



UWI
GLOBAL CAMPUS



UNDERGRADUATE STUDENT HANDBOOK

2026 | 2027

Contents

PRINCIPAL OFFICERS OF THE UNIVERSITY OF THE WEST INDIES.....	5
PRINCIPAL OFFICERS OF THE UWI GLOBAL CAMPUS.....	6
MESSAGE FROM THE VICE CHANCELLOR.....	7
MESSAGE FROM PRO VICE-CHANCELLOR AND PRINCIPAL, GLOBAL CAMPUS.....	8
MESSAGE FROM CAMPUS REGISTRAR, GLOBAL CAMPUS.....	12
MESSAGE FROM GUILD PRESIDENT, GLOBAL CAMPUS	13
PART I: THE UNIVERSITY OF THE WEST INDIES.....	15
BACKGROUND.....	15
THE UWI GLOBAL CAMPUS.....	17
GLOBAL CAMPUS ROOTS.....	17
THE GLOBAL CAMPUS GUIDING PRINCIPLES.....	18
ORGANISATIONAL STRUCTURE OF THE GLOBAL CAMPUS.....	18
PART II: ACADEMIC DIVISIONS, ADMINISTRATIVE DEPARTMENTS, CENTRES, INSTITUTES AND RESEARCH UNITS.....	19
OFFICE OF THE PRINCIPAL.....	19
OFFICE OF THE DEPUTY PRINCIPAL.....	19
ACADEMIC PROGRAMMING & DELIVERY DIVISION (APAD).....	20
THE REGISTRY.....	20
GLOBAL CAMPUS COUNTRY SITES (GCCS).....	20
OFFICE OF FINANCE	21
COMPUTING AND TECHNICAL SERVICES (CATS).....	21
LIBRARIES AND INFORMATION SERVICES.....	22
THE CONSORTIUM FOR SOCIAL DEVELOPMENT AND RESEARCH (CSDR).....	22
THE CARIBBEAN CHILD DEVELOPMENT CENTRE (CCDC).....	22
THE HUGH SHEARER LABOUR STUDIES INSTITUTE (HLSLI).....	22
THE SOCIAL WORK TRAINING AND RESEARCH CENTRE (SWTRC).....	23
THE WOMEN AND DEVELOPMENT UNIT (WAND).....	23
SCHOOL FOR GRADUATE STUDIES AND RESEARCH.....	24
PART III: LIFELONG LEARNING & DISTANCE EDUCATION.....	25
LIFELONG LEARNING.....	25
STUDYING AT THE GLOBAL CAMPUS.....	26
DISTANCE EDUCATION.....	26
HOW TO SUCCEED IN STUDYING AT A DISTANCE.....	26
WORKING WITH YOUR ONLINE DEPARTMENT.....	27
FORMAT OF GLOBAL CAMPUS COURSES FOR REGIONAL PROGRAMMES.....	28
QUALITY OF THE DISTANCE LEARNING EXPERIENCE.....	29
ACCREDITATION OF THE UWI GLOBAL CAMPUS.....	29
PART IV: GENERAL REGULATIONS & PROCEDURES ON STUDENT MATTERS.....	31
COMMUNICATION AND INFORMATION.....	31
THE MY GC STUDENT PORTAL.....	31

Your Global Campus Email Address.....	31
STUDENT IDENTIFICATION NUMBER.....	32
STUDENT IDENTIFICATION CARD.....	32
REGISTRATION INFORMATION.....	32
PAYMENT METHODS.....	33
STATUS LETTERS.....	34
LEAVE OF ABSENCE.....	34
WITHDRAWAL.....	36
RE-ENTRY TO THE UNIVERSITY.....	36
TRANSFERRING TO ANOTHER PROGRAMME.....	36
TRANSFERRING TO ANOTHER SITE.....	37
TRANSFERRING TO ANOTHER THE UWI Global CAMPUS.....	37
QUALIFYING TESTS AND REMEDIAL COURSES.....	37
WHAT IF YOU FAIL THE ENGLISH LANGUAGE PROFICIENCY TEST?.....	38
REMEDIAL MATHEMATICS.....	38
CREDIT EXEMPTIONS.....	38
THE CODE OF PRINCIPLES AND RESPONSIBILITIES FOR STUDENTS.....	38
 PART V: FINANCIAL INFORMATION.....	 40
TUITION FEES.....	40
ADMINISTRATIVE AND OTHER FEES.....	40
REFUND POLICY FOR TUITION FEES.....	41
FEE ASSESSMENT.....	42
PAYMENT OF FEES.....	42
FINANCIAL STANDING.....	42
FINANCIAL ASSISTANCE	43
STUDENT PAYMENT PLAN.....	43
GOVERNMENT ASSISTANCE FOR TUITION EXPENSES (GATE).....	43
 PART VI: EXAMINATIONS.....	 44
GLOBAL CAMPUS EXAMINATIONS.....	44
GLOBAL CAMPUS EXAMINATIONS TIMETABLE.....	45
WRITING EXAMINATIONS AT YOUR GLOBAL CAMPUS SITE/EXAMINATION CENTRE.....	41
WRITING EXAMINATIONS AT AN ALTERNATE GLOBAL CAMPUS SITE.....	45
WRITING EXAMINATIONS AT ANOTHER SITE OR CAMPUS.....	45
WRITING EXAMINATIONS OUTSIDE OF COUNTRIES WITH UWI EXAM CENTRES	45
FEES FOR WRITING EXAMINATIONS OUTSIDE OF A UWI EXAM CENTRE.....	46
INSTRUCTIONS TO CANDIDATES TAKING A WRITTEN EXAMINATION.....	46
STEPS TO TAKE BEFORE AN EXAMINATION	47
CONDUCT IN EXAMINATION ROOM	48
ABSENCE FROM EXAMINATIONS.....	48
LATE WITHDRAWAL FROM A COURSE/ EXAMINATION AFTER DEADLINE	49
ABSENCE FROM EXAMINATIONS AS A RESULT OF ILLNESS.....	49
NOTIFICATION OF EXAMINATION RESULTS.....	50
DISSATISFACTION WITH FINAL EXAMINATION RESULTS.....	50
REVIEW OF MID-SEMESTER EXAMINATIONS AND COURSEWORK RESULTS.....	51
HOW TO APPLY FOR A REMARK OR A DISCUSSION OF YOUR EXAMINATION SCRIPT.....	51
EXAMINATIONS ONLY.....	52
REQUEST TO CARRY FORWARD COURSEWORK MARKS.....	52
WITHHOLDING OF RESULTS.....	53
HOW TO REQUEST A TRANSCRIPT.....	53
THE UNIVERSITY OF THE WEST INDIES 2014/2015 GRADING POLICY FOR UNDERGRADUATE STUDENTS.....	54
UNIVERSITY REGULATIONS ON PLAGIARISM.....	56
ASSESSMENT REGULATIONS... ..	60

PART VII: ACADEMIC SUPPORT SERVICES.....	61
ACADEMIC SUPPORT SERVICES.....	61
UWI GLOBAL CAMPUS ORIENTATION	61
ONLINE ORIENTATION FOR NEW UNDERGRADUATE STUDENTS.....	61
PRE-COURSE PROGRAMME ADVISING.....	62
ONLINE PROGRAMME AND COURSES - APAD STAFF SUPPORT	63
ONLINE COURSE DELIVERY	64
TEACHING -LEARNING IN THE LEARNING EXCHANGE (LE) ONLINE COURSE DELIVERY	64
COURSE ISSUES.....	58
HOW TO CONTACT YOUR COURSE COORDINATOR	64
REPORTING A PROBLEM.....	65
COMMUNICATING ONLINE WITH GLOBAL CAMPUS PERSONNEL.....	66
CAS - CONNECTING AS STUDENTS.....	66
LIBRARIES AND INFORMATION SERVICES.....	67
INFORMATION RESOURCES.....	67
ASK A LIBRARIAN.....	68
LIAISON SERVICES.....	68
GLOBAL CAMPUS ADMINISTRATIVE SUPPORT	69
REGISTRY SUPPORT	69
HELPDESK SERVICES.....	69
SITE SUPPORT SERVICES - GLOBAL CAMPUS SITES	68
APPENDIX A.....	70
GLOBAL CAMPUS SOCIAL MEDIA PAGES.....	70
APPENDIX B.....	72
GLOBAL CAMPUS SITE CONTACTS AND PHONE NUMBERS.....	72
APPENDIX C.....	85
GLOBAL CAMPUS PROGRAMME MANAGERS CONTACTS.....	85



MISSION

To advance learning, create knowledge and foster innovation for the positive transformation of the Caribbean and the wider world.

VISION

An excellent global University rooted in the Caribbean.

VALUES

Integrity, Excellence, Gender justice,
Diversity, Student-centredness.

THE MOTTO OF THE UNIVERSITY

“Oriens ex Occidente Lux:
A Light Rising from the West”

PRINCIPAL OFFICERS OF THE UNIVERSITY OF THE WEST INDIES

Chancellor

Dr. Dodridge D. Miller

Vice-Chancellor

Professor Sir Hilary Beckles

Pro Vice-Chancellors

Board for Undergraduate Studies

Professor Canute Thompson

Board for Graduate Studies and Research

Professor Aldrie Henry-Lee

Academic Industry Partnership & Planning

Professor C. Justin Robinson

Campus Principals

Cave Hill

Professor R. Clive Landis

Five Islands

Professor C. Justin Robinson

Mona

Professor Densil Williams

Global Campus

Dr. Francis Severin

St. Augustine

Professor Rose-Marie Belle Antoine

Deputy Campus Principals

Cave Hill

Professor Winston Moore

Mona

Professor Marvin Reid (Ag)

Global Campus

Dr. Emily Dick-Forde

St. Augustine

Professor Derek Chadee

University Registrar

Dr. Maurice D. Smith

University Bursar

Mrs. Andrea McNish

University Librarian

TBA

PRINCIPAL OFFICERS OF THE UWI GLOBAL CAMPUS

Pro Vice-Chancellor & Campus Principal

Dr. Francis Severin

Deputy Campus Principal

Dr. Emily Dick-Forde

Campus Registrar

Miss Althea Gordon

Chief Financial Officer

Dr. Noel Morgan

Senior Librarian

Adele Merritt Bernard

Chief Information Officer

Mrs. Tracey Edwards-Greaves

Directors

Academic Programming and Delivery

Dr. Avanelle Joseph-Edwards (Ag)

School of Graduate Studies and Research

Dr. Emily Dick-Forde

Consortium for Social Development and Research

Mrs. Ceceile Minott

Global Campus Sites

Dr. Nicole Phillip (Ag)

MESSAGE FROM THE VICE-CHANCELLOR



It gives me great pleasure to welcome you to The University of the West Indies (UWI) as you begin your academic journey for the 2026–2027 academic year. You are now part of a distinguished regional institution with a proud tradition of excellence, innovation and service. Your decision to pursue higher education at UWI represents an important investment in your future, and I encourage you to embrace this new chapter with enthusiasm, curiosity and determination.

As you begin your studies, I urge you to make the most of the opportunities available to you. University life extends far beyond the classroom; it is a time to develop new perspectives, build meaningful relationships, discover your talents and prepare yourself to make a positive contribution to society. Engage actively with your lecturers, fellow students, campus life, research, innovation and the many opportunities for leadership and personal development. Be open to new ideas and never be reluctant to ask questions, challenge assumptions and pursue multiple paradigms.

You are joining The UWI at a time when the Caribbean and the wider world are confronting complex challenges that require creativity, resilience and responsible leadership. As students of The UWI, you have an important role to play in shaping the present and the future of our region. I encourage you to use your education not only to advance personal aspirations, but also to address the needs of our communities and contribute to a more equitable, sustainable and prosperous Caribbean. Let integrity, respect, compassion and a commitment to service guide you throughout your university experience.

On behalf of The University of the West Indies, I wish you every success as you embark on this exciting journey. There will undoubtedly be challenges along the way, but remember that each challenge presents an opportunity to learn, grow and become stronger. Believe in your abilities, support one another and take pride in being part of The UWI family.

Welcome to The University of the West Indies, and best wishes for a successful and fulfilling academic year.

Hilary Beckles
Vice-Chancellor

FROM PRO VICE-CHANCELLOR AND CAMPUS PRINCIPAL, GLOBAL CAMPUS



An Academic Year slips away rapidly and, for our new students in particular, the commencement of the year can feel daunting and overwhelming. The students who experience that sensibility should therefore take much comfort in the following *modus operandi*: remaining focused on their goals; seeing the “big picture”; embracing discipline and delayed gratification; and optimally balancing work and leisure *en route* to achieving their academic objectives. I put it to you that this is a failsafe way to proceed and to achieve success.

Reflecting on the foregoing, I take this opportunity, on behalf of the Global Campus Senior Management Team (GCSMT), to extend to you, our new and returning students, a hearty and warm welcome to Academic Year 2026-2027. To our new students, you have a wonderful opportunity to ‘navigate’ your life’s trajectory in an exciting, novel and positive direction. You must take full control over and accountability for your academic progress.

I exhort you to not take anything for granted in terms of academic advising matters; instead, be sure to ask questions and make inquiries. Feel free to challenge responses that make no sense to you, rather than mindlessly accept everything you are told. Indeed, such an analytical and inquiring approach is fundamental to a successful academic journey and ultimately, professional advancement. We would like to know that our students and ultimately our graduates are confident enough to think for themselves and to make appropriate and pellucid inquiries and clear decisions.

