

CENTRE FOR EXECUTIVE EDUCATION

Student Handbook

Applicable for BTEC Higher
National Certificate and Diploma

2010

CEE CAMPUS, DUBAI KNOWLEDGE VILLAGE

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STATEMENT ON GUIDELINES

1.0 REGISTRATION AND ADMISSION

How to Apply

Students are required to submit the following documents: Complete application form, Three color photographs (carrying the student's signature), complete resume, passport copy and course fees paid by cheque favoring 'Centre for Executive Education'.

Duration of Study

Students are registered for a period of 24 months for the Higher National Certificate / Diploma from the date of application and are required to complete their programme within the period, minimum they can finish the programme in 18 months. Should they cross the period a re-registration amount will be made applicable. See Guide to Fees.

Deferring Studies to a later term

There are instances when students for various personal or professional reasons seek to defer their course of study for a later date. CEE policy on the same allows the student to do that but in the first week of study of each module with no penalty and after that with a fee. Please visit Guide to Fees.

Fee Payment

A student may choose any one of the following methods for payment of fees:

- 1) **Upfront Payment.** This plan requires the tuition fee amount to be paid upfront at the time of admission.
- 2) **Installment Scheme:** The installment scheme is provided to support the students to make payments in equal amounts over the duration of the course. At CEE, we understand the need for a payment scheme and hence have devised several plans. Please contact admissions for details on the same.

Note: Students need to provide all cheques in advance as per dates in the Installment scheme. In an event the student decides to discontinue the course before completion, they cannot demand the remaining cheques to be returned. Installment scheme is only provided as a facility to comfort and relax burden on self paying students; it is not set against milestones of the course of study and is non refundable. Please check refund policy later in the document for further details.

Bounced Cheques

In case if the fee payment cheques bounce then the student is required to clear the amount due within 5 days from the cheque bounced date. A penalty of **AED 200/-** will be applicable which along with the amount should be paid in Cash.

2.0 ATTENDANCE POLICIES

Class Frequency

Classes are held for 3 to 4 hours a week for each module spread over 9 to 12 weeks. Some of the modules may be held over 2 days a week and the rest may be held once a week for the same duration. This would be announced much beforehand. Some changes may be made to accommodate extra classes due to unforeseen public holidays or delays.

Class Attendance

Students are encouraged to attend 100% of the classes - but they have to maintain an 80% attendance to be able to sit the exams. Attendance is taken every class and a roster is maintained with the administration. No recovery classes will be provided by the institution, if the student misses some scheduled classes by virtue of either late registration or personal issues.

Course Completion

The registration for the Diploma is valid for 24 months from the date of joining. Students who do not complete their programme within the maximum period will be required to re-register at the completion of 24 months. The institution is not responsible for students not attending scheduled sessions. Modules may be offered / cancelled justified by demand.

3.0 EXAMINATIONS & ASSESSMENTS

Frequency

Each unit of study is internally assessed and graded by the lecturers. Grades awarded are Fail, Pass, Merit or Distinction. The assessment is a continuous process and a variety of assessment instruments, including assignments, business style reports, case studies, logbooks, observations, oral presentations, personal audits, portfolios, role-play and projects, which support and reflect work-based innovative practices, are used.

Absence from Scheduled Assessments

Absence from a scheduled assessment/exam is considered a serious issue and may lead to the student's failure in the program. Absence with notice or letter from a Government Hospital only stands valid. Any student not adhering to the attendance policy will automatically be disqualified from the said unit. Students who have received an F in their final paper on account of absence would be required to re-do the failed unit in the following term by paying Unit fee as mentioned in the guide of fees.

Referencing Work and Bibliography

To get good grades in their coursework, students have to prove that they have done thorough independent research and used a wide range of information sources such as books, newspapers, magazines and websites. **Students need to always include a detailed bibliography as proof.** Please refer to page 5 on **How to Write an Assignment** and the **Referencing Guide Sheet** on page 8 on how to reference work.

Grading

Students should familiarize themselves with the following grading scheme:

| | |
|--------------------|----------|
| Distinction | D |
| Merit | M |
| Pass | P |
| Fail | F |

Edexcel issues letter grades for the students against their courses. Marks are never issued.

