



Student Orientation Handbook

REVISION 009

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WELCOME FROM OUR EXECUTIVE DIRECTOR

I am delighted to welcome you to SBCS Global Learning Institute Ltd (SBCS). This booklet has been formulated to provide you with important information about our institution. At SBCS our focus is on delivering an excellent service to you, our students.

Our primary objective is to transform our students into innovative, ethical and creative life-long learners, with a drive for excellence, and a passion for challenges, matched only by their desire to enrich our global community.

Our underlying philosophy is to continually seek to simultaneously incorporate the emerging concepts of management, technology and education with the imperatives of the global marketplace, present and future, thus ensuring that our graduates are **INDUSTRY RELEVANT** and **GLOBALLY RECOGNISED**.

We welcome students regardless of age, as the diversity and relevance of our programmes transcend biological age. If you have a passion for knowledge, an inquisitive mind, and the right attitude, then you will enjoy your stay with us, as we promise to deliver to you an excellent service, at a profit if we can, at a loss if we must, but always excellence.

Robin Rabindranath Maraj

Founder & Executive Director

OUR VISION

To be the region's premier tertiary teaching and learning institute for globally recognized and industry-relevant education and training.

OUR MISSION

To deliver industry-relevant tertiary education and training, using a learner centric approach, with staff, facilities and courseware of the highest quality, in the transformation of our human resource into the region's most valuable natural resource.

OUR PRIMARY OBJECTIVE

To transform our students into innovative, ethical and creative lifelong learners, with a drive for excellence, and a passion for challenges, matched only by a desire to enrich their communities.

OUR CORPORATE MANTRA

At SBCS we have but one overarching goal, which is to deliver:

An excellent service to our students,

At a profit if we can,

At a loss if we must,

But always excellence!

OUR WATCHWORDS

- Trust
- Excellence
- Passion
- Teamwork
- Resilience

OUR QUALITY POLICY

SBCS Global Learning Institute Ltd (SBCS) is an institution of excellence committed to providing quality programs in training and education, in support and facilitation of lifelong learners. This commitment is an integral part of our mission to deliver industry-relevant tertiary education and training using learner-centric approaches with staff, facilities and courseware of the highest quality. To realize these, SBCS offers customer-focused, accessible, equitable and inclusive education through continuous, monitoring and regular review in compliance with local statutes and regulations as well as international collaborative agreements.

SBCS is committed to periodically reviewing its quality policy, the functioning of its quality management system and the execution of its quality objectives to ensure their efficiency, relevance, and effectiveness.

This policy, like our Mission, Vision and Theory of value, underpins all of SBCS' initiatives and is reviewed annually to ensure continuing relevance as society and the institution evolve.

OUR THEORY OF VALUE

Education is an infinitely transformative process. It is a catalyst for social and economic growth. For this to happen, the educational experience must be immersive and relevant. Learning must be inclusive and participative. If provided with a complete learning environment, students can transform society and their lives.

EQUAL OPPORTUNITIES STATEMENT

SBCS Global Learning Institute Ltd is committed to eliminating discrimination and encouraging diversity amongst its workforce. SBCS aims to create an environment where students and staff are treated fairly and equally regardless of their age, race, gender, nationality, ethnic or national origin, sexual orientation, marital status, socio-economic background, political beliefs, pregnancy or maternity status, HIV/ Aids status or disability.

SBCS is a multi-campus institution that is in the process of retrofitting its older facilities to fully cater for the differently-abled. If you are differently-abled and wish to study with SBCS please contact our Student Services Unit or Manager of the campus you wish to enrol, in advance of registering.

OUR VALUES AT A GLANCE

Unmatched Academic and Administrative Support

- Over 30 years' experience in higher education, delivering globally recognized and industry relevant programmes.
- Highly qualified teachers with proven track records of success in the classroom and workplace.
- An approach to teaching which blends academic theory with practice, aimed at producing professionals who are strategic thinkers.
- Efficient and thoughtful administrators and auxiliary staff.

A Unique Learning Environment: Safe, Connected, Convenient

- Classes at a safe and conveniently located campus that provides a 21st century learning eco-system around the clock.
- Flexible modes of study including online and blended learning.

Exclusive Employability Skills Training – Developing a well-rounded professional

- Develop skills needed to manage projects and contribute meaningfully to your organisation.
- Unlock your potential to think critically, creatively and ethically.
- Acquire the ability to communicate persuasively, solve problems and be a team player.

Alumni

- Join over 6,000 alumni who have graduated from SBCS with a globally recognized degree or professional qualification.
- Access the best career opportunities at home and abroad.
- Benefit from a range of continuing education and development courses using online or face-to-face modes of delivery.

OUR PROFESSIONAL AFFILIATIONS

Our affiliation with major universities and professional associations allows us to offer education and training programmes at the professional, undergraduate, masters' and doctoral levels. The following is a list of the universities, professional associations and corporations that SBCS partners with in delivering several programmes throughout the region:

- Edinburgh Business School - Heriot-Watt University (UK)
- University of London – LSE, Goldsmiths, Royal Holloway (UK)
- University of Greenwich (UK)
- University of Sunderland (UK)
- ABE – Association of Business Executives (UK)
- ABMA Education (UK)
- ACCA – Association of Chartered Certified Accountants (UK)
- CIPS – Chartered Institute of Purchasing and Supply (UK)
- CISI – Chartered Institute for Securities and Investment
- Autodesk (USA)
- City & Guilds (UK)
- CompTIA (USA)
- Pearson (UK)
- Microsoft (USA)
- PMI® - Project Management Institute (USA)
- Prometric and VUE Testing Services

OUR MANAGEMENT TEAM

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OUR CAMPUS

CHAMPS FLEURS (1987)

Our flagship campus is located in Champs Fleurs; this campus offers the advantages of both easy access to transportation, and tranquil and scenic surroundings, by virtue of being nestled in the foothills of the Northern Range, providing the ideal environment for the effective delivery of our service. This campus includes fully furnished and air-conditioned facilities, equipped with the latest technology: over thirty classrooms, three (3) study rooms, a library, fourteen (14) computer labs, four (4) Engineering Labs inclusive of a Water Systems Lab, a Computer Based Testing Centre (CBT) for Pearson VUE Examinations (CompTIA A+, Network +, Cisco, Certified Internet Webmaster (CIW), Certiport Examinations (Microsoft Office Specialist and Microsoft Project), Autodesk Examinations (AutoCAD) and ACCA Examinations (ACCA / FIA), a conference room and a cafeteria.

SAN FERNANDO (2006)

Our San Fernando campus was launched on February 20, 2006 and is located in Cocoyea Village, San Fernando. A significant contribution is made to the national economy by businesses operating in the southern city. However, southern business entities and individuals have traditionally faced challenges in accessing high quality tertiary education and training in southern Trinidad. It is with this in mind that SBCS decided to offer its services to the people of San Fernando and the environs.

TRINCITY (2009)

The Trincity Campus was established in September 05, 2008 and is located on the corner of Beaulieu Avenue and Trincity Boulevard, Trincity. Classes officially commenced at this facility in January, 2009 with the MBA Edinburgh Business School and BSc. Business Administration (Royal Holloway) being the first programmes to be offered. Since then, the campus has grown and developed to become SBCS' Centre for Media, Communication and Design. The campus sports unique facilities that include a Mac Lab as well as an Art Design Studio. It also houses a Computer Based Testing Centre (CBT) for Prometric Examinations.