From our knowledge of quite a few of our previous students, we are profoundly aware that many of you bear the burden of high expectations of not only your own standards, but also of your immediate and extended families. The preceding is made even more difficult by the fact that, if successful, you will be the first in your families to earn a university degree or education. We are here to facilitate your progress and to ensure that, once you are committed and diligent, you succeed for yourselves and your families.

We are also very excited to welcome back our continuing/returning students who have already started their journeys. Irrespective of where you are or what you have already accomplished, reading for a degree always requires renewed commitment and discipline. You may have found that some of your methods have worked and others have not brought you as much success. In the case of the latter, therefore, you may want to review your approach, adjust your priorities and renew your efforts. At all times, be positive and optimistic, as well as realistic.

In the Global Campus, we believe in the philosophy of *leaving no one behind*. This philosophy has faithfully guided our mission in the Caribbean and especially in the parts of the Region which have been underserved because they have not had a physical university campus in their “neighbourhood”, as it were. That “scenario” has also been felt even in the hamlets and villages and generally rural areas of our larger countries. Many of our graduates and students who can identify with this reality will concur that the Global Campus has been a boon to them - and their families - and their professional pathways. Those of us who have no high-quality university in our immediate jurisdictions will not take for granted the convenience of pursuing high-

quality education without disturbing or dislocating our families and our livelihoods, by having to leave our homes, and our families, or force them to be “portable”. The Global Campus, mercifully, has been a huge savings and blessing for the hitherto underserved, especially at a time when financial resources are overextended because people have a myriad of obligations: caring for aging parents; paying their mortgages; sending children to school; attempting to meet car loans and house insurance; and countless other responsibilities.

I wish to share with you an important Campus development because it will have a positive impact on you, our students, *a propos* your learning environment. Our Global Campus Centre for Excellence in Teaching and Learning (CETL) was officially approved in February 2025. The CETL falls under the remit of the Office of the Deputy Principal, who has overall responsibility for student welfare. It was formally established in the Deputy Principal’s Office in August 2025.

Formerly, the professional development of part-time teaching staff was coordinated and delivered by the Academic Programming and Delivery Division (APAD), our division which is responsible for, as its name implies, the development of our Senate-approved degree programmes as well as their ‘conveyance’ to you. In our constant endeavours to enhance the teaching and learning “ecology”, we resolved that there was a need for a more centralised facility for staff training and a more streamlined approach to professional development; hence, the Global Campus CETL became the latest addition to the other three fully functioning CETLs at the Cave Hill, Mona, and St Augustine Campuses.

Since we established the Global Campus CETL, it has articulated a clear vision, mission, values, and objectives which are aligned with The UWI and the Campus’ strategic goals and direction. Hence the:

- **Vision:** To be a catalyst for innovative, inclusive and evidence-informed online and blended teaching that empowers educators and transforms learner success.
- **Mission:** To deliver transformative professional development experiences that foster teaching excellence, advance the scholarship of teaching and learning, and enhance student learning through purposeful use of emerging educational technologies and best practices in higher education.
- **Values:** Responsiveness, Excellence, Accessibility and Learning, which give us the elegant and authentic acronym, **REAL**.
- **Objectives:** Orienting new teaching staff; providing professional development; performing curriculum reviews; using data and learning analytics to inform continuous improvement in online and blended teaching; building virtual communities; providing coaching and mentoring; and sharing research-informed best practices.

The boon of the establishment of our own CETL pellucidly inheres in the objectives above. In being faithful to these objectives, as well as the mission, vision and values that undergird them, I envisage continuous enhancement of the teaching and learning that take place at your Campus, the Global Campus.

We continue to be proud of our Student Experience Unit (SEU), which is an initiative, now cemented, in our Global Campus structure, that was specifically inaugurated to address student affairs and experience. We saw the need for establishing a “champion” that would address certain student issues, the types of issues that cause

worry to our students. Throughout the last academic year, the SEU successfully managed several cases. This success alerts us to the increasing demand for personalised care. In light of the success of the Unit's case management, it is quite possible to argue that students are progressively more comfortable with reaching out to the Unit when experiencing setbacks or constraints. Every time we resolve a student issue denotes significant advancement toward a more inclusive and effective support system for our students. And we rejoice accordingly. The SEU has also maintained a standard for timely responses, continuous updates and cross-departmental collaborations for speedy and thorough resolution of cases. This proactive strategy promotes a supportive academic ecosystem that benefits all students across the Campus. We are dedicated to continuously enhancing our student experience as we identify the gaps and, locate the optimal solutions.

The SEU also contributed to numerous initiatives intended to strengthen the overall student experience environment. The Unit partnered with our Academic Programming and Delivery Division to augment academic advising services for students. One example is the Course Representatives Pilot Programme with a dedicated training session for the nine selected Course Representatives who served across nine courses. This initiative was in collaboration with the Guild of Students and the Academic Programming and Delivery Division. It aims to improve communication between students, faculty, and administration, reinforcing the University's commitment to academic excellence and student engagement.

Our students are our *raison d'être*, and so it is opportune for me to offer my thanks to former President of the Guild of Students, Ms Zilpah Joyette, and her team, for their selfless and sterling service to the Global Campus and our valued students. It was a joy to work with such a respectful, collaborative and enthusiastic team. I am pleased to introduce you to our Guild of Students Regional Executive for the Academic Year 2026-2027:

- Salinah Cuffie -- Guild President
- Makiba Ward-- Vice President – Administration, Sites and Services
- Shem Hippolyte -- Vice President – Special Projects and Fundraising
- Pauline Duporte -- Guild Secretary
- Sean Murray -- Guild Treasurer
- Stacey Tewes -- Communications and Public Relations Officer
- Glenroy Thomas -- Games Committee Chairperson

I encourage our new and returning students to grant them your full support and cooperation in a mindful and discerning way, as we expect from students of a University that is in the top 3.5 per cent of the highest ranked universities in the world, according to the prestigious Times Higher Education ranking criteria. I urge you to become familiar with the members of your Student Government and representatives. The Global Campus Senior Management Team looks forward to working and collaborating with the new Guild of Students Regional Executive, thus remaining faithful to a tradition of mutual respect and courtesy, as we seek to resolve any matters collectively and collaboratively, thus achieving the greatest good for the greatest number.

On behalf of the Senior Management Team of the Global Campus, as well as all our staff and tutors, I extend wholehearted and best wishes to all of you for a fruitful, gratifying, and enjoyable academic year of fresh and inspiring knowledge and discoveries, and all the discipline which logically accompanies the preceding.

Peace to you and may you “surface” at the end of the 2026-2027 Academic Year, a more secure, poised and buoyant Caribbean and world citizen.

Francis O. Severin, PhD
Pro Vice-Chancellor and Campus Principal



MESSAGE FROM CAMPUS REGISTRAR, GLOBAL CAMPUS



Henry Wadsworth Longfellow, in his famous poem, “The Ladder of St. Augustine,” wrote, “*The heights by great men reached and kept were not attained by sudden flight, but they, while their companions slept, were toiling upward in the night.*”

To me, this captures the journey of millions of students across the world who study and make sacrifices in pursuit of one overarching objective: the desire to become better than they were yesterday and to position themselves for an improved quality of life. Longfellow’s celebrated stanza reminds us that any achievement of lasting value requires hard work, dedication, and consistency.

A warm welcome is extended to all new and returning students of The UWI Global Campus as we commence the 2026/2027 academic year—another significant milestone in the pursuit of your educational aspirations. To our new students, thank you for choosing The University of the West Indies Global Campus, a dynamic Campus that delivers world-class education within the comfort and convenience of your home country. You are now members of a distinguished academic community that is ranked among the top 3.6% of the 33,000 institutions assessed by Times Higher Education. This achievement marks only the beginning of your academic journey. I encourage you to continue working diligently, remaining consistent, and staying committed to your plans for achievement and success.

To our returning students, thank you for continuing this academic journey with us. The Campus you knew at the conclusion of the 2025/2026 academic year continues to evolve. The Academic Programming and Delivery Division remains committed to updating programme content to ensure that your degree remains relevant and responsive to real-world challenges. We will also reintroduce **some** in-person assessments to safeguard the quality and integrity of your degree. During the 2026/2027 academic year, we will continue to place strong emphasis on customer service and student engagement. You have spoken, and we have listened.

You chose The UWI Global Campus for its respected world-class programmes, the flexibility to study from the comfort of your home country, and the strength and recognition of The UWI degree. Beyond academic quality, the Global Campus offers support systems designed to guide you throughout your journey and respond to your needs. I encourage you to become familiar with and actively involved in your Regional Guild of Students; the Guild is your student government body. The Guild represents you in its engagement and partnership with the administration but also offers programmes that are aimed at enriching your out-of-classroom experience and supporting your holistic development. Its programmes and services are available through country chapters at the local level and through its Executive at the Regional level.

Please note that the Campus provides ongoing support to all students, primarily through the Student Support and Services Department and the Student Experience Unit. I encourage you to contact team members in these areas whenever you have questions or concerns. The Student Support and Services Department also serves as your central hub for accessing services such as student status letters, credit exemptions, scholarship information, the First Year Experience Programme, the

student honour roll programme, and counselling services. You are part of a dynamic, caring system that recognises your need for flexibility- not only in your academic programme, but also in how you manage your finances. The Office of Finance offers payment plans and tuition discounts when fees are paid within the prescribed timeframe. Information on the payment plan is available on the Campus website.

So! As we continue to streamline our services, the new academic year offers opportunities for growth and innovation. I am excited for what lies ahead as we advance into new areas of research, teaching, and stakeholder engagement. We look forward to welcoming you to The UWI Global Campus and supporting you as you embark on this new adventure toward achieving your goals!

Welcome to the 2026/2027 academic year!

Althea Gordon
Campus Registrar



MESSAGE FROM GUILD PRESIDENT, GLOBAL CAMPUS



Dear Pelicans,

Welcome to a new academic year at the University of the West Indies Global Campus.

To our new students, congratulations on joining a distinguished institution with a proud legacy of shaping leaders, innovators, and professionals across the Caribbean and beyond. You are now part of a dynamic community united by a shared commitment to learning, growth, and excellence. More importantly, you are joining a community that has shaped generations of leaders, professionals, and changemakers. You now have the opportunity to contribute to that legacy and help shape the future of our region and the wider world.

To our returning students, welcome back. Your dedication and perseverance have brought you this far, and I encourage you to continue pursuing your goals with confidence, determination, and purpose.

The Global Campus offers more than academic experience; it provides opportunities to connect, collaborate, and contribute to a vibrant regional community. As you embark on this academic year, I encourage you to embrace new challenges, engage meaningfully with your peers, and take full advantage of the opportunities available to you. Every experience, every connection, and every achievement will contribute to your personal and professional development.

As your Guild President, together with the Executive Team, we remain committed to advocating for your interests, strengthening student engagement, and ensuring that your voice is represented. Together, we will continue building a student experience that is inclusive, supportive, and reflective of the diverse needs of our Global Campus community.

It is an honour to serve this student body and to work alongside you in advancing a culture of excellence, innovation, and student success. The future of our university community is shaped by the contributions of each of you, and I am excited to see all that we will accomplish together in the year ahead.

As we begin this new academic year, I encourage each of you to pursue excellence with purpose, embrace every opportunity for growth, and remember that your success contributes to the advancement of our entire region. Together, let us make this year one of achievement, innovation, and meaningful impact.

I wish you every success in the academic year ahead.

Ms. Salinah Cuffie

Guild President- 2026-2027

Part I: The University of the West Indies

Background

The University of the West Indies has the unusual distinction of being the sole Regional institution of higher learning serving seventeen Caribbean countries: Anguilla, Antigua and Barbuda, the Bahamas, Barbados, Belize, Bermuda, the British Virgin Islands, the Cayman Islands, Dominica, Grenada, Jamaica, Montserrat, St. Kitts and Nevis, Saint Lucia, St. Vincent and the Grenadines, Trinidad and Tobago and the Turks and Caicos Islands. In addition, Guyana is a full participant in the Faculty of Law.

The University began at Mona, Jamaica, in 1948 as a College of the University of London. It achieved full university status in 1962. The Imperial College of Tropical Agriculture in Trinidad was converted into the St. Augustine Campus in 1961, and in 1963, a third campus was established at Cave Hill in Barbados.

In 2007, the University Council approved the establishment of the fourth campus, the Open Campus (now known as the Global Campus), *to enable the University to expand the scope, enhance the appeal and improve the efficiency of its service to the individuals, communities and countries which it serves across the Region, the diaspora and beyond.* The Global Campus builds on the work and resources of the School of Continuing Studies, the Tertiary Level Institutions Unit and the UWI Distance Education Centre to increase opportunities for access to tertiary education and provide an expanded range of programme offers and more coherent services to meet the needs of the communities we serve. The academic year 2019/2020 saw the birth of a fifth campus, the Five Islands Campus, located in Antigua and Barbuda.

Through its several faculties and different campuses, The UWI offers degree programmes in Agriculture, Humanities, Education, Engineering, Law, Medical Sciences, Natural Sciences and Social Sciences. The UWI maintains its presence and operations throughout the Region through the Global Campus. The Global Campus has a physical Site in each contributing country (except Bermuda) and functions as a network of real and virtual nodes to deliver education and training using a variety of instructional methods, including distance education, online and blended learning tools and face-to-face learning. The Country Sites allow for the blending of online and face-to-face learning experiences and promote the enrichment of the social aspects of learning in a collegial environment.

