

Suraasa

Learner Handbook

Professional Graduate Certificate in Teaching & Learning (PgCTL)

To ensure you have the most current and valuable information, we encourage you to check the Learner Handbook on the Suraasa platform regularly throughout your course. This will keep you informed of any updates and help you stay on track. The handbook is updated periodically, and we want to make sure you have access to the latest version. You can always find the most recent handbook under your Suraasa Profile. We're committed to supporting your learning journey with the most up-to-date resources!
View the latest handbook here.

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Handbook Introduction

Professional Graduate Certificate in Teaching & Learning (PgCTL)

This Handbook presents student policies, regulations, and procedures and as an enrolled student, you agree to be bound by these. It is important for you to familiarize yourself with the content of this handbook and keep it handy for easy reference.

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About Suraasa

History

Suraasa is a teacher education platform dedicated to delivering world-class qualifications, professional development, and career growth opportunities for highly effective educators. By bridging the gap between instructional practices and desired learning outcomes, Suraasa is redefining teacher education through pedagogical excellence. Supported by a team of international professionals and expert trainers with vast experience in education, the platform has impacted and trained more than 550,000 teachers worldwide. More than just a training provider, Suraasa serves as a lifelong mentor to teachers, guiding them at every stage of their professional journey.

Our Mission

Empowering educators through structured professional development programs, skill-building courses, and career progression pathways.

Our Vision

To make teaching a highly respected and rewarding profession worldwide.

Core Values

Suraasa values a learner-centered, engaging learning environment that meets the highest ethical and academic standards.

Inquiry

We nurture curiosity and inspire a lifelong passion for learning in ourselves and others.

Diversity

We respect and celebrate all people, their cultures, and their diverse ways of learning.

Engagement

We create opportunities for learners to apply knowledge beyond the classroom through service, research, and global exchange.

Collaboration

We foster a supportive community of educators and learners, united in our mission to transform education.

Excellence

We uphold the highest standards in scholarship, service, and leadership, striving to be role models in education.

Sustainability

We commit to practices that protect our planet and promote a sustainable future through education.

Service

We dedicate ourselves to making a positive difference by helping and serving others.

Alignment with International Teacher Standards

Suraasa provides world-class teacher training designed to align educators' skills with internationally recognised standards. Through the **PgCTL (Professional Graduate Certificate in Teaching & Learning)**, teachers with subject-matter expertise gain the knowledge, pedagogical skills, and practical competence needed to deliver high-quality instruction at the K-12 level.

The program integrates international best practices with topics of particular relevance to regional classrooms, combining theoretical study with practical application. This approach ensures that teachers can immediately implement new strategies, reflect on their practice, and enhance student learning outcomes.

Suraasa supports teachers to:

- Acquire new skills
- Be prepared for pedagogy assessment for Teacher License
- Use their new skills and knowledge to enhance learning experiences
- Adopt changes in classroom practice leading to improvement in student outcomes
- Share experiences and outcomes to plan further development

Learning Outcomes

Knowledge

The Suraasa PgCTL qualification covers:

1. Specialised practical and theoretical knowledge of pedagogy. It provides a broad and coherent body of knowledge, with depth in the underlying principles and theoretical concepts.
2. Understanding of related knowledge areas that support effective teaching, such as developmental and learning theories, learning taxonomies, and other concepts that help teachers understand how students learn and develop.

Skill

Suraasa PgCTL Qualification develops:

1. Technical, creative, and analytical skills needed to solve specialised problems using evidence-based and procedural approaches, in both familiar and new contexts.
2. The ability to evaluate, select, and apply appropriate methods, procedures, or techniques in teaching, and to implement suitable tools and strategies in education and pedagogy.
3. Communication and information technology skills to present, explain, and critique complex or unpredictable matters effectively.

Competence

The Suraasa PgCTL qualification helps teachers develop the competence to:

1. Teach independently and take on additional roles with minimal supervision.
2. Set clear goals and take responsibility for achieving outcomes for individuals or groups.
3. Design and implement innovative approaches to manage complex or unpredictable teaching and learning situations.
4. Work creatively and effectively, both independently and as part of a team.
5. Reflect on personal beliefs and values while taking responsibility toward society and respecting socio-cultural norms.
6. Guide and support the professional development of their students.
7. Continuously evaluate their own practice, take responsibility for improvement, and engage in ongoing professional learning.
8. Uphold ethical standards and contribute to professional codes of conduct in education.

