# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT DETAILS</td>
<td>3</td>
</tr>
<tr>
<td>THE SBCS MANAGEMENT TEAM</td>
<td>3</td>
</tr>
<tr>
<td>OUR VISION</td>
<td>6</td>
</tr>
<tr>
<td>OUR MISSION</td>
<td>6</td>
</tr>
<tr>
<td>OUR QUALITY POLICY</td>
<td>6</td>
</tr>
<tr>
<td>WELCOME FROM OUR EXECUTIVE DIRECTOR</td>
<td>7</td>
</tr>
<tr>
<td>PROFESSIONAL AFFILIATIONS</td>
<td>8</td>
</tr>
<tr>
<td>PROFILE OF SCHOOL OF BUSINESS &amp; COMPUTER SCIENCE LIMITED</td>
<td>9</td>
</tr>
<tr>
<td>EQUAL OPPORTUNITIES STATEMENT</td>
<td>10</td>
</tr>
<tr>
<td>LOCATIONS OF SBCS’ CAMPUSES</td>
<td>10</td>
</tr>
<tr>
<td>HOURS OF BUSINESS (AT ALL LOCATIONS)</td>
<td>11</td>
</tr>
<tr>
<td>Sundays and Public Holidays</td>
<td></td>
</tr>
<tr>
<td>SERVICES AT SBCS</td>
<td></td>
</tr>
<tr>
<td>General Administration/Customer Service (Registration)</td>
<td></td>
</tr>
<tr>
<td>CEC (Registration for Heriot-Watt MBA, MA, Sunderland BA, Leicester MA, London MSc.)</td>
<td></td>
</tr>
<tr>
<td>Course Administration Departments</td>
<td></td>
</tr>
<tr>
<td>Course Administration Services at Port of Spain, San Fernando and Trincity Campuses</td>
<td></td>
</tr>
<tr>
<td>Student Services</td>
<td></td>
</tr>
<tr>
<td>Library (Champs Fleurs, San Fernando, Trincity)</td>
<td></td>
</tr>
<tr>
<td>Book Distribution Centre (BDC) / PROMETRIC/VUE/MOS</td>
<td></td>
</tr>
<tr>
<td>Testing Centre (Champs Fleurs)</td>
<td></td>
</tr>
<tr>
<td>Computer Laboratories &amp; Information Systems</td>
<td></td>
</tr>
<tr>
<td>Engineering Laboratory Facilities</td>
<td></td>
</tr>
<tr>
<td>Cafeteria (Champs Fleurs, San Fernando and Trincity)</td>
<td></td>
</tr>
<tr>
<td>Parking Facilities</td>
<td></td>
</tr>
<tr>
<td>SECURITY &amp; FACILITY MANAGEMENT</td>
<td>18</td>
</tr>
<tr>
<td>MARKETING MANAGEMENT</td>
<td>18</td>
</tr>
<tr>
<td>ACCOUNTING &amp; FINANCE MANAGEMENT</td>
<td>18</td>
</tr>
<tr>
<td>GENERAL INFORMATION</td>
<td>18</td>
</tr>
<tr>
<td>Award Ceremony</td>
<td></td>
</tr>
<tr>
<td>Classrooms</td>
<td></td>
</tr>
<tr>
<td>Dress Code</td>
<td></td>
</tr>
<tr>
<td>Lecturers, Tutorials, Practicals</td>
<td></td>
</tr>
<tr>
<td>Study Areas</td>
<td></td>
</tr>
<tr>
<td>Term &amp; Vacation</td>
<td></td>
</tr>
<tr>
<td>Academic Obligations</td>
<td></td>
</tr>
<tr>
<td>What Standard of Work Should Students Aim For</td>
<td></td>
</tr>
<tr>
<td>STUDENT RULES OF CONDUCT</td>
<td>20</td>
</tr>
<tr>
<td>NO WEAPONS POLICY</td>
<td>23</td>
</tr>
</tbody>
</table>
CONTACT DETAILS:

SBCS, Champs Fleurs:
53 – 54 Sagan Drive, Champs Fleurs, Trinidad, West Indies
t - 663 – SBCS (7227), f - 663 – 3640
sbcs@sbcs.edu.tt

SBCS, Port of Spain:
46 – 50 & 29 – 31 Picton Street, Port of Spain, Trinidad, West Indies
t - 622 – 9666, f - 628 – 8670
poscms@sbcs.edu.tt / sbcspos@sbcs.edu.tt

SBCS, San Fernando:
27 – 31 Fran Street, Cocoyea Village, San Fernando, Trinidad, West Indies
t - 652 – 2388, f - 657 – 9704
sanfernando@sbcs.edu.tt

SBCS, Trincity:
Corner Beaulieu Avenue and Trincity Boulevard, Trincity, Trinidad, West Indies
t - 640 – 7490, f – 640-4939
trincity@sbcs.edu.tt