As a Regional institution, The UWI offers the rich and vibrant atmosphere that results from the interaction of students connected, yet varied, in cultural and social backgrounds. A strong emphasis on Caribbean issues in both teaching and research makes the university an ideal learning ground for both Regional and international students.

The Coat of Arms of The University of the West Indies



The Coat of Arms of The University of the West Indies consists of a shield and a crest.

Forming the main background of the shield is the sea represented by white and blue (three each) wavy lines, on which is the open book; the upper part of the shield, the chief, is red with a Lion to show the connection with the Crown, but the Lion is covered with black spots. This is the Lion borne by H.R.H. Princess Alice, Countess of Athlone, appointed by the King (George VI) to be the first Chancellor, so that this appointment is recorded forever in the Coat of Arms of the University.

The crest is the brown Pelican, which fishes in its prehistoric fashion along the coasts of all the Caribbean Lands; the pelican is a symbol of care for the young because of the medieval, but untrue, belief that it punctures its breast to feed its young on its blood. It is also used as a crest by both Corpus Christi Colleges of Oxford and Cambridge.

The motto is: ***Oriens ex Occidente Lux: A Light Rising from the West***

THE UWI GLOBAL CAMPUS

Global Campus Roots

The UWI Global Campus and the support it provides to the Region can trace its roots back to the birth of the University of the West Indies. In 1948, the Extra-Mural Department of the university was established on the advice of the Irvine Committee of the Asquith Commission, whose report led to the establishment of the University College of the West Indies, as it was then known. The Asquith Report strongly recommended that the new Commonwealth universities should take a leading part in the development of adult education in the territories in which they were located. Therefore, from the very start, the University recognised that in addition to teaching and research, the institution had a responsibility to reach out directly into the community.

The Extra-Mural Department, which eventually evolved into the School of Continuing Studies, offered locally-driven programmes of public education, adult education and continuing education in contributing countries designed to enhance academic, professional and vocational skills, and to provide opportunities to pursue tertiary level studies.

The Tertiary Level Institutions Unit (TLIU) also worked to enhance access to tertiary education in the Region by linking the University's resources, programmes and services to the development of tertiary education institutions. The TLIU supported the development of articulation and franchising arrangements with tertiary institutions across the Region and engaged in special projects promoting collaboration and cooperation within the Caribbean tertiary education system.

In 1983, The UWI began offering distance education courses using an audio-teleconferencing system that was known as the UWI Distance Teaching Experiment -later Enterprise- UWIDITE. UWIDITE course delivery was primarily via teleconferencing and correspondence packages. The name UWIDITE soon became associated with the audio-teleconferencing system through which The UWI made education and training more accessible, especially to people in the Eastern Caribbean. Working with faculties across the University, UWIDITE produced learning packages and delivered courses through the teleconferencing system, which enabled students across the Region to complete Part 1 of some degree programmes without attending a residential campus.

On August 1, 1996, the amalgamation of the Distance Education Unit, Challenge Examinations, and UWIDITE was completed with the establishment of the Distance Education Centre (UWIDEC). UWIDEC undertook to create a blended learning environment that embraced asynchronous online delivery methods in combination with online tutors, paper-based study material and teleconferences for planning, guidance and examination preparations. This became known as the *UWI Blended Learning Model*.

The range of courses offered was expanded to facilitate students completing full degree programmes through distance technologies. Thereafter, the drive was to improve the quality of The UWI distance education offerings and move towards being a full dual-mode institution in which distance education programmes are offered alongside the traditional face-to-face programmes.

The Global Campus Guiding Principles

The Organisational Structure of the Global Campus

CHART 1: THE GLOBAL CAMPUS ADMINISTRATIVE STRUCTURE



PART II: ACADEMIC DIVISIONS, ADMINISTRATIVE DEPARTMENTS, CENTRES, INSTITUTES AND RESEARCH UNITS



Office of the Principal

The Campus Principal has overall responsibility for the strategic, academic, financial and administrative supervision of the Campus.

The Planning and Institutional Research (PAIR) Unit is one of several units which report directly to the Campus Principal. PAIR ensures that institutional research is conducted regularly. The office is headed by a Planning and Development Officer who works closely with the University Office of Planning (UOP) to monitor progress on the achievement of The UWI strategic objectives. As part of the Global Campus' Rightsizing Strategy, PAIR is one of the units being evaluated to bring into alignment with the transformed and fit-for-purpose Campus so that it could collaborate closely with the various divisions, departments and units of the Campus to achieve current data/evidence that will be used for making solid and sustainable decisions.

Office of the Deputy Principal

The Office of the Deputy Principal plays a central role in supporting the Office of the Principal in the leadership, governance, and day-to-day management of the Campus.

The Enterprise Resource Planning Unit, the Student Experience Unit and the Business Development Unit fall under the remit of the Deputy Principal. In addition, the Deputy Principal chairs the Academic Board Sub-Committee on Student Matters, which oversees decisions related to student registration, academic records, leave of

absence, withdrawal, and other academic matters, as well as the Academic Quality Assurance Committee, which ensures that all programmes and courses uphold the academic standards and integrity of The University of the West Indies. The Office therefore provides oversight for key strategic functions, including quality assurance, accreditation, programme development and review, enterprise resource planning, student experience, and business development.

Through its leadership of student welfare, quality management, policy advancement, innovation, and revenue-generating initiatives, the Office is committed to fostering institutional excellence. Additionally, its work actively supports regional and global efforts to achieve the United Nations Sustainable Development Goals (SDGs) and advance the Agenda 2030 framework, with particular emphasis on SDG 4 (Quality Education), SDG 13 (Climate Action), and SDG 17 (Partnerships for the Goals).

Academic Programming and Delivery Division (APAD)

The Academic Programming and Delivery Division (APAD) is headed by the Director and is responsible for the development and delivery of programmes. APAD ensures the maintenance of high-quality offerings through the regular assessment of programmes, courses and course delivery practices. In an attempt to improve the efficiency and effectiveness of the development and delivery process, APAD's operations focus on two functional areas: online programme planning and production, and online programme delivery. These areas are served by two department heads who are responsible for shaping the academic services in their respective areas.

As a Global Campus student, much of your academic support and course delivery will be provided by staff from APAD. The division is responsible for the creation of all online courses and programmes delivered to students. In addition, the division manages the course delivery process, including the hiring, training, supervision and evaluation of all course facilitators. The division also offers an Academic Support Team whose purpose is to ensure that students receive a high-quality learning experience.

Office of the Campus Registrar (The Registry)

The Registry is led by the Campus Registrar and is responsible for core matters related to the management of all student and staff administration. Other departments within the Registry, such as the Secretariat, assist the Campus Registrar in fulfilling her responsibilities as Secretary for the Campus Council and other Committees of the Campus. The Campus Registrar also oversees the Records and Information Management Unit that ensures the proper storage, retrieval, disposal and archiving of Campus records.

The core areas within the Registry are Recruitment, Admissions and Registration; Assessment, Awards and Records; Student Support and Services; Office of Graduate Studies and Research; the Secretariat; Human Resource Department and the Records and Information Management Unit. These sections are managed by either a Senior Assistant Registrar, Assistant Registrar, Director and a Campus Records Manager functioning in a distributed environment across the Caribbean Region and reporting to the Campus Registrar.

Global Campus Sites (GCS)

The Global Campus Sites is the physical representation of The UWI Global Campus in the territories in which the Campus operates, purposeful in its efforts to provide access to quality teaching and learning by utilising the best resources in the Caribbean to build the Region's socio-economic capacity.

Beginning this new academic year, our vision is to *become Regionally Rooted, Globally Relevant*. This means deepening our impact within the communities and countries we serve, while equipping you with the knowledge, skills, and perspectives needed to be aligned with global priorities. In keeping with this vision, we remain fully committed to serving your needs through our dedicated Site staff in the countries where you reside. Wherever you are, you can count on our support, guidance, and partnership.

At the Global Campus Sites, we serve our students at thirty-four physical locations across sixteen English-speaking Caribbean countries. These include Site facilities in Anguilla, Antigua and Barbuda, The Bahamas, Barbados, Belize, the British Virgin Islands, the Cayman Islands, Dominica, Grenada, Jamaica, Montserrat, St. Kitts and Nevis, Saint Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, and the Turks and Caicos Islands. Additionally, there are two Global Learning Centres (GLCs) at the Cave Hill and Jamaica Campuses, which fall under Global Campus Barbados and Global Campus Jamaica (Mona Global Learning Centre). The IT Academy, a Cisco-certified entity located in Trinidad, is also part of the Global Campus Sites Division.

The primary functions of the Division involve:-

- Student recruitment and enrolment in a wide range of Pre-university, Undergraduate, and Postgraduate programmes;
- Delivery of comprehensive Continuing and Professional Education (CPE) programmes and courses in online and face-to-face modalities;
- Robust student services and support mechanisms;
- Public service and national development initiatives;
- Country Conferences, Memorial Lectures, Workshops, Seminars;
- Research and publications;
- Outreach and stakeholder management relations.

Rooted in the heart of our regional institution is a deep belief in your potential. We recognise that each one of you carries the promise of meaningful impact in your families, communities, and professions. That is why we are committed to supporting you through our mission to provide not only education but also an environment that nurtures growth, resilience, and purpose. By investing in your success, we are investing in a better future shaped by capable, compassionate, and globally minded individuals who are rooted in their local realities and ready to lead on the world stage.

Thus, the Global Campus Sites Leadership Team and Staff extend warm wishes to you for a successful and fulfilling academic year 2025/26. May this year be filled with exciting opportunities, meaningful achievements, and personal growth.

Office of Finance

The Office of Finance is responsible for the financial management, accounting and control functions of the Global Campus, including financial control and protection of the Campus's assets.

The Global Campus Finance Division currently has offices in three locations, Barbados, Trinidad and Tobago and Jamaica. The Division manages the day-to-day financial operations of the Global Campus from these locations. This is inclusive of Sites within the UWI-14.

Computing and Technical Services (CATS)

This division comprises the core specialist technical staff of the Global Campus and is led by the Chief Information Officer. It manages all online hardware infrastructure that facilitate the delivery of online programming. The operations of the Unit create and maintains the online financial and student administrative systems that ensures the good functioning of the Campus.

Libraries and Information Services

The Global Campus Libraries and Information Services (GCLIS) provide service to the Global Campus and The UWI community. The GCLIS provides online support and e-resources, as well as print resources and face-to-face support at various Country Sites.

The Consortium for Social Development and Research (CSDR)

The Consortium for Social Development and Research (CSDR) is responsible for the academic research priorities of the University of the West Indies (UWI) Global Campus. The Division comprises four semi-autonomous research units - Hugh Shearer Labour Studies Institute, Social Work Training and Research Centre, Women and Development Unit and Caribbean Child Development Centre, inclusive of the Bloom Early Childhood Centres of Excellence.

The CSDR continuously seeks to contribute to the social development of Caribbean societies, strengthen the human potential of citizens and promote the University of the West Indies, especially in non-traditional areas, through research, training and education, curriculum development, development projects, technical assistance, information management and community outreach and public service.

The Caribbean Child Development Centre (CCDC)

Originally established as the Regional Preschool Child Development Centre in 1972, the Centre was renamed the Caribbean Child Development Centre (CCDC) in 1985 to more accurately reflect its evolving role in child development.

The Centre's mission is to provide support for the holistic development of Caribbean children, through collaborative research to inform policy and programme development, information management and dissemination, teaching and training, public service and promotion of the best possible outcomes for children. Additionally, the Centre engages in projects, in partnership with private and public sectors as well as international organisations, to engender child, adolescent and youth protection, justice and development across the Caribbean Region.

The Centre continues to offer pre-school education services to the University and surrounding communities through its Early Childhood Centres of Excellence, Bloom, which are located in Jamaica and Trinidad & Tobago. The preschools serve as

laboratory schools in play-based learning that seeks to stimulate independent thought, socio-emotional intelligence and self-chosen learning in the toddlers.

The Hugh Shearer Labour Studies Institute (HSLSI)

The Hugh Shearer Labour Studies Institute (HSLSI), originally named the Trade Union Education Institute, was gifted to the Trade Union Movement of Jamaica and the people of Jamaica in 1963, by the United States Government. In 2008 the Institute was renamed the Hugh Lawson Shearer Trade Union Education Institute, in honour of The Right Honourable, Hugh Lawson Shearer, late former Prime Minister of Jamaica and Trade Union leader who is one of the framers of the concept that gave birth to the HSLSI. The HSLSI was established to train upper level trade union personnel from Jamaica and the eastern Caribbean in free and democratic trade union leadership. Over time the needs of the Labour sector have changed and as such, the Institute had to evolve to stay relevant and continue to serve the needs of the Jamaican people as well as the Eastern Caribbean.

Currently, the Institute conducts research in Labour and offers training programme designed to equip and sensitise members of the tripartite community (government, employers and trade unions) with the knowledge and skills to create a 21st century Labour force that is agile and ready to facilitate the development goals necessary to grow and sustain the Caribbean economies. The training programmes seek to expose participants to a range of disciplines to enhance their professional development, making them more capable of performing their job functions, managing change and enhancing productivity throughout the organisation.

The knowledge gained from the areas of research and reinforced through training will improve employee-employer relations within the workplace and improve the participants' knowledge of workplace procedures. In the current dispensation, it is important for employers and workers to equip themselves with the requisite knowledge and skills to maximise performance/productivity in furtherance of serving the public good.