Qualification Structure

The Professional Graduate Certificate in Teaching & Learning (PgCTL) program follows a structured progression designed to support educators in their professional growth. It comprises three key milestones:

- **Milestone 1:** Successfully complete the **PgCTL Starter** learning pathway to build essential teaching competencies. This milestone develops expertise in pedagogy, classroom management, and student engagement, laying a strong foundation for effective teaching.
- **Milestone 2:** Strengthen professional communication by developing English language proficiency through the **Speak English like an International Teacher** course. This milestone enhances the ability to communicate effectively in diverse educational settings, helping teachers connect with students, colleagues, and stakeholders confidently.
- **Milestone 3:** Fulfill the eligibility requirements and apply for the Placement Program to become job-ready and explore relevant career opportunities. This milestone opens doors to teaching roles that match individual skills and aspirations, ensuring educators graduate with a well-rounded, career-ready teaching profile.

Each milestone is carefully designed to equip educators with the knowledge, skills, and qualifications they need to advance their teaching careers and succeed in diverse educational settings.

Milestone 1

Complete your PgCTL Starter Learning Pathway.

The **Professional Graduate Certificate in Teaching & Learning (PgCTL)** is structured into **10 modules across 4 sequential terms**, designed for completion ideally over 12 months. Each term builds on the previous, ensuring gradual development of pedagogical expertise.



Term 1: Foundations of Teaching and Learning

Objective: Develop foundational pedagogical knowledge and skills for effective teaching.

Modules: 2 | **Skill Evidence Tasks:** 13 | **Live Assessments:** 2

Foundation Building Module: Assignment Writing

- Develop knowledge and understanding of academic writing and how it supports completion of assignments for skill evidence.
- Learn to devise well-articulated assignments using the tools provided.
- Understand referencing techniques and how to avoid plagiarism.

1 Learning Theories and Teaching Strategies

- Develop knowledge of learning theories and their classroom applications.
- Learn to design effective strategies that build on students' prior knowledge.
- Use a variety of activities and teaching tools to enhance learning.

2 Child Development and Learning Taxonomies

- Gain insights into child development theories, diverse learning styles, and the importance of learning taxonomies.
- Learn to modify teaching according to students' preferred learning styles.
- Apply cognitive domain principles, analyse student performance, and evaluate learning outcomes.

Term 2: Effective Teaching and Classroom Management

Objective: Apply foundational knowledge to plan lessons, manage classrooms, and integrate technology effectively.

Modules: 3 | **Skill Evidence Tasks:** 14 | **Live Assessments:** 3

3 Lesson Planning

Plan lessons effectively to engage students, ensure learning progress, and achieve lesson objectives.

4 Management of Class Dynamics

- Develop knowledge, understanding, and skills in managing class interactions.
- Learn to initiate, modify, and close lessons, and arrange classroom infrastructure to meet learning aims.
- Create activities that use the full classroom space for a challenging and enjoyable learning experience.
- Formulate strategies for maintaining discipline.

5 Using Technology for Teaching and Learning

Gain knowledge, understanding, and skills in using technology to support teaching and learning at classroom and school level.

Term 3: Enhancing Assessment and Feedback Strategies

Objective: Strengthen teachers' skills in questioning, assessment, and feedback to improve student learning outcomes.

Modules: 3 | **Skill Evidence Tasks:** 17 | **Live Assessments:** 3

6 Questioning Skills & Techniques

- Improve knowledge of questioning techniques and when to use them.
- Develop practical questioning skills to support effective teaching and learning.

7 Assessment and Evaluation Techniques

- Gain understanding of different types of assessments and their purposes.
- Apply this knowledge to evaluate student learning effectively.

8 Providing Feedback

- Develop knowledge, understanding, and skills in providing feedback to students and other stakeholders.
- Learn to assess whether feedback has been understood and applied.

Term 4: Professional Growth and Ethical Teaching

Objective: Prepare teachers for reflective practice, professional development, and ethical conduct.

Modules: 2 | **Skill Evidence Tasks:** 6 | **Live Assessments:** 2

9 Ethics and Values

- Build knowledge of ethical conduct expected of teachers in and outside the classroom.
- Develop skills to handle ethical issues and communicate the impact of integrity and values effectively.

10 Reflective Teaching

- Understand reflective practice and use it to support ongoing professional learning.
- Learn processes to manage personal professional development effectively.

Mode of Delivery

Course Duration: Suraasa qualifications are designed to fit the commitments of busy professionals and can ideally be completed within twelve (12) months.

