

STUDENT HANDBOOK

RULES AND REGULATIONS



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**THE PROFESSIONAL INSTITUTE OF MARKETING
BUSINESS STUDIES LTD.**

Main aims are:

1. To provide relevant tertiary tuition in the area of Marketing and Business Studies
2. To ensure an adequate amount of field experience that is relevant to the present work environment.
3. To assist in the placement of graduates into jobs suitable to their expertise.
4. To provide this education at a reasonable cost.
5. To provide Secondary School education to the appropriate market via Our Lady of Fatima High School

THE PROFESSIONAL INSTITUTE OF MARKETING BUSINESS STUDIES LTD. IS committed to providing the highest quality of education in its power, by offering an environment conducive to the pursuance of excellence.

In order to achieve these objectives, it is imperative that the RULES and REGULATIONS are adhered to.

SECTION A

GENERAL RULES AND REGULATIONS

- Drugs and Alcoholic Beverages are NOT allowed on the Institute's premises. **Please see Policy on Alcohol Use.** If a student is an insulin user or requires the periodic use of a prescribed drug, the student should notify ADMINISTRATION of its use and presence on the compound. Prior to use, the student must notify ADMINISTRATION of the intention to use same and substantiate this via a Board Certified Medical Practitioner.
- Smoking of any substance of any kind is not allowed on the Institute's Compound or at the Institute's front entrance.
- Weapons or materials which may pose any potential danger to fellow students/ members of the Institute or Compound in general, are FORBIDDEN. This includes lighter fluid and other substances defined by the 'Code of Conduct' Ministry of Education of Trinidad and Tobago.
- Any form of abusive behaviour is not tolerated. **Please see Policy on Abusive Behaviour.**
- It is generally unwise to bring in large sums of money or very valuable items into the school. **THE INSTITUTE IS NOT RESPONSIBLE FOR THE LOSS OF SUCH ITEMS;** including jewelry, phones, tablets, electronic devices etc. Persons bringing such valuable items onto the compound will take personal responsibility for them. If lost, the ADMINISTRATION of the Institute is not expected to take time to go through the camera system to find it.
- Discrimination as defined by the institution is “the selective treatment of an individual or group such that a distinction towards them is being made in favor of or against a person or thing based on the group, class, or category (race, sex, age, orientation, health etc.) to which that person or thing belongs, rather than on individual merit.” Any form of discrimination is PROHIBITED and is punishable. Forms of discrimination would include utterances, body language, bullying, taxing and other gestures which may be construed as being derogatory or inappropriate so as to discriminate against the individual or group.
- Cyber bullying is prohibited – No member of the parent/student body or staff is allowed to engage in cyber bullying meaning the use of derogatory statements or symbols on line which results in the control or demeaning of another individual.
- A penalty will be imposed upon students found sitting on the school's furniture such as desks (which are not designed for sitting) or writing or using/writing abusive language or defacing the Institute's furniture in any way.
- The Institute prohibits loitering downstairs on the premises or leaning against customers cars. The use of abusive language or obscene behaviour is **PROHIBITED**.
- The Institute prohibits the chewing of gum on the premises. Any student found with gum in their possession, or seen to be placing gum on school property, will be asked to remove it (if necessary, from their mouth) and fold it completely in a piece of paper and throw it in the bin. Uneaten gum will be confiscated.

- Tampering with the integrity of any hardware or software of the institute constitutes a serious penalty and may warrant expulsion with fines imposed.

These fines will be calculated based on the average of three quotes from suppliers outlining how much the damages will cost to repair. The student/parent will be expected to fit the bill of the cost of repair to put it back to its pre-existing state (prior to tampering).

- Amongst the Positive attributes - Students / Members are expected to be courteous, helpful and always make that extra effort in all that they do to **SUCCEED**. Students should carry out all of their assignments and hand in all projects/ SBAs/IAs on time.

TELEPHONE CALLS: Telephone calls are for *EMERGENCIES ONLY*. Telephone messages for students are delivered ONLY in the event of an emergency. The office is not responsible for delivering miscellaneous messages to students.

USE OF CELLPHONES IN THE CLASSROOM: (Applicable to Secondary School students) Cell phones will be taken up by the teachers at the beginning of all classes. If the student is to use the cell phone, he/she should ask to be excused from the class to take the call. This would be allowed at the discretion of the teacher conducting the class only. A community service penalty will be given in the event of any student's lack of adherence to this rule.

RECEIPT OF TEXTBOOKS – Nationals and Citizens of Trinidad and Tobago receive textbooks from the Government of Trinidad and Tobago for Secondary School Students. All relevant stakeholders must sign the agreement with the Government before they are able to receive textbooks. All stakeholders are advised that they must adhere strictly to the policy guidelines laid out in that agreement. All textbook issued under this rental programme must be returned upon leaving the school, completion of course or exams and before exam results are released.

