may resit up to a maximum of three failed modules for the level of the programme.
- ii. A module not taken through absence will be counted as a failed module and will be taken as a resit.
- iii. Students who have up to three failed modules on one-year full-time programmes will take the resits after the end of the level at a special sitting.

Students who have up to three failed modules over a two-year part-time programme will

- a. carry up to three failed modules from year one over to year two, unless otherwise prescribed by Academic Council on the recommendation of the Board of Studies for a specific programme. These failures may be taken as a resit with next first-year cohort provided the programme is available, and/or
- b. take up to three failed modules of the second year after the end of the second year at a special sitting
- iv. Exceptionally, on the recommendation of the Board of Studies, Academic Council may give permission to students to take a resit module earlier if it is available, or take an alternative to a failed module, where appropriate another programme
- v. Students who fail to correct their failures shall be given a maximum of three chances to clear the same before they become eligible for the final award
- vi. Students who have had a failed module will not be eligible for the award of a Masters' Degree with Distinction
- vii. Students who have failure in more than 3 modules shall be withdrawn
- viii. A student who fails a Masters' Project / Dissertation and subsequently passes it, will only be eligible for the award of a Postgraduate Diploma
- ix. Specific Regulations for individual programmes are provided under the programme requirements.

VI. REGULATIONS FOR MAINTENANCE OF DISCIPLINE AMONG THE STUDENTS

The rules/regulations governing maintenance of discipline amongst the students is enumerated below;

A. Introduction

- i. The Academic Council shall establish Disciplinary Committee (DC) to hear and determine cases arising out of alleged breaches of the JSSAHERM's regulations.
- ii. The DC shall consist of a Chairperson and three other members
- iii. The Chairperson will be appointed by the Academic Council;
- iv. The other members shall be
 - a. The Deans of Departments wherever practical or any other Academic Staff nominated by the Dean of Faculty;
 - b. The Dean of Quality Assurance or his/her representative;
 - c. A representative appointed by the Student Union;
- v. The Secretary of the Disciplinary Committee shall be the Registrar or his/her representative.
- vi. When a complaint has been lodged with the Disciplinary Committee against a student, the complainant shall not sit as a member of the Disciplinary Committee during the hearing of the case.
- vii. The recommendations of the Disciplinary Committee will be submitted to the Academic Council for approval.

B. Proceedings

- i. The Committee shall consider cases referred to it by the Dean of Faculty or any Deans of Units / Departments.
- ii. The Secretary of the DC, on receipt of a complaint shall convene a pre-hearing session within a reasonable time with the Dean of Faculty, Dean of Quality Assurance and the Registrar (or Representative) to determine the admissibility of the cases submitted. Cases that are not admissible are dismissed without any further action.
- iii. The Secretary shall send to the student required to appear before the Committee a written summon setting out the alleged offence. This summon shall be delivered to the student at least three working days before the meeting of the Committee and a copy sent to the Dean of Faculty. If the student fails to attend the hearing, the DC may proceed in his/her absence.
- iv. The student, against whom the complaint is made, may be accompanied to the DC by a person to assist him/her and in which case he/she shall inform the Secretary of his/her intention to do so as well as the name of the person assisting him/her, at least two working days before the date of the meeting.

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- v. The DC shall deliberate in camera and send a formal report to the Academic Council with appropriate recommendations.
 - vi. The DC shall recommend the actual penalty to be applied with regards to the seriousness and the recurrence of the offence.
 - vii. The following penalties may be applied either separately or in combination by the DC:
 - a. Issue a warning or a severe written warning to the student depending on the seriousness of the offence.
 - b. To take the module where examination irregularity was found as a resit as and when the module is offered.
 - c. To reset all modules cleared in the current semester to pass mark.
 - d. To reset all modules cleared in the current level to pass mark.
 - e. Suspension from the JSSAHERM for a period to be determined by the DC and repeat, without exemptions, the level in which the student was found guilty.
 - f. Expulsion from the JSSAHERM, hence terminating the student's registration. Re-admission, if requested shall be, without exemptions.
 - viii. Other than examination irregularities, offences of any other nature may entail penalties as may be recommended by the DC which is deemed reasonable.