Mode of Delivery: The course is delivered online through the **Suraasa mobile app** (available on Google Play and Apple App Store) and the **Suraasa portal** (https:// www.suraasa.com/).



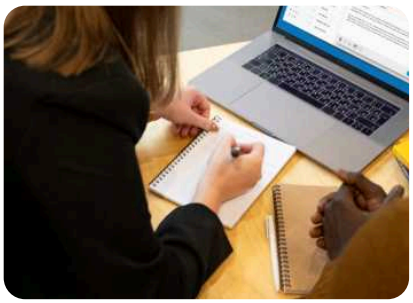
Self-Paced Online Modules

Engage in self-directed learning with pre-recorded videos and reading materials accessible anytime, anywhere. This flexibility allows learners to explore content at their own pace while discussing pedagogical topics with an international teacher community, enriching their understanding of diverse teaching methodologies and supporting professional growth.



Skill Evidence Tasks

Gain practical teaching experience through classroom projects, case studies, and digital assignments, building a verified teaching portfolio. Regular evaluation of skill evidence helps refine techniques and track progress. Activities such as video recordings and blogs enhance professional communication, technical proficiency, and reflective teaching practices.



Regular Assessments

Reflect on your strengths and teaching techniques, and monitor progress to continuously improve.



Online Resources

Suraasa programs are supported by a wide range of online resources, including reading materials, journals, and other relevant content. Learners also have access to Suraasa's AI tools, designed to enhance teaching practice and transform the learning experience.

Learners must complete their qualification within **two years** from registration. Extensions may be granted with management approval. **Re-registration fees will apply if the deadline is exceeded.**

Key Parameters for a Successful Journey

Timely Completion of Self-paced Modules

Self-paced modules are essential components of the program, carefully structured into milestones to facilitate the learning journey. Each milestone is designed to serve as a comprehensive source of information, providing learners with the knowledge and skills necessary to succeed as 21st-century educators.

These milestones include a variety of resources, such as pre- and post assessments that help gauge understanding and retention of the material, pre-recorded video lessons that offer engaging, in-depth explanations of key concepts, and carefully selected articles that provide additional context and insights into contemporary educational practices. This multifaceted approach ensures that learners not only absorb the material but also critically engage with it, enhancing the overall learning experience.

To maintain steady progress and ensure the timely completion of the course, every learner is required to dedicate a minimum of **4 hours per week** to these self-paced modules. By actively participating in these modules, learners will be better equipped to apply what has been learned in real-world scenarios.

Additionally, it's important to note that these self-paced modules contribute **20% toward the overall grade,** highlighting their significance not only as a source of information but also as a crucial component of academic evaluation. Engaging fully with these modules will provide learners with a solid foundation of knowledge that is essential for development as effective educators.

Developing Skill Evidences (Assignments)

The PgCTL qualification is designed to develop practical teaching skills through carefully structured skill evidence (assignments). Each module includes a set of tasks, totaling 50 skill evidence tasks across the course. These assignments combine writing, lesson planning, and classroom application, all aimed at enhancing the learner's professional skills. Skill evidence contributes **60% of the overall grade.**

Classroom Access Requirement: Certain tasks require learners to deliver lessons in a **K-12 school classroom with a minimum of 15 students.** These lessons must be observed by a senior educator, ensuring proper supervision and constructive feedback.

Submission Policy: Learners have a total of **50 attempts to complete 50 skill evidence assignments (one attempt per skill evidence).** All submissions are evaluated according to Suraasa's quality standards.

Evaluation and Portfolios: Skill evidence (assignments) are assessed by trained professionals using **rubrics** available on the Suraasa platform. Each rubric is aligned with the intended learning outcomes of the qualification. Evaluated tasks are added to the learner's portfolio, which can be accessed for life and updated with new achievements as their career progresses.

Evaluation Criteria: Each assignment is assessed against predefined rubric criteria, including content, structure, clarity, and adherence to guidelines. Scores are assigned for each criterion, and the overall score is calculated as the **average** of these scores. The **maximum score for any assignment is 3**, indicating excellence across all evaluated aspects.

Quality Check: After the initial assessment (first-level) by the evaluator, Suraasa's quality assurance team conducts three (3) reviews (at 50%, 75% and 100% of course completion) to ensure all evaluations are fair, accurate, and consistent. This process may confirm the original assessment or, in some cases, require revisions. Any necessary revisions are communicated clearly, with guidance provided to help learners understand and apply the feedback. The purpose of the quality check is to maintain **validity, reliability, and fairness**, not to penalize learners.

