

# STU D ENT

# HAND BOOK

Innovation | Education | Transformation

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## Introduction

### A. Welcome

OpenLabs (previously NIIT Ghana) is the most well-known name in West African IT education. We are best recognized for our training, consulting, and content production capabilities. OpenLabs offers a diverse selection of education programs that appeal to people from all walks of life, from businesses with growing training needs to individuals seeking IT and related skills. Our unrivaled knowledge, brand appeal, and constantly expanding global reach, all developed over 20 years, have made us a reliable education partner for students and professionals alike. We are proud of our strategic alliances with Microsoft, IBM, Google for Education, Huawei, ATHE, and other internationally renowned organizations. These affiliations demonstrate our trustworthiness and dedication to IT education. OpenLabs is now collaborating with BlueCrest University colleges in Liberia and Sierra Leone to provide academic training materials and consulting services to help them enhance their brand in vocational and skill development.

### B. Our Vision

To equip innovative and transformative leaders with technology skills and make progress toward achieving digital gender equality.

### C. Our Mission

We at OpenLabs strive to provide excellent IT education to businesses and individuals by combining hands-on tech skills training, strong discipline knowledge, and a drive for entrepreneurial abilities to create a sustainable Africa fueled by new-age technology.

#### D. Core Values

- **Recognition** – We appreciate, acknowledge effort and celebrate success
- **Service** – We strive for continuous improvement and value for our customers
- **Personal Development**- We provide an environment that fosters personal development and professional growth
- **Integrity** – We work with commitment, honesty and with respect for others
- **Embrace Change** – We are flexible and innovative and ready to adapt to new business conditions in order to survive.

## Be a part of OpenLabs Ghana

### A. Admissions

OpenLabs Ghana is a skill development institution that offers both online and offline programs to attract people of any age group. The admission criteria for both online and offline programs vary depending on the program.

For **diploma programs**, students are required to have a minimum qualification of Senior Higher Secondary school. The application process involves submitting a completed application form, academic transcripts, and any other relevant documents. Applicants may also be required to attend an interview or take an entrance examination.

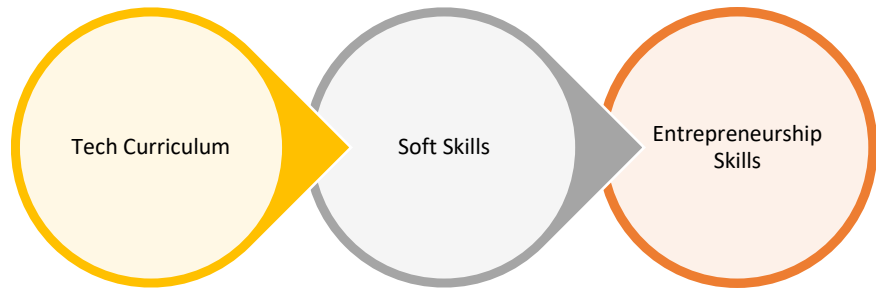
For **advanced technology programs**, students are expected to have prior experience in technology. The admission process for these programs involves submitting a completed application form, a resume detailing their previous experience in technology, and any relevant certifications. Applicants may also be required to attend an interview or take an entrance examination.

Regardless of the program, OpenLabs Ghana places a strong emphasis on practical skills development and hands-on training. This approach ensures that students are well-prepared to enter the workforce and succeed in their chosen careers.