The Social Work Training and Research Centre (SWTRC)

The Social Work Training and Research Centre (SWTRC), established in 1962, has over sixty years' experience in the provision of continuing and professional education for paraprofessionals, social workers, youth workers and community development workers in the governmental and non-governmental sectors in the Region.

The SWTRC continues to offer skills development training for paraprofessionals. They also provide upskilling for practising social workers in core areas of focus to help sharpen their expertise in niche areas such as play therapy, social work management, mental health, school social work, counselling for social workers and many other areas. Equally important, the Centre offers training to other professionals through short courses and workshops in areas such as grant writing, research process and programme monitoring and evaluation.

As a research institution the SWTRC engages in applied social work research, with a strong focus on community development, mental health and youth development. It also offers research services such as data entry and analysis, proposal writing, instrument design and research skills training. In addition, the SWTRC contributes to the dissemination of social work knowledge and best practices through the publication of the Caribbean Journal of Social Work in association with the Department of Sociology, Psychology and Social Work, UWI (Mona). The Caribbean

Journal of Social Work is the official journal of the Association of Caribbean Social Work Educators.

The Women and Development Unit (WAND)

WAND was established in 1978, after the UN Decade for Women conference in Beijing with a mandate to put women at the centre of community and development.

WAND's work involves inclusive, diverse and rights-centred community outreach, developing online and distance learning professional courses and establishing technical partnerships in applied research to support advocacy and policy development; all of which are aimed at centring women and their families in Caribbean development.

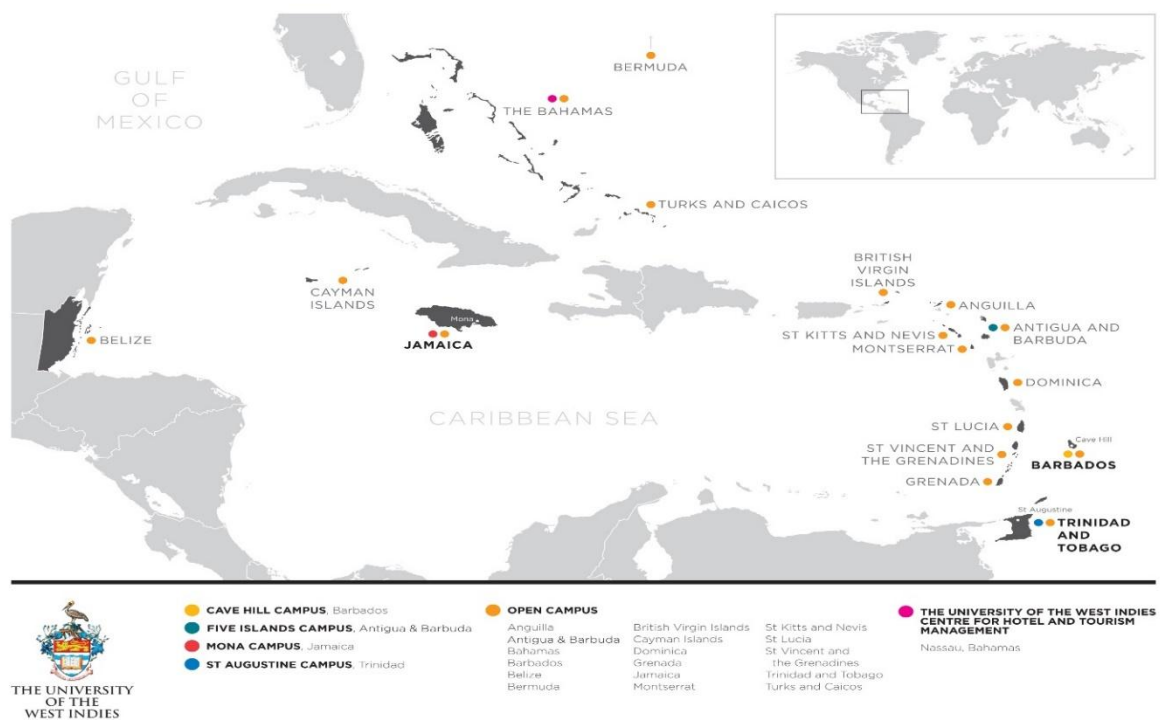
WAND's strategic areas focus on economic and political participation, youth empowerment, vulnerable populations including persons with disabilities, LGBTQ+ people and children, and sexual and reproductive health.

WAND's online learning programme offers professional courses in gender and inclusive development planning.

The School for Graduate Studies and Research (SGSR)

The UWI Global Campus School for Graduate Studies and Research (SGSR) was established on August 1, 2020, to support the administrative, academic and programming functions of the Campus that serve research and postgraduate education. Under the leadership of the Director, the SGSR manages the strategic direction of graduate studies, assisting academic divisions in developing and expanding postgraduate programmes and related initiatives. The School is also responsible for defining and implementing the research agenda of the Global Campus. Additionally, it administers graduate student scholarships and Research and Publications grants within the Global Campus.

UWI Locations



<https://global.uwi.edu/about/uwi-global-campus-locations>

PART III: LIFELONG LEARNING & DISTANCE EDUCATION



LIFELONG LEARNING

Lifelong Learning is a commitment to continuously acquire new knowledge and skills. The UWI Global Campus provides opportunities for the lifelong learner in the Caribbean. We are committed to fostering the interests of adult students and the lifelong learning community by working closely with our Regional partners.

The UWI has a long tradition of outreach programmes that provide valuable opportunities for mature students to take courses on a part-time basis. Both credit and non-credit courses are provided in a wide range of areas. We offer basic education, the upgrading of professional and paraprofessional skills, as well as UWI Certificates, Diplomas and Degrees.

By enrolling in our programmes, large numbers of our people across the Caribbean Region have benefited from the experience of study at an institution of higher learning and have been able to advance to tertiary education both within and outside of The UWI system. This work is a vital contribution to lifelong learning, and we attach high priority to its continuation.

Studying at the Global Campus

Many successful people have chosen to study at the Global Campus as it provides attractive options for lifelong learning and career development in a variety of formats

and modes of delivery. Some of the reasons that learners within the Caribbean choose the Global Campus include:

1. **Access:** The Global Campus provides opportunities for students to gain access to higher education. The design of our programmes with entry at several levels allows more student access to The UWI through a number of different academic options.
2. **Study at your own pace:** The mixed-mode teaching delivery method of the Global Campus allows students to organise their time to better fit in with their personal and employment commitments. Students can achieve their academic goals on a flexible schedule.
3. **Cost-effectiveness:** It is becoming increasingly difficult for students to undertake full-time residential study, particularly for those in rural areas or in the countries of the Caribbean without physical UWI campuses. The Global Campus offers programmes at reduced costs than full-time residential study programmes.
4. **In-country education and training:** One of our advantages is the very nature of the Global Campus structure. We have several locations in the contributing countries of the University. Many of our programmes offer students the opportunity to study while remaining in full-time employment. In addition, the new skills and knowledge learned allow first-hand implementation in the work situation.
5. **Professional Development:** The Global Campus offers opportunities for persons to keep abreast of new ideas and concepts in their preferred fields of work or in other disciplines. Our students are provided with a quality educational experience that promotes their academic and professional success.

Distance Education

Distance education is a process by which learners and their instructors are separated by time and/or distance. Communication and interaction is facilitated by different educational technologies and instructional strategies.

Communication between the instructor and the learner is non-contiguous but interactive, employing various delivery methods - audio, video and computer and web conferencing, as well as email.

There are two types of delivery methods:

1. Asynchronous delivery, which requires interaction and communication between participants that happen at different times; and
2. Synchronous delivery that requires interaction and communication in real time, with the learner and facilitator, in different geographical locations.

How to Succeed in Studying at a Distance

As students you are entering a learning environment that may be foreign to many of you. It is unlike any traditional classroom experience you have ever had. To succeed, first and foremost you must be motivated and able to manage your own learning experiences. **Learning is your responsibility.** The UWI Global Campus strives to create the best possible learning environment for you and your peers, and therefore will provide the resources and facilitators you need to achieve your academic goals.

You may, at times, experience a feeling of isolation and loneliness. This does not need to happen. You must learn to virtually network with your peers and members of staff as well as make the most of the online and communication tools that the Global Campus has provided. You should regularly attend any teleconferences, web conferencing or face-to-face meetings organised by your Course Coordinator, e-Tutor, and other members of staff in the Academic Programming and Delivery Division (APAD). Below are some tips to consider or skills you need to master.

1. **Time Management** – One of the biggest problems when studying at a distance is the inability to manage your time. The average online course requires ten to twelve hours of online and offline activities each week. That means you need to create a study schedule and stick to it. You need to dedicate time to complete your assignments and exercises on time.
2. **Personal Organisation** – You need to ensure you have a process for managing the resources, readings and discussions you will be required to complete as you move through your programme. You need to create a system for capturing websites and other online resources that may be needed in the courses in your academic programme.
3. **Research Skills** – Most courses require learners to investigate or produce unique products or papers that require independent research. You must learn how to use the online library and how to critically analyse and summarise papers, journal articles and books.
4. **Family Obligations** – Many of you will have families. As you study, you must ensure that your family knows when you are available and when you need to have quiet time to study. One strategy is to involve them in creating a study schedule and posting it where everyone can see it.
5. **Separate Study Area** – You need to ensure that you have a separate study area that is quiet and free from distractions. It should ideally be an area where you can leave your study material and readings out as you move through the course.
6. **Communication Skills** – Because much of the interaction and communication in distance education is through the written word, you must be able to effectively communicate in the English language.
7. **Technical Skills** – If you are not computer literate, you must become so if you are to succeed in a distance-learning environment. You will be required to create Word documents, Excel spreadsheets, PowerPoint slides and work with different web communication and research tools.

Working With Your Online Department

Most online courses have both a Course Instructor (CI) and a number of Markers. The CI manages the course and serves as the academic lead. He or she customises the course page and manages the Markers assigned to the course. Students are divided into separate groups for marking purposes only. Each group will be assigned a dedicated Marker to grade assignments and to provide feedback to learners. Students will experience all other course activities collectively.

An Online Teaching Assistant (OTA) is also assigned to larger courses. The specific duty of the OTA is to support the CI during live sessions and in the various course forums as needed.

We expect students to view their OTA and CI as people who are there to facilitate their learning and assist them to succeed. Students should not hesitate to ask facilitators questions; this sort of exchange is expected as we encourage

accountability and active participation in this learning partnership. If students seek to learn more about a specific concept or topic they should freely engage facilitators for guidance about additional resources. If they are struggling with a concept or idea, then we expect them to share their concerns with their OTA and/or CI. He or she is there to help students master these concepts.

Format of Global Campus Courses for Regional Programmes

The Global Campus has a mix of blended and fully online courses. There are currently two types because of the evolution from self-study, teleconference-supported courses to blended learning courses, to fully online courses. Let us explore each format:

Fully Online Courses – Fully online courses are delivered via the Global Campus Moodle Learning Management System, referred to as the *Learning Exchange (LE)*. In this modality, all course instruction and assessments are offered online in the LE supported by course material and various learning technologies. Some courses may require an additional text. When this situation arises, you will be required to pay the full amount of the cost of that additional textbook. You may also purchase any additional material resource through online bookstores. Your Course Instructor will advise you if this is needed.

Global Campus students registered in fully online courses come from different countries. With the diversity of cultures, you have the opportunity to engage in meaningful and cross-cultural debates, work-based exercises and case studies within a learning environment that promotes a community of learners through cooperative and collaborative skills. Courses are interactive in their design and require regular communication and information sharing with peers and the course facilitators. These fully online courses require learners to actively participate in all online discussions and small group work interactions. Courses are supported through synchronous sessions via Zoom via the *Learning Exchange (LE)*. In this environment, you and your Course Instructor meet in real time to discuss course content and expectations.

Blended Learning Courses – Blended learning courses are a mix of face-to-face and online delivery via the *Learning Exchange*.

The blended modality in the Global Campus is configured as follows:

- a. Online delivery, inclusive of synchronous web conferencing sessions on Zoom; and face-to-face examinations;
- b. Online delivery as indicated in “a” above; as well as face-to-face classes and/or field supervised instruction; and
- c. Study materials, including online files, along with synchronous and asynchronous activities offered in the *LE*.

Blended learning courses require learners to regularly interact online in their course and to complete assessments online. Interaction online includes discussion exercises on forums for development of critical thinking skills, journaling, reflective practice, use of tools for collaboration and cooperative learning and activities that promote development of leadership skills.

Face-to-Face Learning Modality – In addition to the online and the blended courses, the Global Campus facilitates the design and delivery of face-to-face

university credit, as well as not-for-credit courses, workshops and seminars. Many of the courses and programmes offered by the Global Campus are developed in response to particular local needs. To ensure that the local professional development and academic needs in different countries and communities throughout the Caribbean are supported, the Global Campus will continue to deliver face-to-face learning experiences. Some will be professional development experiences and others will be courses that are completed for credit in a specific programme approved by The UWI. Site Coordinators and Site Heads organise and conduct these workshops, seminars and courses, with the support of the Continuing and Professional Education Centre and Academic Programming and Delivery Division through its curriculum development and production teams.

Quality of the Distance Learning Experience

The University of the West Indies is a dual mode institution that offers a variety of programme methodologies both by face-to-face and distance education methods. Degrees completed at a distance are equal in quality to those taken in the face-to-face mode on The UWI physical campuses. Like the physical campuses The UWI Global Campus, through its curriculum, prepares its students with the academic abilities, skills, and personal and professional attributes required of The UWI graduate.