DRESS CODE: There is a uniform (this does not apply to tertiary or post-secondary school students or afternoon students) that consists of a white polo shirt with a monogram and a blue skirt (for the girls) or blue pants (for the boys). The school skirt and pants have a specific pattern and specific colour of blue that is specifically approved for the Secondary school. Students are asked to be dressed decently and moderately at all school functions, including Physical Education classes, so as to not be distracting or immodest. PIMBS Ltd. reserves the right to refuse student entry to the school because of his or her apparel not being appropriate for the school. Unnatural colouring of the hair or other parts of the body is prohibited and is not part of the dress code for the Secondary School Students. Secondary School male students are not allowed to wear “earrings” or “pencil” their pants. The males are to be well groomed with their pants on their waist, no underwear showing, hair combed properly and neatly, and with natural hair patterns with no outrageous designs or patterns. Boys must wear white shoes and white socks (*for form 4 and 5*) with their uniform and a black belt. No skulls or offensive symbols to the Catholic Church are allowed on the belt or other part of the Uniform. Girls must not wear coloured nail polish, or unnaturally coloured hair, high or wide hair styles that would act as a deterrent for others to see the board. Additionally no highly coloured garments are allowed to be worn under the school uniform, such as fluorescent orange and the like... The uniform should be properly worn – and should

reflect (when looked at when being worn) only the colours of the uniform, that is white top and blue pants/skirt. The rules for the boys code of dress applies equally to that for the girls except that the shoes for the girls are white shoes and white socks. Improperly dressed students should not parade the school compound. When asked to leave, students should leave the compound quickly and quietly.

ATTENDANCE AND PUNCTUALITY – All students are expected to maintain more than 80% attendance and greater than 80% punctuality to all classes. **Please see Punctuality and Attendance Policy.**

EXPULSION: PIMBS Ltd. has reserved the right to refuse entry to students because of their apparel and /or behavior. If it is deemed socially outrageous and the behavior is deemed to be a threat to the Health and Safety of the occupants of the institute, a student will be expelled. For Secondary School students, the grounds for expulsion follow the guidelines of the “Code of Conduct” Ministry of Education.

STAYING ON THE COMPOUND WHEN THE STUDENT DOES NOT HAVE A CLASS. All stakeholders should note that, physically staying on the compound is not a privilege of the student but is at the courtesy of PIMBS Ltd.

RECORDINGS: Students are not allowed to make any audio or audio-visual recordings of any lecturer. Camera phones are not allowed in Secondary Schools by order of the Ministry of Education.

CAR PARK: The Institute is privileged to provide a free car park. Cars are parked at owner's risk.

Note: The Professional Institute of Marketing and Business Studies Limited hereby accepts no liability for damage/s to vehicles or the loss of any vehicle arising out of negligence or otherwise while patron’s cars are in the car park.

LEAVING: Students under the age of 18 years must have written permission from their parents to leave the compound. All Students are to sign the guard book upon arriving and leaving the school compound.

When a student is leaving the school permanently, whether being transferred, suspended or expelled, they must return the school property and Government textbooks immediately.

MAKING A COMPLAINT: The Professional Institute of Marketing and Business Studies Limited aims to provide high quality tuition to all of its students. Any dissatisfaction with the quality of service should be made known to Administration within a reasonable (2 weeks) time, and in writing, in which case every effort would be made to remedy the situation. However, PIMBS Ltd. accepts no liability for a student's or students' personal dissatisfaction or dislike of a lecturer.

The complaint will be responded to within 2 weeks of receipt.

SECTION B

FEES

1. TUITION FEES

Full Tuition Fees are due and payable upon Registration. Persons unable to pay the full amount should consult with the Institute's Financial Controller to arrange a payment plan. This payment plan should be strictly adhered to otherwise interest will be added in accordance with the schedule below.

Approved Installment Plans - Installments are due and payable at the beginning of each month. Persons unable to make their payments at the scheduled time should contact the Student Advisory immediately via phone email or letter in a timely fashion to inform of difficulty in payment. More than one month should not subside before the institute /school is contacted.

Failure to make payments on time may result in the following:

- a. The student being stopped from attending classes until fees are brought up to date or paid in full (Please note that a student may be asked to return books and other materials belonging to the school during this time).
- b. One month overdue at 1% interest
- c. Two months overdue at 5% compound interest
- d. Three months overdue at 10% compound interest
- e. Four months overdue at 15% compound interest
- f. Five months overdue and more at 20% compound interest

Students are therefore advised to pay installments on time to avoid interest charges.

In general, persons two months overdue will be stopped from attending classes. Interest will continue to be added until the fee is paid.