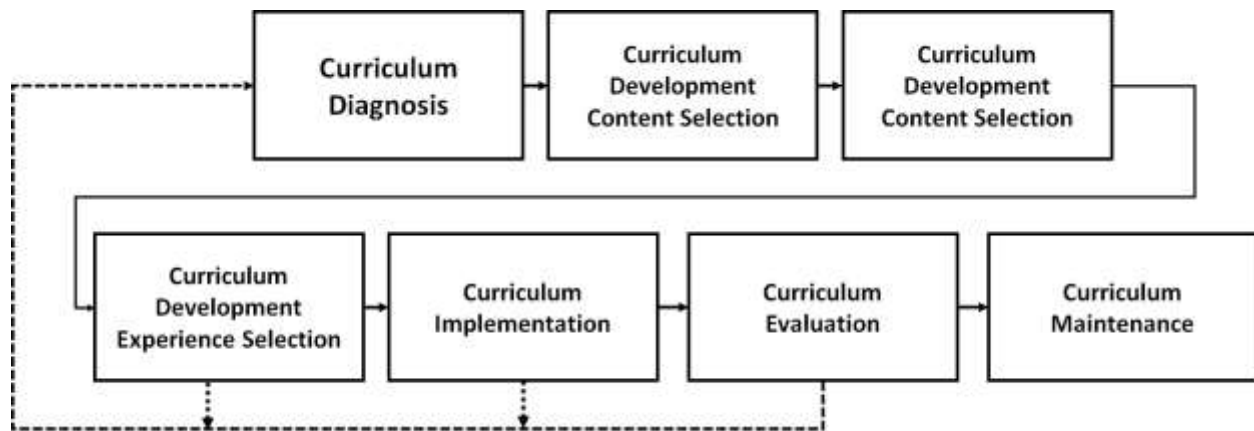
Admission process also differs from one program to another. Most of our qualifications are designed for learners who are typically aged 15 and above. For learners who have recently been in education or training the entry profile is likely to include one of following:

- WASSCE: Passes in any three Core Subjects and three elective subjects including (Mathematics, English Language) or its equivalent (SSSCE, O-Level, A-Level, etc.) other related level 3 subjects such as ATHE level 3 Diplomas
- An access to Higher Education Certificate delivered by an approved higher education institute and validated by an Access Validating Agency
- Other equivalent international qualifications

## B. Our Curriculum Methodology



## C. Our Curriculum Development Model



## D. Our Teaching Methodology

# Project Based Learning

60% Practical Assessment

40% Theoretical Assessment

Projects

Practical Lab Exercises

Assignment

## Examination

### A. Examination rule and regulations

The following rules and regulations will govern the conduct of all examinations in the institution. It is the duty of all concerned to acquaint themselves with them.

- i. A student who does not fulfill continuous assessment requirement of course does not qualify to take the end of semester examination in that course.
- ii. It is responsibility of the candidate to find the examination room well in advance and to be seated, at least, fifteen minutes before the commencement of any examination paper.
- iii. A candidate arriving thirty minutes after the start of a paper may be refused entry into the first half-hour of the period allowed for a paper or enter the examination room after the first half-hour, any exception to this rule must be reported in writing to the relevant Head of department.
- iv. Candidate is required to use their index numbers throughout the examination.

- v. Under no circumstances must a candidate name be written on any part of the answer book provided. Candidate who fails to comply with this regulation will be penalized.
- vi. Any candidate leaving the examination room and intending to return must be accompanied, while outside the examination room, by an attendant.
- vii. Candidate may be required at any time to establish their identity.
- viii. No books, prepared notes, or paper of any kind are to be taken into the examination room unless otherwise specified.
- ix. Smoking is not allowed in the examination room.
- x. There shall be no communication what over between candidates during the examination. A candidate may attract the attention of the invigilator by raising a hand.
- xi. No mobile phone, radio programmable calculator or any other communication equipment or media are to be taken into the examination room. Failure or comply may lead to confiscation of the gadget.
- xii. Any irregular conduct on the part of the candidate such as copying from another or from prepared notes may result in the cancellation of his/her examination paper and or more severe penalty.
- xiii. Candidate should not remove from the examination room any unused material (e.g. answer booklets or part thereof, supplementary answer sheets, graphs sheets, drawing paper) supplied for examination. Candidate may, however, retain their question paper except the rubrics state otherwise.
- xiv. A candidate who finishes an examination ahead of time may leave the examination room after submitting his/her answer booklet. Such candidate shall not be allowed to return to the examination room.
- xv. Candidate should not in any way interfere with the stapling of answer booklet. Any complaints about the answer booklet should be brought the attention of the invigilator.
- xvi. A breach of any of the foregoing regulation made for the conduct of institution examinations may attract one or more of the following sanctions.
  - a) A reprimand;
  - b) loss of marks;
  - c) cancellation;
  - d) withholding of results for a period.
  - e) in addition to Grade Z shall be awarded whenever it is established that a candidate to gain an unfair advantage in an examination. Further sanction may include.
  - f) Being barred from institution examinations,
  - g) Suspension from institution
  - h) Expulsion from institution