THE SBCS MANAGEMENT TEAM

**Executive Director**
Dr. Robin Rabindranath Maraj
robinm@sbcs.edu.tt

**Director**
Mrs. Vijaya Maraj
vijayam@sbcs.edu.tt

**Senior Manager**
Corporate Services
Mr. Imran Mohammed
imranm@sbcs.edu.tt

**Chief Financial Officer**
Finance and Administration
Mr. Kevin Ruiz
kevinru@sbcs.edu.tt

**Senior Manager**
Finance and Administration
Mrs. Carmela Kong
carmelak@sbcs.edu.tt

**Senior Manager**
Central Academic Administration (CAA)
Mrs. Mridula Seemungal
mridulas@sbcs.edu.tt
<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Department</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Manager</td>
<td>Mr. Kumar Bobby Sookram</td>
<td>Quality Assurance</td>
<td><a href="mailto:bobbys@sbcsedu.tt">bobbys@sbcsedu.tt</a></td>
</tr>
<tr>
<td>Senior Manager</td>
<td>Mr. Hayden Hernandez</td>
<td>Information Technology</td>
<td><a href="mailto:haydenbh@sbcsedu.tt">haydenbh@sbcsedu.tt</a></td>
</tr>
<tr>
<td>Senior Manager</td>
<td>Mrs. Rinnette Ramdhanie</td>
<td>Centre for Information, Technology and Engineering (CITE) and Corporate Training Centre (CTC)</td>
<td><a href="mailto:rinnetter@sbcsedu.tt">rinnetter@sbcsedu.tt</a></td>
</tr>
<tr>
<td>Senior Manager</td>
<td>Mrs. Jenelle Alexander-Ramkissoon</td>
<td>Corporate Education Centre (CEC)</td>
<td><a href="mailto:jenellear@sbcsedu.tt">jenellear@sbcsedu.tt</a></td>
</tr>
<tr>
<td>Senior Manager</td>
<td>Mrs. Terry Amirali-Rambharat</td>
<td>San Fernando Campus</td>
<td><a href="mailto:terryr@sbcsedu.tt">terryr@sbcsedu.tt</a></td>
</tr>
<tr>
<td>Manager</td>
<td>Mr. Gerard Sampson</td>
<td>Marketing</td>
<td><a href="mailto:gerards@sbcsedu.tt">gerards@sbcsedu.tt</a></td>
</tr>
<tr>
<td>Manager</td>
<td>Ms. Michelle Kong</td>
<td>Port of Spain Campus</td>
<td><a href="mailto:michellek@sbcse.edu.tt">michellek@sbcse.edu.tt</a></td>
</tr>
<tr>
<td>Manager</td>
<td>Mrs. Alicia Cameron</td>
<td>Trincity Campus</td>
<td><a href="mailto:aliciac@sbcseedu.tt">aliciac@sbcseedu.tt</a></td>
</tr>
<tr>
<td>Manager</td>
<td>Ms. Celia Mendoza</td>
<td>Book Distribution and Testing Centre (BDC)</td>
<td><a href="mailto:celiam@sbcseedu.tt">celiam@sbcseedu.tt</a></td>
</tr>
<tr>
<td>Manager</td>
<td>Ms. Ria Gomes</td>
<td>Central Academic Scheduling and Operations (CASO)</td>
<td><a href="mailto:riag@sbcseedu.tt">riag@sbcseedu.tt</a></td>
</tr>
<tr>
<td>Manager</td>
<td>Mrs. Mitzi Hall-Denny</td>
<td>Student Services</td>
<td><a href="mailto:mitzihd@sbcseedu.tt">mitzihd@sbcseedu.tt</a></td>
</tr>
<tr>
<td>Senior Programme Manager / Lecturer</td>
<td>Mr. Davindra Jairam</td>
<td>Centre for University of Greenwich Programmes (UOG)</td>
<td><a href="mailto:davindraj@sbcse.edu.tt">davindraj@sbcse.edu.tt</a></td>
</tr>
<tr>
<td>Programme Administrator</td>
<td>Ms. Natasha Beckles</td>
<td>Centre for Information, Technology and Engineering (CITE) (Information Technology and Engineering Short Courses)</td>
<td><a href="mailto:natashab@sbcse.edu.tt">natashab@sbcse.edu.tt</a></td>
</tr>
<tr>
<td>Assistant Manager</td>
<td>Ms. Malini Bridglalsingh</td>
<td>Accountancy Training and Education Centre (ATEC) (ACCA, FIA)</td>
<td><a href="mailto:malinib@sbcse.edu.tt">malinib@sbcse.edu.tt</a></td>
</tr>
<tr>
<td>Senior Course Administrator / Lecturer</td>
<td>Mr. Desmond Lum York</td>
<td>Corporate Training Centre (CTC) (Champs Fleurs)</td>
<td><a href="mailto:desmondl@sbcse.edu.tt">desmondl@sbcse.edu.tt</a></td>
</tr>
<tr>
<td>Assistant Manager</td>
<td>Mrs. Candy Douglas-Nurse</td>
<td>Centre for Certified and Professional Programmes (CCPP) (ABE, CIPS, Edexcel)</td>
<td><a href="mailto:candyd@sbcseedu.tt">candyd@sbcseedu.tt</a></td>
</tr>
<tr>
<td>Programme Administrator</td>
<td>Mrs. Natalie Jeremiah</td>
<td>Centre for University of London Programmes (UOL)</td>
<td><a href="mailto:nataliej@sbcse.edu.tt">nataliej@sbcse.edu.tt</a></td>
</tr>
<tr>
<td>Programme Administrator</td>
<td>Mrs. Carol-Ann Joseph</td>
<td>Corporate Training Centre (CTC) (Trinity)</td>
<td><a href="mailto:carolannj@sbcseedu.tt">carolannj@sbcseedu.tt</a></td>
</tr>
<tr>
<td>Senior Course Administrator</td>
<td>Mrs. Lois Marcelle-Kennedy</td>
<td>Corporate Training Centre (CTC) (Trinity)</td>
<td><a href="mailto:loismk@sbcse.edu.tt">loismk@sbcse.edu.tt</a></td>
</tr>
<tr>
<td>Programme Manager</td>
<td>Ms. Michelle Kong</td>
<td>Centre for Media Studies (CMS) (Edexcel BTEC HND Creative Media Production and BA Media)</td>
<td><a href="mailto:michellek@sbcseedu.tt">michellek@sbcseedu.tt</a></td>
</tr>
</tbody>
</table>
Senior Academic Programme Leader  Ms. Abbigail Ajim
Centre for Media Studies (CMS)
(Edexcel BTEC HND Creative Media Production and BA Media)
abbigaila@sbcs.edu.tt

Programme Manager  Mrs. Alicia Cameron
(Edexcel BTEC HND Graphic Design)
aliciac@sbcs.edu.tt

Programme Manager  Mrs. Rinnette Ramdhanie
(Edexcel BTEC HND Construction and the Built Environment)innetter@sbcs.edu.tt

Deputy Academic Programme Leader  Mr. Davindra Jairam
Centre for Information, Technology and Engineering (CITE)
davindraj@sbcs.edu.tt

Assistant Manager  Ms. Patrice Belfon
Central Academic Administration (CAA)
patriceb@sbcs.edu.tt

Senior Student Services Administrator  Ms. Althea Boucaud
altheab@sbcs.edu.tt

OUR VISION
To be the premier provider of globally recognised and industry-relevant tertiary education and training in the region.