Students are advised to observe the above rules to avoid any embarrassment. All matters relating to payments are subject to the discretion of the Financial Controller. Members are reminded of their membership fees, which are always payable in advance.

Students must have paid tuition fees in full before sitting any examination or submitting any assignments due for examinations. Non-payment will result in the following:-

- (i) Barring the student from sitting examinations
- (ii) Barring the student from attending any extra or revision classes
- (iii) Barring the student from using any of the Institute/School's facilities

Every effort will be made to recover unpaid fees, but the cost of this will be borne by the student/parent/guardian.

2. FOREIGN EXAMINATIONS AND/ OR MEMBERSHIP FEES REGISTRATION

- a. All students **MUST** register with their respective Examination Bodies. Forms are available on-line. Students, who have **not** received Registration Forms upon commencement of classes, should collect them from the main office IMMEDIATELY.

The following photocopied documents must generally accompany foreign registration

- Birth Certificate
 - Marriage Certificate (if maiden name has changed by marriage)
 - "O" and "A" Level Certificates or equivalent
 - Professional/Academic Certificates / Diplomas/ Degrees
 - Letter confirming work experience for students seeking mature entry.
- b. PIMBS Ltd. must verify the documents for ALL programmes
 - c. Completed registration forms, certified copies of documentary evidence and the appropriate registration fees are then forwarded to respective examining bodies **BEFORE** the registration closing dates. The published closing date for registration is the last day applications will be accepted in the U.K. or U.S.A. Students must check the relevant foreign body website for details.
 - d. Exceptions to the aforementioned registration procedure, are as follows:
 - ABE fees and documents are to be submitted directly to the foreign body by PIMBS Ltd. through bulk entry.

Students making full payments will generally receive all relevant materials during the first week of classes, subject to any delays outside the control of the Institute's operations.

3. Our Lady of Fatima High School Students need to register for their relevant exams for their relevant forms :Form 3
Form 5

Form 6

Registration for examinations for Form 3 happens in January and Form 5 and 6 registration for examinations occurs in November of the previous year. Students must remain in good financial standing with the Institution from the period of registration for the examinations to the time that the examinations commence.

SECTION C

The Professional Institute of Marketing and Business Studies Ltd. is committed to providing a high quality education in a well kept and conducive learning environment. In order to achieve these objectives it is imperative that we have rules and regulations to ensure that certain standards are maintained.

Students MUST read this document carefully.

REGISTRATION WITH PIMBS Ltd.

1. PRESENTATION OF DOCUMENTS

All students are required upon registration with PIMBS Ltd. to present documents supporting their identity, qualifications and work experience to ensure that they meet the entrance requirements of the course for which they are registering. Entrance requirements are listed in the Institute's Information Booklet and website at <http://pimbsltd.com> . Please ensure that you view a copy of this booklet.

The PIMBS Ltd. is not in any way responsible for persons not gaining acceptance into a programme for which they have registered above.

Early registration with PIMBS allows for better planning of the Institute's operation. This will also ensure that timetables are set far in advance for the convenient scheduling of all.

2. FOREIGN STUDENTS

All foreign students must obtain a letter of acceptance from the PIMBS Ltd. to acquire the necessary student permit/visa from the Immigration Department of Trinidad & Tobago. Foreign students are kindly advised to request and obtain this letter WITHIN ONE WEEK OF REGISTERING. The Institute is not liable or responsible for any foreign student not complying with the above.

Upon the withdrawal of a foreign student, the Institution will contact Immigration, to state that the foreign student is no longer studying at the Institute.

3. MEMBERSHIP

There are different levels of membership:

A. Corporate Membership - Any company or organization that desires to benefit from Membership and abide by the rules of the Institution.

- \$1,000.00 Membership fee is applicable

B. Professional Membership - Any candidate possessing a Bachelor's or Master's Degree, or other qualifications deemed by the Institution as equivalent.

- \$600.00 Membership fee is applicable

C. Student Membership - Any candidate desiring to pursue a Management or Marketing course or other course of study with the Institute but does not possess a Higher Degree (including candidates pursuing Secondary Level courses).

- \$300.00 Membership fee per term is applicable.

4. OPTION TO SWITCH CLASSES

Students may be permitted to switch from one time option to another on the following basis, this is however subject to, the availability of space:

- a. Part time or Saturday students may switch to Full time classes.
- b. Full time students gaining employment may switch to the Evenings only or Saturdays only option.
- c. Person working on a Shift system with documentary evidence from their employer.
- d. Distance learning students will only have this flexibility where classes are being podcasted.

5. RE-REGISTRATION

This applies to all persons 're-registering' to go on the Year 2 or Year 3 etc. of the preceding level of the course of study they are pursuing.