In order to ensure that you are provided with an excellent service, we have developed over the years, state of the art training facilities in Information Technology, Engineering and Business, and the underlying philosophy of 'quality customer service' permeates our facilities. Our fully equipped labs offer you hands-on experience in the areas of study, where practical execution of theory enhances workplace functionality in areas such as Power

Generation, Fiber Optics, Information Technology and Media. Our lecture rooms are designed to provide you and lecturers with the optimum conditions required for effective knowledge exchange and maximum learning.

Hours of Business

The following is a listing of the operational hours of SBCS' administration units, libraries and cafeterias.

Campus	Department / Branch	Monday - Thursday	Friday	Saturday
Champs Fleurs	General Administration & Course Administration	8:00a.m – 6:00p.m.	8:00a.m – 4:00p.m.	8:00a.m – 3:00p.m.
	Corporate Education Centre	9:00a.m – 6:00p.m.	9:00a.m – 4:00p.m.	8:30a.m – 2:30p.m.
	Book Distribution Centre / VUE Testing Centre	9:00a.m – 6:00p.m.	8:00a.m – 4:00p.m.	8:00a.m – 3:00p.m.
	Library	8:30a.m. – 8:30p.m.	8:00a.m – 4:00p.m.	8:00a.m – 3:00p.m.
	Cafeteria	8:00a.m. – 7:00p.m.	Please check notice board for availability	7:30a.m. – 4:30p.m.

Sundays and Public Holidays

The cafeteria may open for a specified period on public holidays and Sundays, depending on the number of classes scheduled at the respective campus. Please check the relevant notice board(s) or website for further details.

During examination periods, the library is also open on Sundays to allow for additional study room and access to its resources.

SBCS provides support and advisory services to help you make the most of their experience at our premises and support you in dealing with any concerns you may have during and beyond your tenure with us.

Academic Advice & Admission Services

Whether you are considering joining one of our programmes, a current student, or graduate, our Advisory and Administrative Centres are your points of access to guidance and information on a range of academic and non-academic details.

These Centres provide advice and support services for all SBCS students, including career guidance, programme admissions, course queries and timetables, financial advice and professional upskilling.

- **Advisory and Admissions Centre** is generally the first point of contact between SBCS and a potential student. This centre is responsible for the provision of general career guidance and course information, processing of fee payments and enrolment of students.
- [Accountancy Training and Education Centre](#) (ATEC) is responsible for the administration of the ACCA, FIA and CISI programmes.
- [Centre for Undergraduate Business Programmes](#) (CUBP) maintains oversight of the administration of the BTEC Higher National Diplomas (HND) in Business, Diploma in Applied Business Studies, ABE and CIPS programmes.
- **Centre for Media, Communication and Design** (CMCD) bears the responsibility for our academic programmes in Graphic Design and Media: Diploma in Media & Graphic Design, BTEC HNDs in Art & Design, and Creative Media Production, BA (Hons) Graphic Design, along with BA (Hons) Media & Communication. This team also has oversight of the short courses in Media and Graphic Design at SBCS.
- [Centre for Information Technology and Engineering](#) (CITE) is responsible for the certificate, diploma, undergraduate and certification programmes in Engineering (Automotive, Building Services, Electrical, Mechanical) at SBCS. This team also manages the BTEC HND in Computing programme, University of Greenwich programmes, and short Information Technology (IT) and technical Engineering courses.
- [Corporate Education Centre](#) (CEC) is responsible for the administration and marketing of the majority of our postgraduate and distance learning programmes from the Heriot-Watt and Sunderland Universities.

- [Corporate Training Centre](#) (CTC) oversees all professional development courses and seminars, whether offered on-site or off-site. This unit also oversees the delivery of our Project Management programmes, including programmes approved by PMI® (The Project Management Institute), as well as tailored courses and seminars.

Academic Managers / Course Administrators

Each of the abovementioned units, except for the Advisory and Admissions Centre, is headed by an academic manager and his/her team of course administrators. These are responsible for their respective programmes and liaise with external academic bodies concerning student matters. This link ensures that they are current with course syllabi; fee structures; registration and examination procedures; deadline dates and requirements with respect to submission of assignments / projects.

Regarding the administration of our courses and programmes, SBCS reserves the right to:

- Cancel and or consolidate classes/courses in the event of low enrolment.
- Amend the schedule for a course/programme, by either the addition or removal of classes, or any other action that may be deemed necessary by our Academic Administration, in order to ensure the proper delivery of our service. Changes may require you to attend classes on days or at venues other than originally noted on your timetable.

Academic Skills Development

Our academic skills centres and services are designed to help you improve your research and presentation skills, as well as assist in general professional development.

- **Lectures**

Lectures are the major method of teaching at SBCS. In lecture sessions, students are encouraged to exchange ideas. Intellectual skills and discipline are developed with an ability to assimilate information quickly and work to meet deadlines. Proper participation in classroom activities avails the student with transferable skills and invaluable preparation for life after SBCS.

- [Training and Development](#)

In addition to our academic and professional qualifications, we also offer opportunities for our students and graduates to upskill and certify themselves through our range of short business and IT training courses. These programmes are administered by our Corporate Training Centre.

- [Library](#)

The main function of our library is to support the research, teaching and learning activities of the staff and students of SBCS. It achieves this through the provision of physical facilities that allows patrons

to access required reference materials, both general and pertinent to their course of study. Our physical library space is outfitted with computers, printing facilities and Wi-Fi access. SBCS' Library service complements the virtual research facilities granted to students by the foreign Awarding Body in charge of their programme.

Catalogues and Electronic Resources

ResourceMate 3.0 is the name of the online library catalogue and library system at SBCS. It contains records of over three thousand items (mainly books and journals) found in the library.

The computers in the library have internet access and are fitted with USB drives. Readers can use their own laptops in the library. Designated desks have power plugs. Wireless access is available in all areas within the library.

Borrowing

The library provides access to textbooks, reference material, past papers and subscription magazines. A caution fee of Four Hundred and Fifty dollars (TT\$450.00) is payable by all students who wish to access the library's overnight loan facility. Loans are limited to two (2) books per person for a period of seven (7) days and can be renewed via telephone, or in person, for an additional seven (7) days. Fourteen (14) consecutive days, however, is the maximum period an individual is allowed to have a book on loan. The decision to extend the loan period for any book is at the discretion of the library staff.

There is no fee for using the resources within the confines of the library.

Conduct

Students are reminded that the Library is a place for quiet study. You are asked to respect the needs of others to ensure a pleasant and conducive working environment. You are not allowed to bring any food, snacks, soft drinks, coffee and tea into the library at any time. Bottled water is allowed, except near the computers. Mobile phones must be on vibrate or silent. Personal belongings must not be left in the library overnight. The library will not be responsible for loss of personal items.

You are advised to visit the library for more in-depth information on its operations.

Emotional & Employability Support

Our staff will provide you with guidance and information to help develop your career prospects, as well as support any emotional or counselling concerns that you may have.