Grading Descriptors

PASS: A **Pass** grade is achieved by meeting all the requirements defined in the assessment criteria for each unit.

MERIT: Please refer to table below:

| MERIT DESCRIPTORS | Indicative characteristics |
|--|--|
| In order to achieve a merit the student must: | The learner's evidence shows: |
| <ul style="list-style-type: none">• identify and apply strategies to find appropriate solutions | <ul style="list-style-type: none">• relevant theories and techniques have been applied• effective judgements have been made• complex problems with more than one variable have been explored• an effective approach to study and research has been used |
| <ul style="list-style-type: none">• select/design and apply appropriate methods/techniques | <ul style="list-style-type: none">• a range of methods and techniques have been applied• a range of sources of information used• the selection of methods and techniques/sources justified• the design of methods/techniques justified• complex information/data have been synthesized and processed appropriate learning methods/techniques applied |
| <ul style="list-style-type: none">• present and communicate appropriate findings | <ul style="list-style-type: none">• appropriate structure and approach has been used• logical and coherent arguments have been presented• technical language accurately used• a range of methods of presentation has been used• appropriate media used• familiar and unfamiliar contexts have been used• it is appropriate for familiar and unfamiliar audiences |

DISTINCTION: Please refer to table below

| DISTINCTION DESCRIPTORS | |
|--|---|
| <p>Distinction descriptors</p> <p>In order to achieve a distinction the student must:</p> <ul style="list-style-type: none"> • use critical reflection to evaluate own work and justify valid conclusions • take responsibility for managing and organizing activities • demonstrate convergent, lateral and creative thinking | <p>Indicative characteristics</p> <p>The learner's evidence shows:</p> <ul style="list-style-type: none"> • synthesis has been used to generate and justify valid conclusions • the validity of results has been judged • self criticism of approach has taken place • evaluation has taken place using defined criteria • realistic improvements have been proposed against defined • autonomy/independence demonstrated • substantial activities/projects or investigations have been planned, managed and organised • joint/activities of others have been managed • the unforeseen has been accommodated • the importance of interdependence has been recognised • ideas generated and decisions taken • self evaluation has taken place • convergent and lateral thinking have been applied • problems have been solved • capacity for innovation and creative thought has been used • receptiveness to new ideas have been demonstrated • unfamiliar contexts have been applied |

Failure in the Assessments

Students who do not manage to pass the Unit in the first attempt may opt to re-register for the **unit when it is held next**. The fee for the same is the Unit Course Fees as mentioned in the Guide to Fees.

Student Behavior during Classroom / Assessments / Examinations

The students are expected to behave professionally and ethically during assessments / exams, and any malpractices witnessed by the examiner can result in a **FAIL** grade. No appeals will be entertained - and a student with more than one such instance may be expelled from the program. Any rude behavior from the student towards fellow students or the examiner will result in a **FAIL** grade for the course. Delay in submission of assignments maybe negatively graded by the instructors.

4.0 DIPLOMA ISSUANCE AND ATTESTATION

Issuance of Diploma

The Diplomas are issued from Edexcel, UK and arrive in an average of **10-12 weeks** after the last assessment date of the term OR after the visit from the External Verifier of Edexcel, whichever is later. CEE will not accept any responsibility for any student requiring their Diplomas earlier for reasons known to them. The students are required to complete a **No-Due certificate** (which states that the student has no outstanding with CEE and is signed by the Accounts and the Learning Resources Centre) available at the reception and submit with their final assessment / exam. Upon receipt of the cleared **No-Due certificate**, CEE would apply for Diploma for the student.

Attestation of Diploma

Edexcel awards being issued in UK need to be attested in the UK or by authorized UK bodies like the British Council. The award / diploma issued by Edexcel are attestable by the British Council offices worldwide. The student is responsible for the attestation of their respective awards, although CEE can provide details of an agent to the student to enable the student to contact the agent directly for attestation purposes.

5.0 REFUND POLICY & COURSE WITHDRAWAL

Refund Policy

The Registration (**AED 2800/-**) amount is non-refundable and non-transferable under any circumstances. The students who have paid for the classes apart from the registration, maybe able to claim refunds for their tuition fee as:

| | |
|-----------------------------------|---|
| 100% Refund on Tuition Fee | 2 weeks before the sessions begin |
| 50% Refund on Tuition Fee | On the day of the start of the program |
| 25% Refund on Tuition Fee | After the end of class One |
| 0% Refund on Tuition Fee | After the end of class Two |

The Registration amount is refundable, **only if** for any reason, CEE does not offer the program registered for. CEE liability lies only to the amount collected from the student.