All tuition fees from the previous year / years must be paid off in full before the student can proceed to register for any other courses. PIMBS Ltd. reserves the right to refuse admission to such persons.

All students re-registering are required to submit (2) passport pictures as this goes on a different file.

Upon re-registration, all new information regarding the student details must be given to the Front Desk Administration. Thereafter, the re-registered student will sign a fee payment agreement form detailing the new course and the new fees, terms and conditions. At the point of re-registration, all current data must be updated, for example new place of address, new telephone number etc.

For the Secondary School students who receive textbooks from the Government, a new form is automatically renewed for each year the child attends. Re-registering students must return all

textbooks and belongings of the school for the previous year before any are issued for the current year.

Students who have had a history of misconduct, will not be allowed to re-register.

SECTION D

PIMBS Ltd. FACILITIES

PIMBS Ltd. offers the following facilities:

1. LIBRARY

Students may use the books in the library free of charge, but, if they wish to borrow books, a Library Caution Fee of \$250.00 is applicable and covers their entire period of study for 1 academic year. Upon completion of classes, a rebate must be requested in writing for the value of the Caution Fee. A full rebate of Caution Fee will be returned, provided that the student does not have any outstanding books or owe late fees. This will be refunded in the months of October and April. Students returning books after 7 days will be charged a penalty fee of \$1.00 per day. Students must not write, highlight, damage or deface books in any way or a penalty fee of \$150.00 will be incurred or the cost of the book, whichever is higher.

Past papers and suggested answers are also available in the library for most courses.

Other services provided in the library are photocopying, e book library, library search and reference materials.

REFERENCE BOOKS MUST NOT BE TAKEN OUT OF THE LIBRARY

Students should use the library for studying. During the examination periods, an alternative room may be designated by Administration for studying purposes. Students are not allowed to speak in the Central Main Study area of the Library. Group discussions are allowed in specifically designated discussion rooms.

{NOTE: - Students should utilize their free time wisely to study and not listen to music, play games on their phones or computers and gossip. No examination will be set to test the student's ability to succeed at time wasting nor is it likely that a student will get a job to waste time upon graduation. }

Study groups of seven or more students may request an individual classroom. This request will only be granted on TWO grounds:

1. that the library cannot accommodate them and
2. alternative facilities are available.

LIBRARY (INTERNET ACCESS)

The library is also equipped with a number of computers to allow for research and project preparation. The entire school has WIFI. Please be advised that Internet Access will be possible but will be restricted to one academic course ONLY and also limited to the assigned time. Please check with the IT Officer for accessibility.

2. VIDEO /WEBINAR/PODCAST VIEWING

Registered students can arrange with the library staff to view video material of the subjects/courses for which they have registered. Requests for the viewing of tapes/webinars/podcasts must be made 48 hours in advance, especially when demand is high for this material when it is near to examinations. At this time four (4) days notice is recommended.

3. THE COMPUTER LAB

PIMBS Ltd. has a computer lab to which computer students have access. This access is given only when the Tutor for the course is physically present. This would include class time and extra time out of class for the development of materials for assignments. Access time will be given to students officially requiring use of computing facilities as part of the course requirements or as a research tool. Students are only allowed to access software relevant to their course of study and are prohibited to download onto the system any material deemed to be dangerous or damaging. Before downloading or uploading material to the system, permission has to be granted from the IT Officer.

- a. Students must adhere to rules and regulation governing the use of the Research Library and Information Technology facilities. These are as follows:
- b. All flash drives brought into the Computer Laboratory MUST BE SCREENED FOR VIRUSES. There is a computer in the laboratory assigned for this purpose i.e. Detecting and Cleaning viruses. Any student found violating this rule will be asked to leave the Lab immediately and maybe suspended from using the lab facility for some period of time.
- c. ABSOLUTELY NO Eating, Drinking or smoking is allowed in the Lab.
- d. Students are NOT ALLOWED to remove any equipment from the Lab – neither hardware nor software. Similarly, hardware and software are not be added to the equipment.
- e. Removal of ANY equipment will be regarded as an act of theft, which will be reported to the Police immediately.

4. RELIGIOUS SERVICES

The Institute provides counseling and religious education through Fr. Francis from Our Lady of Fatima RC Church, Curepe. He hears confession from Catholic students and staff and gives

advice and counsel to ALL those requiring same. All students and staff are asked to be respectful at all times.

5. CAFETERIA SERVICES

The Institute is happily served by its own Cafeteria. As such all students and staff are encouraged to purchase what is necessary from the Cafeteria. If something you would like to have is not being offered, please speak with the Cafeteria staff, and they will try their best to help you. While we are aware of the lush cultural cuisine of Curepe and International cuisine of KFC, Subway etc. one should also be mindful of the dangers of going into these areas. As such, students and staff are asked to kindly patronize (purchase from and support) the Cafeteria. No eating of food bought outside of the compound is allowed on the Institute's compound.