- **Student Services**

The Student Services Department caters to students in need of information, advice and guidance, or support regarding general non-academic enquiries. Our staff are trained to deal with a wide range of enquiries and are a key source of information on many of SBCS' social and cultural activities.

- **Internship & Apprenticeship**

The Student Services Department, through affiliations with several local organisations in industry, grants opportunities to our undergraduate students to pursue internship/apprenticeship experiences. The Internship / Apprenticeship Programme is designed to help SBCS students gain valuable experience with companies, aligned to our qualification offerings. You would be able to apply the knowledge they have learned in the classroom and from readings, to an operating business.

Campus-wide (non-academic) Administration

Our teams of administrators spare no effort to ensure the consistent provision of quality academic and non-academic support services and resources.

- **Quality Assurance Unit (QA)**

The Quality Assurance Unit (QA) forms a vital part of our monitoring and compliance mechanism to ensure that our students are provided with excellent service. This department seeks to provide a framework for continuous improvement, ensuring that as the institution grows in terms of programmes, facilities and human resources, it can also scale in terms of quality. We have a facilitative role and not a prescriptive one, enabling the various departments to be able in a logical, formal manner, to examine, document, modify and continuously improve its processes in a “best practices” manner, with mechanisms derived from direct experience and interaction with the changing environment.

- **Central Academic Scheduling and Operations and Examinations (CASO)**

CASO's primary focus revolves around timetabling, classroom resource management and examinations, through close collaboration with other non-academic units such as Facilities Management, Safety & Security and Quality Assurance, to ensure the coordinated delivery of an optimal service experience to our customers, both internal and external. CASO also administrates SBCS' e-Learning portal, Moodle. It is an Open Source Course Management System (CMS), also known as a Learning Management System (LMS) or a Virtual Learning Environment. The main aspect of SBCS' e-Learning is to improve and facilitate the interaction between Students and Lecturers and

provide one interface in which students can access course material as well as interact with other members of their respective class.

- **Examination Unit**

The Examination Unit is responsible for the administration of all examinations at SBCS. Examinations are divided into the following categories: Written Examination; ACCA/ FIA Computer Based Examinations; Computer Based Examinations (Pearson Vue, Prometric, AutoCAD, CASTLE, Kryterion, PAN and PSI)

Further information can be found as follows:

- [Champs Fleurs Testing Centre](#)
- [Prometric Testing Centre](#)
- [ACCA Testing Centre](#)

- **Book Distribution Centre (BDC) / PROMETRIC / VUE / MOS Testing Centre**

This Centre is responsible for the ordering, stocking and distribution of textbooks, manuals and course materials for SBCS programmes. Binding, laminating and photocopy services are also accommodated here. The unit also hosts some of the online examinations administered by the Examination Unit, including MOS Certification and Pearson VUE.

Research, Recreation & Refectory Services

- **Study Areas & Classrooms**

Our classrooms are comfortable, spacious and air-conditioned. Each is equipped with a whiteboard and A/V capabilities to facilitate interactive and immersive learning experiences. 24-hour study facilities are also available.

NOTE:

These facilities are available to currently enrolled SBCS students; you will not be allowed to access our facilities without a valid student ID badge or a purchased temporary ID badge.

Upon your arrival, enrolled students are asked to review the E-boards for details on designated study timelines. For those of you who wish to study overnight at SBCS, you will NOT be allowed entry to any SBCS campus after 10:00 p.m.

SBCS is in a constant mode of operation as programmes are facilitated throughout the year, except for two weeks in December when the campus is closed. You are advised that once your programme has ended and your registration period with SBCS has expired, you would no longer be able to access the facilities.

- **Computer Laboratories & Information Systems**

Based on your programme of study, a computer may be available for use during lab hours. Consult with your Course Administrator and/or the Lab Supervisor for information regarding the scheduling and assignment of lab facilities. Alternatively, you can access internet facilities on your personal laptop with the use of an SBCS wireless account. This service is only available while on the compound and at the available hot spots.

- **Engineering Laboratory Facilities**

The availability of these labs (IT, Computer Repairs & Engineering) is based on your programme of study.

- **Cafeteria**

Our cafeteria is comfortable and spacious and offers a variety of beverages and food items in a variety of settings. Vending machines are also available.

- **Facility Management**

Security Staff and rules are in place for the safety and protection of employees and students. Our ID Policy and similar regulations have been implemented to minimize the risk of unauthorized persons accessing/ using the facilities. The Facility Management Team is also responsible for the maintenance of all classrooms and ancillary spaces.

- **Parking Facilities**

Parking facilities are available on a first-come, first-serve basis.

N.B. Indiscriminate parking by students and or visitors, that results in a blockage of the free flow of traffic or inconvenience to residents, is strictly prohibited.

At the Champs Fleurs Campus parking facilities are available as follows:

- Car Park A on the campus compound is reserved for staff and lecturers only. However, students studying overnight are asked to relocate to this facility between 9:00 P.M. and 6:00 A.M. for increased safety.
- Car Park B located directly opposite the campus entrance on Sagan Drive is reserved for Staff and Lecturers. Students can access this facility after office hours on a first come, first serve basis.
- Car Park C located on the left at the top of Sagan Drive is the main student Car Park and is accessible on a first come, first serve basis.
- Car Park D located on the left at the end of Sagan Drive is the alternate student Car Park and is accessible on a first come first serve basis. This facility operates on afternoons from Monday to Thursday, all day Saturday, or as otherwise required, based on need.

If it becomes necessary, parking with a shuttle service is available all-day Saturday at the Eric Williams Medical Sciences Complex.

Car Park Disclaimers are posted in all car parks and you are kindly asked to comply with the instructions of security personnel.

GENERAL INFORMATION

Graduation Ceremony

Students completing their Bachelor's and Master's Degree programmes are able to celebrate their achievements at our Graduation Ceremony. Graduates eligible for participation in this signature, celebratory event include those who completed programmes in the previous year and by February of the current year.

Classrooms

Our classrooms are comfortable, spacious and air-conditioned. The following notices are posted in each classroom to guide students:

- The SBCS Vision and Mission Statements
- Emergency Procedure
- Mobile phone etiquette
- No Eating/Drinking
- No defacing of school property
- Response to Lecturer Tardiness
- Policy on wearing ID badges
- Room temperature advisory
- Withdrawal / Programme Adjustment Notice
- Current Calendar

Lectures, Tutorials, Practicals

In the classroom, SBCS uses a blended approach of lectures and tutorials. You are advised to attend all classroom sessions on your lecture sequence. In lecture sessions, you are encouraged to exchange ideas, while developing intellectual skills, discipline, and the ability to assimilate information quickly and meet deadlines. Proper participation in classroom activities provides you with “transportable skills” and invaluable preparation for life after SBCS.

Study Areas

At the Champs Fleurs campus, 24-hour study facilities are available.

These facilities are available to currently enrolled SBCS students; you will not be allowed to access our facilities without a valid student ID badge or a purchased temporary ID badge.

Upon your arrival, enrolled students are asked to review the E-boards for details on designated study timelines.

For those who wish to study overnight at SBCS, you will NOT be allowed entry to any SBCS campus after 10:00 P.M.

Term & Vacation

SBCS is in a constant mode of operation as programmes are facilitated throughout the year, with the exception of two weeks in December when the campus is closed.