C. Appeal

- i. Any student who feels aggrieved by the decision of the Academic Council may appeal against that decision through the Office of the Registrar within 14 working days of the date on which the student was notified of that decision. A fee of MUR 5000 is payable while lodging the appeal. Such deposit will be refunded in case the Appeal is successful.
- ii. The Appeal will be considered by an Appeal Committee composed of:
 - a. A Chair, independent and outside JSSAHER, Mauritius, appointed by the President.
 - b. Two academic staffs appointed by the Dean of Faculty who have not been involved in the case/s being considered.
 - c. A representative of the Registrar as Secretary.
- iii. The recommendations of the Appeal Committee upon approval of the Academic Council shall be final.

D. General Rules

- i. Smoking and consumption of alcohol is strictly prohibited on the campus.
- ii. No unauthorized items like drugs and narcotics, lethal weapons etc., are to be brought on the campus. Possession of any lethal weapons, or any instruments, which is likely to cause physical harm to others, is strictly prohibited.
- iii. Students are expected to behave in a mature and respectful manner, and dress decently at all times. They should maintain discipline and decorum on the campus, treat all College staffs and visitors with courtesy and respect, and act in a manner that does not bring the College into disrepute.
- iv. Students should not enter into any quarrels or altercations with other students or College staffs. Use of abusive and vulgar language is strictly forbidden. Any complaint received from staff/faculty towards students will be taken action seriously.
- v. It is strictly forbidden to indulge in such activities which cause or are likely to cause to any new student physical or psychological harm, raise apprehension, fear or shame or embarrassment. This includes teasing, abusing, playing practical jokes on or causing hurt to such students or asking the new student to do any act or to perform such things which the student will not in the ordinary course willingly do.
- vi. Pasting of posters, writings, wall chalking, slogans of any kind or defacing the campus buildings in any form is strictly prohibited.
- vii. Students should have the civic responsibility of keeping the campus facilities including classrooms, laboratories, washrooms and common areas clean. Students who spread litter on the campus will be liable to disciplinary action by the College.
- viii. Parties and social gatherings on the campus are not permitted without the prior and written consent of Management, while political gatherings are strictly prohibited.
- ix. Vandalism on the campus will not be tolerated. Students found guilty of causing damage to or loss of any property of the College will be required to make good such damage or loss to the satisfaction of the College or will be liable to disciplinary actions.
- x. In the case of a student whose behaviour or actions interrupt or impede the normal work of the College or whose conduct is deemed to be otherwise unsatisfactory, the College may suspend or at any time preclude the student from further study, or take such other disciplinary action(s) as may be appropriate.
- xi. Students are personally responsible to safeguard their belongings. They are advised not to keep large amounts of cash or valuable items on them. The Management will not be responsible for the loss of any personal belongings of students.
- xii. Students are expected to maintain due confidentiality where they have access to confidential information of any nature about JSSAHER, Mauritius.
- xiii. No student may make statements to the press, radio or television on behalf of the College without the prior permission of the Management. Disciplinary actions will be taken against any student who makes any declarations on behalf of the College without such permission. This is without prejudice to the right of freedom of speech of any individual.
- xiv. The following shall be held to be a breach of JSSAHERM's discipline rendering a student liable to action:

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- a. Breaches of Criminal Law. These will invariably be reported to the police but this in no way prejudices the right of JSSAHERM to institute its own disciplinary proceedings whatever the outcome of the reference to the police.
 - b. Conduct which obstructs or interferes with teaching and research and the administration of JSSAHERM.
 - c. Conduct which obstructs any member of JSSAHERM or an officer or employee from discharging his/her lawful duties.
 - d. Conduct prejudicial to JSSAHERM's relations with the general public.
 - e. Failure to comply with any rules made to maintain good order and efficiency of JSSAHERM, for example, rules relating to the use of JSSAHERM's facilities, the parking of the motor vehicles, security, the care and tidiness of JSSAHERM's grounds, and damage to JSSAHERM's buildings and properties.
 - f. Improper and indecent language and unbecoming behaviour, including harassment on or off JSSAHERM towards fellow students and other members of JSSAHERM.
 - g. Gross misconduct that may tarnish the image of JSSAHERM.
 - h. Breaches the personal grooming that the JSSAHERM has established