Deduction Framework: To ensure fairness, consistency, and academic integrity, Suraasa uses a **deduction framework** for Skill Evidence submissions. Marks may be reduced for issues such as **plagiarism, AI-generated work, missing content, referencing errors, grammar mistakes, or ethical breaches.** This framework ensures transparent feedback, helps maintain quality and fairness, and guides learners to improve their work and build professional habits. Deduction percentages vary depending on the issue.

Participation in Live Assessments

Each module includes a **live assessment** where learners demonstrate mastery of the module's learning outcomes. There are **10 live assessments** in total, contributing **20% of the overall grade.**

Assessment Schedule: Learners can schedule assessments at their convenience through the Suraasa portal, allowing flexibility to balance personal and professional commitments while staying on track with program milestones.

Attempt Policy: Learners get 10 attempts to complete 10 live assessments (one attempt is allowed per assessment). Learners should prepare thoroughly before scheduling. Additional attempts may be granted in exceptional cases or to improve scores, subject to program guidelines and applicable fees.

Upgradation Options:

Add-Ons: Learners who wish to improve their GPA or have exhausted their attempts for a module can access **additional support** from Suraasa. These offerings provide targeted assistance to enhance learning outcomes and include:

- Live classes and group activities led by international professors.
- Detailed feedback reports for each assignment.
- **7 extra attempts** to submit assignments and assessments.
- PAL support for score enhancement, with 30-day access and weekly check-ins.

Note: Add-ons are available at an additional fee, offered as a package and cannot be purchased individually.

Course Upgrade: Learners can also upgrade from the PgCTL Starter learning pathway to PgCTL Professional or PgCTL Executive, unlocking additional benefits for professional growth:

PgCTL Professional:

- Recorded classes by international professors for each module.
- Extra attempts to complete tasks.

PgCTL Executive:

- Live classes by international professors for each module.
- Live group activities in a cohort-based format, led by international professors.
- Dedicated PAL providing personalized guidance to enhance assignment scores.
- Extra attempts to complete tasks.
- **ATHE (UK) Level 6 DiT Certification** upon achieving an overall GPA of 5 or 50%.

Note: Course upgrades are available **at an additional fee.**

Enhance Your Readiness Through the Self-Evaluation Activity

The Self-Evaluation Activity is a pivotal step in your professional growth, enabling you to assess yourself across **20 key parameters** essential for effective teaching and career progression. This reflection helps you identify your strengths and pinpoint areas for development, empowering you to **strategically enhance your teaching skills and professional capabilities.** Our Teacher Brand Strategist will guide you through this activity and support you in creating a **personalized action plan.** This tailored plan focuses on strengthening your competencies across key parameters through evidence-based development, helping you build the skills and confidence needed to effectively showcase your expertise to potential employers.

Up-to-date Suraasa Learner Portfolio

Your learner portfolio is a dynamic digital CV that highlights your experiences, qualifications, and achievements. It showcases your skills and growth, making a strong impression on recruiters and reflecting ongoing professional development. From day one, keep your Suraasa profile current by updating your qualifications, experiences, and adding a video portfolio. As you progress through the course, your portfolio will strengthen, increasing your visibility and impact. Learners who consistently maintain an up-to-date portfolio position themselves most effectively for future opportunities.

Award of Certificate

To be awarded the Suraasa Certificate for the program, learners must successfully complete all required modules. In addition, a **minimum Grade Point Average (GPA) of 5.0 out of 10** must be achieved in **each of the ten modules** throughout the program. Learners who do not meet these requirements will not be eligible to receive the certificate.

Certification time may vary based on clearance checks from the Quality Assurance team and the Finance team.

Learners who have taken a loan for the course will receive the PgCTL Certificate **only after full payment of the course fee**, including all EMIs, and once a **No-Objection Certificate (NOC)** has been obtained from the lending partner.

The PgCTL program is designed to be completed within 12 months and remains valid for 24 months from the date of onboarding. Progression to each term requires the successful completion of the previous term, including all skill evidence (assignments), assessments, and self-paced milestones. Learners who do not meet these requirements will need to re-register, subject to management approval, and additional fees may apply. Adhering to the program timeline is recommended to ensure smooth progression and timely completion.