The intention to claim refund must be made in writing. Emails and Phone calls are not acceptable simply because of the formal nature of the request. For refund requests, send formal letter addressed to "Admissions and Administration Officer" by fax or scan and email the same.

Processing time for refunds is 15 working days. Classes missed while sessions are being run (prior to official request for refund) are counted as classes taken while counting the refunds. All refund cases will be treated alike and no exceptions will be made in any case.

Course Withdrawal

The withdrawal should be in writing made to the Officer of Admissions and Administration. The refund policy as stated will apply in all cases.

Re-Instating Cancelled Registration

Students may request to re-instate cancelled registration upon a written request, clearance of all dues and payment of the re-registration fees as stated in Guide to Fees.

6.0 GUIDE TO FEES

| Course | Fees | Notes |
|---|------------|--|
| Higher National Certificate | AED19,000 | Inclusive of Course Material, Assessments and Final Diploma and Grade Report |
| Higher National Diploma | AED 19,000 | Inclusive of Course Material, Assessments and Final Diploma and Grade Report |
| Single Unit Certificate from Executive Human Resources Management Diploma (any individual unit chosen by a student to study) | AED 2,200 | Inclusive of Course Material, Assessments and Final Diploma and Grade Report |
| Single Unit Certificate from Executive Business Management Diploma (any individual unit chosen by a student to study) | AED 2,200 | Inclusive of Course Material, Assessments and Final Diploma and Grade Report |
| | | |

MISCELLANEOUS FEES

| Course | Fees | Notes |
|---|--|---|
| Re-Registration Fees | AED 2,800 | Applies when a student does not complete the course in the specified maximum period |
| Diploma Duplicate Ordering Fee | AED 500 | Applies when a student requests duplicate diploma |
| Replacement of CEE Certificate of Completion of a Unit | AED 100 | Applies when student requests for a duplicate certificate |
| Bonafide Student Letter | AED 50 | Applies when student requests a letter to confirm their status |
| Cheque Bounce Fee | AED 200 per instance | Applies when student cheque bounces / returned by bank for whatever reason |
| Cheque Holding Fee | AED 100 per cheque | Applies when student requests their cheque to be held and not deposited for a period of a month. Only one request per cheque is accepted. |
| Library Deposit | AED 200 per book | Refundable Deposit per book collected |
| Attestation Fees | As per actual. Paid by the student. | CEE guides students to respective agents who help attain attestation on documents. |

7.0 COMPLAINTS, GRIEVANCES AND DISCIPLINE

Issues, Complaints or Grievances

Students who may have complaints or issues with any aspect of CEE or member of faculty or staff or a fellow student may raise the issue in the following manner:

- A verbal informal method must be used to sort the issue
- Failure to do the above must lead to issuing a letter addressed to the Management at CEE advising what the issue is, what action was taken, what outcome was achieved and what is expected.
- The Management at CEE will take action in 14 working days to close the issue subject to all facts are produced at the time of submission of the letter.
- In any case, the final decision will be that of the Management at CEE

General Discipline

The following are types of misconduct which, if established, will result in appropriate disciplinary action:

- Academic cheating and plagiarism of any kind.
- Furnishing false information to the College or filing or making known false charges against the College and/or a member of its faculty or staff.
- Destruction, damage, unauthorized possession, or misuse of College property, including Library and laboratory materials and equipment, or of private property on the campus.
- Forgery, alteration, unauthorized possession, or misuse of College documents, records, or identification cards.
- Physical or verbal abuse of another person in the College community. Any verbal threat or abuse or physical action against any College employee and/or student is considered sufficient grounds for suspension from the College, subject to a disciplinary hearing.
- Any act considered offensive and /or unauthorized by UAE law;
- Use, distribution, or possession of “alcoholic beverages” “dangerous drugs” or “controlled substances”, while on College property or at any authorized activity sponsored by or for any College-related organization, whether on or off campus.
- Disorderly conduct which inhibits or interferes with the educational responsibility of the College community or which disrupts the administrative or service functions of the
- College to include social-educational activities.
- Actions which violate Federal law and/or the laws of the Emirate of Dubai.
- Malfeasance or misuse of elected or appointed office in a student organization, or endangering its members, or the welfare of the College community.
- Incurable or persistently irresponsible behavior.
- Gambling on campus or on College property.
- Possession of any “weapon that can lead to an injury or cause death” on campus or on College property or at any activity sponsored by the College or in any vehicle owned by the College
- Personality problems which disrupt teaching with detrimental effects upon other students.