6. BOOKSHOP

PIMBS Ltd. works with the BOOK SPECIALIST to supply text books and other reference materials to the tertiary students. The Government of Trinidad and Tobago provides most of the books for Secondary School Students, however not all of the books are supplied. Books such as English Literature and Spanish for Form 4-5 have to be specifically supplied by the student.

7. HEALTH AND PSYCHOLOGICAL SERVICES

A Board Certified Medical Practitioner is available for all students to visit, in the event that the need arises. Also psychological services are available from various sources: School Services (for the Secondary School Students); Private Counseling Services (for all students). Enquire at the front desk for further details.

SECTION E

FOREIGN EXAMINATION AND/OR MEMBERSHIP FEES

1. REGISTRATION

(a) All students MUST register with their respective Examination Bodies. Students will generally receive registration forms at "Orientation" or first week of school for all courses other than degree courses. Students, who have not received Registration Forms upon commencement of classes, should collect them from the main office IMMEDIATELY. Registration for the Caribbean Examinations Council occurs in October/November of each year and is done by the batch. The Administration will coordinate this examination only.

The following photocopied documents must generally accompany foreign registration:

- (I) Birth Certificate
- (II) Marriage Certificate (if maiden name has changed by marriage)

- (III) "O" and "A" Level Certificates or equivalent
- (IV) Professional/Academic Certificates / Diplomas/ Degrees
- (V) Letter confirming work experience for students seeking mature entry.

(b) PIMBS Ltd. certifies the documents for ALL programmes through the examination of the original documents.

(c) Completed registration forms, certified copies of documentary evidence and the appropriate registration fees are then forwarded to respective examining bodies BEFORE the registration closing dates. The published closing date for registration is the last day applications will be accepted in the U.K. or US.A.

2. EXAMINATIONS

Students who have registered with their examining bodies generally receive their examination Forms at their postal addresses, except for students pursuing the following programmes: ABE Level 3 – 6 , in which case examination forms can be accessed on line. Students should check the Notice Board for any changes. Examination fees and exam entry forms are to be sent by students BEFORE the closing dates.

Early Submission is crucial

STUDENTS ARE ADVISED TO ENSURE THAT THEIR REGISTRATION AND EXAMINATION FEES ARE DISPATCHED AT LEAST THREE WEEKS BEFORE THE RESPECTIVE CLOSING DATES; PIMBS LTD. ACCEPTS NO LIABILITY FOR LATE SUBMISSIONS OF REGISTRATION AND EXAMINATION FEES. **STUDENTS MUST HAVE A MINIMUM OF 80% ATTENDANCE IN CLASSES IN ORDER TO BE ELIGIBLE TO WRITE EXAMINATIONS.**

3. REFUND POLICY

Once the student has commenced classes, i.e. has attended at least one class, and /or received any course materials from PIMBS Ltd, for any course registered in, whether course materials have been obtained online, in person or otherwise, NO REFUND will be given. The only exception to this policy will be in the case where the Institute decides to cancel a programme or in situations where the foreign body subsequently does not accept degree students. In some cases where eligibility is dubious, students will be required to pay a processing fee of \$250.00TT to determine eligibility. This fee is NON-REFUNDABLE.

The Registration fees are NOT refundable once a student withdraws from a course. This applies whether or not the student has started to attend any classes. Please note also, that if a student has not attended classes and taxes have been paid on their payment, the amount of the taxes will be removed, before a refund is calculated.

The Caution Fee (paid by the Tertiary Students only) is refundable as stated under the conditions of Section D1.

When a refund of any kind is being sought, the request must be made in writing or sent to pimbs1@gmail.com and logged with the staff at the Front Desk. This request is then taken to the Accounts and Records Department. It will be processed within TWO WEEKS (14 days). If the refund is granted, then the refund will be made by cheque on the 14th day after the enquiry has been received. Should there be a delay for any reason the Institute will inform the recipient of the refund within a reasonable time.

No refund of any kind will be entertained after 3 months of the course having commenced. A candidate has 3 months, from the start of the course, to ask for a refund and the grounds thereof in writing.

In the event of extenuating circumstances, that is, where a student cannot continue on MEDICAL GROUNDS only, a refund claim may be applied for. In this case, the student must submit in writing, the reason for the claim and all relevant documentation to the Institute to substantiate the extenuating circumstances. This would then be deliberated upon and once a refund is granted, the refund policy as outlined below will be applied.