OUR MISSION
To deliver industry-relevant tertiary education and training, using a student centric approach, with staff, facilities and courseware of the highest quality, leading to the transformation of our human resource into the region’s most valuable natural resource.

OUR QUALITY POLICY
SBCS is committed to serving our students by striving to ensure that we continuously select and deliver world class programmes that are relevant to the needs of local industry, and can produce graduates who add real value to their workplace, be it locally or globally.

The voice of our students is the key driver of all our activities. Continuous improvement at SBCS will always be rooted in sincere efforts to ensure that student evaluations are frequent, comprehensive, and that action plans based on these evaluations, are executed in a timely, efficient and decisive manner.

Additionally, we strive to ensure that the collaborative arrangements with partner institutions are deep and engaging through continuous interaction with both academic and administrative staff with the aim of always improving the quality of the service we deliver.

Finally SBCS holds itself accountable to the people of Trinidad and Tobago by ensuring that we are always in compliance with the rules and regulations that apply to the provision of quality higher education.

WELCOME FROM OUR EXECUTIVE DIRECTOR
I am delighted to welcome you to the School of Business and Computer Science 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 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 market place, 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.

Dr. Robin Rabindranath Maraj
Executive Director
PROFESSIONAL AFFILIATIONS

SBCS works closely with the following Universities, Professional Associations and Corporations in delivering a number of programmes throughout the region:

- Edinburgh Business School – Heriot-Watt University (UK)
- University of London (UK)
- University of Greenwich (UK)
- University of Dundee (UK)
- University of Sunderland (UK)
- University of Leicester (UK)
- University of Bath (UK)
- ABE – Association of Business Executives (UK)
- ACCA – Association of Chartered Certified Accountants (UK)
- CIPS – Chartered Institute of Purchasing and Supply (UK)
- City & Guilds (UK)
- Pearson Edexcel (UK)
- AutoDesk (USA)
- EC-Council (USA)
- Microsoft (USA)
- PMI® – Project Management Institute (USA)
- Prometric and Vue Testing Services
- Comp TIA- Computing Technology Industry Association
- CIW- Certified Internet Web
- CPD- Continuing Professional Development

PROFILE OF SCHOOL OF BUSINESS & COMPUTER SCIENCE LIMITED

“Creating Learners...Changing Lives”

Established in 1987, the School of Business & Computer Science’s flagship campus is strategically located in Champs Fleurs with the advantage of easy access to transportation. Nestled in the foothills of the Northern Range, the tranquil and scenic surroundings provide the ideal environment for the effective delivery of our programmes.

Our Champs Fleurs Campus includes fully furnished and air-conditioned facilities, equipped with the latest technology: twenty-nine (29) classrooms, two (2) study rooms, a library, eleven (11) computer labs, three (3) Electronics and Telecommunications labs and a Computer Based Testing Centre (CBT) for Microsoft Office Specialist, ACCA, Prometric (MCITP, A+, Network+, AutoCAD, etc.) and Pearson VUE, Prometric, Cisco, CIW, CompTIA etc.)

SBCS’ second campus, on the outskirts of Port of Spain, opened its doors for business in May 2003, providing an ideally located training centre for companies and individuals in the capital city and its environs. Also called the “Centre for Media Studies”, the Port of Spain Campus includes five (5) computer labs and four (4) training rooms. This campus is also the centre for our HND Media programme and is equipped with complete sound and television studios, audio studio and study room.

Our third campus opened in February 2006, and this state of the art facility is located in Cocoyea Village, San Fernando. Southern business entities and individuals have traditionally faced challenges in accessing high quality tertiary education and training in the south land. It is with this in mind that SBCS decided to take our services to the city and people of San Fernando. San Fernando has sixteen (16) classrooms and seven (7) computer labs.

SBCS’ fourth campus, located in the east, is at the corner of Beaulieu Avenue and Trincity Boulevard in Trincity. A spacious, state of the art facility, this campus brings to the east the best traditions of quality lecturers, world class programmes, and excellent service that has made SBCS one of the premier providers of private tertiary education. Trincity has fifteen (15) classrooms and six (6) computer labs, one being an apple lab for our graphics programme.

The underlying philosophy of “quality customer service” permeates through all of our campuses.
EQUAL OPPORTUNITIES STATEMENT

SBCS is a non-denominational, private tertiary learning institution where we do everything in our power to ensure that our students are treated equally regardless of race, gender, disability, marital status or religious belief.

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 enroll, in advance of registering.

LOCATIONS OF SBCS’ CAMPUSES

Where are we located?
SBCS has four Campuses in Trinidad.

They are located at:
53-54 Sagan Drive, Champs Fleurs.
46.50 Picton Street, Port of Spain.
27-31 Fran Street, Cocoyea Village, San Fernando.
Corner Beaulieu Avenue and Trincity Boulevard, Trincity.

HOURS OF BUSINESS (AT ALL LOCATIONS)