- i. Qualifying to write institution examinations
- ii. A candidate shall qualify to write a institution examination if
- iii. The student has registered for approved course.
- iv. The student has presented him/herself for not less than 75% of the total number of hours for the course.
- v. He/she has continuous assessment marks for relevant subject areas.
- vi. He/she is not under suspension from institution.
- vii. A student has not absented him/herself for a cumulative period of 21 days from lectures, tutorials, practical and other activities prescribed for any course in any semester.
- viii. Examination timetable, venues and seating arrangements
- ix. Examination timetable
  - x. It shall be the duty of the candidate to consult the timetable and ascertain the papers to be written each day.
  - xi. Approved Venues
  - xii. Examinations will take place approved venues indicated on the timetable.
- xiii. Students Identity Card
- xiv. Identity card of students will be inspected during examinations. Candidates are therefore requested to display their identity cards on their tables for inspection by examinations officers.
- xv. Candidate who has misplaced their identity cards should report to the Academic Head for replacement before the examination.
- xvi. Candidate who has no evidence of any UEW identity cards will not be allowed to take the examination.
- xvii. Entering and Leaving Examination Rooms
- xviii. It is the responsibility of the candidate to be seated at least 15minutes before the commencement of any examination.
- xix. A candidate who arrives 30 minutes after commencement of paper may not be allowed to write an examination.
- xx. No books, paper, written information, bags, mobile phones, organizers, programmable calculators are to be taken into the examination room.
- xxi. Candidate may leave the examination room temporary, but only with the permission of the invigilator. In such cases, the invigilator will be required to certify that candidate do not carry on them nay unauthorized material. An attendant designated by the invigilator will accompany a candidate who is allowed to leave the examination room temporarily.
- xxii. Candidate should spend a minimum of 30 minutes in the examination room before submitting examination scripts.
- xxiii. A candidate who completes an examination ahead of time and intends to leave the examination room shall draw the attention of the invigilator/invigilation assistant who shall collect the candidate booklet before he/she permitted to leave.

- xxiv. Candidate who falls ill in the examination room should inform the invigilator for appropriate action to be taken.
- xxv. Procedures during Examination
- xxvi. Candidates are required to use their index numbers and not their name throughout the examinations. Unless otherwise instructed, candidates are to sit according to their index numbers for all written papers. Failure to comply will result in a candidate being penalized.
- xxvii. Candidate must ensure that they sign the examination attendance sheet.
- xxviii. Borrowing of materials such as pen, pencil eraser, ruler and calculator will not be allowed in the examination room.
- xxix. There shall be no communication whatsoever between candidates during the period of the examination. A candidate may attract the attention of the invigilator by raising a hand.
- xxx. Candidate would be told by the invigilator when to start answering questions. Candidates would be allowed a reading time to check that the question paper is the correct one, all questions are readable and there are no missing pages.
- xxxi. At the end of each examination, candidate should ensure that numbers of questions are entered in the order they have been answered in the space provided on the answer booklet. All used supplementary sheets should be fastened following the last page of the answer booklet.
- xxxii. As soon as the 'stop work' order is announced, candidates are to stop writing. Candidates should remain seated for their answer booklets to be collected by the invigilator assistant before they leave the examination room. Candidates have a personal responsibility for ensuring that their answer books are collected by invigilator assistant.
- xxxiii. No unused material should be removed from the examination room. candidates may however, retain their question paper except the rubrics state otherwise.
- xxxiv. No part of the answer book may be torn off. Rough work must be done in the answer booklet and should be crossed out to show that it is not part of the answer.
- xxxv. Absence from Examination
- xxxvi. Any candidate who fails to attend any or part of examination except on medical grounds or other legitimate grounds shall be deemed to have failed the examination.
- xxxvii. The following shall not be accepted as reason for being absent from any examination.
- xxxviii. Miss-reading the timetable
- xxxix. Forgetting the date or time of examination
  - xl. Inability to locate examination hall/room/venue
  - xli. Oversleeping
  - xlii. Loss of a relation