Refund requested within start of course	Refund Policy
1 -4 weeks	Registration and tuition for 1 month will be retained by the Institute and any remainder of funds refunded once Section D1 is satisfied.
5-8 weeks	Registration and tuition for 2 months will be retained by the Institute and any remainder refunded once Section D1 is satisfied.
9 weeks or more	No refund will be entertained. Instead, the student account will be credited for either the same or another course for the unconsumed portion of the fees.

4. TRANSFERS

Upon commencement of classes NO TRANSFERS will be permitted to:

(a) ANOTHER TIME (term or academic year) unless with the discretion of the Financial Controller

(b) ANOTHER PERSON.

5. SUBJECT REGISTRATION

Students are expected to attend only those classes for which they have paid. Please be advised that registration at PIMBS LTD. will be terminated where students are found to be in contravention of this rule.

Refunds will not be permitted in this event.

6. TEXTBOOKS

Fees paid for Part time and Saturday Courses do not include textbooks.

Non- nationals and non-residents of Trinidad and Tobago are not provided with Textbooks by the Government of Trinidad and Tobago.

Textbooks can be bought from The Book Specialist (for the Tertiary School) or from Mohammed's Book Store or Charran's Book Stores (for Secondary Students) nationwide.

Textbooks given to full time secondary school students by the Government of Trinidad and Tobago must be returned before the student's results are released.

7. TRANSCRIPTS

All transcripts will take two weeks (14 working days) to be completed from the date of formal request. The formal request must include:

- details of the name of the person and/or department to which the transcript is to be sent,
- contact information (telephone and email) of the person and/or department to which the transcript is to be sent, and
- the complete address of the institution to which the transcript is to be sent.

If the transcript is required for a local institution, a fee of \$80.00 TTD must be paid before the transcript can be sent to the desired institution(s). This processing fee includes the cost of posting (courier). The transcript will be sealed. If the transcript is required for a foreign institution, a fee of \$40 TTD **plus** the cost of posting (courier) to the foreign institution must be paid before the transcript can be sent to the desired institution.

PIMBS offers three types of transcripts to its students:

1. An Official Academic Transcript

This is a confidential document sent from PIMBS to specified institutions only at request the permission of the student. If any or all of the information stated above in the formal request is not provided, the transcript request will be placed on hold until the requisite information has been made available by the respective students.

2. Academic Transcript Student Copy

This is an unofficial hardcopy copy of the transcript that is sent only at the request and permission of the student. If any or all of the information stated above in the formal request is not provided, the transcript request will be placed on hold until the requisite information has been made available by the respective students. This transcript can be mailed (via post) or picked up in person by the student or authorized personnel. For authorized personnel, a letter of authorization must be written, signed and dated by the student requesting the transcript. The letter must clearly indicate the name of the person who is authorized to pick up the transcript.

3. An Unofficial Academic Transcript (Electronic Student Copy)

This is an emailed version of the student transcript sent only at the request and permission of the student. The email address of the student must be provided.

NB: For the **Academic Transcript Student Copy**, \$80 TTD must be paid per transcript requested and for the **Unofficial Academic Transcript (Electronic Student Copy)**, a processing fee of \$40 TTD must be paid per transcript requested before it is prepared and sent to the student.

SECTION F

GENERAL INFORMATION

1. MAKE UP CLASSES

In this case of Public Holidays, there will be NO make-up classes as all programmes are structured to accommodate such occasions.

Make up classes are however permitted in certain circumstances but this remains at the discretion of the Institute's Administration.

2. REVISION CLASSES

Revision classes are normally held one (1) month before exams. These revision classes will be provided free of charge for many courses to all fully financial students studying for the respective examinations. Students placed under disciplinary measures due to misconduct, will not be expected to attend these classes.

3. NOTICE BOARD

Important information pertaining to Closing date for Foreign Registration and Examination Fees; Revision Classes; Vacation and Holidays Job Vacancies and -General Student information will be posted up to the NOTICE BOARD. This is located in the two hallways upstairs, and in the Main Library Area downstairs. Students are advised to frequently check the Notice Board for updates. The information posted on the notice board is deemed imparted onto all students, i.e. the Institute will infer that students have been informed once a notice is placed on the board. A penalty will be imposed for writing on this Board or for the unauthorized removal or placement of notices.

SECTION G

DISTANCE LEARNING POLICY

1.0 This policy is written to define the operations of the Distance Learning arm of the Professional Institute of Marketing and Business Studies Ltd.

2.0 DEFINITION – Distance learning, is defined by the operation, as the dissemination of learning materials and the mechanisms for a course (or courses) beyond the classroom. This policy is guided by the “Guiding Principles for Distance Learning in a Learning Society” (American Council on Education, 1996)

PIMBS Ltd. believes that Distance learning should improve and increase students’ accessibility to education opportunities, by allowing for more flexible scheduling of class time or location.