Note: Learners can also apply for the ATHE (UK) Level 6 Diploma in Teaching, which is an advanced qualification for educators. To successfully earn this diploma, in addition to the Suraasa's PgCTL certificate, the learner must demonstrate a high level of competence by achieving a score of 50% or higher across all modules within the program. In the event that this score is not achieved, the ATHE diploma will not be awarded. **Learners can apply for this diploma by paying an additional fee.**

Milestone 2

Strengthen Your Communication Skills

Enroll* in the "Speak English like an International Teacher" course to enhance your English communication skills. This course is designed to help you meet international teaching standards by mastering pronunciation, grammar, and speech, enabling effective communication in professional educational settings.

Eligibility Criteria:

- The learner should be enrolled in Milestone 1
- The learner should have completed Term 1 in Milestone 1

Course Details:

- Learning Format: Self-paced
- Mode of Learning: 100% Online
- Time Commitment: 1 Hour/Day (8 Weeks)
- Certificate: Upon Course Completion

Skills You Will Gain: By completing this course, you will:

- Communicate Fluently and Accurately – Develop clear and confident communication for classrooms, meetings, and interviews.
- Deliver Engaging Lessons – Use effective speech techniques to enhance lesson delivery and student engagement.
- Improve Professional Interactions – Strengthen your ability to interact with colleagues, parents, and stakeholders in diverse educational environments.
- Enhance Your Credibility – Position yourself as a skilled English communicator, increasing your professional value in the global education sector.

*This course is offered at an additional fee and is not included in the PgCTL Starter program (Milestone 1).

Milestone 3

Apply for the Placement Program

The Suraasa Placement Program connects qualified educators with teaching opportunities in India and abroad. This milestone offers a structured placement process, including job listings, interview preparation, and personalized support to help you secure roles that match your skills and career goals. Learners can choose between Basic and Advanced placement options* based on their aspirations and target markets.

Basic Placement Program:

Ideal for teaching opportunities in India, the Basic program includes:

- 1-year access to the Suraasa Job Portal (hundreds of new jobs weekly)
- Comprehensive Pedagogy Assessment of Teachers to evaluate teaching proficiency
- Access to Interview Preparation Modules (2 modules)
- Guaranteed 2–3 interview opportunities with partner schools in India

Advanced Placement Program:

Designed for global teaching opportunities, the Advanced program includes:

- 1-year access to the Suraasa Job Portal or until placed (global opportunities)
- Comprehensive Pedagogy Assessment of Teachers to evaluate teaching proficiency
- Access to Interview Preparation Modules (2 modules)
- Guaranteed interviews for international placements for a period of one year
- Dedicated Placement Support, including four (4) personalized mock interviews
- Job Mentor guidance throughout the placement process

Eligibility Criteria:

- Completion of Milestone 1 with a minimum GPA of 8.0 (80%)
- Completion of Milestone 2
- Minimum Bachelor's in Education (or equivalent) and required subject qualifications
- Standardized English language proficiency certificate:
  - Basic Program: IELTS 6.5 / TOEFL 79–93 / PTE 58.5
  - Advanced Program: IELTS 7 / TOEFL 94–101 / PTE 66.3
- For Advanced Program: minimum 2 years of school teaching experience

If Requirements Are Not Met:
Suraasa may, at its discretion, allow additional opportunities to improve GPA or meet language requirements, subject to applicable fees or re-sit/retest policies.

***Enrollment in the Basic or Advanced Placement Program is at an additional fee (non-refundable) and is not included in the PgCTL Starter (Milestone 1) course fee.**



Suraasa Support



Program Support

We are committed to providing a seamless and enriching learning experience for all learners.

We understand that challenges may occasionally arise during your academic journey. To ensure you receive the support you need, we have a dedicated team available to assist with program-related queries, technical issues, and any difficulties encountered while using the learning portal or mobile application.

Should you require assistance, you may reach out to our support team at care@suraasa.com

Our goal is to provide timely and effective support, enabling you to stay focused on your learning and make consistent progress throughout the program.



Skill Evidence Guidance Sessions

Learners are provided access to "Skill Evidence guidance" sessions, offering them the opportunity to seek direct guidance from professors on all academic-related matters.

Please find the timings and link for the session below:

Link:
http://suraasa.co/skill-evidence-guidance-session

Timings (Indian Standard Time):

Monday: 7:00 pm IST

Wednesday: 6:00 pm IST

Friday: 5:30 pm IST

Timings (Greenwich Mean Time):

Monday: 1:30 pm GMT

Wednesday: 12:30 pm GMT

Friday: 12:00 pm GMT

Suraasa Learner Code of Conduct

1 Integrity

I will submit only my own original work and acknowledge all sources properly.