The following is a listing of the hours of operation for SBCS administration departments, libraries and cafeterias.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Department / Branch</th>
<th>Monday - Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Champs Fleurs</td>
<td>General Administration &amp; Course Administration</td>
<td>8:00 A.M. – 6:00 P.M.</td>
<td>8:00 A.M. – 4:00 P.M.</td>
<td>8:00 A.M. – 3:00 P.M.</td>
</tr>
<tr>
<td></td>
<td>Corporate Education Centre</td>
<td>9:00 A.M. – 6:00 P.M.</td>
<td>9:00 A.M. – 4:00 P.M.</td>
<td>8:30 A.M. – 2:30 P.M.</td>
</tr>
<tr>
<td></td>
<td>Book Distribution Centre / VUE Testing Centre</td>
<td>9:00 A.M. – 6:00 P.M.</td>
<td>8:00 A.M. – 4:00 P.M.</td>
<td>8:00 A.M. – 2:00 P.M.</td>
</tr>
<tr>
<td></td>
<td>Library</td>
<td>8:30 A.M. – 8:30 P.M.</td>
<td>8:00 A.M. – 4:00 P.M.</td>
<td>8:00 A.M. – 3:00 P.M.</td>
</tr>
<tr>
<td></td>
<td>Cafeteria</td>
<td>8:00 A.M. – 7:00 P.M.</td>
<td>Please check notice board for availability</td>
<td>7:30 A.M. – 4:30 P.M.</td>
</tr>
<tr>
<td>Port-of-Spain</td>
<td>Branch</td>
<td>9:00 A.M. – 6:00 P.M.</td>
<td>9:00 A.M. – 4:00 P.M.</td>
<td>8:00 A.M. – 3:00 P.M.</td>
</tr>
<tr>
<td>San Fernando</td>
<td>Branch</td>
<td>8:00 A.M. – 6:00 P.M.</td>
<td>8:00 A.M. – 4:00 P.M.</td>
<td>8:00 A.M. – 3:00 P.M.</td>
</tr>
<tr>
<td></td>
<td>Library</td>
<td>8:30 A.M. – 8:30 P.M.</td>
<td>8:00 A.M. – 4:00 P.M.</td>
<td>8:00 A.M. – 3:00 P.M.</td>
</tr>
<tr>
<td></td>
<td>Cafeteria</td>
<td>8:00 A.M. – 7:30 P.M.</td>
<td>Please check notice board for availability</td>
<td>7:30 A.M. – 4:00 P.M.</td>
</tr>
<tr>
<td>Trincity</td>
<td>Branch</td>
<td>9:00 A.M. – 6:00 P.M.</td>
<td>8:00 A.M. – 4:00 P.M.</td>
<td>8:00 A.M. – 3:00 P.M.</td>
</tr>
<tr>
<td></td>
<td>Library</td>
<td>8:30 A.M. – 8:30 P.M.</td>
<td>8:00 A.M. – 4:00 P.M.</td>
<td>8:00 A.M. – 3:00 P.M.</td>
</tr>
<tr>
<td></td>
<td>Cafeteria</td>
<td>8:00 A.M. – 7:00 P.M.</td>
<td>Please check notice board for availability</td>
<td>7:30 A.M. – 4:30 P.M.</td>
</tr>
</tbody>
</table>

Sundays and Public Holidays

The cafeteria at each campus may open for a specified period of time 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 libraries are also open on Sundays to allow for additional study room and access to its resources.

SERVICES AT SBCS

General Administration/Customer Service (Registration)

The General Administration department is responsible for the following activities:
- Enrolment of students (registration)
- Providing general information on courses
• Processing payment of SBCS fees
• Processing of all GATE CLEARANCES and APPLICATIONS with assistance from the Course Administration departments
• Preparation of letter requests
• Answering telephone and emailed enquiries

CEC (Registration for Heriot-Watt MBA, Sunderland BA (Hons), Leicester MA, London MSc.)

• Provide knowledgeable, accurate and timely programme information to all internal, external and potential students
• Prepare brochures
• Pre-registration planning
• Student enrolment
• Receive exam applications
• Exam prep and related activities
• Receive payments on behalf of Universities
• Process SBCS payments
• Receive GATE clearance applications
• Prepare GATE claim submissions
• Preparation of Letters/Proforma Invoices
• Ensure daily classroom setup
• Prepare class registers/Monitor attendance
• Distribute and tally Lecturer evaluations
• Maintain student and programme files
• Arrange student wireless network access
• Respond to telephone and email enquiries
• Provide student services support

Central Academic Administration (CAA) and Quality Assurance (QA)
The Central Academic Administration (CAA) and Quality Assurance (QA) departments form a vital part of our monitoring and compliance mechanism to ensure that our students are provided with excellent service.

Course Administration Departments

Once a student has registered with SBCS through General Administration or CEC, all additional information such as class schedules, classroom assignments, queries regarding lecturers etc., can be obtained from the respective Course Administration Department or CEC.

The Course Administration Departments are responsible for the following:
• Preparation of course timetables and allocation of classrooms
• Distribution of students’ handbooks and/or programme fact sheets
• Liaising with foreign academic boards

• Administration of personal student tutorials, academic advice, student attendance etc.
• Daily examination of class attendance and progress of lecture topics
• The Lecturer Evaluation Process.

Course Administration Departments include:
(Please check our Management Team listing at the front of this booklet in order to obtain the names and email addresses of the senior personnel in each of the following departments)

ATEC – Accountancy Training and Education Centre is responsible for the administration of the ACCA and FIA programmes.

CCPP – Centre for Certified Professional Programmes is responsible for the administration of the ABE, CIPS and the BTEC HNDs in Business (Management, Human Resource Management, Marketing) and BTEC HND Computing and Systems Development from Edexcel.

CEC – Corporate Education Centre is responsible for the administration and marketing of the majority of our postgraduate and distance learning programmes from the Heriot-Watt, Dundee, London and Leicester universities and our undergraduate programmes from Sunderland University.

CITE – Centre for Information Technology and Engineering is responsible for the following:
• City & Guilds Engineering and Telecommunications programmes
• BTEC HND in Construction and the Built Environment from Edexcel
• Short Information Technology (IT) courses e.g. Computer Literacy, Microsoft, CISCO, Network+, A+, AutoCAD, Web, 3D, Java, etc.

CMS – Centre for Media Studies is a specialised campus of SBCS focusing on the delivery of Media and Media related courses together with Corporate Training in the field of Business and IT. CMS is responsible for the administration of the BTEC HND in Creative Media Production (formerly HND in Media) and the UOG – BA (Hons) Media and Communications programme. Both programmes are offered only at the POS campus. The MBA from Edinburgh Business School, Heriot-Watt University is now also delivered at Port of Spain campus.

CTC – Corporate Training Centre is responsible for all Professional Development courses and seminars, whether offered on-site or off-site. This department 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.

UOG – Centre for University of Greenwich Programmes is responsible for administration of all University of Greenwich programmes.
UOL – Centre for University of London (undergraduate) Programmes is responsible for the administration of all undergraduate University of London programmes.

**SBCS Trincity Campus** is responsible for the administration of the BTEC HND in Graphic Design from Edexcel. This programme is offered only at the Trincity campus.