The following definitions pertain to this policy:¹

1. Distance learning. Distance learning is a system and a process that connects learners with distributed learning resources. While distance learning takes a wide variety of forms, all distance learning is characterized by:
 1. Separation of place and/or time between instructor and learner, among learners, and/or between learners and learning processes.
 2. Interaction between the learner and the instructor, among learners, and/or between learners and learning resources conducted through one or more media; use of electronic media is not necessarily required.
2. Provider. The provider is the organization or entity that creates and facilitates the learning opportunity. Providers may include colleges and universities, schools, businesses and industries, professional organizations, labor unions, government agencies, the military, and other public and private organizations.

¹Definitions for distance learning and provider are taken wholly or in part from: American Council on Education, *Guiding Principles for Distance Learning in a Learning Society*, Washington, D.C., 1996

3. Physical presence. PIMBS Ltd. has a physical presence at #1 Harris Street, Curepe. This physical area is the centre of all activities associated with distance learning. However, persons prescribing to distance learning courses MUST contact PIMBS Ltd. via e mail or other electronic method pre-agreed upon, so that a permanent record of correspondence and transactions will be kept.

If materials are not generated from PIMBS Ltd. premises, they must be first approved by PIMBS Ltd. before they are disseminated to the students.

3.0 MODES OF DISTANCE LEARNING

There are four (4) distance learning modes available. A student must prescribe only to ONE of these:

1. Distance learning but attending classes live – you will be given a platform to choose from e.g. skype and the student will be able to give and receive live feedback.
2. Distance learning but not attending classes live. This is available to persons who cannot make the class time, however, will be able to review the live class on their own time. In this case, any questions a student might have – the student has to send it in via e mail and it will be answered by either the tutor or PIMBS Ltd. Marketing team within 24-48 hours.
3. Distance learning but not attending classes live. This is available to persons as above however, a recording of the class will not be sent. The mode is completely via electronic mail and all assignments, questions and answers will be sent by this mode.
4. Blended learning – this combines face to face and distance learning modes of #1 and 2. It offers the ultimate amount of flexibility.

4.0 FEES

Each mode of distance learning attracts a separate fee schedule.

5.0 EXECUTION OF THE PROCESS OF DISTANCE LEARNING

1. PIMBS Ltd. shall maintain a file on all distance learning students who will sign up for any foreign body programmes and foreign examinations themselves.
2. PIMBS Ltd. will be sent an induction powerpoint or video
3. PIMBS Ltd. will use the mode selected (or implied) by the student to discuss the expectations of the course.
4. PIMBS Ltd. will send materials only (or video in the case where that option has been chosen) to student for the course and ask student to develop written work and send it in to PIMBS Ltd. by a specific time.

5. PIMBS Ltd. shall conduct the necessary oversight to guarantee that the quality of the distance learning offerings is meeting with normal academic standards. This includes, but is not limited to: monitoring written work from the students, giving feedback to the students, offering additional material via scan, you tube or other forums to enhance student understanding and experience.
6. Students are expected and have the responsibility to:
 - (i) Conform with internal deadlines set by PIMBS Ltd.
 - (ii) Conform with external deadlines set by the foreign bodies
 - (iii) Conform with PIMBS Ltd. Rules and Regulations
 - (iv) Conform with the relevant foreign body rules and regulations/policies
 - (v) Pay all requisite fees to both local and foreign bodies
 - (vi) Abide by Collusion and Plagiarism guidelines.

PIMBS Ltd. Attendance and Punctuality Policy

1.0 Introduction

Attendance and Punctuality are vital ingredients for the success of students in the pursuit of any programme. While all students have the desire to succeed, cultural and life realities sometimes hinder students from attending lectures in a timely and consistent manner.

As the factors that influence student attendance and punctuality remain largely hidden from the Institution, the outcome of the influence is monitored by PIMBS Ltd. through the PIMBS Ltd. **Attendance Monitoring Form**. Once a pattern over four (4) consecutive lectures has been established that a student is falling below the required minimum attendance and punctuality level (as described below), this student is deemed **“at risk”** of not succeeding in the particular programme. Missing or being late to a session can be disruptive for the whole class. To miss or be late to a session without good reason is therefore, disrespectful to both staff and students’ present, and is self-defeating. Fundamentally, in order for students to gain the most from their time at PIMBS Ltd., it is very important that they achieve excellent attendance and punctuality.

This policy outlines PIMBS Ltd. system for monitoring attendance and punctuality and clarifies the principles underpinning this system.

2.0 Aims

Realistic and challenging targets for attendance and punctuality have been set at 80% attendance and 80% punctuality for all students.