E. Moral Responsibilities towards Studies:

- i. Students should comply with the requirements of their programme of study and contribute directly or indirectly to create and maintain an environment conducive to learning.
- ii. Students should inform the College of any change in circumstances that may affect their studies as soon as they occur and provide accurate information to enable the maintenance of proper records.
- iii. Students are expected to be active participants in the learning process, and avail themselves of the texts prescribed in their syllabus.
- iv. Students should attend all timetabled classes within the course and properly prepare themselves for their classes.
- v. Students are expected to arrive on time, switch off their mobile phone during lectures, complete all assignments on time, and seek to make of lectures an enriching experience while respecting the rights of fellow students.
- vi. Students whose behaviour interferes with the satisfactory conduct of lectures may be required by a Faculty member to withdraw from a lecture, seminar, laboratory class, tutorial, tests, examinations or other class.
- vii. Students should know the dates and times of assessments and examinations, attend the assessments and examinations and not disturb other students during such assessments.
- viii. During work placements, students should follow the study and assessment requirements of the placement organization.

VII. REGULATIONS FOR USE AND ACCESS TO ANY PLACE OF LEARNING OR RESEARCH OF RESOURCE CENTRE / LIBRARY

The regulations on the use of the library are provided below;

A. Introduction

The Library is the main library of the JSSAHER, Mauritius. Members may consult and borrow materials from the Library and receive assistance from its staff.

B. Membership

- i. Persons who wish to register as members of the Library must fill in and sign a form providing information required and giving an undertaking to be bound by the relevant Regulations.
- ii. The Library reserves the right to alter, delete, amend or add any clause/s without prior notice.
- iii. Members must inform the library immediately of any change of name, address, Faculty or programme.
- iv. Access to the Library is open to members holding the Library card. This card is required to enact transactions involving issue, return and reservation of Library materials. It must be shown to any staff of the Library on request.
- v. Library Cards are not transferable. All Library materials issued by means of the card remain the responsibility of the card-owner until returned to the Library in satisfactory condition and duly discharged.
- vi. Members must inform the Library immediately if the Card is lost or stolen. The Library does not accept responsibility for problems or errors arising from a member's failure to do so.
- vii. Issue of a new card will be subject to the payment of a fee as determined by the JSSAHER, Mauritius.

C. Entitlement to use the Library

- i. The following categories of persons may register as members of the Library:
 - a. Students for the period of their study.
 - b. All staff, members of the Board, the Academic Council and visiting academic staff and researchers, for the period of their appointment to the JSSAHER, Mauritius.
 - c. Approved external users subject to such arrangements, conditions and fees as the JSSAHER, Mauritius may determine.
- ii. Library membership shall terminate automatically when a person ceases to be a member of, or appointed to, the JSSAHER, Mauritius. Such members must return all books/materials borrowed from the Library, failing which the JSSAHER, Mauritius reserves the right to withhold the issue of their certificate or to take any appropriate measures.

D. Opening Hours

Weekdays: 09h 00 – 17h 00

Saturdays: 09h 00 – 12h 30

E. Behaviour in the Library

- i. Smoking or the consumption of food and drinks inside the Library premises is not permitted.
- ii. Members who create any disturbance or behave improperly will be severely warned or directed to vacate the Library. Disciplinary action may also follow.
- iii. Silence must be strictly observed at all times while inside the Library.
- iv. Items left unattended in the Library for long periods may be removed by Library's Staff. No Library staff shall be liable to any claim whatsoever.
- v. Users may bring bags and other items and keep same at designated places but at their own risk. The JSSAHER, Mauritius does not accept liability for any loss or damage to any property of members.
- vi. Users must not write on or otherwise damage books or materials belonging to the Library. Any damage to, or loss of, books or materials must be made good to the satisfaction of the Librarian.
- vii. Any staff of the Library is authorised to do an inspection on users leaving the Library.

F. Use of Library Materials

- i. Users are responsible for all Library books, materials or equipment in their care and will normally be required to pay for any damage to, or loss of, such material or equipment.
- ii. The cost of the damaged or lost materials or equipment shall be calculated by the Library using the replacement cost basis. The amount shall be determined by the Librarian.
- iii. Users must observe copyright laws and regulations in respect of all materials whether in print, audio-visual or electronic.
- iv. Software and data are licensed for educational use only; unless otherwise indicated, they must not be copied or used for commercial purpose.
- v. Wilful misuse of Library self-service facilities, including automated systems, ICT facilities and photocopiers may result in membership of the Library being terminated.