**Programme Managers/ Programme Administrators/Course Administrators**

They are responsible for their respective programmes and liaising 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.

**Course Administration Services at Port of Spain, San Fernando and Trincity Campuses**

Multifunctional Course Administration Departments are located at all of these campuses. These units are staffed by Course Administrators who work directly with our main Academic Departments in Champs Fleurs. You are encouraged to liaise with the relevant Course Administrator(s) at the location where your classes are being held, should you require supplemental information.

Alternatively, you may also contact the Manager of your campus for information, namely:

- **SBCS Port of Spain**: Ms. Michelle Kong  michellek@sbc$.edu.tt
- **SBCS San Fernando**: Mrs. Terry Amirali-Rambharat  terryr@sbc$.edu.tt
- **SBCS Trincity**: Mrs. Alicia Cameron  aliciac@sbc$.edu.tt

**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.

**Student Services**

This department provides support services that complement those offered by Course Administration and academic staff.

The functions of the Student Services Department include:
- Coordination of the student orientation process
- Career guidance and placement services
- Facilitation of student development and welfare initiatives
- Management of student complaints and grievances
- Provision support to international/CARICOM students
- Assurance that current information is accessible to students
- Counselling (Association with trained counsellors)
- Management of Extra Curricula activities.

**Library (Champs Fleurs, San Fernando, Trincity)**

The library is primarily designed to support undergraduate studies in all principal subjects studied at SBCS. Postgraduate students and some undergraduate students have access to specialist libraries (virtual libraries) via their awarding bodies.

**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) held by libraries at SBCS.

The computers in the library have internet access and are fitted with USB drives. Readers may 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 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 or 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.

Book Distribution Centre (BDC) /[PROMETRIC / VUE / MOS] Testing Centre (Champs Fleurs)

Services provided:
• Ordering, stocking and distribution of text books, manuals and course materials for SBCS programmes.
• Registration and payment for ACCA / FIA Computer Based Examinations (CBE). This is also done at the San Fernando Campus.
• The sale and rebooting of SBCS photocopy cards. At the San Fernando and Trincity Campuses, copy cards may be purchased from the Customer Service Representatives.
• Certified PROMETRIC/VUE MOS Testing Centre - High quality and customer-focused delivery of testing services which include candidate registration and payment, exam scheduling, administering/delivery of exams & workstation maintenance.

Computer Laboratories & Information Systems

Based on your programme of study, a computer may be available for use during lab hours. You are encouraged to consult with your Course Administrator and 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 campus and at the available hot spots. Consult with your Course Administrator for more information.

Engineering Laboratory Facilities

Availability of these labs is based on your programme of study. Access to these labs (IT, Computer Repairs & Engineering) is strictly prohibited to students of non-related programmes. Access to these labs by bona fide students is only permitted during the periods designated by SBCS. Failure to abide by this rule will result in expulsion.

You will be liable for the cost of repairing or replacing items damaged or destroyed as a result of carelessness on your part.

Cafeteria (Champs Fleurs, San Fernando and Trincity)
Our cafeterias are comfortable, spacious and offer a variety of beverages and food items in diverse settings. Vending machines are also available. Photocopy cards can be purchased, but not rebooted, at the Champs Fleurs cafeteria.

Parking Facilities

Parking facilities are available at all campuses and on a first come, first served 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. Failure to comply with our parking guidelines/rules may result in disciplinary action being taken against the offender.

At the Champs Fleurs campus additional parking facilities are available at:
• Eric Williams Medical Sciences Complex (All day on Saturdays with shuttle service).

At the San Fernando campus parking is available:
• On the Ground Floor of the building, on a first come, first served basis. However, you are advised to park under the building after 9:00 p.m. for your safety. Please note that an area of parking is reserved for staff.
• At Memory Bank Compound, as well as next to Memory Bank on Fran Street.

At the Trincity campus parking is available:
• On our compound.
• At the Dinsley - Trincity Government Primary School on specific days at certain times. Please refer to the notice board at the campus for specific details.
• Shuttle service to carpark and Eastern Main Road provided on certain days at certain times (please check with staff at Trincity).

At the Port of Spain Campus parking is available:
• To the front of the main building at 46-50 Picton Street on a first come first served basis.
• At 23 Warner Street on a first come, first served basis
• At 29 Picton Street on a first come, first served basis

Car Park disclaimers are posted in all car parks and around the campuses.
SECURITY & FACILITIES MANAGEMENT

Security Staff and rules are in place for the safety and protection of employees and students. Bending of rules will not be accepted as it can compromise the safety of individuals authorised to be on the compound. Our ID policy and similar regulations have been implemented to minimise the risk of unauthorised persons accessing/using the facilities.

The Facilities Management team is also responsible for the maintenance of all classrooms and ancillary spaces.

MARKETING MANAGEMENT

Our Marketing Team is responsible for both internal and external marketing activities.

ACCOUNTING & FINANCE MANAGEMENT

This team is responsible for accounting matters, including tuition payment plans for courses that are not GATE approved. Please contact a Customer Service Representative in General Administration for further information.

GENERAL INFORMATION

Award Ceremony

Students completing their Bachelor’s and Master’s Degree programmes are able to celebrate their achievements at our annual Graduation Ceremony. This ceremony is held in April of each year and graduates include those who completed programmes in the previous year and by February of the current year. This is usually a stellar event.

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

Dress Code

SBCS in no way attempts to prohibit your self expression which can sometimes be displayed in your manner of dress. However, please note that the following are unacceptable:

Males

• Vests
• Pants worn on or below the hip, displaying undergarments
• Very short pants

Females

• Low cut, fitted tops (vests etc)
• Very short skirts (mid thigh or above)
• Tube tops
• Backless tops
• Micro shorts or very short pants or any other variations of these

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, San Fernando and Trincity campuses, 24-hour study facilities are available. The Trincity campus provides 24-hour study facilities at specified times during the year, especially around examinations. These facilities are available to currently enrolled SBCS students; you will not be allowed access to 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 areas and timelines.