- xliii. Pregnancy
- xliv. Inability to find transport to the examination venue
- xlv. In case of absence from an examination through ill-health, the candidate must submit a relevant medical certificate, which must relate to the day or period of the examination. Evidence of illness will not normally be taken into account unless substantiated by a medical certificate. Such evidence must be received within 14 days after the day of examination.
- xlvi. It is the responsibility of the candidate to arrange with his/her doctors for any medical evidence to be certified by the officer-in-charge of the prescribed health care provider of the College to be sent to the Dean Academics.
- xlvii. In case of absence from an examination due to serious causes other than ill-health, the candidate must submit to the Dean Academics. A written explanation of the absence and evidence of the cause, where possible.
- xlviii. Examination Offences
- xlix. An examination offence shall be understood to be any attempt on the part of a candidate to gain an unfair advantage in examinations. These include:
  - i.
  - ii. Any knowledge or possession of examination questions before the examination.
  - iii. Possession of unauthorized materials related to the examinations and likely to be used during examinations.
  - iiii. Copying from prepared notes or from a colleague's script during examination.
  - lv. Persistently looking over other candidate's shoulders in order to cheat.
  - lv. Impersonating another candidate or allowing oneself to be impersonated.
  - lvi. Assisting or attempting to assist, obtaining or attempting to obtain assistance from a candidate
  - lvii. Consulting or trying to consult during the examination any book, notes or other unauthorized materials.
  - lviii. Persistently disturbing other candidates or detracting their attention.
  - lix. Verbal or physical assault on an invigilator over alleged examination offence.
  - lx. Destroying materials suspected to help establish cases of examination malpractice.
  - lxi. Writing after examination has ended.
  - lxii. Fabrication of data-calming to have carried out experiments, observations, interviews or any sort of research which have not in fact been carried out or calming to have obtained results which have not in fact been obtained.

- lxiii. Plagiarism-copying another's work and pretending it is one's own or substantial use of other people's work and submitting it as though it was one's own.

## B. Grading System

Tabular Presentation of Grading System

A student's performance in a course shall be graded as follows:

Grade	Mark	Grade Point	Description
A	80 – 100	4.0	Excellent
B+	75 – 79	3.5	Very Good
B	70 – 74	3.0	Good
C+	65 – 69	2.5	Average
C	60 – 64	2.0	Fair
D+	55 – 59	1.5	Barely Satisfactory
D	50 – 54	1.0	Weak Pass
E	0 – 49	0	Fail
IC	-	-	Incomplete
X	-	-	Disqualified
Z	-	-	Examination Malpractice

- i. An Incomplete Grade (IC) shall be awarded to a student who is unable to complete a course for reasons adjudged by the Academic Board as satisfactory.
- ii. Such a student shall be expected to complete the course by taking at least one continuous assessment and supplementary examination.
- iii. Disqualification
- iv. Grade X shall be awarded to a student who is unable to complete a course for reasons adjudged by the academic board as unsatisfactory.
- v. Examination Malpractice
- vi. A Grade Z shall be awarded to a student who involves him/herself in an examination malpractice or related offence, and shall be awarded whenever it is established that a candidate attempted to gain an unfair advantage in an examination, be it an End-of-Semester Examination or any other paper.
- vii. A Grade Z shall be awarded only by the Faculty Board with subsequent approval by the Academic Board. A candidate awarded a Grade Z shall be debarred from taking any of the Institution's examinations for a stated period, or indefinitely, or may be expelled from the Institution.