2 Authenticity

I will not use AI tools to complete assignments unless explicitly allowed.

3 Honesty

I will not engage in plagiarism, cheating, or misrepresentation of work.

4 Accuracy

I will provide accurate and truthful information in all records and communications.

5 Respect

I will treat all learners, staff, and Suraasa representatives with respect and professionalism.

6 Courtesy

I will not use offensive language, bully, harass, or disrupt the learning environment.

7 Transparency

I will not falsify documents or omit required information intentionally.

8 Truthfulness

I will not spread false, misleading information or slander Suraasa, its members, or its activities, including on social media.

9 Responsibility

I will report any suspected violations of this Code to the Learner Success Team.

10 Accountability

I understand that violations may lead to disciplinary actions, including expulsion or revocation of certification

Suraasa Policies

Grading Policy

The learner's GPA reflects their overall performance across all completed modules, providing a comprehensive measure of their academic success. It is determined by combining various weighted components to give a holistic view of the learner's achievements.

The GPA range is detailed below, along with the corresponding grade, grade points, and descriptions to explain each performance level:

Score Range	Grade	Grade Score Alloted	Description	Explanation
9.5 to 10.0	A+	10	Exceptional	Demonstrates exceptional mastery and understanding, delivering insightful, high-quality work beyond basic requirements.
9.0 to <9.5	A	9.5	Outstanding	Indicates strong understanding and high-quality execution meeting all key expectations without errors.
8.5 to <9.0	B+	9	Excellent	Reflects above-average proficiency with well-executed work that covers core requirements with minor issues.
8.0 to <8.5	B	8.5	Very Good	Shows a solid understanding, meeting the core requirements but lacking depth or precision in some areas.
7.0 to <8.0	C	8	Good	Indicates adequate understanding with basic requirements met but evident room for improvement.
6.0 to <7.0	D	7	Average	Meets some requirements but lacks consistency, requiring substantial improvement.
5.0 to <6.0	E	6	Pass	Minimal understanding of the subject; work has significant deficiencies and requires further improvement.
0 to <5.0	F	0	Fail	Indicates insufficient understanding and failure to meet basic requirements. Work is incomplete or lacks coherence.

Note: GPA for a module will appear only once it is completed 100%.

Weightage Components

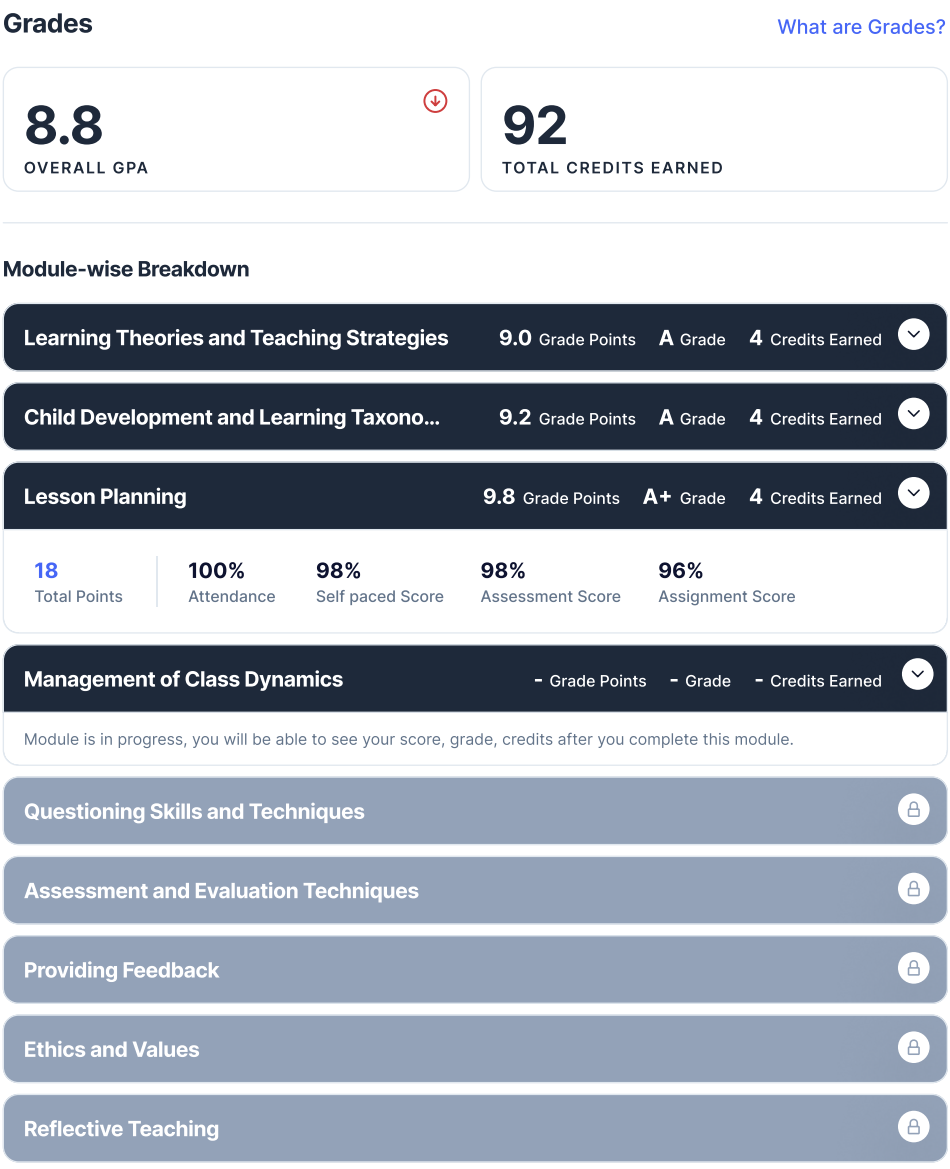
The final GPA is calculated based on the following components, reflecting overall performance across the modules:

