--- Welcome ---

Welcome to the Arthur Lok Jack Graduate School of Business, The University of the West Indies. This Charter clearly outlines the rights and obligations of the student as well as those of the Lok Jack GSB.

The purpose of the Students' Charter is to provide a framework for the mutual rights and responsibilities of students and staff. It seeks to cover all aspects of the Lok Jack GSB which you, as a student, are likely to come in contact with, and aims to establish minimum standards for the delivery of services.

It is intended that the Students' Charter will develop over time, reflecting changing circumstances and improved quality in services and facilities. You will be notified of any such changes on an annual basis.

A copy of the Students' Charter will be given to all new students and staff at the Lok Jack GSB and to any other person on request.

We hope that you find this Charter a useful resource as you move through your course of study with us.

--- Vision ---

To be the best business school in the Caribbean by 2012, serving as a regional centre for business education, training, consulting and research.

--- Mission ---

To improve the international competitiveness of people and organizations in the Caribbean through business education, training, consulting and research.

--- Purpose ---

The Lok Jack GSB will educate extraordinary innovative leaders who positively reshape business and society while constantly challenging the status quo of human development.
The Principles for Responsible Management Education (PRME)

The Lok Jack GSB has adopted the PRME which are expressions of values inspired by the UN Global Compact and developed for business schools committed to corporate responsibility and sustainable development.

The following information was taken from the website of the PRME at www.unprme.org

“As institutions of higher learning involved in the education of current and future managers we are voluntarily committed to engaging in a continuous process of improvement of the following Principles, reporting on progress to all our stakeholders and exchanging effective practices with other academic institutions:

Principle 1
**Purpose:** We will develop the capabilities of students to be future generators of sustainable value for business and society at large and to work for an inclusive and sustainable global economy.

Principle 2
**Values:** We will incorporate into our academic activities and curricula the values of global social responsibility as portrayed in international initiatives such as the United Nations Global Compact.

Principle 3
**Method:** We will create educational frameworks, materials, processes and environments that enable effective learning experiences for responsible leadership.

Principle 4
**Research:** We will engage in conceptual and empirical research that advances our understanding about the role, dynamics, and impact of corporations in the creation of sustainable social, environmental and economic value.

Principle 5
**Partnership:** We will interact with managers of business corporations to extend our knowledge of their challenges in meeting social and environmental responsibilities and to explore jointly effective approaches to meeting these challenges.

Principle 6
**Dialogue:** We will facilitate and support dialog and debate among educators, business, government, consumers, media, civil society organizations and other interested groups and stakeholders on critical issues related to global social responsibility and sustainability.

We understand that our own organizational practices should serve as example of the values and attitudes we convey to our students.”
**General Rights of Students**

**The Right to Opportunity**
You have the right to take part in activities and utilize our services free from harassment or duress. You should be treated on the basis of merit, capacity and potential and not be disadvantaged by gender, race, ethnicity or nationality, religious or political beliefs, disability, marital status, age, health, family responsibilities, sexuality, background or any other distinction irrelevant to academic study.

**The Right to Service and Facilities**
You can expect the staff of the Lok Jack GSB or their contractors to treat you courteously and provide you with a fair, effective and efficient service.

The Lok Jack GSB seeks to employ staff with appropriate knowledge, skills and understanding to provide the range of services it offers. We are committed to the development of staff so that they make a maximum contribution to the successful life of the Lok Jack GSB. The Lok Jack GSB operates a system of staff evaluation to encourage staff to reflect on their working practice.

The Lok Jack GSB seeks to ensure that there is a suitable environment and that facilities are in place for the delivery of its academic, social and cultural objectives.
The Lok Jack GSB monitors the range and quality of services it offers.

**The Right to be Informed**
You have the right to be provided with information about any aspect of the Lok Jack GSB which will affect your personal or working life before or during your time of study. Information may be given to you in the general course of your academic career, as a right or on your request. Requested information will be made available to you at the earliest possible opportunity.