The attributes of the Distinctive UWI Graduate are:

1. A critical and creative thinker;
2. An effective communicator with good interpersonal skills;
3. IT-skilled and information literate;
4. Innovative and entrepreneurial;
5. Globally aware and well-grounded in his/her Regional identity;
6. Socially, culturally and environmentally responsible; and
7. Guided by strong ethical values.

Accreditation of The UWI Global Campus

The University of the West Indies, Global Campus has institutional accreditation awarded by the Barbados Accreditation Council. As accreditation does not cross geographical boundaries, the University applied for and was granted mutual recognition in its contributing countries by either the external quality assurance

agency or relevant ministry, where no agency exists, including from the Accreditation Council of Trinidad and Tobago and the University Council of Jamaica.

Mutual recognition means that the agency or ministry has agreed to accept the institutional accreditation decision of another agency, in this case that of the Barbados Accreditation Council, and to recognise the institution as one that meets external quality standards. Part of the requirements for maintenance of institutional accreditation is that the Global Campus annually submits reports to the Barbados Accreditation Council and entities granting it mutual recognition, showing how it has sustained and improved on the quality of its provisions over the period under review.

The achievement of institutional accreditation by an external quality assurance agency signals that an institution has been assessed as having the appropriate systems and processes in place to develop and deliver programmes and offer services of high quality.

PART IV: GENERAL REGULATIONS AND PROCEDURES ON STUDENT MATTERS

Communication and Information



The My GC Student Portal

The MyGC Student Portal, accessible at <http://myopen.uwi.edu> is the homepage for all Global Campus students. This portal provides access to course registration, the *Learning Exchange* where online academic activities take place, your academic record, general regulations and your email account. To access the MyGC Student Portal, log in using your Student ID number and the default password – that is, your date of birth in the **MonthDDYYYY!** You must change your password after logging in for the first time. Please check the calendar and announcements regularly. **It is important that you take responsibility for keeping yourself informed about your academic programme and other campus issues.**

Your Global Campus Email Address

As a registered student, you are provided with an official Global Campus email account, which is accessed from the MyGC Student Portal. Your Global Campus email address will be used for official correspondence. Please use your Global Campus email address to correspond with Global Campus staff and Administration.

Your username is in the format firstname.lastname@my.open.uwi.edu **Please check your Global Campus email regularly for messages and updates.**

Student Identification Number

On acceptance, students are provided a UWI student ID number unless a UWI ID number was previously assigned. If you have a previously assigned number from The UWI, this number **MUST** be used.

Your student ID number is to be used on:

- All written correspondence with The UWI Global Campus
- All submitted coursework assignments
- Examination scripts

Please use your GC email address to correspond with staff and Administration, and remember to include your student ID# and a contact number in all correspondence.

Student Identification Card

As a registered student, you are required to have a valid UWI Student identification (ID) card. In the interest of security, you must carry your Student ID card on University premises and display it to any member of staff or security personnel on request.

You must also present your ID card in order to access services provided by the Global Campus and to write examinations.

If you are a new student, you must complete and submit the [Identification Card Form](#) to your Site or via email to idcards@open.uwi.edu for processing by the Registry. ID cards will be sent directly to the Site for distribution.

Lost ID cards are to be reported promptly to your Site. For the cost of issuing a replacement card, **see Financial Information on the Global Campus website at www.global.uwi.edu**

Registration Information

- You must register for courses on a semester basis. Failure to do so may result in you being deemed to have voluntarily withdrawn from the University.
- **You are deemed to have registered for a course when your financial obligations to the University have been fulfilled.**
- Registration for a course constitutes registration for the examinations in that course.
- You are required to register by the end of the first week of each semester or summer session of the programme.
- If you fail to complete your registration at this time, you will be charged a late registration fee as specified in the Schedule of Fees found on the Financial Information page of the Global Campus website at www.global.uwi.edu

If you are registered in a Regional programme, you are required to register online at the MyGC Student Portal accessible at <http://myopen.uwi.edu>

- Go to Student Self Service
- Click on the '**Student Registration**' link
- Click the '**Register for Classes**' link and select the term
- Search for course (s) by either 'subject' and/or 'course number'
- Register by clicking the '**add**' button beside the course description. You may drop previously selected courses by clicking the '**drop**' button beside the course description.
- After selecting all your courses for the semester, click **submit**.

If you are registered in a local programme, you will be provided with registration instructions by your Site.

It is your responsibility to ensure that you are registered and that the registration information is correct.

Payment Methods

Regional Degree, Diploma and Certificate Programmes

Students are encouraged to make payments online through the UWI Global Campus Student Portal using the following steps:

1. Login to the Student Portal by entering your username and password.
2. On entry into the portal, the Payment Gateway can be accessed at any time from the Student Home page in the quick links portlet.
3. Login to the Payment Gateway by entering your username and password, the following items are displayed:

Personal information

- Your name, address, country and Site (Students do not enter this information, this data is pulled from Banner)
- A valid Global Campus email address

Bill information

- Your current balance, previous balance amounts and total balance will be displayed separately.

Complete Payment information

- Cardholder's name and address
- Payment amount, type, credit card number and verification code

- Payment methods e.g. Visa, Visa Debit, Master Card, American Express, Discovery, Diners.
 - The local currency of the Site the student is enrolled at is defaulted.
4. Once you have completed populating all of the required fields (these fields are denoted by an asterisk), then click the 'Make Payment' button.
 5. **When the payment is completed successfully, an invoice/receipt is forwarded to your Global Campus email account.**

The online payment made using the payment gateway in Banner will be reflected on your Student Portal (Account Summary) automatically within 24-48 hours after payment has been made online.

Please go to the Financial Information page on the Global Campus website at www.global.uwi.edu for additional information on tuition and fees.

Status Letters

A Status Letter is **not** the same as a Completion Letter or Statement of Account. Requests for a completion letter should be addressed to the Assessment, Awards and Records Department of the Registry, and requests for a Statement of Account should be sent to receivables.finance@open.uwi.edu

A Status Letter provides information about your enrolment status and will include information such as the name of programme, enrolment date, courses completed, number of courses remaining, cost of tuition, etc. A Status Letter may be used for the purposes of applying for a loan, a visa or to provide enrolment information to an employer.

To apply for a Status Letter, you will need to:

- Pay for this service via the payment gateway OR collect a Global Campus payment voucher and make a payment of US\$5 (or local equivalent) using your local payment system (payments in Jamaica to be made at any NCB branch), ensuring that the words "STATUS LETTER" and the payment date are clearly written on the proof of payment receipt;
- The application form is available on the Student Portal or you may click on the link at the bottom of this section to apply for the Status Letter;
- Complete all fields of the form, quote your receipt/voucher/proof of payment number and click the submit button at the end of the form;
- Scan and email your proof of payment receipt to status.letters@open.uwi.edu;
- Allow a processing time of up to five (5) working days.

When collecting the letter from your host Site, please ensure that you take your proof of payment receipt.

Please click the following link to apply for your Status Letter:

<https://docs.google.com/spreadsheets/viewform?formkey=dHNwZnBIT0lIUdFiYkZvNGtQcW9CdHc6MQ>

Leave of Absence

A leave of absence (LOA) may be granted if you are a **registered** student of the University. If, for good reasons, you wish to take a leave of absence from studies, you must have spent **at least one (1) year** at the University before being eligible for a LOA, except in extenuating circumstances.

To apply for a LOA, you must complete and submit an online request form. The following steps must be taken:

- Log in to your Student Portal
- Click on Student Services
- Go to Forms and Booklets
- Scroll down to Student Support
- Select Leave of Absence Request Form.

Applications for leave of absence requests must be submitted **by the end of the third week of the relevant semester or the second week of the Summer session or as stipulated in the Academic Calendar**. Leave of absence will generally be granted for one semester or for an academic year. Leave of absence will not be granted for more than **two** consecutive academic years.

Students who submit their application for leave of absence within the specified timeframe outlined above will receive notification of the outcome of their request via an automated email after the application has been processed. The following should be noted:

- The date of your request will be recorded on your profile.
- If you are registered at the time of your request, the course(s) will be retained on your record with a code of LA assigned to the course(s) signifying that a leave of absence was granted for the respective semester.

Requests received after the stipulated deadlines are submitted to the Academic Board Sub-Committee on Student Matters (ABSCSM) for consideration, and recommendations must be approved by the Global Campus Academic Board.

You should always retain and file a copy of all payment receipts.

Withdrawal

Voluntary Withdrawal

If you find it necessary to withdraw from The UWI, you must complete and submit the required online request form using the following steps:

- Log in to your Student Portal
- Click on Student Services
- Go to Forms and Booklets

- Select, complete and submit the Programme Withdrawal Request Form.
1. Applications for voluntary withdrawal requests must be submitted by the end of the third week of the relevant semester or as stipulated in the Academic Calendar.
 2. You cannot withdraw from The UWI by way of discussion with a Global Campus staff member, or with the Site Head or Site Coordinator, or by ceasing to complete assignments and/or tutorials and teleconferences. You **MUST** submit an online request form.
 3. If you have opted not to register for two consecutive semesters, excluding students granted leave of absence by the institution, you are deemed to have voluntarily withdrawn from The UWI.

Academic Standing (Warning/Required to Withdraw)

As stipulated in the Grade Point Average (GPA) Regulations, to be eligible for the award of a First Degree or Associate Degree, all students shall have a minimum Degree GPA of 2.00.

Except where otherwise prescribed in Faculty Regulations, a student whose Term GPA for a given semester is less than 2.00 shall be deemed to be performing unsatisfactorily and shall be placed on “**warning**”. A student on warning whose Term GPA for the succeeding semester is less than or equal to 1.99, will be “**required to withdraw**”.

Students who are required to withdraw will be automatically blocked from accessing the student Banner system. Unless officially re-entered into the University, a notification indicating “**Academic Standing Prohibits Registration**” is generated when the affected student next attempts to register.

Re-entry to the University

Re-entry after a Leave of Absence

If you are on an approved leave of absence from The UWI, you are eligible to return and register at the end of the leave period without re-applying for admission.

Re-entry after Voluntary or Required Withdrawal

If you had withdrawn or were required to withdraw from the University, you may apply for re-admission to the University after at least one year has elapsed since your withdrawal. To resume studying, you must re-apply during the normal admissions application period using the following link: [Apply Now | UWI Global Campus](#).

Transferring to another Programme

If you wish to transfer to another programme within the Global Campus, you must complete and submit the online Programme Transfer Request form using the following procedure:

- Log in to your Student Portal

- Click on Student Services
- Go to Forms and Booklets
- Scroll down to Student Support
- Select, complete and submit the Programme Transfer Request Form.

This online form must be submitted by June 30 for Semester 1 or November 30 for Semester 2 consideration, or as stipulated in the academic calendar.

Please note that the Academic Programming and Delivery Division (APAD) will review and make final determination on all requests for Programme Transfers. The outcome of programme transfer requests will be communicated to students via email prior to the start of the registration period for the respective semester.

Transferring to another Site

Students who wish to transfer to another Global Campus Site must complete and submit the online Site Transfer request form on or before the deadline for Late (ADD/DROP) Registration for the respective Semester/Summer using the following procedure:

- Log in to your Student Portal
- Click on Student Services
- Go to Forms and Booklets
- Scroll down to Student Support
- Select, complete and submit the Site Transfer Request Form.

Site transfers are processed by the Registry through the Recruitment, Admissions and Registration Department. The outcome of Site Transfer requests will be communicated to students via email.

Transferring to another UWI Campus

Should you wish to transfer to another campus, you must complete the Transfer Request Form and submit same to the Registry, through your Site, by **January 31** of the academic year preceding the proposed academic year of transfer for the Faculties of Law and Medical Sciences, and by **March 31** of the academic year preceding the proposed academic year of transfer for all other Faculties. The Academic Programming and Delivery Division and the Recruitment, Admissions and Registration Department of the Registry must approve the transfer.

The decision to admit a student on transfer is subject to the approval of the relevant Faculty Board and Entrance Committee. Approval of transfers is not automatic.

Students wishing to transfer from other campuses into the Global Campus will need to check with their Campus of Registry (Cave Hill, Five Islands, Mona or St. Augustine) and follow the transfer procedures of that Campus. Please note that the deadline dates for transfers are the same for all campuses and students MUST adhere to these.

Qualifying Tests and Remedial Courses

The English Language Proficiency Test (ELPT)

The ELPT is a prerequisite for Global Campus students who do not meet the qualifications needed to register for **FOUN1001 - English for Academic Purposes**. For a list of qualifications exempting students from taking the ELPT, please visit <http://www.open.uwi.edu/admissions>

Alternatively, students may opt to register for the **ACRS003 - Communication and Use of English**. This course develops students' communication skills, focusing on effective conversation, speech, and writing, alongside understanding communication models and workplace communication.

What if You Fail the English Language Proficiency Test?

Students who fail the ELPT will be required to take the **ACRS003 - Communication and Use of English** course.

Remedial Mathematics

An approved qualification in Mathematics is a requirement for entry into some bachelor's and associate degree programmes. Students are required to have a minimum of CXC-CSEC General Proficiency or the equivalent or will be required to pass the remedial Mathematics course **MATH0900 Mathematics**.