Live Assessments: 20%
Self-Paced Milestones: 20%
Skill Evidence (Assignments): 60%

Grades Tab

Learners can easily monitor their academic performance through the Grades tab, which provides a clear overview of progress. Here, learners can view their GPA, track their performance through detailed graphs, and access a module-wise breakdown of grades. This enables them to identify strengths and areas needing improvement, facilitating a more personalized approach to academic growth.

Note: GPA for a module will appear only once it is completed 100%



Overall GPA based on Grade Points earned in the completed modules.
Total Credits Earned based on the academic credits specified by ATHE for each module.

Module-wise Grade Points, Grade, Credits Earned. Also includes the Percentage Score earned in all components.

Data Protection and Record Retention Policy

Suraasa prioritises safeguarding personal data. We strictly adhere to legal regulations and employ robust security measures to protect learner and staff information. This policy, aligned with the Data Protection Act 2018, applies to both manual and electronic Personal Data and Academic Records held on Suraasa staff and learners. Our IT Services ensure regular database backups.

Data Retention:
Information is securely retained for the duration of an individual's time with Suraasa and in compliance with regulatory guidelines thereafter.

Release of Information:
Suraasa prioritises individual privacy and confidentiality. We do not sell, trade, or rent personal identification information. However, records may be released to meet regulatory, legal, or contractual requirements, including those of regulatory bodies, accreditation agencies, and legal guardians. Disclosure of learner records requires prior approval from the Registrar and written request from the learner.

Transparency Policy

Suraasa commits to accountable and transparent governance by promoting stakeholder access and participation, ensuring decisions are responsive to their needs and opinions. We adopt measures to conduct activities openly and inclusively, engaging stakeholders throughout decision-making processes in a transparent environment.

Academic Integrity

At Suraasa, we expect all learners to uphold the highest standards of academic integrity. This means:

- Submitting only your **own original work.**
- **Acknowledging all sources** correctly to avoid plagiarism.
- Refraining from cheating, falsifying results, or misrepresenting work.
- Not using **Artificial Intelligence (AI) tools** to complete skill-evidence tasks (assignments) or any other academic work, unless specifically instructed.

Violations of academic integrity are taken very seriously and may lead to strict disciplinary actions, including, in severe cases, **expulsion from the program.**

Misconduct and Falsification of Records Policy

At Suraasa, integrity, honesty, and respect within the community are of paramount importance. Any falsification of records—including but not limited to admissions, registration, placements, or services—and any form of misconduct towards learners or staff is strictly prohibited. All records and interactions must be truthful, accurate, and conducted with respect.

Definitions:

1. **Misconduct**: Includes, without limitation, bullying, harassment, offensive language, disruptive behavior, or any action that infringes upon the rights and dignity of others.
2. **Misinformation**: The dissemination of false, misleading, or deceptive information regarding Suraasa, its members, or its activities, which may compromise trust, community integrity, or safety.

Reporting and Investigation:

- All suspected violations shall be reported to the Admissions Team.
- The Admissions Team shall conduct a thorough investigation, collecting all relevant evidence.
- The learner shall be notified of the allegations and provided a reasonable opportunity to respond in writing.