- Any disruption of on-going educational activities of the College which warrants disciplinary action.
- Sexual harassment of an employee, student, or applicant for a position or program at the College, or retaliation against a person for complaining of sexual harassment or for cooperating in an investigation of alleged sexual harassment.
- Stealing or any act of theft on campus

General Disciplinary Action

CEE is pro-discipline at the institution. The above guidelines are to make certain that the students are well aware of the rules and regulations and know how to exercise them at all times. Lack of discipline in behavior, conduct with faculty, management or fellow students would lead to a disciplinary action. The action comprises of the following stages:

- A polite counseling session with the Management Staff at CEE on an informal level
- Should there be no improvement, a letter is issued to the effect as a warning
- Disciplinary probation with or without loss of designated privileges for a specified period of time. The violation of the terms of disciplinary probation or the infraction of any College rule during the disciplinary action will result in automatic suspension.
- Suspension from the College for a definite period of time
- Should that be ineffective, the student is dismissed with no option to reinstate into the program. In an unlikely situation should this happen then the student will be eligible to:
 - Claim certificates of what has been completed till date. There may be an extra charge.
 - Not Claim any refund on any amount paid
 - Not Claim any letter of recommendation or reference for study at another University / College

Policy on Scholastic Dishonesty

Teachers are expected to maintain the good reputation and the integrity of Center for Executive Education and of their own profession by guarding against scholastic dishonesty in students. Students are expected to maintain the integrity of the College by avoiding dishonesty in their own behavior and by expecting honest behavior from their fellow students. One of the requirements for passing the courses students take at Center for Executive Education is that students do their own work. Meeting this requirement means avoiding plagiarism, collusion, and cheating.

Students Must Not Plagiarize

Plagiarism occurs when a student takes another's words or ideas and uses them as if they were the student's own. This can happen in three (3) ways:

- A student copies another's words without using quotation marks and without giving the source.
- A student puts another's ideas into the student's words but does not give the source.
- A student duplicates another's structure of thought or organization of ideas but does not give the source.

Students Must Not Commit Collusion: Collusion occurs when someone else writes all or any part of a student's assignment.

Students Must Not Cheat: Cheating includes, but is not limited to, a student looking at another's work or using unauthorized materials during a test or written assignment.

Penalties for Dishonest Behavior

If a teacher has reasonable grounds upon which to conclude that a student has plagiarized, committed collusion, or cheated, the teacher may choose one or more of the following options:

- Give the student a redo or ask him/her to do a completely new assignment pertaining to the subject
- Give the work a FAIL.
- Give the student an F for the course.
- Institute other disciplinary action against the student which may lead to the student's suspension or dismissal from the College.

The degree of presumed intent to commit an act of scholastic dishonesty will be a factor in the instructor's choice from among the penalties listed above.

Student Grievance and Appeals (Academic Related)

A student grievance and appeals policy, applicable to all students of Center for Executive Education, is used to provide reasonable assurance that all practices and actions are pertinent and realistic and are applied in a nondiscriminatory manner. The policy is designed to help maintain good student relations, to handle grievances efficiently at the level closest to the problem, and to establish a problem-solving academic and non-academic environment with full student participation.

Confidentiality: All grievances and complaints are confidential.

Reprisal: A student may enter a complaint or grievance without fear of interference, retaliation, or harassment from faculty or administration.

Processing a Complaint

A complaint, which is not processed through the grievance procedure, must be informally presented to the source of the problem for discussion and consideration. In the case of a complaint about an instructor, for example, each point of complaint must first be aired with that instructor before the rest of the process may be followed.