All information should be given in a clear manner and, within the bounds of reasonable possibility, be true, accurate and complete.

All information in the Lok Jack GSB is considered "in the public domain"; the exceptions to this being information:

- That refers specifically to other staff or students
- For which there is a legal requirement of confidentiality
- Contained in references that you have requested
• That has been explicitly deemed confidential by the Lok Jack GSB - this is normally for reasons of commercial or strategic sensitivity

• For which you have waived the right of access

You may request that information be provided in a format appropriate to your needs. However, such requests will be considered on the basis of genuine need and may take additional time for preparation.

Information given to you should be updated when appropriate.

The Lok Jack GSB may apply charges for information requested to cover reasonable administrative costs incurred in making such information available. You will be informed, on requesting information, if a charge is applicable and the amount.
**General Responsibilities as a Student of the GSB**

The Student Charter sets out the details of the type of standards and non-academic service which a student can expect of the GSB. In return, the GSB expects its students to undertake a number of responsibilities, as follows:

You are expected to:
- Read the Student Charter
- Take responsibility for your own learning and academic development
- Agree and abide by the GSB’s security and safety policies and procedures
- Carry your student Identification Card at all times when you are on the GSB’s premises
- Register on time
- Pay tuition fees on registration before the start of classes
- Attend classes as required and submit assignments on time
- Show respect and have regard to the needs of the other users of the Library and computing facilities and other resources
- Carefully check your examinations timetable and attend examinations at the times specified
- Respond in good time to any communication
- Notify the GSB of any change of address

**The Responsibility to Learn**

The primary function of Lok Jack GSB is education. You are expected to participate actively in your learning process within the guidelines supplied, to carry out academic work diligently, seek advice from academic staff when required and, where relevant, to participate in tutorial discussions and to complete set coursework.

**The Responsibility to Seek Guidance and Support**

You are encouraged to seek guidance in the event of any difficulties that you may encounter. Should you be unable to fulfill any commitments you have to the Lok Jack GSB or its staff, you must notify the relevant persons as soon as possible.

**The Responsibility to Abide by Regulations**

The Lok Jack GSB expects you to abide by regulations designed to ensure the efficient and equitable running of its operations. Regulations, as appropriate, will be given to you or displayed.
The Responsibility to the Community
The Lok Jack GSB is comprised of individuals drawn from the Community who possess diverse backgrounds and interests. The School seeks to promote values that are of benefit to that community such as self-reliance, fairness, honesty, courtesy and respect for others and self. You are expected to act in a manner which is of benefit to that community and to respect the rights of others working there.

You should observe the same high standard of conduct whether on or off the Lok Jack GSB Campus.

Lok Jack GSB Social Compact

Preamble
As an educational institution, Arthur Lok Jack Graduate School of Business (Lok Jack GSB) plays an important role in shaping the future leaders of Trinidad and Tobago. Moreover, we appreciate the increasing responsibility of organizations to make a commitment to the development of the societies in which they live and operate.

Lok Jack GSB accepts this responsibility both as it relates to our interaction with society and the need to inculcate this commitment within our students. In this regard, the following Social Compact is made with each student in fulfillment of its purpose.

Purpose
The Lok Jack GSB will educate extraordinary innovative leaders who positively reshape business and society while constantly challenging the status quo of human development

Application
To develop this desire and capacity, it is necessary to build social responsibility and civic engagement into campus and academic life. This will be achieved through the following:

Academic Curriculum
Principles of social responsibility and sustainability will be incorporated into the curricular of all programmes administered by the academic department.

Student Practicum
Student practicum research will be promoted in areas geared towards responsible citizenship, community development and corporate social responsibility, including working with non-governmental and community based organisations.

Student Activities
All student activities planned and promoted on the campus will include a component of social responsibility which will be appropriately incorporated into the respective agendas.
Campus Statement
A campus statement in support of this initiative will be clearly documented in all publications and other printed material emanating from within the institution. It will also be visibly displayed throughout the campus and distributed in all public programmes.