Credit Exemptions

All students must note that there are two separate procedures for students who need exemptions processed. **PROCEDURE 1: APPLICATIONS BASED ON APPROVED EXEMPTION LISTING PROVIDED AND PROCEDURE 2: APPLICATIONS FOR THOSE WHO NEED TO HAVE THEIR EXEMPTION REQUESTS ASSESSED TO DETERMINE IF THEY ARE ELIGIBLE FOR EXEMPTIONS**. Please note that there are no deadline dates for a Procedure 1 exemption request. However, if you wish to request Procedure 2 exemptions, you must do so by the end of the third week of classes of Semesters I and II. All requests should be made to the Registry (Student Support and Services) using the relevant exemption application form available in your MyOC Student Services Portal under the Forms and Booklets Resources Section. Every semester the guidelines for the exemption requests will be emailed directly to students.

An official transcript will be required for assessment by the authorised body, unless the courses for which you are seeking exemption are from programmes/courses students have completed through The UWI. For those exemption requests that have not been assessed previously by The UWI, you will need to submit course outlines and transcripts to facilitate the analysis for equivalence. Incomplete packages will not be processed.

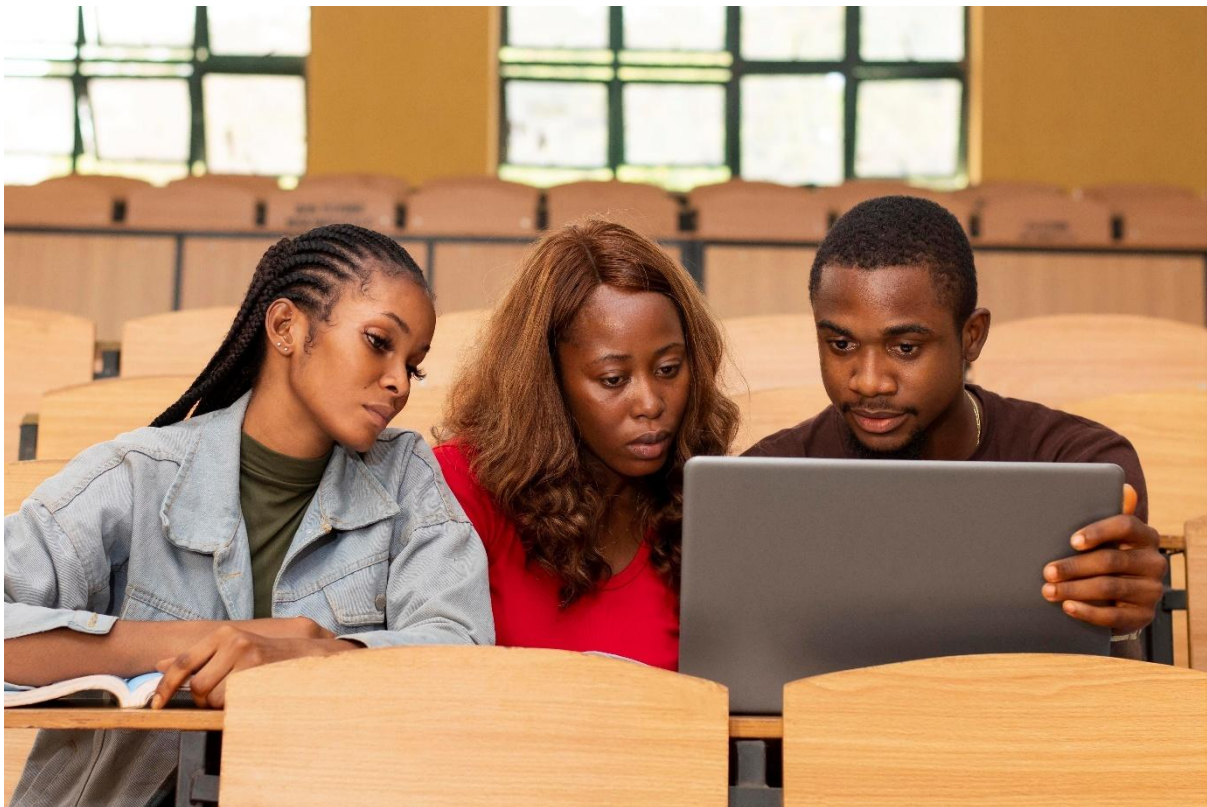
The granting of exemptions (and credits) for non-UWI programmes must be based on equivalency to courses in each degree option. If a course, already completed successfully, is the same as that to be pursued at a particular level, a student may receive exemption from that course. In keeping with The UWI's policy, exemptions (and credits) will only be granted for courses that have been successfully pursued within the last five (5) years. Credit exemptions do not count towards the GPA.

THE CODE OF PRINCIPLES AND RESPONSIBILITIES FOR STUDENTS

As a student of The University of the West Indies, you are a member of the university community. Your university experience should include achieving learning objectives, discovering new values and points of view on the world and its deepening relationships.

The high energy and close proximity characteristic of student life require extra care in a wide range of areas of daily living and contact which include relationships, respect for the dignity and worth of the individual, respect for privacy and property, and personal safety.

To view the University's Code of Principles and Responsibilities for Students please click on the following link: <http://www.open.uwi.edu/studentcode>



PART V: FINANCIAL INFORMATION



You are required to pay tuition fees relevant to your programme and administrative and compulsory fees in accordance with the regulations. Tuition fees are paid by semester, at the time of registration.

All course and programme fees are subject to change as mandated by The University of the West Indies.

Tuition Fees

Tuition fees cover tuition and examination costs, the costs of materials, teleconferences, web-conferencing and tutorials (as appropriate).

The tuition fees for repeating a course are the same as for a first attempt.

To view the fees for all programmes, please visit the Global Campus website at

<https://global.uwi.edu/admissions/financial-information>

Administrative and Other Fees

In addition to tuition fees, there are compulsory fees, i.e. Technology fee, ID card fee, Guild fees, Pelican Perks Fees and local administrative fees, the details of which can be obtained from your Site.

Refund Policy for Tuition Fees for Online Students

- Student must complete the request for refund form online via the Student Portal. The Student ID, Biographical Data, Site, Refund Amount, Email and Reason for refund (Leave of Absence, Withdrawal Registration Change Other (Student to specify), must be completed.
- Students are only eligible for a refund if they are in good financial standing with the University.
- Students are eligible for a refund if the scheduled programme/course is cancelled by the Global Campus.
- Students are eligible for a refund of a portion of tuition costs if they withdraw from the University or request leave of absence in writing before the end of the third week of semester classes or the second week of summer classes.

- Students may be eligible for a refund of a portion of tuition costs if they change their registration by dropping a course before the end of the third week of semester classes or the second week of summer classes.
- Tuition and fees are neither refundable nor transferable after the end of the third week of semester classes and the second week of summer classes.
- Students with special circumstances, e.g. a major medical problem or extenuating personal circumstances, who are forced to withdraw or request leave of absence after the stipulated periods, may be considered for a pro-rated refund of tuition on the recommendation of the Site Head and the approval of the Academic Board.
- Only tuition fees are refundable. Other fees are non-refundable unless stated otherwise.
- Examination fees, where payable, cannot be transferred from one examination to another and can be refunded only under exceptional circumstances by approval of the Academic Board.
- Fees are not refundable if a student is required to withdraw or is suspended for academic or disciplinary reasons.
- Fees are not refundable if operations are suspended due to an act of nature, civil disturbance or any reason beyond the control of the Global Campus.
- Refund of tuition is pro-rated as follows:

SEMESTERS I & II		SUMMER	
Before the end of week 1	100% refund	Before the end of week 1	100% refund
Before the end of week 2	75% refund	Before the end of week 2	50% refund
Before the end of week 3	50% refund		
After the end of week 3	No refund		

- Fees are refundable in the currency of original payment only.
- Refunds will only be processed after the end of the registration period each semester or summer.
- Students who have withdrawn from the University or who are on leave of absence for an academic year must present their UWI Student ID card for cancelling when collecting the refund.
- If the refund criteria are not met then the request for refund will be denied.

Refund Policy for Tuition Fees for Face-to-Face Students

- Student must complete the request for refund form online via the Student Portal. The Student ID, Biographical Data, Site, Refund Amount, Email and Reason for refund (Leave of Absence, Withdrawal Registration Change Other (Student to specify)), must be completed.
- Refunds will be processed by the Site of registration.
- Refunds will only be processed after the end of the registration period each semester or summer.
- Students who have withdrawn from the University or who are on leave of absence for an academic year must present their UWI Student ID card for cancelling when collecting the refund.

- If the refund criteria are not met then the request for refund will be denied.

Fee Assessment

Following your online registration, you should print your fee assessment invoice for each semester, which details your financial obligations after registration. If you are registered in a local programme, your fee assessment can be obtained from your Site.

Payment of Fees

Students can make payments using the Online Payment Gateway system through the Student Portal. Payments can also be made to a Global Campus designated bank. If you reside in **Anguilla, Belize, Grenada, Dominica, Montserrat, St. Vincent, Jamaica or Trinidad and Tobago the local bank will vary**. The instructions for the banks are available on the fee assessment invoice after courses are selected during the registration process. The option to pay at a designated bank is not available to international students. All students who opt to make their payment at the bank should complete the appropriate bank voucher, available from your Site, **ensuring that you include your student ID number** and take the voucher together with the fee assessment invoice to the nearest designated bank, to make your payment. At certain Sites, you may also make your payment at a designated cashier. Please note however that this facility is not available at all Sites and you should make an enquiry before attempting to use this method of payment.

You must submit a copy of the payment receipt/bank voucher to the Site and should retain a copy of all payment receipts for your own records.

You are deemed to have registered for a course when your financial obligations to the University have been fulfilled.

Students are deemed to have registered for a course when their financial obligations to the University have been fulfilled.

Financial Standing

“In good financial standing” means that all debts owed by you to the University are fully paid or satisfactory arrangements for your payment to the University have been made. Only those students in good financial standing will be registered for courses or programmes of the University and will be eligible for refunds, in keeping with the refund policy.

Your financial standing will also be affected in the event your sponsor fails to pay the tuition fees for the programmes/courses for which you have registered. If this occurs you will become liable for the full cost of tuition for these programmes/courses. You will be required to sign an agreement to this effect in order to complete your registration.

Please note that failure to pay fees by the specified deadlines will result in removal of registration. The following actions will be taken if you are not in good financial standing with the University:

- Placing a financial hold on your record
- Removing course registration
- Debarment from future registration in any course or programme of the University until all debts have been settled
- Withholding of examination results and results of other assessments
- Restriction to academic and administrative services
- Restriction to transcripts, certificates and other records of status
- Restricted access to the University's systems and facilities

Financial Assistance

If you require assistance to finance your programme of study at the University, you are encouraged to discuss your financial situation with your Site administration, as early as possible, to identify available options.

To view information on available scholarships and bursaries, please visit the Global Campus website at <http://www.open.uwi.edu/admissions>

Student Payment Plan

Our Payment Plan Agreements provide short-term financial assistance on a case-by-case basis in specific circumstances to cover tuition fees only and are approved for one semester or summer session at a time.

Each semester, students are required to complete Steps 1 to 4 on the Registration and Funding map in the Student Portal and registration will be complete once **ALL** four steps are completed.

All payment plan applications must be submitted during the registration process by selecting the Payment Plan checkbox via the Registration and Funding Map.

Government Assistance for Tuition Expenses (GATE)

Under the Government Assistance for Tuition Expenses (GATE) programme, students who are citizens of Trinidad & Tobago, upon application and acceptance, can have 50% to 100% of their tuition paid through this grant funding option provided they meet certain criteria via a process of means testing. GATE funding is not available for post-graduate students. Students should ensure that they keep up to date on the regulations which pertain to this programme.

For more information on the GATE programme requirements and how to apply, visit <http://www.e-gate.gov.tt>

PART VI: EXAMINATIONS



For faster turn-around time, students are reminded to **clearly state the UWI Identification Number (ID#) on all correspondence** to the University of the West Indies.

For some courses, you may be required to do assignments, sit mid-semester tests as well as end-of-semester examinations. Examinations are held at designated examination centres (for example, a Global Campus Site) in your country or online. Some courses may have an alternative to the final examination, such as major project/action research.

Examinations are different from assignments, quizzes or online tests that might be a part of your coursework. Examinations must be written in a **supervised environment**, with an approved Examination Invigilator (Proctor/Supervisor).

Global Campus Examinations

The UWI has five (5) campuses; in most cases, examination papers are different for each campus for logistical reasons. Therefore, when attending an examination, you should ensure that the examination paper is the one prescribed for **Global Campus students** – this will be clearly stated at the top of the examination paper.

All written final examinations have sessions scheduled either for the morning (9:00 a.m. EC), afternoon (1:00 p.m. EC), or evening (4:00 p.m. EC) and are two (2) or three (3) hours in duration. **In some exceptional cases, examinations may be scheduled on public holidays.**

Mid-semester examinations are usually held from 5:00 p.m. EC time.

Global Campus Examinations Timetable

The Examination Timetable for students of the Global Campus is scheduled differently from those at the landed Campuses. **Make sure that the Examinations**

Timetable from which you take your schedule is the Global Campus' Examinations Timetable.

Writing Examinations at Your Global Campus

Site/Examination Centre

On acceptance to the Global Campus, you are assigned to a Site. You are expected to write your examinations at this Site, with the exception of students assigned to the Virtual International Students Office (VISO). When you register for a course, you are simultaneously registering for the examination; therefore, you are not required to make any additional arrangements to be examined. You are simply required to check with your Site to find out in which room your examination will be taking place – this information is usually provided via the Sites' official Notice Boards.