### **C. Academic Standards and Grades**

- To be considered a student in good standing, graduate students must maintain an overall minimum GPA of 3.00 in all courses taken as a graduate student, and maintain an overall minimum GPA of 3.00 in all courses taken in each of the student's degree-seeking programs.
- No grades of C or below will be accepted toward a graduate degree.
- Students must meet the requirements to be in good standing to graduate.

### **D. Appeals Procedure for Candidates**

#### ***Request for review/remarking***

A candidate who is not satisfied with the results of any Examination affecting him/her may request for review/re-marking by submitting an application along with completed re-evaluation form to the Academic Head and pay the appropriate re-marking /review fee. The paper should be remarked by a lecture/trainer other than his/her course lecturer.

#### **15-Days Deadline**

An application for review/re-marking shall be submitted to the Academic Head, not later than fifteen [15] days after the release of the said result and shall state the grounds for remarking. No action shall be taken on an application which is submitted outside the stipulated 15-day period. Re-marking shall not proceed unless remarking fee is fully paid.

The result of the re-marking should be considered by the faculty and recommendations submitted to Academic Board for ratification.

If the student wins his/her appeal, the revised result will be released. However, it is established that a complaint for re-marking is without merit or is ill-motivated, the Academic Board may prescribe appropriate sanctions against the complainant.

#### ***Submission of long essay/Project work***

Long essay/project work wherever applicable, shall be submitted for assessment not later than 14 days after the end of semester examination.

In default, the candidate shall be asked to submit the dissertation/project work in the following semester and shall be treated as repeat examination with all its implications.

## Policies

The policies in the student handbook include the rules and regulations governing student behavior on campus as well as the expectations for academic excellence. Listed below are key components of the student handbook. They include:

### A. Attendance:

- Student must have 75% attendance at the end of a semester/program to be eligible to appear in the final exam.
- Attendance will be marked within the first thirty (30) minutes from start of the class.
- Student will be marked absent,
- If a student is late by thirty (30) minutes to the class.
- If a student is suspended due to the violation of code of conduct.
- If a student takes unauthorized leave.

### B. Lateness:

- Lateness to classes and exams will not be tolerated.
- Students must be seated at least five minutes before the start of class or the exam.

### C. Disturbance:

- Any kind of disturbance in the classroom is strictly prohibited and will lead to disciplinary action.
- Mobile phones must be muted or turned off and put away when entering the classroom.
- Respect is expected from all students in the classroom; any behavior that disrupts the learning environment will not be tolerated.

### D. Project Presentation:

- Projects must be presented as per the given guidelines and should be completed within the stipulated time frame.
- Poor presentation of projects will result in a grade reduction.
- Students must be appropriately dressed and maintain a professional demeanor during the presentation of their projects.

### E. Examination:

- Examinations must be taken seriously, and all cheating activities shall not be tolerated.
- Pass Mark for examination is 50%.
- Upon failure, candidates have 3 resit attempts. All attempts must be taken within a month.
- Cost of re-sit is GH- 80.00
- If unsuccessful on the 3rd attempt, the current mark will be maintained.

- Results will be published on notice boards after every examination.
- Score report will be printed after every test.
- Students are expected to report on time for examinations. Lateness will be counted as absent.
- Mocks and General feedback will be taken at the end of every examination.
- Mobile phones are not allowed during examinations.
- Academic Honesty and Integrity:
- Students must demonstrate a commitment to academic integrity and honesty, as outlined in the student handbook.