If not satisfactorily resolved at that level, the complaint must be submitted by the student in writing/email to the next highest level of supervision which may be obtained from the Student Services Officer at the front office. The decision at this level is final.

Grade Appeals

Any appeals regarding the grades awarded by the faculty should be sent in formally to the Program in-charge whose email can be sought from the student Services officer. This appeal should be made within 5 days from the grade awarded. The complaint will be looked into by the Manager by reassessing the assignment by another internal verifier/faculty dealing with similar subject.

The report or feedback will then be provided to the manager who will give his decision which will be final after the 2nd reassessment.

There will be a fee for the above service.

Anonymous Complaints

If a student at any point of time wants to register a general complaint or give a suggestion/ bring something to the centers' notice but will not like to reveal his or her name can do so by leaving a note on the program in charges desk. The credibility of the complaint will be looked into and only then action will be taken. However not all of these complaints will be dealt with seriously.

Non-Academic Grievance

Using the appropriate form, which may be obtained from the Student Services Officer/ email, the grievant shall address only one (1) subject in any one (1) grievance. A written grievance shall contain a clear and concise statement of the grievance, referring to the actual policy that is alleged to have been violated, the date the incident took place, the issue involved, and the remedy sought. The following steps shall be followed in an effort to reconcile a grievance.

Step One: The grievant shall discuss the nature of the grievance with the source of the problem within five (5) working days after the date of the grievant awareness of the occurrence. The faculty or staff member concerned will verbally inform the aggrieved party of a decision on the problem within five (5) working days.

Step Two: The grievant, if dissatisfied with the decision, may appeal to the next higher level of supervision in writing within five (5) working days following the Step One decision. A written decision shall then be made by this Manager within five (5) working days following the receipt of the grievant written statement.

Time Limits: If the grievant fails to meet the time limits at any step, the grievance is automatically considered dropped; if the administration or College personnel, at any step, fail to meet the time limits, the grievance is automatically advanced to the next step. Extension of time limits for any step may be authorized through the Director, Center for executive Education, upon written request.

General Academic Grievance

A student general academic grievance is any dissatisfaction or feelings of injustice a student or prospective student may have while associated with Center for Executive Education. A grievance may result from any academic disagreement. The grievant is encouraged to resolve problems where they arise and with the parties involved. Only when the problems cannot be solved informally in conference with the teacher or staff member should the student resort to the formal grievance procedure. At this point the student should seek the advice of the Student Services officer about the proper procedure.

A student who has an academic grievance may take the following action:

1. The student must discuss the matter with the relevant faculty or staff member involved within 5 days after the occurrence of the event giving rise to the grievance. After that, the student may approach the Program Manager.
2. The decision of the faculty or staff member will be made within five (5) working days of the conference/discussion with the student.

8.0 LIBRARY & COMPUTER LAB POLICIES

Procedure for joining the Library / LRC

The Library membership card can be secured through the reception (Student Services Officer). The student can acquire this membership with a refundable deposit fee of AED 200. Only one book can be issued from the library at a time. The book can be issued for 1 week and can be extended with notice. A late fine of AED 1 per day will be charged for late return. The deposit can be taken back after a day from the return of the library card and any borrowed book in good condition. If the book is damaged then appropriate fine will be applicable and be paid by the student before he/she can receive the AED200 deposit. If the book is lost then the student will need to replace or pay for the lost book before he/she can receive the AED200 deposit.

Library (LRC) policies:

To maintain an atmosphere appropriate for work, study and enjoyment for all library users and staff, the following policy on behavior in the CEE LRC has been established. The policy will be courteously, but firmly, enforced by library staff.

Appropriate library activities include: browsing for materials, reading, thinking, quiet conversation, homework, writing reports and researching. If library games, puzzles, computers or audio-visual equipment are available, they are to be used quietly, so as not to disturb others. Group study up to four at one table and quiet tutoring of one or two students are permitted. Group study by, or tutoring of, more students at one time, or any other group work which creates enough noise to disrupt other patrons, must be conducted outside the library.

Inappropriate activities include: running, throwing, loud or abusive talking, eating or drinking in other than designated areas, moving furniture, putting feet on furniture, sleeping, loitering, gambling, inappropriate public displays of affection, excessive socializing, soliciting, selling, distributing leaflets, use of tobacco products and any other activities which disrupt the library. Any illegal activities, including vandalism, will not be tolerated.