G. Borrowing Material

- i. The Library will make available material for borrowing, consistent with the efficient use of the Library by all members, subject to any conditions of use applicable.
- ii. All materials borrowed must be authorised and recorded by a member of the Library staff.

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- iii. Members may borrow up to two items at any one time or as otherwise indicated in the internal rules.
 - iv. The length of loan periods shall be determined by the Librarian.
 - v. The Library materials fall into one of four categories: standard loan (normally 14 days); 3-day loan; 24-hour loan; not for loan.
 - vi. Standard loan material may be renewed for further loan periods, provided that it has not been re called by the staff of the Library or reserved by another member.
 - vii. Members must return all materials borrowed on or before the due date which is specified on the date label of the book or on the date specified on the re call notice.
 - viii. Failure to return materials by the due date is subject to approved penalty fees.
 - ix. All Library privileges will be suspended from the date of issue of the first overdue notice until such time as the member returns himself or herself to good standing with the Library; normally, this shall mean the return of overdue items and/or the payment of outstanding charges.

VIII. THE MECHANISMS FOR RECEIVING AND DEALING WITH STUDENT'S FEEDBACK

The JSS AHER, Mauritius is committed to providing an excellent education and high quality services to all students throughout their study pathway from their enrolment till graduation.

All queries and complaints are important and enable the institution to improve their studies through an innovative approach.

What can students query about?

- The different programmes on offer;
- The procedures for different services;
- A routine first-time request for a service;
- A request for information or an explanation of policy or practice;
- An appeal about an academic decision on assessment or admission;
- An attempt to have a complaint reconsidered where a final decision has already been taken following an investigation;
- Examination dates and registration;
- Assessment dates;

A. Steps for submitting a query

- a. The student should contact the receptionist / secretary or the student centre and talk about what they are querying about;
- b. The staff will try to help the student and if the matter requires more investigation or is complex, the student will be asked to fill in a query form and submit it the student centre;
- c. The student will get a reply within two working days.

B. What can students query or complain about?

- The different programmes on offer;
- The quality and standard of the institution's service;
- The quality of facilities and learning resources;
- Unfair treatment or inappropriate behaviour by a student or a staff member;
- The failure of the institution to follow an appropriate administrative process.

C. The complaint procedure is summarized on the next page.

Student can make their complaints in person verbally, in writing or by email on the institution's official email address, i.e., info@jssaher.edu.mu

There is a two-stage complaint procedure available.

The complaint will be dealt with quickly and a response given immediately or within 24 hours. If the matter requires a meticulous investigation or enquiry, the student will be informed about it and kept updated on the progress.



Stage 1

Depending on the seriousness and urgency of the complaint, it will be dealt with immediately and a response given within 24 hours.

If the student is dissatisfied with the response, they will be advised to go to Stage 2



Stage 2

At this stage, if the student is dissatisfied with Stage 1, the complaint will be dealt with a detailed approach.

The matter will be investigated thoroughly and channeled to higher Authorities. An outcome will be available within 7 working days if all Information required to deal with the matter has been received.

I. CORRESPONDENCE

All correspondence should be addressed to the Chief Executive Officer.

Contact Details:

Address: Avenue Droopnath Ramphul, Bonne Terre, Vacoas

Telephone: 230 401 6415

Fax: 230 427 0334

Email: info@jssaher.edu.mu

IX. INTERNATIONAL STUDENT HANDBOOK

**JSS Academy of Higher Education And
Research (Mauritius)**

INTERNATIONAL STUDENT HANDBOOK



Welcome to JSS Academy of Higher Education and Research, Mauritius

Welcome to JSS Academy of Higher Education and Research, Mauritius (JSSAHERM).

This student handbook is designed to help you prepare for the adventure of studying in Mauritius.

Prior to your arrival, many of your questions, will be answered through the website of our institution and on the internet.

The International Student Desk will serve as a resource to you and your parents or guardians all throughout the application process and during your stay at JSSAHERM. The officer will be your primary contact for any question or concern regarding visas, studies, employment, travel and a guidance or any other matter that may arise.