3.0 Attendance and Punctuality Policy Statement

PIMBS Ltd. expects all students to attend all planned and programmed sessions, included within the student’s learning programme. The expectation of all

students attending classes is an attendance level of 80% or greater and a punctuality level of 80% or greater. PIMBS Ltd. will apply consistent and rigorous procedures to monitor student attendance and will offer appropriate support to help and encourage students to comply with PIMBS Ltd. attendance targets.

4.0 Record of Attendance and Punctuality

Attendance and punctuality is recorded on the Attendance Monitoring Form, which is already prepared with the Lecturers' name, Course, Time and Date, along with students' names. All other details will be completed by the Lecturer at the end of the class. PIMBS Ltd. will ensure this record is consistently completed by Lecturers and is accurate. The form itself records whether the student was present, absent or late for class, and if late, by how many minutes. (See form in Appendix)

4.1 Definitions

Student "present"

(i) Student "present"

A student is marked in attendance (**v**) if they are present at the beginning of the class and remain in that session until its conclusion.

(ii) Student "absent"

A student is marked as absent (**0**) when they do not attend any part of the scheduled session.

(iii) Student "lateness"

A student is deemed late and marked (**L**) when they arrive after the scheduled start of the session. The number of minutes late is also recorded, according to the clock in the classroom.

(iv) Comments

The Comment section on the form will be used to document any unusual occurrences. For example, if the student leaves the session early or if the session was interrupted for any reason example power outage, earthquake etc.

(v) Start Date

The Start date on the form indicates the date the course started for the particular academic cycle. It indicates the actual day, month and year that the programme starts.

(vi) End Date

The End Date on the form indicates the date the course will be completed. It indicates the actual day, month and year that the programme will be completed.

(vii) Time and Date of Course

This indicates the time duration of the course on the designated days. For example Mondays 5:00pm – 8:00pm

(viii) Course

This indicates the actual name of the programme of study being administered in the desired cycle.

(ix) Lecturer

This indicates the actual name of the lecturer who has been assigned to the course of study

(x) Name of Students

This indicates the name of the student enrolled in the course of study. The name will be recorded as follows:

First Name, Surname. This will be inserted into the form by PIMBS LTD. when the students enroll into the course of study.

5.0 Responsibilities and Procedures

Responsibilities of:

5.1 Students enrolled in the GATE programme

Students taking GATE programmes are automatically committed to an attendance rate of at least 75%, set by the Government of Trinidad and Tobago. However, it is the expectation of PIMBS Ltd. that attendance should not fall below 80% and that students should be punctual to all classes.

Further, all GATE students are expected to attend the first eight (8) weeks of classes without any incidence of absenteeism. Should they fail to attend these first eight (8) weeks, the Government of Trinidad and Tobago will not fund them.

5.2 Students enrolled in all other programmes not GATE funded

All students enrolled in all other programmes are expected to have at least 80% attendance and greater than 80% punctuality.

5.3 Action to be taken by Staff

In cases where these standards are not consistently being met by a particular student, the lecturer is required to report the matter to the Quality Assurance Department so that it could be addressed.

- (i) When a student is absent for two or three classes*

In the event that a student is discovered to be absent for two or three class and has not contacted PIMBS Ltd. to report their intended absence, it is the responsibility of the lecturer to ensure that the student is contacted via Quality Assurance to find out the reason for absence. Upon contacting the student, a request will be made of that the student to send in a response whether verbally or in writing (via hand or e mail) to explain absence.

(ii) *When a student is absent for four (4) consecutive classes*

In the event that a student has been absent from class consistently for four (4) consecutive classes , an e mail will be sent requesting a written response to the reason of absence to be sent in to PIMBS Ltd. via e mail.

Students who are in danger of falling below the expected 80% attendance and punctuality rate will be given every possible support from the Course Coordinator and/or their Student Advisor.

6.0 Contribution of PIMBS Ltd. to the student's success

PIMBS Ltd. is committed to contribute to the improvement of students' attendance in the following way: by pledging to support the student with a view towards increasing the student's motivation and retention in the programme.

PIMBS Ltd. responsibility is to:

- a) Quality assure the effective delivery of well-structured and managed course programmes to engage students and motivate them to attend.
- b) Ensure that a robust system is in place for monitoring attendance and punctuality – including offering the facility to write letters to the students' job for time off to attend lectures.
- c) Ensure that PIMBS Ltd. staff following up absences promptly and firmly.
- d) Make sure **“at risk”** students are supported as soon as warning signs appear. This may include but is not limited to committing the student to any of the following with the student's consent: counselling; commitment of student to time management course; enrolment in additional sessions of the course to address aspects of the curriculum the student missed.
- e) Utilise a “whole Institute” approach to monitoring and challenging attendance with all elements of the programme of study.