The Responsibility to Participate
The Lok Jack GSB offers a broad range of opportunities and activities, and in addition to participating fully in your academic work, you are encouraged to use these social and cultural activities to complement your academic development.

Students of the business school are part of the Lok Jack GSB family. All students are encouraged to participate in the non-academic activities of the Lok Jack GSB including, inter alia:

- The Ideas Forum
- Sports and Family Day
- Seminars
- Professional Development programmes
- Conferences
- Cultural Events

These events provide ideal platforms for students to add value to the Lok Jack GSB and the business community and enhance networking possibilities.

Subject to availability, Lok Jack GSB academic students receive a 10% discount on all conferences and Professional Development programmes run by the business school.

When taking part in such activities you should behave responsibly and take due care for the safety of yourself and others.

You should respect the rights of others to take part in activities and enjoy the facilities of the Lok Jack GSB.
The Responsibility to Comment and Offer Constructive Criticism
In order for the Lok Jack GSB to deliver the services and facilities that you need, you should use opportunities given to you to voice your opinions or make suggestions for improvements. If, at any time during your studies, you feel that the Lok Jack GSB is not fulfilling its commitments to you as laid down within this Charter, you should bring the matter to the attention of the your Learning Assurance Officer, who will report the matter to the relevant authority.

The Lok Jack GSB’s Commitment

The GSB is committed to promoting the principles of equality of treatment and opportunity for all.
The GSB promotes responsibility, respect, civility and academic excellence in a safe learning and teaching environment.
The GSB is committed to practicing responsible citizenship in leading our community to enlightened levels of development.
The GSB has a zero tolerance policy towards academic dishonesty - All members will refrain from academic dishonesty, including but not limited to, cheating, fabrication, facilitating academic dishonesty and plagiarism.
At the GSB, we are responsible for health, safety, security and environmental care.

Persons violating the Code of Conduct will be subject to disciplinary action and penalties may be imposed.
The Lok Jack GSB reserves the right to take disciplinary action should a student or group of students, through action or utterances, bring it into disrepute. This includes, but is not limited to, the downloading of programme files and pornographic material.

Your Responsibilities
A student admitted to any programme of study shall undertake to comply with the requirements relating to conduct and discipline.
Disciplinary Matters

Your Responsibilities
A student shall not engage in any conduct which is detrimental to the reputation and good standing of the Lok Jack GSB or any collaborating organization including an accredited body, an associate organization and/or The University of the West Indies.

A student shall not deliberately obstruct, injure or in any other way interfere with the staff of the GSB, fellow students or any other visitor to the Lok Jack GSB.

A student shall not intentionally damage, destroy, deface, steal or misuse property and/or equipment belonging to the Lok Jack GSB, fellow students, visitors and staff members.

Unlawful Acts

Your Responsibilities
A student shall not commit an act which prevents a person's Constitutional right under the laws governing the Republic of Trinidad and Tobago.

A student shall not commit an act which is in breach of legislation including copyright, data protection, computer misuse and intellectual property rights.

A student shall not commit an act which falsifies, forges or misuses academic records or documents.

Regulations

Your Responsibilities
A student shall not intentionally attempt to breach the rules of the Lok Jack GSB and regulations for conduct.

Assessment and Examinations

Lok Jack GSB’s Commitment
A student can expect to receive information on how the courses and programmes of study will be assessed.
A student can expect to receive the examinations timetable at least two weeks before the start of examinations.

A student can expect a fair assessment process.

**Complaints and grievance procedures**

A student is expected to read the *The Student Handbook, The Student Charter*, and *The Code of Principles and Responsibilities for Students* (The University of the West Indies, St. Augustine - October 2001).
Admissions

Lok Jack GSB’s Commitments
Your application will be considered on merit, ability and potential, regardless of any other distinction irrelevant to academic study.

Your application will be given full consideration and a decision made and you will be notified as early as possible.