1. About Mauritius

Mauritius is an island situated in the middle of the Indian Ocean, about 2,400 km off the east coast of Africa and about 5,000 km off the south coast of India. The pear-shaped island occupies 1865 square kilometres and is encircled by a continuous barrier of coral reefs giving Mauritius its beautiful blue lagoon. The Island has a population of around 1.2 million, of which 150, 000 reside in the capital city of Port-Louis. Given the rich history, Mauritius has become a cosmopolitan country with over half the population being of Indian origin, while the remaining population is composed mainly of Créoles, descendants of Africa, Sino-Mauritians and Franco- Mauritians, the original settlers of the island. The island has been a colony of the French and British for over two centuries. It became independent in 1968 and a Republic in 1992. Since its independence, Mauritius has always had a democratically elected government.

Weather

Mauritius has a tropical climate with two seasons. Summer is from November to April, whilst winter is from May to October. In summer the temperature varies between 20°C and 33°C. Winter temperature ranges from 15°C to 25°C. In general the weather is very comfortable and pleasant. However, Mauritius is sometimes visited by tropical cyclones during the peak summer time. The rainy season is from December to April.

Languages

Even though English is the official language of the island, Créole, French, and Asian dialects are more commonly used.

Economy

Sugar, Tourism, Textiles, and Financial Sector form the four pillars of the Mauritian economy. Recently, the Government has invested massively in the ICT sector, with the creation of its first Cybercity, which will be another pillar of the economy. Every year there are 900,000 tourists visiting Mauritius for its beautiful beaches, warm weather, excellent hotels, safe resort, and courteous people among other attractions.

Telecommunication

Mauritius has a very good communication infrastructure, thus providing the latest technologies to enable very efficient exchange with the rest of the world. Cellular phone services are widely used along with the traditional phones. Internet access is available in almost every home through a telephone line. For faster Internet access, ADSL technology can be obtained from local ISP providers.

Transport

Buses are the most popular transport medium to go around the island. You can also rent cars, motorcycles and bicycles from local tour operators. However, there are no trains or tramways, since Mauritius is a small island.

Cuisine

Mauritius has a magnificent diversity of cuisines to offer. The most common varieties are Créole, Indian, European, and Chinese with seafood almost always the specialty. A typical Mauritian buffet might include a Muslim bryani, Indian chicken curry, Chinese pork dish, Créole roast beef and French-style vegetables. Boiled rice is served with just about everything. Most restaurants offer a good variety of vegetarian dishes and favourite beverages of International brands as well as some local specialities.

Music

There is an excellent variety of music programs on many Radio channels 24 hours a day, to satisfy anybody's taste. Very often popular singers from abroad come to Mauritius to give a live performance.

2. General Information

- **When does the Academic Year start?**

An academic year starts in July / August according to calendar.

- **What is the cost of living?**

Estimated cost of living (including accommodation, food and pocket money) - US \$300 per month.

- **Do I need to provide evidence of my School Leaving qualifications? Is there an application fee?**

The duly completed Application Form together with scanned copies of birth and educational certificates and a non-refundable Application Fee of 30 US Dollar (Bank Money Order or Bank Draft or Notice of Direct Transfer) should reach:

The Chief Executive Officer

JSSAHERM

Droopnath Ramphul Avenue,

Bonne Terre, Vacoas

Republic of Mauritius

Original Certificates should NOT be submitted at the time of application but these should be produced at Registration if offered a seat. Please note that the scanned copies of certificates submitted will not be returned.

The application fee must accompany the application for admission to avoid delay in processing. Do not send cash or personal cheques. Only Bank Money Orders or Bank Drafts drawn to the order of JSSAHERM Mauritius or Direct Transfers to our bank account with Notice of Transfer will be accepted.

- **When do International students pay their fees?**

Tuition Fees are payable yearly in advance at the beginning of every academic year and are not refundable.

- **My documents are not in English, do I have to translate all of them?**

You will need to provide translations of your documents, if they are not already in English. Only a translation by an official translator and certified by an attorney is acceptable to the University.

- **I have been given an offer for this academic year, but I cannot make it, can I defer the offer to the next academic year or should I re-apply?**

You will have to re-apply.

- **I cannot arrive in time for the first few days of the Semester. Can I start the Semester one or two weeks later?**

Yes, at your own risk. It will be your sole responsibility to catch up for lectures and/or practical missed. Normally such requests are not accepted after 2 weeks from the start of the semester.

- **What is the Medium of Instruction?**

The medium of instruction is English.