You are advised that once your programme has ended and your registration period with SBCS has expired, you would no longer be able to access the facilities.

ACADEMIC OBLIGATIONS

Having entered an academic institution, your primary goal should be achieving academic excellence. You should also understand that this experience is a holistic one which should involve participation in non-academic activities on campus. Involvement in these activities should bring some pride as you reminisce on your life at SBCS. Your participation in non-academic activities is especially beneficial as they help you develop team-building skills, which will serve you well when you enter the world of employment.

You should be assured that after your SBCS experience you will confidently be able to add value to any organisation.

ACADEMIC EXCELLENCE

To attain academic excellence, you must pursue your studies at the best of your ability. As a full-time student, efforts to study should be equivalent to a full-time working week, which is at least 40 hours. In the words of Uriel Solomon, “Those who fail to prepare are preparing to fail”. With commitment and organisation, it is possible to take on never-imagined academic challenges and enjoy non-academic activities at the same time.

Part-time students, your mission is not an impossible or unattainable one. Achieving your academic goals requires tremendous discipline as you balance work, social / family life and studies. The key to success is time management, which involves commitment and organisation of tasks. We should all be guided by the words of Walt Disney, “When you believe in a thing, believe in it all the way, implicitly and unquestionably.”

CARICOM / INTERNATIONAL STUDENTS

While you may meet the requirements for acceptance into your selected programme at SBCS, the Immigration Division of the Republic of Trinidad and Tobago, is solely responsible for granting of Student Permits. Without a Student Permit you will be unable to pursue studies at SBCS.

The Immigration Division's criteria for issuing Student Permits include:

1. Student Permit Application Form and Application Fee.
2. Letter of Acceptance from Institution indicating that you will pursue full-time studies.
3. Receipt of payment of tuition fees.
4. Letter of responsibility and/or financial support – if staying with a relative or friend.
5. Receipt of payment of accommodation.
6. Previous Student Permit (where applicable).
7. Valid Return Ticket or Security Bond / Landing Deposit.
8. Assessment Form – for returning students.
9. Medical Examination – if remaining in Trinidad & Tobago for more than one (1) year.
10. Evidence of funds / financial support.

Immigration Officers may require further information and documents.

The Immigration Division has provided further information on their website as well as copies of the forms required by the [Immigration Division – Ministry of National Security](#)

Upon receipt of your Student Permit or Application for Extension of Landing Certificate/Change of Status form, a copy of this document must be presented to the Student Services Department and placed on your file.

Should you need further clarification, please contact or visit the Student Services Department.

STUDENT RULES OF CONDUCT

All students must carefully read and abide by the following rules of conduct:

1. Absolutely no smoking or consumption of alcohol is allowed in either the internal or external areas of the compound. These include:
 - All tobacco products
 - All alcoholic beverages

Substances not tolerated for student use or possession on our campus include all illegal and controlled substances, including but not limited to: cannabis, cocaine, crack, amphetamines, heroine, narcotics etc.

Area of jurisdiction:

The area of the School's jurisdiction includes School property and its surroundings, School-sponsored functions held off-campus, and all other school related events, including field trips. The School's jurisdiction extends beyond the above if a student's misuse of alcohol, controlled or illegal drugs places him or others at risk or brings the school's name into disrepute.

2. You must possess a valid SBCS photo ID card that must be visibly displayed on your person at all times. Access to the facilities is not allowed to individuals without a valid ID.
3. A temporary ID can be provided at a cost of thirty dollars (\$30.00) in instances where you have forgotten your ID. During regular office hours, please check with Customer Service. After office hours and on Sundays, please check with security. A replacement ID is provided at a cost of one hundred dollars (\$100.00) in situations where the student has lost his/her ID.
4. Should you withdraw from a course or programme, your SBCS ID must be amended immediately to reflect your status. Failure to have your ID updated may result in being billed for the course or programme you are no longer studying.
5. Students are not allowed to loan their IDs to individuals (students or non-student) to access the compound. This is a fraudulent act and can result in expulsion for all concerned registered students.
6. If you do not commence classes, you must return your ID within one week of the start of the semester. If you do not adhere to this rule, you will be charged 50% of the cost of the course or programme.
7. No unauthorized individuals are allowed on the compound. Do not encourage non-SBCS students to loiter on the compound, attend classes or use any SBCS facilities e.g. library. Failure to comply with this rule will result in instant expulsion.

8. Students are not allowed to access classes for which they are not registered for, even if those classes fall within the student's programme of study.
9. Should you wish to withdraw from a programme, you must complete and submit the "PROGRAMME ADJUSTMENT / WITHDRAWAL FORM", available at General Administration/ Customer Service. Please refer to the [Student Guidelines for Study](#), for our detailed Programme Adjustment / Withdrawal procedure.
10. Your classroom attendance is carefully examined and monitored by Course Administration. You are required to sign the class register for each and every session attended. Full-time students should not be absent from classes without a valid reason. More than two (2) consecutive absences may warrant Course Administration contacting a student's parent/guardian and/or a disciplinary meeting being held.
11. You are expected to be punctual and should keep to a minimum the number of times you enter and exit class while it is in progress. Habitual tardiness will result in the [Formal Disciplinary Process](#).
12. Loitering or card playing is not allowed in the cafeteria or other areas during class times. Card playing is permitted only from 11:00 A.M. - 3:00 P.M., Monday - Friday. No card playing is allowed on Saturdays.
13. No sitting in the stairways, corridors or on tables in the classrooms. Please use the chairs provided in classrooms and in the cafeteria.
14. Eating is not allowed in classrooms.
15. Chewing gum is not allowed on the school compound.
16. Please use the bins provided to dispose of all garbage, including foodstuff.
17. Any student found to be engaging in any act of indecency or inappropriate behaviour, physical or online, will be expelled.
18. No disruptive behaviour is allowed on the compound or in surrounding areas, e.g. no loud noises, cursing, fighting, horseplay etc. Display of aggressive / verbally abusive behaviour to staff, fellow students and/or visitors, will also not be tolerated at SBCS. If the Executive Director in consultation with Student Services, deems a student's behaviour unacceptable, he/she will be expelled.
Activities such as bullying, fighting or the threatening of fellow students or staff shall also lead to expulsion. Pranks (bomb threats, etc.) that result in the disruption of school operations may also warrant expulsion, followed by legal action.
19. Our rooms are air-conditioned and can be very cold at times. Please dress appropriately, a sweater is recommended.
20. Defacing or damaging school property (e.g. writing on desks or walls, removal of signs or posters, posting of unapproved signs or posters, placing of feet on the wall etc.) is strictly prohibited and may result in immediate expulsion. In these circumstances, no refund will be granted. Students are not allowed to use

the teaching aides located in the classrooms, such as projectors and PCs, for private use. These systems are to be used by lecturers only.

21. You are advised to guard your possessions. SBCS will not be liable for lost or damaged property.
22. Do not park your vehicle in such a way to obstruct the driveways of residents or impede the flow of traffic. Be warned that residents will take action if they are denied access to their property. (Saturday and Part-time students should take special note.).
23. All electronic communication devices must be set on silent or vibrate mode during classroom/lab sessions. You are advised to exit the classroom if you must take a call.
24. Unauthorised audio recording of lecture sessions is not allowed. Video recording of lecture sessions with any technical devices, such as cell phones, digital cameras or laptops etc., is not permitted. A breach of this rule will result in immediate expulsion.
25. Additional regulations may govern the use of specialist facilities such as inter alia, libraries, recreation facilities, labs, and study areas, as well as specialist programmes. It's your responsibility to know and comply with such rules.