## **F. Refund Policy**

- A student can apply for refund on the following conditions,
- Refund is applicable only if the student has cleared the down payment.
- Refund form should be filled and submitted to the campus head with valid reasons before the batch commencement date.
- Refund form must be submitted along with the courseware, ID Card, original fee paid receipt and the fee payment card.
- Once refund is processed, student cannot apply for an introductory letter or avail any services from the institution. In case of early issuance of these documents, the issued documents will be considered null and void.
- Refund amount is subjected to a deduction of GHc 250 as processing charges.

## **G. Drop and Withdrawal**

A student will be considered dropout on the following conditions,

- If a student is absent for more than seven (7) working days without valid reasons.
- If a student fails to appear in all the End of Semester exams/ End of course exam without valid reasons and supporting documents.

A student will be considered withdrawn on the following conditions,

- Student should submit a withdrawal form with valid reasons.
- Student will not be entitled for any refunds

## **H. Re-Sit Policy:**

- a) Student can apply for a re-sit if he/she has failed in a particular exam or to improve the grades.
- b) Examination Re-sit fee is GHc 60.
- c) Student willing to improve the grades must submit the re-sit form along with the payment receipt to the academic head within fifteen (15) working days of the publication of results.

- d) Diploma program: Student who failed in a module should re-sit and pass the exam before the end of the academic year.
- e) Certificate program: Student who failed in a module should re-sit and pass the exam within three (3) months of the program completion date.
- f) Student cannot re-sit for more than three (3) attempts for each module.

### **I. Classroom:**

- Students must maintain a respectful classroom environment and should strive to be attentive, engaged, and respectful in their interactions with their peers and the instructor.
- In addition, students should respect their classmates' right to learn by refraining from disruption and disrespectful behavior.
- As part of the classroom experience, students should also be familiar with their instructor's expectations for classroom etiquette and arrive to class on time and prepared for the material being discussed.

### **J. Dispute:**

- Fighting is an absolutely unacceptable behavior in any classroom environment, and any such incidents should be immediately reported to the school's administration.
- Discipline for fighting can range from warnings to expulsion, depending on the severity of the incident.

### **K. Dress Code:**

Students should be neatly and appropriately dressed for class, with attire that is not distracting or offensive. Hats, caps, and provocative dresses are not allowed.

### **L. Payment of Fees:**

- Student should pay the installments on or before seventh (7) day of the month.
- Student failing to pay the installment on time will pay a penalty of GHc 100.
- Frequent defaulters may be considered as a drop out.



## Complaints Procedures

Complaints against a faculty member should normally be in writing and signed by the complainant in order for the institution to proceed with an official inquiry into the complaint. However, complaints may also be verbal or anonymous.

- i. Complaints from outside the institution shall be addressed or forwarded either to the Campus Head. The complaint may be handled by the addressee or forwarded to the director or member concerned for appropriate action.
- ii. Complaints from either outside or inside the institution involving allegations of fraudulent or other dishonest acts, shall be referred to the Office of Administration in accordance with the institution's Policy against fraudulent or other dishonest acts.
- iii. Complaints involving allegations of sexual harassment shall be handled in accordance with the institution's Policy on Sexual Harassment.
- iv. Complaints from inside the institution shall be submitted directly to the Campus Administration.
- v. The administrator shall determine whether the complaint has substance and whether further action is necessary. If it is determined the complaint has substance and further action is necessary, the responsible party shall be informed of the receipt of the complaint and will be given an opportunity to respond to the complaint in writing within ten (10) days.
- vi. The administrator shall review the complaint, together with the responsible party written response and provide a report to the director stating whether:
  - a. The complaint lacks substance and no further action is necessary; or
  - b. The complaint has substance and remedial action shall be taken at the department or institution level.
  - c. The director subsequently reviews the complaint, together with the responsible party written response and the administrator's report. If the report states the complaint has substance and remedial action should be taken at the institution level, the director shall determine the necessary appropriate remedial actions