- **What do I do if I need help finding a place to live in Mauritius? How much does accommodation cost and how much do I need for other living costs?**

The College is residential with on-campus hostel provided on a first-come-first-serve basis. International students not able to secure hostel accommodation will be assisted in finding suitable close location.

- **Can I work in Mauritius while I am studying?**

International students are allowed to take up employment during the period of their

studies for 20 hours per week.

- **Do I need students Entry Visa and how do I obtain my Entry Visa to Mauritius?**

For international applicants who have been offered a seat, the College makes the necessary arrangements with the Passport & Immigration Office in Mauritius for entry visa and residence permit for the duration of their studies.

A written undertaking and application for resident permit, available [here](#) will have to be filled, signed, scanned and sent in soft copy for processing.

- **Can my family accompany me?**

The College does not take the responsibility of prospective students' families.

- **What happens if I fall sick or have an accident in Mauritius? Do I have to take a medical insurance?**

Insurance for the students are normally covered during college hours. However, students are strongly advised to take additional insurance.

- **What kind of medical test is required for international students?**

A test for HIV, Hepatitis B and a chest x-ray should be done at any private medical laboratory/clinic/hospital in Mauritius and the tests results and Chest x-ray report should be submitted to the Passport and Immigration Office not later than one month after arrival.

- **How do I open a bank account?**

After obtaining your visa to study in Mauritius, you can open a bank account locally. There are several banks and branches around the country where you can open an account. ATM services are also available in different parts of the island.

4. Important Contact Details

No.	Details	Service Centre Name	Address	Tel No	
1	Hospitals	Victoria Hospital	Candos Candos Vacoas Road, Quatre Bornes	425 3031	
		Health Centre Vacoas	Vacoas-Phoenix	696 5024	
		Medpoint Hospital	Sir Seewoosagar Ramgoolam Avenue, Vacoas-Phoenix	426 7777	
		Wellkin Hospital	Moka	605 1000	
		Fortis Clinique Darné	Route Floreal Georges Guibert St, Curepipe	601 2300	
2	Police	Vacoas Police Station	John Kennedy Ave, Vacoas-Phoenix	696 4058	
		Quatre Bornes Police Station	St Jean Road, Quatre Bornes	425 2772	
		Phoenix Police Station	A 10, Vacoas-Phoenix	698 0412	
		Line Barracks Police station	Brabant St, Port Louis	208 1212	
3	Visa	Passport and Immigration Office	Sterling House, 9-11 Lislet Geoffroy Street., Port Louis	210 9312	

5. FAQ

FACILITIES ON CAMPUS

1. Accommodation

Modern and well-equipped on-campus hostel facilities that can be availed by students (both boys & girls):

- Separate hostel for both boys and girls;
- Guarded premises by security service;
- Cost of hostel: MUR3,500 per month.

Hostel caters for the food requirements of the resident students, thereby ensuring students to concentrate on their prime focus of making the most of their academic experience on campus. The campus is a 100% vegetarian area where both Continental and South Indian cuisines are available.

- Vegetarian meals at the South Indian Cuisine, including breakfast, lunch and dinner at MUR 125 per day;
- The Jam Cafeteria for continental menus.

2. What are the transport facilities available?

All students travelling to and from campus from home are provided with free bus fare as allowed by the National Transport Authority issued bus pass.

To apply for bus pass, students need to submit the following:

- Two recent passport-sized photograph;
- Copy of the National Identity Card or Birth Certificate;
- MUR100/- .

Students applying for bus pass should submit above mentioned items to the student counter found at the reception area.

3. Are medical facilities made available on campus?

- As mandated, basic first aid facilities are provided on campus and some of our staff members are First Aid Certified.
- As and when required, students are transported to the Princess Margaret Orthopaedic Centre at the Victoria Hospital located only 2 km from the campus.

4. Access of university syllabus and books in library

- Each student is allowed to borrow 6 textbooks for a period of 30 days. These can be renewed as required.
- Hard copies of the syllabus of all programmes are kept available in the library and also available on the respective awarding institutions / universities websites.

6. Are Internet facilities or WI-FI facilities accessible on campus?

- Students can avail of internet facilities in the web browsing lab, after class hours;
- All students are provided with WI-FI Internet access.

7. What are the sports facilities available on the campus?

The campus is equipped with volley ball and basket ball pitches as well as a football playground.

The institution organizes tournaments twice per year.