Disciplinary Actions:

- Upon confirmation of a violation, Suraasa may impose disciplinary actions commensurate with the severity of the offense, including but not limited to:
  - Immediate expulsion from the program,
  - Revocation of certificates or degrees,
  - Permanent removal from the Suraasa community.
- This policy applies explicitly to falsified documentation, intentional omission of required documents, misconduct, or dissemination of misinformation.

Legal Rights and Appeals:

- Suraasa reserves the right to initiate legal proceedings if deemed necessary.
- Learners may appeal the decision by submitting a written request to the Academic Director.
- The Director's decision shall be final and binding.

This policy ensures a culture of honesty, fairness, and respect, providing a secure, professional, and supportive learning environment for all members of the Suraasa community.

Grievance and Appeal Policy & Procedure

Our Grievance and Appeals policy ensures that all practices are fair, transparent, and non-discriminatory. It supports positive learner relations and handles all complaints confidentially and efficiently.

Procedure:

1. **Informal Resolution (Optional):** Learners are encouraged to raise minor or academic concerns directly with the academic team (e.g., during Skill Evidence guidance sessions) or through informal discussions with the PAL, wherever possible.
2. **Filing a Formal Grievance:** If the issue is not resolved informally, learners may email care@suraasa.com with details of their concern and the parties involved.
3. **Investigation by Support & Resolution Team:** The Support & Resolution Team will investigate and provide a written response within five (5) working days. If more time is needed, learners will be informed of the extended timeline.
4. **Appeal to the Director:** If a learner is not satisfied with the Support & Resolution Team's decision, they may request an appeal within five (5) working days of receiving the response. The Support & Resolution Team will forward the appeal to the Director for review. The Director's decision will be provided in writing (with reasons) and will be final and binding.

Time Limits:

1. Failure to meet the specified timelines may result in the grievance being closed.
2. Extensions of time limits may be granted by the Director upon written request.

Refund Policy

Glossary:

- **Date of Onboarding:** It refers to the date the learner is onboarded and granted access to any part of the Program (materials, sessions, platform, etc.)
- **Withdrawal Request:** An email submitted in writing via care@suraasa.com for withdrawal from the program.
- **Official Withdrawal Date:** Date of receipt of the withdrawal request by Suraasa is considered the official withdrawal date.
- **Final Program Fee:** Final post-tax tuition fee, after any scholarships or discounts; and excluding the non-refundable registration fee.

Policy:

- If the learner withdraws within the first seven (7) days from the date of onboarding, 0% of the final program fee will be retained and the remaining portion will be refunded from the total fee paid.
- If the learner withdraws between eight (8) to fifteen (15) days from the date of onboarding, 50% of the final program fee will be retained from the total fee paid and the remaining portion of the total fee paid (if any) will be refunded.
- After fifteen (15) days from the date of onboarding, no refund will be granted.
- If the learner has availed financing through an NBFC and subsequently raises a refund request that is approved under the applicable refund policy, the learner shall remain liable to settle any interest, registration fees, processing fees, foreclosure charges, or other costs levied by the NBFC.
- Any interest already accrued or paid to the NBFC shall not be refunded by the institution and shall be borne solely by the learner.
- In cases where the NBFC has already disbursed the amount and EMI deductions have commenced, the learner may be required to bear at least one EMI installment and any associated finance charges as determined by the NBFC before the refund can be processed.
- Any money due to the learner under this Refund Policy will be refunded within 90 days from the official withdrawal date.
- Learners who opt to pay tuition over time may owe money after withdrawal, depending on how much they have paid and the amount due under the refund policy.

- The learner authorizes Suraasa to charge the learner's credit card for any tuition that is owed to Suraasa under the terms of this Agreement.
- Suspended or expelled learners from Suraasa for any disciplinary reasons lose all rights to any refund.

Withdrawal Request:

- Must be submitted in writing via care@suraasa.com
- Phone calls, WhatsApp, or verbal requests are not valid.

Outstanding Balances Policy

Learners with unpaid outstanding balances for 3 consecutive months will have their registration placed on hold and will not be allowed to access further courses. In addition, they may not be allowed to access any of their records and also given any letter of recommendation, which is requested during this period

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Contact Us

Email

care@suraasa.com

Note

As we endeavor to equip you with the skills of a 21st-century, internationally-trained teacher and support you in reaching your aspirations, remember that your dedication, effort, and adherence to guidelines are essential for success.

Happy Learning!