Dress Code

SBCS in no way attempts to prohibit self-expression which can sometimes be displayed in the way we dress. With this in mind, we encourage individuals to dress in clothing that is not disruptive to the educational process or the environment. Please view guidelines below regarding inappropriate attire prohibited on campus:

- Vests
- Spaghetti strap, strapless or one shoulder tops
- Back less or halter tops, crop tops or Bralettes
- Low cut or V-neck necklines (vests etc.)
- Pants worn on or below the hip, revealing undergarments
- Pants, skirts or dresses (mid-thigh or above) this includes micro shorts or very short pants or any other variations of these.
- Jeans or pants that are cut-out or torn revealing undergarments
- Hoods or Bandanas
- Form-fitting clothing
- Any clothing item that is sheer or proactive
- Clothing with profane language / offensive messages
- Bare feet

Special attention should be given to grooming by ensuring that hair is always neat and appearance is always clean and orderly.

Please note that Security Personnel, Administrative Staff and Lecturers have the right to communicate with anyone who is in breach of this policy. Following which, a report will be made to the Student Services department where an administrator will investigate and further consult with the student, effecting the [Formal Disciplinary Process](#), if necessary. Should a student attempt to enter any campus inappropriately attired on more than one occasion, a warning letter will be issued by the Quality Assurance department.

This policy is in effect during school hours as well as during special occasions such as Carnival events, Career Fairs, and all other functions hosted by the SBCS administration or the student body.

Children on Campus

SBCS is aware that many of our students are also parents/guardians of minors. While we are cognizant of the challenges that can arise when your responsibilities as a parent and student are temporarily in conflict, please take note of our policy regarding children at our campus:

- Generally, no children are allowed on our campus unless part of a special SBCS initiative.
- Students/parents are not allowed to bring their children on campus or into the classroom while they are attending classes.
- A student who is transacting business and is accompanied by his/her child or children must ensure that the child or children remain(s) under his/her supervision always.

Formal Disciplinary Process

Formal Disciplinary Process will take the following form:

- Step 1 – Intake and Review
- Step 2 – Summoning
- Step 3 – Disciplinary Meeting / Interview
- Step 4 – Penalties and Outcome
- Step 5 – Appeal

For more information on the Formal Disciplinary Process above, contact the Senior Student Services Administrator.

No Weapons Policy

No student or non-student, internal customer or visitor, shall possess, carry, keep, use or distribute any “weapon” on any SBCS property, or while attending or participating in any SBCS activity, including transporting to or from any such activity.

“Weapon” means any object, device or instrument either explicitly designed as a tool for attack or defence in combat, fighting or other physical conflict, or which, through its use, is capable of threatening or reducing bodily harm or injury.

Consequences of breaching this policy:

- Consequences for students: immediate expulsion
- Consequences for internal customers: termination
- Consequences for visitors: barred from future entry to the campus and a report made to the Police.

Exception:

It shall not be a violation of this policy if the student/ non-student is an active member of the police service or military in possession of an assigned service issued firearm. In the case of all such persons, the firearm must be concealed if they are not dressed in official uniform.

Acceptable Use Policy for Technology and the Internet

The use of the computer technology and the Internet at SBCS is a privilege, not a right. Inappropriate use may result in suspension or cancellation of this privilege. Furthermore, certain inappropriate uses may be deemed unlawful. The student may be liable if unlawful deeds are performed while using the Internet at SBCS.

Acceptable Internet Use

Appropriate use of the Internet, as determined by SBCS, shall be, but is not limited to, the following guidelines:

- Used in support of education and /or research and be consistent with the educational objectives of your course of study.
- Use for commercial activities is not acceptable, including entering contests.
- Use of the school network to purchase products is not permitted.
- Use for product advertisement or political lobbying is prohibited.
- Users shall not use school computers or networks for any non-instructional or non-administrative purposes. This includes such programs as games or MUDS (multi-user dungeons).

- Access to specific resources such as IRCs (Internet Relay Chat) will be limited to activities in direct support of educational goals and only as authorized by the lecturer/facilitator for instructional purposes.
- Sending Chain Letters or broadcast messages (spamming) to lists or individuals, and any other activities that may cause congestion of networks and interfere with the work of others, is prohibited.
- Transmission of information that violates or infringes on the rights of any other person or information which may be abusive, profane or sexually offensive, is prohibited.
- Software and data (including music files) shall not be downloaded to individual user accounts or computers without the express permission of a teacher.
- Access to pornographic, violent, profane or racist material is forbidden. If a student accesses a site with such information, he or she is to exit from the site immediately and inform the lecturer, librarian or the computer laboratory technicians.
- Students may be asked by a lecturer, laboratory technician or librarian to print out a copy of the history of sites that have been accessed during any specific Internet session.

Network Etiquette

Defined: Network Etiquette describes the generally accepted rules of behaviour on networked systems. Staff and students are expected to abide by these rules and access may be revoked for violation of these rules:

- Be polite. Do not get abusive in your messages to others.
- Use appropriate language. Do not swear, use vulgarities, or any other inappropriate language.
- Do not reveal your personal address or phone number or those of students, lecturers/facilitators or staff members.
- Note that electronic mail (e-mail) is not guaranteed to be private. People who operate this system do have access to all mail.
- Do not use the network in such a way as to disrupt the use of the network by other users.
- All communications and information accessible via the network is assumed to be the property of the publisher and/or sender. Such communication and information may be copyrighted and should not be distributed or copied without permission.

Security

Security on any computer system is a high priority, especially with multiple users. If a security problem is identified, please notify the Network Administrator.

- You are responsible for the protection of your password to your account. You should not give your account name and password to other individuals. If you suspect unauthorised use of your account, you should notify the Network Administrator or lecturer immediately.
- Unauthorised attempts to log on to the PC or Network as the Network Administrator or to perform system administration tasks may result in cancellation of user privileges.
- Students are advised to notify the Network Administrator immediately if any individual is trying to contact them for illicit or suspicious activities.
- If unacceptable or illegal activities take place using your account, you will be held responsible, whether or not you personally took the actions. This may result in loss of access to the Network and the Internet or other disciplinary action.

Responsible use of computing and communication facilities and services requires that the student shall:

- Not play computer games or audio and video content not consistent with your course of studies.
- Respect the legal protection provided by copyright and license, to programmes and data.
- Respect the rights of others by complying with all school policies regarding sexual, racial, or other forms of harassment and by preserving the privacy of personal data to which you have access.
- Respect the privacy of others by not tampering with their files, passwords, or accounts, or representing others when messaging or conferencing.
- Use only computer IDs or accounts and communications facilities that you are duly authorized to use, and use them for the purposes for which they were intended.
- Use only software provided by SBCS.
- Not develop programs (such as viruses) or make use of already existing programs that harass other users, or infiltrate a computer or computing system, and/or damage, or alter the software components of a computer or computing system or gain unauthorized access to other facilities accessible via the network.
- Not install software in the computers without the consent of the Network Administrator or a lab instructor.
- Not delete or rearrange files on the computers.
- Use only Usenet groups set up and authorized by lecturers as part of the syllabus. Chat rooms are specifically NOT TO BE ACCESSED over the School's Internet connection.