For those of you that wish to study overnight at SBCS please note that you will NOT be allowed entry to any SBCS campus after 10:00 p.m.

Terms & 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 all campuses are closed.

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

Having entered an academic institution, your primary goal should be achieving academic excellence. This being said, you should also understand 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 are ready to enter the world of employment. You should be assured that after your SBCS experience, you will confidently be able to add value to any organization.

What Standard of Work Should Students Aim For

To attain academic excellence, you must pursue your studies to 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, the mission is not an impossible or unattainable one. Achieving your academic goals require 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.”

STUDENT RULES OF CONDUCT

All SBCS 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.
   This prohibition extends to:
   • All tobacco products
   • All alcoholic beverages

   Substances not tolerated for use or possession on our campuses include all illegal and controlled substances, including, but not limited to, cannabis, cocaine, crack, amphetamines, heroin, 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 displayed on your person at all times. Access to the facilities is not allowed to individuals without a valid ID.
   A temporary day pass 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 a student has lost his/her ID.

   Should you withdraw from a course or programme, your SBCS ID must be amended immediately to reflect your current status. Failure to have your ID updated may result in you being billed for the course or programme you are no longer studying.
   Students are not allowed to loan their IDs to individuals (student or non-student) to access the compound. This is a fraudulent act and can result in expulsion for all concerned registered students.

   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.

3. No unauthorised 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.

4. Students are not allowed to access classes for which they are not registered, even if those classes fall within the student’s programme of study.

5. Should you wish to withdraw from a programme, you must complete and submit the “WITHDRAWAL/PROGRAMME ADJUSTMENT FORM”, available at General Administration/ Customer Service.
   Please refer to pages 28-29, point 9, for our detailed Withdrawal/Programme Adjustment procedure.

6. 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.
7. 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.

8. 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.

9. Sitting in the stairways, corridors or on tables in the classrooms is prohibited. Please use the chairs provided in classrooms and in the cafeteria.

10. Eating is not allowed in classrooms.

11. Chewing gum is not allowed on the school compound.

12. Please use the bins provided to dispose of all garbage, including foodstuff.

13. Any student found to be engaging in any act of indecency or inappropriate behaviour, physical or online, will be expelled.

14. No disruptive behaviour is allowed on the compound or in surrounding areas, e.g. no loud noises, cursing, fighting, horseplay, etc. Displays 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.

15. Our rooms are air-conditioned and can be very cold at times. Please dress appropriately - a sweater is recommended.

16. Defacing or damaging school property (e.g. writing on desks or walls, removal of 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.

17. You are advised to guard your possessions. SBCS will not be liable for lost or damaged property.

18. 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.)

19. 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.

20. 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.

21. 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.

**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 producing bodily harm or injury.

Consequences of breaching this policy:

- for students: immediate expulsion
- for internal customers: termination
- for visitors: barring from future entry to all our campuses and a report made to the Police.

Exception:

It shall not be a violation of this policy if the non-student is a licensed police officer, or military personnel on official duty.

**ACCEPTABLE USE POLICY FOR TECHNOLOGY AND THE INTERNET**

The use of the computer technology and the Internet at SBCS is a privilege and not a right. Inappropriate use may result in suspension or revocation of this privilege. Furthermore, certain inappropriate uses may also be unlawful. You may be held liable if an unlawful act is performed while using the internet at SBCS.
Acceptable Internet Use

The following are representative, but not all inclusive, for use of the internet as determined by SBCS Management.
The use of your internet account must be in support of education and /or research and be consistent with the educational objectives of the school.
• Use for commercial activities is not acceptable, this includes 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 authorised 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 lecturer/facilitator.
• Access to pornographic, violent, profane or racist material is forbidden. If you access a site with such information, you are to exit the site immediately and inform the lecturer, librarian or the computer laboratory technicians.
• You may be asked by a lecturer, laboratory technician or librarian to print the history of sites that have been accessed during any specific Internet session.

Network Etiquette

“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 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 communications 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 when the system involves many users. If a security problem on the internet can be identified, please notify the Network Administrator.
• You are responsible for the protection of your account password. You should not give your account name or password to other individuals. If there is suspicion that others are using your account, you should notify the Network Administrator or lecturer immediately.
• 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 may be held responsible, whether or not you personally took the actions. This may result in loss of access to the network and internet, or other disciplinary action.

Responsible use of computing and communication facilities and services requires that you 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 communication facilities that you are duly authorised to use, and use them only for the purposes for which they were intended.
• Use only software provided by SBCS.
• Not develop malicious 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 unauthorised access to other facilities accessible via the network.
• Not install software on the computers without the consent of the Network Administrator or a lab instructor.
• Not delete or rearrange files on the computers.
• Use only groups set up and authorised by lecturers as part of the syllabus. Chat rooms are expressly 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 you encounter. You will notify the Network Administrator who will assist you.
• Not change the desktop properties of the workstations.

IMPORTANT INFORMATION STUDENTS MUST READ

1. Cash Policy: 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 ID cards; postage etc.; for which cash may be accepted.

2. Withdrawal from programmes: If you stop classes for any reason, then you must inform General Administration/Customer Service (Registration) immediately and complete and sign the necessary forms. Please refer to pages 28-29, point 9, for our detailed Withdrawal/Programme Adjustment procedure.

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).

Please be advised that SBCS will not hold itself responsible for any refund to the Ministry of Tertiary Education and Skills Training (MTEST) or reimbursement to any student resulting from any change 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. In the event that the alarms are not triggered, personnel wearing fluorescent jackets will use a Public Address System to advise everyone of the existence of an emergency and the need to evacuate the buildings. Everyone must proceed calmly to the nearest exit and proceed to the campus assigned Muster Point.

Muster Points:
• Champs Fleurs – Car Park B, north of the facility on Sagan Drive.
• Port of Spain – Across the street from Main Building or vice versa from the Secondary Buildings. San Fernando – Memory Bank compound, north of the campus. (Access is available from both the San Fernando Bye-Pass as well as Fran Street).
• Trincity – Tamarind Tree Area, to the east of the campus.