Writing Examinations at an Alternate Global Campus Site

If you are unable to write examinations at the Global Campus Site at which you are registered, **you must formally make a request to write the examinations at an alternate Global Campus Site.** To do this, you must make the request to the Assistant Registrar, Assessment, Awards and Records, Global Campus, **through** your Site Head or Site Coordinator by completing a form at <https://goo.gl/forms/8FyoIm4vg0FKF8Sd2> **at least twenty-one (21) days ahead** of your examination(s) to make sure that you can be accommodated. There is a **late application fee of US\$30.00 or the equivalent in your local currency** for requests made after this date and no later than one (1) week before the start of the examination` period. We cannot accommodate requests made **less than seven (7) days** before your examination. **Students failing to make requests in a timely manner and are subsequently absent from their examination(s) will be subject to the usual penalties for absence and will be deemed to have failed the examination (s).**

Writing Examinations Outside of Countries with UWI

Examination Centres

If you wish to take your written examination(s) at a location other than a UWI Examination Centre, you are required to identify a Proctor at an accredited post-secondary institution such as a University, Community College or Technical Institute and your examination must be supervised by a professor, instructor or otherwise qualified person. Alternately, you may take your examination at an Embassy or Consulate that offers proctoring services to international students. **The proctoring institution MUST be able to communicate in English,** in order for your examinations to be facilitated.

It is the student's responsibility to identify a suitable Proctor **sixty (60) days in advance** of the examination. To do this, an External Proctor Agreement located at link:

https://drive.google.com/file/d/1f_PprgKpI77HpMF_av1UIFFSARlx3pYf/view?usp=sharing or on the Student Portal and submit it to the Assistant Registrar, Assessment, Awards and Records for evaluation and approval of the proctor. The completed Agreement should be submitted via the link <https://forms.gle/K2aWvxygbesRvsYt9> on the student portal or by post to the address indicated below:

The Assistant Registrar

Assessment, Awards and Records
The University of the West Indies
Global Campus Learning Centre
Cave Hill Campus
P.O. Box 1341
Bridgetown
BB11000
BARBADOS

Fees for Writing Examinations Outside of a UWI Examination Centre

The UWI does not charge an examination fee, however, students are required to cover the cost of couriering their examination papers to the Proctoring Institution and the cost of returning their completed scripts to The UWI for marking. The cost of this courier service is **US\$120.00** and **must be paid thirty (30) days in advance of your examination.**

Upon receipt of your request to be proctored externally and as soon as your Proctor is approved, you will be billed for the courier costs. You should access the Payment Gateway and make the payment **at least thirty (30) days before your examination.** *Your examination cannot be couriered until your payment has been made.* Under no circumstances will examination papers be couriered less than ten (10) days before the date of the examination. Students should therefore make their payments on time.

Instructions to Candidates Taking a Written Examination

1. It is your responsibility to ascertain the dates and times of the examination(s) for which you are registered. **Under no circumstances should you rely on any oral communication of the Examinations Timetable. No member of staff is authorized to communicate timetable information to you.**
2. You will be informed of the dates and times of written examination papers by means of the Examinations Timetable, published on the official Notice Board at your Site and on the Web through the MyGC Student Portal <https://portal.open.uwi.edu> at least one (1) month in advance, or two (2) weeks in the case of Summer or Re-sit Examinations. Any changes in dates after publication shall be brought to your attention by means of additional Notices posted at each Site and on the Web. You will not be informed individually of such changes. Under no circumstances will any such changes be made later than one (1) week prior to the commencement of the series of examinations. **You should therefore verify your examinations timetable one (1) week before the examination period.** You should also make sure you take the date and time of your examination from a **final** timetable and **not a draft** (drafts are subject to change).
3. If you are absent from an examination, **owing to a mis-reading of the timetable, you shall be liable to the normal penalties for absence from an examination i.e. you will be awarded a grade of Failed Absent (FA) and**

must await the next officially scheduled sitting to take the examination.
Note that FA is a failing grade and negatively impacts your GPA.

4. You should be present at the examination room at least fifteen (15) minutes prior to the advertised start time of any examination. You shall be admitted up to half-an-hour after the start of the examination. You will not be allowed extra time if you arrive late. If you arrive more than half-an-hour late you may be admitted to the examination room; however, your written or practical work will be accepted for marking only if you can satisfy the Campus Registrar that you have valid reasons for being late.

Steps to Take Before an Examination

1. Verify that you are registered for the course in which you intend to sit the examination. You should immediately report any discrepancies in your registration to your Site Head or Site Coordinator. In the case of international students, you should inform the VISO office.
2. Make sure you have the correct time and location of your examination. In the case of students writing examinations at the Cave Hill, Five Islands, St. Augustine or Mona Campuses, please familiarize yourself with the Campus and know where your examination venue is. **Do not** wait until the day of the examination to familiarize yourself with the Campus as this may take considerable time due to the size of some of these locations.
3. Arrive at your examination location at least fifteen (15) minutes prior to the scheduled start of the examination.

Conduct in the Examination Room (Face-to-Face)

1. Candidates are required at all times to comply with the instructions of the Chief Invigilator and/or Assistant Invigilator(s).
2. Candidates should have their UWI Identification Cards to present to the Invigilator.
3. Candidates shall write their UWI Identification Numbers and **NOT** their names, using permanent ink, distinctly at the top of the cover of each answer book and on each supplementary sheet of paper which is handed in. Candidates shall **NOT** write their names anywhere on the answer book or supplementary book.
4. Unless otherwise permitted, all examinations shall be written in permanent ink; preferably blue or black.
5. Candidates are not allowed to carry unauthorized material into the examination room and these include:
 - i. Cell phones
 - ii. Pagers
 - iii. Electronic Devices
 - iv. Programmable Calculators
 - v. Handbags

- vi. Other personal items
 - vii. Plain paper
 - viii. Written materials (unless otherwise specified)
6. Candidates should only have the material necessary to write the examination; pens, pencils, rulers, non-programmable calculators etc. Each candidate should have their own supplies; **borrowing from other candidates is not allowed.**
 7. Candidates are not allowed to leave the examination room during the **first thirty (30) minutes** or **last fifteen (15) minutes** of an examination except in the case of illness.
 8. Students should not deface any examination material. It is an offense to do so. You should not tear any of the answer booklets or supplementary sheets. Neither should you take any examination material with you when you leave the examination room.

Conduct During an Online Examination

Written examinations can also be conducted through Online Proctoring. Regulations pertaining to online examinations are the same as for face-to-face, with the following additional requirements, as well as any specific instructions provided for any such examination.

1. Candidates will be required to hold their UWI Identification Cards to the camera and take a photo prior to the start of the examination.
2. Candidates must have a quiet place to sit alone and take their examination free of distractions. Any contact with other persons or looking away from the screen while taking the examination will be regarded as an “examination irregularity”. Televisions and other persons in the room can draw your attention away from the examination.
3. Electronic devices, cellular phones, wired or wireless headphones/earphones, earbuds or any other listening devices are strictly prohibited during online examinations.
4. Baseball caps or hats that extend beyond the forehead are not permitted while taking the examination.
5. Candidates are not allowed to move away from the computer during the examination.
5. Candidates are required to do room scans of their environment ahead of the start of each examination.
6. Candidates are not permitted to communicate with other persons during their examination.
- 7.

Candidates must not turn off, cover or otherwise obstruct or disable the Webcam or microphone before or during the examination.

8.

Candidates must not tilt or reposition the camera to obscure visibility before or during the examination.

Absence from Examinations

When you register at the beginning of the Semester for any course, you are at the same time registering to be examined for that course. If you register for a course and do not take the examination, you will be recorded as **Failed Absent/FA** and the usual penalties for a failure will apply.

Please note that the **Assessment Regulations for First Degrees, Associate Degrees, Undergraduate Diplomas and Certificates** state:

Any student who, having registered for a course, fails to take the examination, shall be deemed to have failed the examination unless the relevant Academic Board decides otherwise, on the recommendation of the relevant Faculty Board.

Late Withdrawal from a Course/Examination after the Deadline

A student may withdraw from a course during the official registration period. Additionally, students may apply for late de-registration after the official registration period has ended but **before the end of the sixth (6th) week of teaching**. Approval for de-registration will be determined by the Academic, Programming and Delivery Division.

If a student is granted permission to withdraw from a course after the official registration period has ended but before the end of the 6th week of teaching, a final grade definition of LW (Late Withdrawal) shall be assigned. An LW grade has no impact on a student's GPA.

If a student stops attending the course and does not officially withdraw, a final grade definition of FA (Failed/Absent) will be assigned and will have a negative impact on the GPA.

Withdrawals are not permitted once grades have been posted for the semester. If a student has documentable, extenuating circumstances, a petition may be submitted for review.

Withdrawing from course(s), after the deadline, does not relieve the student from financial liability.

Absence from Examinations Due to Illness

You **must** request permission for absence from an examination due to illness; however, you must support your request with a **medical report** <https://drive.google.com/file/d/1ZkfmnCtAJZVSzqpneaZhvQ5BI8V975Ja/view?usp=sharing> submitted through your Site Head or Site Coordinator to the Campus Registrar (through the Assistant Registrar, Assessment, Awards and Records, Global

Campus) **within seven (7) days from the date of the examination** in which your performance was affected. The medical report **should give brief details of the nature of the illness without breaching medical ethics. Consideration for absence cannot be given if the medical report submitted does not state the nature of your illness.**

The **Assessment Regulations for First Degrees, Associate Degrees, Undergraduate Diplomas and Certificates** state *inter alia* that:

- (a) *Where the performance of a candidate in any part of any examination is likely to have been affected by factors of which the Examiners have no knowledge, or where the candidate is absent from the examination due to such factors, the candidate may report the circumstances in writing to the Campus Registrar. If the candidate decides to report such circumstances, he/she **must do so within seven (7) days of that part of the examination which may have been affected;***
- (b) *Where the factors referred to in (a) relate to illness the Report to the Campus Registrar must be accompanied by a medical report signed by a Campus Medical Officer, as proof of illness; or, in the case of the Open Campus, by any other medical practitioner approved for that purpose by the Campus Registrar.*
- (c) *The medical report **shall be submitted within seven (7) days from the date of that part of the assessment in which the performance of the candidate is affected.** A report received after this period will be considered only in exceptional circumstances;*
- (d) *Where a student is unable to submit a medical report in person, the Campus Medical Officer or a Medical Practitioner, as the case may be, may do so on the student's behalf within the prescribed time;*
- (e) *The Campus Registrar shall pass on the information on illness or other factors as communicated in (a) - (d) above, to the Chair of the Board of Examiners to assist the Board in the performance of its duties in finalizing the student's examination record by awarding an appropriate final mark, or an appropriate designation, in accordance with the Grade Point Average Regulations; and*
- (f) *The Board of Examiners shall not take cognizance of illness or other circumstances presented as affecting a student's performance at an examination which have not been referred to them by the Campus Registrar.*

Notification of Examination Results

Students are notified of examination results through the MyOC Student Portal at <https://portal.open.uwi.edu/>

Dissatisfaction with Final Examination Results

The below extract from the Assessment Regulations 2020-2021 governing the **review of examination results – re-markings and consultations** explains:

142. A student who is dissatisfied with the results of his/her examination may apply for a review of his/her results in writing to the Campus Registrar. Such an application must be made to the Campus Registrar on the prescribed form within two weeks of publication of results and, in the case of the Supplemental, Summer Session or re-sit examinations within five days of the publication of results. The options available in requesting a review are as follows:
- (a) Any student may apply for a consultation with the Examiner of his/her script, but where the student who requests the consultation has passed the examination, the consultation shall be at the discretion of the Examiner;
 - (b) Any student may apply for a re-mark of his/her examination. An administrative fee of BDS\$130.00 or its equivalent is payable to the Bursary for the re-mark to be processed and may only be refunded in accordance with Regulation 145;
143. (a) During the consultation the Examiner may disclose the marks/grades;
- (b) The process of consultation should include failed answers in multiple-choice examinations; and
 - (c) The marks received during the examination shall not be altered as a result of a consultation, except where an administrative or computational error has been identified.
144. A student who had a consultation may request to have his/her script re-marked by an Independent Examiner within two days of the concluded consultation. The administrative fee of BDS\$130.00 or its equivalent is payable to the Bursar/Office of Finance for the re-mark to be processed and will only be refunded in accordance with Regulation 145.
145. Where the remarking of a script under Regulation 142 or Regulation 144 results in a higher grade than that previously awarded, the administrative fee must be refunded.

*In the case of the re-marking of a script under Regulation 142 (b) **the mark of the Independent Examiner shall be regarded as the final mark** (whether the mark is higher or lower).*

Review of Mid-Semester Examinations and Coursework Results

The **Assessment Regulations for First Degrees, Associate Degrees, Undergraduate Diplomas and Certificates** state that:

*Re-marking shall apply to coursework where **a single component counts for 40% or more**. That component may be re-marked as provided in Regulation 142(b).*

How to Apply for a Re-mark or Consultation of your Examination Script

To apply for a re-mark or a consultation of your examination script, you must complete the specified online application form. See links below:

<https://forms.gle/ANmsVtv6LHchT9ry6> Examination Remark Form
<https://forms.gle/bBJJtbeNPuEvKyz86> Consultation (Examination) Review Form

The forms are opened to receive applications each Semester, from the deadline date given for the official release of results.