- Not eat or drink in the Computer Laboratories or around any computer hardware.
- Upon completion of a session, properly exit all programs and log off the system.
- Inform the lecturer/instructor or Librarian of any hardware or software problems that he/she encounters. They will notify the Network Administrator who will assist the student.
- Do not change the desktop properties of the workstations.

1. **Cash Policy:** Please be advised that SBCS no longer accepts cash as payment for books, administration, registration, tuition, examination and other related fees. The only acceptable methods of payment are LINX, Credit Card (Visa and MasterCard) or Manager's/Certified Cheques. The only exceptions will be in regard to fees for minor services such as cafeteria purchases, copy cards, official letters, replacement IDs and postage etc. for which cash may be accepted.
2. **Withdrawal from programmes / Course Transfers:** If you stop classes for any reason, then you must inform General Administration/Customer Service (Registration) immediately and complete and sign the necessary forms. If you decide to transfer your examination date to the next semester, it is your responsibility to contact and inform the external academic body directly via written correspondence (e-mail or fax).

Course transfers (ACCA Students):

A student with a valid reason (e.g., illness or career change, etc.) is permitted to transfer to another semester, exam sitting or programme. Classes attended must be paid for, with any balance of fees transferred to the new semester or programme. Students must pay the balance of fees for the new semester or programme.

Please be advised that SBCS will not hold itself responsible for any refund to the Ministry of Education or reimbursement to any student resulting from any change or discontinuation of subject/programme in the absence of written confirmation of such changes on the appropriate form, signed and dated within the specified time limits.

Please liaise with your Course Administrator on the above-noted matter.

3. **Emergency response:** In the event of an emergency, the emergency alarms will trigger. If the alarms are not triggered, personnel wearing fluorescent jackets will use a Public-Address system to advise persons of the existence of an emergency and the need to evacuate the buildings. All persons must proceed calmly to the nearest exit and proceed to the Muster Point, which is at Car Park B, north of the facility on Sagan Drive. Everyone must stay at the muster point until informed otherwise by personnel wearing fluorescent jackets.

4. **Student complaints and grievances:** Issues may occur that require the immediate attention of SBCS authorities. Students who wish to address such matters are encouraged to first discuss the problem with the individual(s) involved. If not satisfied with the response of the individual(s), or if the student is unable to discuss the matter with the individual(s) involved, he/she student may direct the grievance/ complaint to your Course Administrator and/or your Student Services Administrator. Students may request a copy of the [SBCS Student Grievance Policy](#) from Student Services for further clarification.
5. **Regulations and procedures:** Please be advised that you only need to receive one (1) Orientation Handbook for your entire course. However, you must contact your Course Administrator for an updated FACT SHEET for every level of study. Important information such as examination/registration deadline dates and fees, examination body contact numbers etc., may change from time to time.
6. It is the student's responsibility to:
 - CAREFULLY READ AND EXAMINE your course study guides and any other information that is sent to you from your external academic bodies and/or examination body.
 - Regularly check SBCS' notice boards, Course Administration Unit(s) and the SBCS website (www.sbc.edu.tt) for updated course information, such as daily class schedules.
 - Complete registration and make payment of fees, or, where applicable, complete GATE application BEFORE attending classes. It is your responsibility to pay your fees and or attend to GATE matters in a timely manner. If your GATE application is rejected it is your responsibility to pay to SBCS the required fees immediately or meet with the GATE authorities to resolve the matter.
 - Meet examination and registration international deadlines as contained in the fact sheet / website / notice boards. Course Guidelines are posted on notice boards.
 - Ensure that you have a student number from your examining body shortly after registration AND a student examination sitting number, which is required to be allowed to sit your examination. Please contact your examination board or the Ministry of Education if you do not receive your examination sitting number at least two weeks before your examination date.
 - Complete registration and examination forms correctly. If assistance is required, you are to contact your Course Administrator.
 - Inform General Administration and your Course Administrator of any changes to your contact information.
 - Always keep a copy of any documents that you submit.

7. SBCS and the external academic bodies do not tolerate cheating or plagiarism. Penalties are severe and candidates could be expelled from academia.

CHEATING includes bringing unauthorized material into an examination, communicating with other students during an exam, or seeking to gain unfair advantage in any other way.

PLAGIARISM includes taking and using the thoughts, writings, and inventions etc. of another person as one's own, without proper citation/acknowledgement. For complete plagiarism policy, please check with your respective course administrator.

8. It is mandatory for first-time students to attend Orientation. At Orientation you will be informed of all policies and procedures that relate to your programme of study. Pleading ignorance to rules, information, and set guidelines is not an acceptable recourse.

If you have missed Orientation you must contact your Course Administrator and the Student Services Administrator on or before your first, class date.

SBCS E-Learning (MOODLE)

What is SBCS E-Learning (Moodle)?

SBCS E-Learning is an Open Source Course Management System (CMS), also known as a Learning Management System (LMS) or a Virtual Learning Environment (VLE). The main aspect of SBCS E-Learning is to improve and facilitate the interaction between Students and Lecturers. The CMS will provide an interface in which students can access course material, as well as interact with other members of their respective class.

Process of an SBCS E-Learning (Moodle) Course:

Students will be added to SBCS E-Learning (Moodle) a day before classes commence and will be automatically unenrolled at the end of the Examination Period.

NB: Lecturers will inform students on the first session of the semester as to whether your course is on the platform.

Benefits of SBCS E-Learning to Students

- Students no longer have to Search emails for slides, URLs, additional resources
- Students no longer have to Log into multiple platforms to access material
- Students no longer have problems interacting with classmates or Lecturer

How to Access SBCS E-Learning (Moodle)?

E-Learning can be accessed via the Student Services tab on the SBCS website, <http://www.sbc.edu.tt> or the following link, <http://sbcstt.com>

What are my Log in Credentials?

Your log in credentials would take the following format:

Username: lastname_studentID	e.g.	Username: smith_21080
Password: Lastname_studentID		Password: Smith_21080

NB: Student ID can be found on Identification badge. Upon successful login, please ensure password is altered, in *“My Profile”*

If you currently have access to the SBCS E-Learning Platform, please utilize your existing credentials.

NB: Moodle currently accepts ONE email address as the main form of communication. It is therefore imperative that you review your profile at the start of the semester and alter your email address if required. See below on how to alter profile information.

What should I do if I forgot my username or password?

Credentials can be reset in the event you have misplaced or cannot remember your username or password. Using the “*Forgot your Username or Password*” option on the Log in page, you can request a reset and an automatic email will be sent to you accordingly.

How do I access my Courses?

Once logged in, on the homepage of the SBCS E-Learning site there is a section labeled Navigation where you will see “*My Courses*”. If you are enrolled to a course it will be listed within this area. Further assistance can be gained by contacting your Academic Department.

How can I update my Profile?

Once logged in, on the homepage of the SBCS E-Learning site there is a section labeled **Administration** where you will see “*My Profile Settings*”. Once selected you have the ability to update all aspects of your profile, including email address, password and profile picture.