Everyone must stay at the assigned 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. Should you wish to address such matters, you are encouraged to first discuss the problem with the individual(s) involved. If not satisfied with the response of the individual(s), or if you are unable to discuss the matter with the individual(s) involved, you may direct your grievance/ complaint / concern to the following authorities: your Course Administrator and/or your Student Services Administrator * (Refer to Student Grievance Complaints Policy).

You may request a copy of the SBCS Student Grievance Policy from Student Services for further clarification.

5. Regulations and procedures: You need to receive only one (1) Student Orientation Handbook for the duration of your programme. 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 the external academic bodies and/or examination body.
• Regularly check SBCS’ notice boards, Course Administration Unit(s) and the SBCS’ website www.sbcs.edu.tt for updated course information, such as daily class schedules.
• Complete registration and make payment of fees, or complete Government Assistance for Tertiary Education (GATE) application forms BEFORE attending classes. It is your responsibility to pay your fees and 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 / on the website / on notice boards. Course / programme guidelines are posted on notice boards.
• Ensure that you have a student number from the examining body shortly after registration AND a student examination sitting number, which are required in order to be allowed to sit your examinations. You are advised to contact your respective examination board or the Ministry of Education if you do not receive your examination sitting number at least two weeks before the 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 will not tolerate cheating or plagiarism. Penalties are severe and candidates could be expelled.
CHEATING includes bringing unauthorised 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 miss Orientation you must contact your Course Administrator and the Student Services Administrator on or before your first class date.

9. Students pursuing programmes of study for which GATE has been approved, must be mindful of the following:
• GATE is only applicable to tuition
• GATE does not cover tuition payment for repeat courses
• GATE is not applicable to other fees such as SBCS registrations, textbooks, registration with the external academic body, examination fees, subscription fees, lodging etc.

As a student, you should be aware that one of the main factors that will determine current and future GATE funding is your attendance. Please ensure that you indicate your attendance by signing the SBCS register each time you attend a class. Under the GATE programme, Tertiary Level Institutions are subject to periodic audits by the Ministry of Tertiary Education and Skills Training (MTEST). The purpose of the audits is to ensure that you are attending classes for which the Government has paid tuition on your behalf. MTEST auditors will determine your attendance status for each GATE funded course/subject by reviewing our registers.

As such, despite being granted GATE Clearance at the start of your current period of study, the Ministry reserves the right to request a refund of tuition and or suspend future GATE grants if you do not attend the majority of your present classes. If you are unable to attend classes, it is important that you provide your Course Administrators with a written explanation for your absenteeism.

If you are withdrawing from or altering your programme of study, or taking a leave of absence for a specific period, then a Withdrawal Programme Adjustment form MUST be completed and handed in to your Course Administrators within seven (7) days of attending your last class. Please ensure that you retain a copy of this document.

Failure to promptly inform your Course Administrators in writing of any of the above-noted anomalous actions, as well as non or partial completion of the attendance register may result in MTEST requesting a refund of the GATE fees that were paid on your behalf, and/or suspension of future GATE grants. The liability for any refund to MTEST will rest with you in accordance with the conditions outlined in our Debtor’s Declaration form, duly completed on registration.

A student who begins attending classes before receiving GATE CLEARANCE APPROVAL and whose application is subsequently rejected will be liable to SBCS for the tuition cost of the registered programme.
It is the responsibility of the student whose GATE application has been rejected to pay to SBCS the required fees immediately, or promptly meet with the GATE authorities to resolve the matter. Such students will be barred from attending classes until the matter is resolved.
Your application for GATE CLEARANCE/GATE may be rejected inter alia for any of the following reasons:

- Dropping or abandoning programme(s) without valid reasons
- Repeatedly starting and dropping programme(s) without valid reasons
- Switching programmes without prior approval or notification
- Repeating the same programme(s) at this or any other Tertiary Level Institution (TLI)
- Exceeding the time limits set by MTEST for completion of any programme or level within the programme
- Inadequate class attendance.

Please note that additional rules pertaining to GATE APPROVED courses are contained on the reverse side of the GATE application form. You are encouraged to review the reverse side of the GATE application form for the listing of your obligations.

SBCS GENERAL 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 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 i.e (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.

Academic Grievance

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 grievance for a grade only if unfair or unreasonable procedures are alleged. Procedures for academic grievance are described by the Course Administration Department.
Where final grades are given by an external examining body other than SBCS you are bound by the grievance procedure of the said body.

Resolution Procedures

1. Issues may occur that are not best addressed by the system of written Course Evaluation Forms due to urgency, uniqueness and/or magnitude. If you wish to address such matters, you are encouraged to first discuss the problem with the individual(s) involved.

2. If you are not satisfied with the response of the individual(s), or if you are unable to discuss the matter with the individual(s) involved, you may address your grievance to the Course Administrator for the programme or the Senior Student Services Administrator.

3. The Course Administrator / Senior Student Services Administrator shall schedule separate meetings with you and any other parties cited to obtain clarification of the issues involved.

4. The Course Administrator / Senior Student Services Administrator shall respond to you and describe the actions taken within ten (10) working days of meeting with the parties involved.

5. If you wish to have your grievance considered beyond the Course Administrator and/or Senior Student Services Administrator, you may address your grievance to the Senior Manager Central Academic Administration and/or the respective Campus Manager.

6. If you wish to have your grievance considered beyond the level of Senior Manager Central Academic Administration and/or the respective Campus Manager, you may address your grievance to the Executive Director.

Procedures

Course Evaluations

1. You 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.

2. Course Evaluation Forms are reviewed by the Course Administrators, the Senior Manager - Central Academic Administration, Quality Assurance, lecturers and the Executive Director. Areas for improvement that are noted on the Course Evaluation Forms will be addressed by the above parties or their designates.

3. Additionally, suggestion boxes are located in the General Administration Office and the cafeteria. These serve as a means for you to immediately voice your opinion or recommendations on matters of concern.

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 primarily serves as the voice of the student body to the academic community of SBCS.