Disruptive behavior is defined as noisy, boisterous or acting-out behavior which is inappropriate in a setting where business is being conducted. This behavior may represent a physical danger to people or property, or may interfere with the legitimate library business of other users or staff. Patrons who are behaving inappropriately or disruptively will be warned that the behavior must stop. If the behavior is not immediately corrected, the person will be told to leave the premises. Habitual abusers of library rules may be banned from the premises for a period ranging from one day to three months.

Computer Usage Policy & Guidelines

Computers are available for students and faculty at the CEE. These computers should be used in educational and professional pursuits. Adherence to the following guidelines, which are also posted at the site, is expected of all users. Violation of these rules may result in loss of computer access.

- Nothing may be downloaded from the Internet to the PCs. Materials may be downloaded to a diskette on the 'A' drive or the USB drive.
- No files, programs, or documents may be saved to the PC. Materials may be saved on a diskette.
- The set up of the PC may not be altered in any way.
- No more than one copy of a document may be printed on College provided printers.
- Users may occupy only one computer at a time.
- No inappropriate (pornographic or other) websites may be visited.
- During high usage times, use of the computers should be limited to 30 minutes.
- No food or drink is allowed in the Computer Labs.

Wireless connectivity is provided free of charge to all students. The students are expected to utilize the service for beneficial educational and research purpose. Students may not download large files – music, movies etc.

9.0 GENERAL POLICIES

Assignment Submission Policy

Submission dates will be given in the assessment schedule provided to the students along with the books and these must be adhered to. Where a student is not able to meet a deadline, he or she may seek an extension by writing to the program in-charge providing reasons for seeking an extension. It is the program in charges discretion to grant an extension. Where an extension has been granted, the student will be required to submit a assignment on the given date.

Students are required to complete the Assignment front cover sheet and the front page (wherever applicable) and submit the assignment via email and submit 2 hard copies at the front desk. The assignments will be marked and the grades announced a week from the receipt of the assignments in the form of feedback form.

Please check the document "How to Write an Assignment" in the latter part of this document to assist in format.

Late Submission

A penalty of AED 200 will be levied on all assignments submitted after the due date. Any assignment submitted five days after the due date will not be graded unless the fine is paid. This rule will be strictly followed and hence it is imperative that all students submit the assignments well in time.

Mobile Phone Usage Policy

Mobile Telephones are not permitted in the classroom along with the beepers. They are also not allowed in the Office area. They may be maintained on silence mode and should a call come in the student may like to take it in an area which would not disturb other students / administrators

Student Belongings

Students are responsible for the loss of any personal belongings, which the student brings to the campus and cannot hold the College responsible for the same. If the student leaves any belonging with the faculty or staff member, it would not be responsibility of the College or that individual faculty of staff member to safeguard the belonging.

Student Responsibilities:

- Managing your own time and workload.
- Ensuring that all assignment work is turned in on the due dates.
- Keeping backup copies of all assignments and assessments submitted. Extension will not be granted on the ground of disk failure or such other reason.
- Browsing through archives in cases where the student has missed synchronous and tutorial sessions.
- Ensuring that all work submitted is their own work and not that of others.
- Contacting the student advisor for any clarifications on the policies and guidelines for the programme.
- Informing the Distance learning office of any change in personal address.
- Familiarizing and following the rules and guidelines of the programme.
- Ensuring all copyright laws are strictly adhered to.

CEE Responsibility

CEE responsibility is to provide training/coaching for students studying towards the Edexcel Awards, based on the course outlines approved by EDEXCEL, UK and to make certain that the assessments are held with utmost integrity. CEE is not responsible for the issuance of the award and providing attestation of any documents at any time. Any queries relating to issues outside the scope of CEE is forwarded to the Edexcel, UK. Edexcel may choose to reply to the student at their discretion.

Disclaimer

It is the duty of the student to read all the rules and regulations and to confirm with the same. The information published in our prospectus may change from time to time. It is for the students to make sure that they read all materials published by the institution and keep themselves updated. CEE takes no responsibility for any loss arising to any of the stakeholders on account of not following the procedure or knowing the same. There will be no exceptions made and all students will be treated alike in all respects.