What type of photograph can be used when updating my profile?

We strongly advise that you upload a photo of yourself onto the platform as to assist in creating a friendlier learning environment that allows you to easily identify your peers and facilitator/instructor.

The photograph must be an image of your **FACE ONLY**; if inappropriate photos are posted the technical team will remove and report this matter to Student Services.

How do I email my Lecturer and classmates?

Once you have accessed your course via “*My Profiles*”, you will be able to communicate by email.

How should I behave in Forums?

Forums are useful places for receiving information, discussing topics with peers and for asking questions relating to your course. As with any form of communication, written, spoken or otherwise, it is important that you show respect to those you are conversing with.

Therefore, you should not flinch from being honest, controversial and passionate, but keep your comments on topic and avoid making personal remarks.

Where do I access the SBCS E-Learning Student Manual?

Student Manual can be accessed on the homepage (<https://sbcstt.com>) of the SBCS E-Learning site within the section labeled “*Main Menu*”.

How do I download the Moodle Mobile Application?

The Moodle Mobile Application is available in Google Play and Apple Store. You can install the app directly from your Mobile device; search for “*Moodle Mobile*” the author/owner must be “*Moodle Pty Ltd*”

Android: <https://play.google.com/store/apps/details?id=com.moodle.moodlemobile>

iOS: <https://itunes.apple.com/en/app/moodle-mobile/id633359593?mt=8>

Once downloaded, you will need to enter the following information:

Site URL: <https://sbcstt.com>

Username and Password which would have been forwarded to your primary email address.

If you require further assistance kindly contact your relevant Academic Department or send an email to CASO@sbc.edu.tt

SBCS GUIDELINES FOR EXAMINATIONS

1. Once you have received your exam timetable, ensure you check the time and date of your exam.
2. When registering or signing up for examinations, ensure you have the correct programme, module and level. Double check before final payment.
3. Reconfirm the location i.e. at which campus your exams will be held.
4. If you have any concerns ensure you contact your Programme Administrator at least three (3) weeks before the scheduled exam.
5. Eat a good breakfast and ensure you are hydrated before your exam.
6. Ensure that you have had enough rest before your exam.
7. Most examinations WILL NOT ALLOW you entry to the examination, 30 minutes after the start of the exam.
8. You should arrive at least 30 minutes before the scheduled start of your examination.
9. Ensure you have all the proper writing implements, pens, calculators, rulers, erasers etc.
10. Ensure that you walk with your SBCS ID another form of ID and any other identification required for your examinations e.g. ACCA, MBA.
11. Liquid paper will not be allowed into the exam room.
12. Ensure that you sign in when entering the examination room.
13. You will be requested to turn off and place all cell phones/ personal audio equipment and other electronic devices in your bags, which should be placed at the back of the classroom.
14. No personal belongings can be brought to the exam desk.
15. You will be required to remove your writing implements and place them on the desk and leave your pencil case in your bag.
16. At NO time are you allowed to bring your OWN scrap paper into the examination room.
17. No food is allowed during the exam unless medically required. Students may bring water into the exam room provided it is in a clear plastic bottle without any label.
18. You will be asked to remove your hats before you are seated for examinations unless it is required for religious observance.
19. Conduct the exam in silence.
20. Try to relax whilst you sit at your station before your exam
21. Review your question paper thoroughly before beginning your exam and ensure you understand all instructions.
22. Raise your hand to ask a question, use the washroom, or request additional supplies.

23. In the case of an emergency, leave all exam materials on the desk and follow the instructions of the invigilator(s).
24. You will not be allowed to leave the exam within the first 30 minutes or the last 30 minutes of the exam.
25. On completion of your exam ensure that ALL areas of your booklet, especially sections for IDENTIFICATION and QUESTIONS ANSWERED are completed properly.
26. At the end of the exam you are required to leave the exam area and proceed to the cafeteria to avoid any disturbance to other candidates.

STUDENT GRIEVANCE & COMPLAINTS POLICY

Policy Statement

SBCS seeks to promote an educational environment that values communication, fairness and respect among students, faculty and staff. Despite these efforts, differences in the values and/or goals of members of the aforementioned groups may occasionally contribute to circumstances that leave the student(s) feeling aggrieved. Such occurrences warrant a process by which students can seek a resolution to their grievances.

Students as individuals or as a group may address matters that they deem to be unfair or unreasonable on the part of SBCS or any individual(s) representing SBCS.

Types of Grievances

Most student grievances fall into one of the following three groupings:

a) Academic Grievances

In instances where SBCS lecturing staff grade coursework or assignments and said grade contributes to the final grade of the student, the student may submit a written grievance for a grade only if unfair or unreasonable procedures are alleged to the following Academic Unit heads:

- Corporate Education & Training Centres (CETC) – Senior Manager
- Centre for Information Technology and Engineering (CITE) – Senior Manager
- Accountancy Training & Education Centre – Manager
- Centre for Undergraduate Business Programmes – Manager

Where final grades are given by an external examining body other than SBCS the student is bound to follow the grievance procedure of said body.

b) Administrative Grievances

This may include grievances about decisions on administrative matters, the quality of administrative services or the provision of facilities.

c) Conflictive or Discriminatory Grievance – Non-Academic or Administrative

Grievances about student behaviour as well as grievances about staff behavior will also be addressed. Students have the right to be treated without discrimination regardless of race, creed, nationality, sex, disability or place of origin. Students also have the corresponding responsibility to treat all members of the SBCS community with respect.

Grievance Forums

- a) In-class Course Evaluation Forms – Evaluation performed by Course Administration Unit
- b) Student Grievance Report Forms – via Student Services Department when making a formal report

Grievances and Complaints Procedure

Course Evaluations

Students are advised to record all instances of dissatisfaction with the services provided by SBCS or the behaviour of SBCS personnel on the Course Evaluation Forms administered in class during the semester.

Course evaluation forms are reviewed by the Course Administrator, Lecturer, Programme Manager, Quality Assurance and the Executive Director. Areas for improvement that are noted on the course evaluations will be addressed by the above parties or their designate.

Resolution Procedures

It is important to note that using the Resolution Process will not always mean that SBCS will reverse a decision, end the complained of behaviours or right all perceived wrongs. There are practical limitations on the scope and effectiveness of the resolution process, including:

- Disagreements - an action or decision may not be unreasonable or unfair simply because you disagree with it, particularly when academic judgement is involved.

Grievances and Complaints Process

Informal discussion

Issues may occur that are not best addressed by the system of written course evaluation due to urgency, type of grievance, uniqueness and/or magnitude. Students who wish to grieve a matter are encouraged to first have an informal discussion with the person(s) directly responsible/involved. This provides an opportunity for grievances to be resolved quickly, with the fewest possible people involved, and to avoid the grievance escalating in scope and impact.

Issuing a formal complaint / Formal Review

If the aggrieved is not satisfied with the response of the individual(s), or if the student is unable to discuss the matter with the individual(s) involved, a student may address their grievance to the Programme Manager, or the Manager, Support Services.

The student may lodge a formal written complaint at the Student Services Department within 14 working days of the incident. Grievance letters that are posted or mailed electronically are also accepted. A Student Grievance Report Form will also be issued by Student Services.