For more information on how you can get involved in the activities of the Student Council, you can contact the Senior Student Services Administrator.
## APPENDIX A
### DIRECTORY OF IMPORTANT TELEPHONE CONTACTS

<table>
<thead>
<tr>
<th>Academic Departments / Units</th>
<th>Telephone Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SBCS, Champs Fleurs:</strong></td>
<td></td>
</tr>
<tr>
<td>ATEC (ACCA, FIA)</td>
<td>663 - 7227 Ext. 1010 - 1013</td>
</tr>
<tr>
<td>CCPP (ABE, CIPS, HND Business/HRM/Marketing, CSD)</td>
<td>663 - 7227 Ext. 1040 - 1044</td>
</tr>
<tr>
<td>BDC (BOOKS &amp; TESTING)</td>
<td>663 - 7227 Ext. 1050 - 1054</td>
</tr>
<tr>
<td>CEC (MBA, MSc, BA)</td>
<td>663 - 7227 Ext. 1070 - 1080</td>
</tr>
<tr>
<td>CITE (IT, HND CBE, CITY &amp; GUILDS)</td>
<td>663 - 7227 Ext. 1090 - 1097</td>
</tr>
<tr>
<td>CTC (CORPORATE TRAINING)</td>
<td>663 - 7227 Ext. 1111, 1113, 1114</td>
</tr>
<tr>
<td>CAA (ACADEMIC ADMINISTRATION)</td>
<td>663 - 7227 Ext. 1220 - 1222</td>
</tr>
<tr>
<td>CASO</td>
<td>663 - 7227 Ext. 1120-1123</td>
</tr>
<tr>
<td>UOL (UNIVERSITY OF LONDON)</td>
<td>663 - 7227 Ext. 1280 - 1282</td>
</tr>
<tr>
<td>UOG (UNIVERSITY OF GREENWICH)</td>
<td>663 - 7227 Ext. 1250 -1255</td>
</tr>
<tr>
<td>Student Services</td>
<td>663 - 7227 Ext. 1290 - 1292</td>
</tr>
<tr>
<td>CSR</td>
<td>663 - 7227 Ext. 1140, 1141, 1143 - 1146</td>
</tr>
<tr>
<td>Security</td>
<td>663 - 7227 Ext. 1214</td>
</tr>
<tr>
<td>Facilities Desk</td>
<td>663 - 7227 Ext. 1210</td>
</tr>
<tr>
<td>Call Centre</td>
<td>663 - 7227 Ext. 1270 - 1273</td>
</tr>
<tr>
<td><strong>SBCS, Port-of-Spain:</strong></td>
<td></td>
</tr>
<tr>
<td>Course Administration (HND CMP, BA MEDIA)</td>
<td>663 - 7227 Ext. 1301, 1302</td>
</tr>
<tr>
<td>CSR</td>
<td>663 - 7227 Ext. 1303 - 1305</td>
</tr>
<tr>
<td><strong>SBCS, San Fernando:</strong></td>
<td></td>
</tr>
<tr>
<td>CAA / CITE / CTC</td>
<td>663 - 7227 Ext. 1410, 1411</td>
</tr>
<tr>
<td>ATEC / UOL / CCPP</td>
<td>663 - 7227 Ext. 1412, 1415 - 1417</td>
</tr>
<tr>
<td>MBA / UOG / BTEC</td>
<td>663 - 7227 Ext. 1420, 1421</td>
</tr>
<tr>
<td>CSR</td>
<td>663 - 7227 Ext. 1430 - 1432, 1434</td>
</tr>
<tr>
<td><strong>SBCS, Trincity:</strong></td>
<td></td>
</tr>
<tr>
<td>Course Administration</td>
<td>663 - 7227 Ext. 1510 - 1519</td>
</tr>
<tr>
<td>CSR</td>
<td>663 - 7227 Ext. 1530, 1531, 1533</td>
</tr>
<tr>
<td>Corporate Training</td>
<td>663 - 7227 Ext. 1550, 1551</td>
</tr>
</tbody>
</table>

### APPENDIX A
### DIRECTORY OF IMPORTANT TELEPHONE CONTACTS

<table>
<thead>
<tr>
<th>EMERGENCY SERVICES</th>
<th>Champs Fleurs</th>
<th>Port-of-Spain</th>
<th>San Fernando</th>
<th>Trincity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>POLICE</strong></td>
<td>999</td>
<td>999</td>
<td>999</td>
<td>999</td>
</tr>
<tr>
<td><strong>FIRE</strong></td>
<td>990</td>
<td>990</td>
<td>990</td>
<td>990</td>
</tr>
<tr>
<td>Tunapuna Fire Station 662 - 4707</td>
<td>W r i g h t s o n Road – 625 – 3222/3</td>
<td>Mon Repos Fire Station – 657 – 4000 or 652 - 2675</td>
<td>Tunapuna Fire Station - 662 – 4707 or 645 - 0201</td>
<td></td>
</tr>
<tr>
<td>San Juan Fire Station – 638 4053</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AMBULANCE</strong></td>
<td>811</td>
<td>811</td>
<td>811</td>
<td>811</td>
</tr>
<tr>
<td>EHS North/East – 624 4343</td>
<td>EHS North/East – 624 4343</td>
<td>EHS South – 653 - 4343</td>
<td>EHS North/East – 624 4343</td>
<td></td>
</tr>
<tr>
<td><strong>ODPM</strong></td>
<td>640 1285</td>
<td>640 1285</td>
<td>640 1285</td>
<td>640 1285</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Emergency Services**: 999 (Police), 990 (Fire), 811 (Ambulance), 640 1285 (ODPM)
APPENDIX B
CAR PARK FLYER (Champs Fleurs)

Students of SBCS are hereby advised:
Parking on the streets of Champs Fleurs, except in designated areas (as advised by security personnel) is NOT allowed. Please use our designated parking areas (as shown below).

---

APPENDIX C
CAR PARK FLYER (Trincity)

Students of SBCS Trincity are hereby advised that absolutely NO parking is allowed on the streets in the vicinity of our campus.
*note* - SBCS Campus is only accessible from Picton St. Entrance to Parking Lot is on Warner St.

**APPENDIX D**

**CAR PARK FLYER (Port of Spain)**

---

**SBCS POS CAMPUS**

Centre for Media Studies