Your Responsibilities
You are expected to provide complete and accurate information on your application form which is forwarded to the School for Graduate Studies and Research, The University of the West Indies, St. Augustine.

If you are asked to attend an interview, you are expected to keep the appointment. If the appointment is inconvenient, you should contact the Lok Jack GSB as soon as possible to arrange another at a mutually convenient time.

You are expected to respond to the offer of a place within the specified time to the School for Graduate Studies and Research, The University of the West Indies, St. Augustine or the offer may be withdrawn.
Registration and Enrolment

All students must register with the Lok Jack GSB and The University of the West Indies, St. Augustine annually. In order to carry out its duties to you and to other relevant and Statutory bodies it is essential that the Lok Jack GSB correctly registers and enrolls all students.

Lok Jack GSB’s Commitments
New and returning students will be informed in advance of the time and place of registration. The Lok Jack GSB ensures that all information given about students is treated confidentially.

The Lok Jack GSB operates a system for registration which attempts to minimise error and maximise efficiency, but in the event that registered details are incorrect, the Lok Jack GSB will seek to correct the information as soon as possible after errors are notified.

Your Responsibilities
You must register promptly and accurately at the time and place indicated. If you are unable to do so, you must inform the Lok Jack GSB at the earliest opportunity.

You must give correct and complete information at the time of registering.

You must inform the Lok Jack GSB at the earliest opportunity of any errors or changes to your registered details, including changes of course or address.

Payment of Tuition Fees
Regardless of financial sponsorship, students are expected to ensure that tuition payments are made on time. The Lok Jack GSB does not offer an installment or deferred-payment plan.

Full payment of tuition and fees is required upon registration. Students who do not submit full payment are not registered.

Students whose accounts are delinquent will have their registration for the upcoming semester dropped and will be prohibited from continuing the programme until payment has been received.
Lok Jack GSB’s Commitments
Students will be notified and allowed ten days to make full payment if tuition payments are returned unpaid by a bank. If payment is not received, students are withdrawn from their courses.
The Lok Jack GSB reserves the right to withdraw students from their classes in cases of financial delinquency. In such instances, students are responsible for all tuition and fees.

**Your Responsibilities**

Degree and certificate candidates must be in good financial standing with the Lok Jack GSB. Any outstanding balance has to be cleared before a student is allowed to register or receive an official transcript.

You should discharge any debts to the Lok Jack GSB at the earliest opportunity. Non-payment of debts to the Lok Jack GSB will mean that you cannot register or graduate, and in extreme cases may result in exclusion.
Library Services

The Library is one of the essential elements of the Lok Jack GSB and endeavors to provide a comprehensive range of information sources for academic research and study by Students and Staff.

Lok Jack GSB’s Commitments

- The Library displays clear and up-to-date information about opening hours, the loans systems and its facilities, and disseminates such information through brochures
- The Library staff provide assistance in using library systems on request
- Every effort is made to ensure that there are appropriate seated areas for quiet study
- The Library staff is in regular contact with academic staff to ensure that adequate copies of essential text books are stocked
- The Library staff monitor levels of usage of books to ensure that they are in the correct loan category

Your Responsibilities

- You must comply with Library regulations
- You must respect all library materials
- You should return books borrowed promptly by the stated date or when requested
- Library fines must be paid promptly
- The Library is a quiet study area and should be treated as such

Information Technology

The Lok Jack GSB encourages the use of computers by all students in their academic studies. The Lok Jack GSB provides the under-mentioned services / facilities for all Students and Staff.

Individual student accounts have been created / updated to enable log in and use of the following services:

- Computers - located in the Library & Learning Centre 1
- Printing Solution
- Wireless Network Access / Browser Configuration
- Secure Student Site
**Lok Jack GSB’s Commitments**
The Lok Jack GSB ensures that information regarding regulations and availability of computers is widely disseminated.

**Your Responsibilities**
You are expected to abide by the Lok Jack GSB’s regulations in the use of computers, and to familiarize yourself with them.