The aggrieved student will complete the form identifying the nature of the grievance, giving all the relevant facts, the person directly responsible and/or other appropriate person(s) as perceived by the student and, what resolution the student is seeking. Importantly, the Student Grievance Report Form must be signed and dated by the aggrieved upon submission.

The Manager, Support Services, who is the head of Student Services will forward issues that are to be addressed by personnel in other departments to the appropriate supervisor or department head.

Case Review

Where the grievant or the respondent is unsatisfied with the proposed resolution, the matter is reviewed by one of the following managers: Programme Manager, Manager, Support Services or the Senior Manager, Quality Assurance. The relevant Manager shall schedule separate meetings with the grievant and any other parties cited to obtain clarification of the issues involved.

Feedback / Resolution

The Programme Manager/ Manager, Support Services / Senior Manager, Quality Assurance shall respond to the grievant and describe the actions taken within 10 working days of meeting with the parties involved.

If further action is required or the matter is unresolved after 10 working days, the Manager, Support Services will seek an agreement with the complainant on a suitable timeframe for a subsequent report.

Confidentiality

All participants in the Student Grievance Resolution Process are bound by confidentiality. All information provided is confidential and must only be used for the purpose for which it was provided and by people within the process. Exceptions to this are:

- a) if the information gives SBCS reasonable grounds for concern about security of people (including the grievant) or property
- b) if the individual who provided the evidence gives express consent
- c) when procedural fairness requires the information to be shared
- d) when access to information is required by law

Student Grievance Report



Student Name: _____

Telephone No.

E-mail Address

Course: _____

Circle one:

Full time

Part time

Sat.

Nature of Grievance: (attach additional sheets if necessary)

Date Occurred: _____

Location Occurred: _____

Date Reported: _____

Signature: _____

STUDENT

(For use by Student Services)

Additional Information:

Corrective Action:

Date Resolved: _____

Signature: _____

STUDENT SERVICES

SBCS STUDENT COUNCIL

The SBCS Student Council was founded in February 2005 with the objective of fostering further collaboration between the students and management of the school as both parties pursue excellence and the advancement of tertiary education in Trinidad and Tobago.

The Student Council is a representative structure for students and primarily serves as the voice of the student body to the academic community of SBCS. The Council was designed to ensure that the SBCS experience is a holistic one for students.

The Student Council includes the following positions:

- President
- Vice President
- Treasurer
- Secretary
- Social Events Coordinator
- Public Relations Officer
- Sport Representative
- Foreign Student Representative

For more information on how you can be a part of the Student Council and get involved in its activities, contact the Senior Student Services Administrator.

CONTACT DETAILS

Campus Contacts

SBCS, CHAMPS FLEURS:

53 – 54 Sagan Drive, Champs Fleurs, Trinidad, West Indies

Telephone: (868) 663-SBCS (7227)

Fax: (868) 663-3640 (Advisory & Admissions)

(868) 662-1391 (Finance)

(868) 645-3875 (CEC)

Email: study@sbc.edu.tt

Department Contacts

ACCOUNTANCY TRAINING & EDUCATION CENTRE (ATEC)

Department Contact atec@sbc.edu.tt
663-7227 Ext. 1010 – 1012

CENTRE FOR UNDERGRADUATE BUSINESS PROGRAMMES (CUBP)

Department Contact cubp@sbc.edu.tt
663-7227 Ext. 1045 – 1047

CORPORATE EDUCATION CENTRE (CEC)

Department Contact cec@sbc.edu.tt
663-7227 Ext. 1071 – 1079

CENTRE FOR INFORMATION TECHNOLOGY & ENGINEERING PROGRAMMES (CITE)

Department Contact cite@sbc.edu.tt
663-7227 Ext. 1091 – 1099

CORPORATE TRAINING CENTRE (CTC)

Department Contact ctc@sbc.edu.tt
663-7227 Ext. 1110 – 1113

CENTRE FOR UNIVERSITY OF GREENWICH PROGRAMMES (UOG)

Department Contact universityofgreenwich@sbc.edu.tt
663-7227 Ext. 1250, 1253 – 1254, 1256

STUDENT SERVICES

Department Contact studentservices@sbc.edu.tt
663-7227 Ext. 1290 – 1291

Emergency Contacts (By Campus)

CHAMPS FLEURS

SBCS SECURITY

Main Contact	663-7227 Ext. 1210
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POLICE

Main Contact	999
St. Joseph Police Station	662-6304

FIRE

Main Contact	990
Tunapuna Fire Station	662-4707; 645-0201
San Juan Fire Station	638-4053

AMBULANCE

Main Contact	811
EHS North/East	624-4343

NEMA

Main Contact	640-1285
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Other Contacts

RAPE CRISIS SOCIETY – Port of Spain 622-7273 San Fernando 657-5355

CORPORAL KING (Child Protection Unit, Western Division, St. James) – 778-0245

CHILDREN'S AUTHORITY – 628-2629

CHILDLINE – 800-4321

DOMESTIC VIOLENCE – 800-7283

FAMILIES IN ACTION – 628-2333/ 622-6952

LIFELINE (suicide) – 645-2800/645-6616

AIDS – 800-4448/625-2437

REBIRTH HOUSE (substance abuse) – 623-0952

REVISION TABLE

Revision 000: Approved by: Comments:	October 24, 2008 Deputy Executive Director The original of this manual.
Revision 001: Approved by: Comments:	February 10, 2016 Assistant Manager, Central Academic Administration Updates made: <ul style="list-style-type: none">• Amended: SBCS Management Team• Added: Image of Campus locations
Revision 002: Approved by: Comments:	August 02, 2016 Manager, Central Academic Administration Updates made: <ul style="list-style-type: none">• Amended: SBCS Management Team• Amended: Image of Campus locations
Revision 003: Approved by: Comments:	December 02, 2016 Manager, Central Academic Administration Updates made: <ul style="list-style-type: none">• Amended: Cover Page• Amended: SBCS Management Team• Added: Guidelines for Examinations
Revision 004: Approved by: Comments:	March 24, 2017 Manager, Central Academic Administration Updates made: <ul style="list-style-type: none">• Amended: SBCS Management Team• Added: Our Values at a Glance• Amended: CARICOM / International Students
Revision 005: Approved by: Comments:	May 24, 2018 Senior Manager, Central Academic Administration Updates made: <ul style="list-style-type: none">• Amended: SBCS Management Team• Removed: Image of Campus locations• Amended: Our Campuses• Amended: Services at SBCS• Amended: Contact Details

Revision 006: **June 27, 2019**
Approved by: Senior Manager, Quality Assurance
Comments: Updates made:

- Amended: [SBCS Management Team](#)
- Amended: [Dress Policy](#)
- Amended: [Contact Details](#)

Revision 007: **March 27, 2020**
Approved by: Manager, Strategic Support Services
Comments: Updates made:

- Amended: [SBCS Management Team](#)
- Amended: [Our Campuses](#)
- Amended: [Services at SBCS](#)
- Amended: [Contact Details](#)

Revision 008: **October 05, 2021**
Approved by: Manager, Strategic Support Services
Comments: Updates made:

- Amended: [SBCS Management Team](#)

Revision 009: **July 01, 2022**
Approved by: Manager, Strategic Support Services
Comments: Updates made:

- Amended: [SBCS Management Team](#)