Examinations Only

You may seek permission from the Chair, Board of Examiners (through the Assistant Registrar, Assessment, Awards and Records) to register to write “Examinations ONLY” in a course, without attending classes, in the following circumstances:-

1. You have failed one (1) or two (2) of the final courses needed to complete the degree/certificate/diploma requirements and obtained a mark between 45-49%.
2. You have obtained a medical excuse, certified by the UWI Medical Officer, for not having attempted an examination and have passed the coursework component.
3. In exceptional circumstances, the Chair, Board of Examiners may grant a deferral for cases such as special assignments overseas for an employer (part-time students only) or by virtue of being selected to represent the country on a national team. In both instances, formal representation will have to be made by the employer/national association.

NOTE: In the case of No. 1 above, Examinations Only is marked out of 100% i.e. no coursework is considered. Rather, the grade is based solely on the re-take of the final examination.

If permission to write “examinations only” is granted, you will be advised in writing and will be required to pay the requisite fee.

Requests to Transfer Coursework Marks (*undergraduate students*)

For some courses in which you were unsuccessful overall or absent from the final examination, you are allowed to transfer the coursework marks to your next sitting of the course. However, the following criteria must be met:

1. The option must be available for the current Semester;
2. The course must have a final examination component;
3. The assessment for the course must not have changed;
4. The value of the coursework must not have changed;
5. You must have a passing grade for the coursework;
6. You never transferred the coursework marks before;
7. The request must be approved by the Academic Board;

8. The request must be made by the end of the second week of the semester.

To apply to transfer your coursework mark, you must complete the online application form by clicking the link <https://forms.gle/2Exz9hEzXjbqCMd9>.

No late applications will be considered. **Academic Board reserves the right to decline any request. Coursework marks are valid for two (2) academic years only.**

Requests to transfer coursework marks are NOT applicable to undergraduate courses with 100% coursework assessment.

Withholding of Results

Where fees are outstanding, results may be withheld until the outstanding balance is cleared. Certificates and Transcripts are also withheld under similar circumstances.

How to Request a Transcript

Official transcripts are prepared at your request by the Assessment, Awards and Records Department. The official transcript reflects all the academic work you have completed. You may complete the appropriate Transcript Request Form using the link <https://drive.google.com/file/d/1eCSi-KgSkRUVtI9SvA1J2tu8Nbmn12Mi/view?usp=sharing>.

Payment for transcripts may be made via the Payment Gateway, the Site or the Bank. The form, along with proof of payment, should be emailed to transcripts@open.uwi.edu.

Requests for transcripts will NOT be processed until proof of payment is received or if there is a financial hold on a candidate's record.

The University of the West Indies (UWI) Grading Policy for Undergraduate Students Effective August 2014

Grade Point Average System and Marking Scheme

1. The class of degree to be awarded shall be determined on the basis of the "Degree" Grade Point Average (GPA) as set out in the Assessment Regulations. For most programmes the Degree GPA is based on performance in Level II and III courses.
2. In determining the Degree GPA, the weights to be used for each Level I, II and III courses shall be as prescribed in ***The UWI Assessment Regulations for First Degrees, Associate Degrees, Undergraduate Diplomas and Certificates.***
3. Level II and III courses shall have equal weight in the determination of the Degree GPA.

4. Core courses satisfying the requirements of specialization, majors and minors must be taken into account in determining the Class of Degree.
5. A course designated **at registration** as not for credit (NFC) shall **not** count in the determination of the Degree GPA.
6. The Class of Degree shall be determined as indicated in the table (Class of Degree Bands):

Grading Policy Effective 2014/2015

Grading Policy from 2014/2015			Previous Grading Policy		
Grade	Quality Points	Mark %	Grade	Quality Points	Mark %
A+	4.3	90-100	A+	4.3	86-100
A	4.0	80-89	A	4.0	70-85
A-	3.7	75-79	A-	3.7	67-69
B+	3.3	70-74	B+	3.3	63-66
B	3.0	65-69	B	3.0	60-62
B-	2.7	60-64	B-	2.7	57-59
C+	2.3	55-59	C+	2.3	53-56
C	2.0	50-54	C	2.0	50-52
F1	1.7	45-49	C-	1.7	47-49
F2	1.3	40-44	D+	1.3	43-46
F3	0.0	0-39	D	1.0	40-42
FE/FC/FT	1.7	≥50	F	0.0	0-39
FE1/FC1/FT1	1.7	45-49			
FE2/FC2/FT2	1.3	40-44			
FE3/FC3/FT3	0	0-39			

Note: FE, FC, FT, F1, F2, and F3 are failing grades.

Class of Degree Bands Effective 2014-2015

Class of Degree Band	GPA Range
First Class	3.60 – 4.30
Upper Second	3.00 – 3.59

Lower Second	2.50 – 2.99
Pass	2.00 – 2.49

You should familiarize yourself with the 2014-2015 Grading Policy which can be found at <http://www.uwi.edu/gradingpolicy/> There is also a link to the policy on the My OC Student Portal.

Revised Grade Points to the Failing Grade Bands in The Undergraduate Grading Policy Effective Academic Year 2016-2017

Effective 2016-2017 the University has made the following adjustment to the points associated with failing grades, **all other grades remain as in the 2014-2015 grading policy listed above.**

Revised Grading Policy for Failing Grades effective 2016-2017			Grading Policy for Failing Grades from 2014-2015 to 2015-2016		
Grade	Quality Points	Mark %	Grade	Quality Points	Mark %
F1	1.7	40-49	F1	1.7	45-49
F2	1.3	30-39	F2	1.3	40-44
F3	0.0	0-29	F3	0.0	0-39
Revised Grading Policy for Failing Grades effective 2016-2017			Grading Policy for Failing Grades from 2014-2015 to 2015-2016		
FE/FC/FT	1.7	≥50	FE/FC/FT	1.7	≥50
FE1/FC1/FT1	1.7	40-49	FE1/FC1/FT1	1.7	45-49
FE2/FC2/FT2	1.3	30-39	FE2/FC2/FC2	1.3	40-44
FE3/FC3/FT3	0.0	0-29	FE3/FC3/FC3	0.0	0-39

Note: FE, FC, FT, F1, F2, and F3 are failing grades.

N.B. This change in grade points for failing grades has no effect on the Class of Degree Bands. They remain as follows effective 2014-2015:

Class of Degree Bands Effective 2014-2015

Class of Degree Band	GPA Range
First Class	3.60 – 4.30
Upper Second	3.00 – 3.59

Lower Second	2.50 – 2.99
Pass	2.00 – 2.49

THE UNIVERSITY'S PLAGIARISM REGULATIONS (First Degrees, Diplomas and Certificates)

Application of these Regulations

1. These Regulations apply to the presentation of work by a student for evaluation, whether or not for credit, but do not apply to invigilated written examinations.

Definition of plagiarism

2. In these Regulations, “plagiarism” means the unacknowledged use of the words, ideas or creations of another and includes situations where the student reuses without acknowledgement their own previously written text, ideas or creations when writing any new work. “Level 1 plagiarism” occurs where small quantities of the work are affected and/or the breaches are minor. It includes borderline situations, cosmetic or poor paraphrasing, negligent referencing or incorrect or missing citations. “Level 2 plagiarism” occurs where large quantities of the work are affected and/or the breaches are serious. It includes situations in which a significant amount of material is borrowed or directly quoted or cosmetically paraphrased with no attribution at all, or attribution insufficient to indicate that the borrowed material is not the work of the student.
3. What may otherwise meet the definition of plagiarism may be justified for the purposes of Regulation 2 where the particular unacknowledged use of the words, ideas and creations of another is by the standards of the relevant academic discipline a function of part or all of the object of the work for evaluation whether or not for credit, for example:
 - (a) The unacknowledged use is required for conformity with presentation standards;
 - (b) The task set or undertaken is one of translation of the work of another into a different language or format;
 - (c) The task set or undertaken requires producing a result by teamwork for joint credit regardless of the level of individual contribution;
 - (d) The task set or undertaken requires extensive adaptation of models within a time period of such brevity as to exclude extensive attribution;
 - (e) The task set or undertaken requires the use of an artificial language, such as is the case with computer programming, where the use of unoriginal verbal formulae is essential.

4. It is not a justification under Regulations 2 and 3 for the unacknowledged use of the words, ideas and creations of another that the user enjoys the right of use of those words, ideas and creations as a matter of intellectual property.

Other definitions

5. In these Regulations, “Chair” means the Chair of the relevant Campus Committee on Examinations; “Examination Regulations” means the Examination and other forms of Assessment Regulations for First Degrees Associate Degrees Diplomas and Certificates of the University; “set of facts” means a fact or combination of facts.

Evidence of plagiarism

6. In order to constitute evidence of plagiarism under these Regulations, there must be identified as a minimum the passage or passages in the student’s work which are considered to have been plagiarised and the passage or passages from which the passages in the student’s work are considered to have been derived.

Student certification

7. When a student submits for examination work under Regulation 1, the student shall sign a statement, in such form as the Campus Registrar may prescribe, that as far as possible the work submitted is free of plagiarism including unattributed quotation or paraphrase of the work of another except where justified under Regulation 3.
8. Quotation or paraphrase is attributed for the purpose of Regulation 7 if the writer has indicated that the work is not the writer’s own, even if the source is not identified.
9. Accurate certification under Regulation 7 is not conclusive as to the absence of plagiarism under these Regulations. Absence of certification does not prohibit the University from proceeding with a charge of plagiarism.

Electronic vetting for plagiarism

10. The Campus Registrar may authorise or direct, with the consent of the student, that work submitted under Regulation 7 be subjected to electronic scrutiny to verify its freedom from plagiarism before being submitted to the Examiners. The results of the electronic scrutiny shall be submitted to the Dean and the Head of Department as well as to the Examiners, but the results of such electronic scrutiny, although capable, where the requirements of Regulation 6 are satisfied, of constituting evidence under these Regulations, are not thereby conclusive of any question as to whether or not plagiarism exists.
11. Where a Dean or Head of Department considers that the procedure under Regulation 10 discloses evidence of plagiarism, the Dean or Head of Department, as the case may be, shall:

- (a) where the procedure is considered to disclose evidence of Level 2 plagiarism, report the matter to the Campus Registrar under Regulation 15(a); or
- (b) where the procedure is considered to disclose evidence of Level 1 plagiarism, refer the matter to the Examiners for their consideration as a charge of Level 1 plagiarism under Regulation 12.

Level 1 plagiarism

- 12. In work submitted for examination where the Examiner is satisfied that Level 1 plagiarism has been committed, he shall levy a penalty for the Level 1 plagiarism charged in the form of a reduction in the marks (*up to a maximum of 10%*) which would have otherwise been awarded.

Level 2 plagiarism

- 13. Where an Examiner has evidence of Level 2 plagiarism in the material being examined, that Examiner must report it to the Head of Department or the Dean and may, at any time, provide the Registrar with a copy of that report.
- 14. Where any other person who in the course of duty sees material being examined that has evidence of Level 2 plagiarism, that other person may report it to the Head of Department or the Dean and may at any time report it to the Campus Registrar who shall take such action as may be appropriate.
- 15. Where a Dean or Head of Department receives a report under Regulation 13, the Dean or Head of Department, as the case may be, shall:
 - (a) Where in concurrence with the report's identification of evidence of Level 2 plagiarism, report the matter to the Campus Registrar; or
 - (b) Where not concurring in the identification of evidence of plagiarism, reply to the Examiner declining to proceed further on the Examiner's report; or
 - (c) Where concluding that there is evidence of Level 1 plagiarism, reply to the Examiner indicating that conclusion and proceed as under Regulation 12.
- 16. Where a report is made to the Campus Registrar under Regulation 15(a) or Regulation 17, the Campus Registrar shall lay a charge and refer the matter to the Campus Committee on Examinations.
- 17. Where the Campus Registrar receives a report from the Examiner or any other person, the Campus Registrar shall refer the matter to a senior academic to determine evidence to ground a charge of plagiarism, and where there is a ground, the Campus Registrar shall proceed as under Regulation 16.
- 18. Where the matter has been referred to the Campus Committee on Examinations pursuant to Regulation 16, the proceedings under these Regulations prevail, subject to Regulation 19, over any other disciplinary proceedings against the student based on the same facts and, without

prejudice to Regulation 24, any other such disciplinary proceedings must be stayed, subject to being reopened.

19. Where other disciplinary proceedings based on the same facts have been completed or have reached the stage of a hearing, whichever comes first, any proceedings under these Regulations based on a charge of Level 2 plagiarism shall be terminated.

20.

(a) If the Campus Committee on Examinations is satisfied, after holding a hearing, that the student has committed Level 2 plagiarism, it shall, in determining the severity of the penalty take into consideration:

- i. the circumstances of the particular case;
- ii. the seniority of the student; and
- iii. whether this is the first or a repeated incidence of Level 2 plagiarism.

(b) Where a recommendation is made to fail the student, the Campus Committee on Examinations shall make that recommendation to the Campus Registrar who shall refer it to the Academic Board for the student to be failed.

21. Academic Board may also, if the Campus Committee on Examinations so recommends after being satisfied that the student has committed Level 2 plagiarism, exclude the student from all further examinations of the University for such period as it may determine.

22. Academic Board may also, if the Campus Committee on Examinations so recommends after being satisfied that the student has committed Level 2 plagiarism, dismiss the candidate from the University.

Clearance on a charge of Level 2 plagiarism

23. A determination of the Campus Committee on Examinations that Level 2 plagiarism has not been found will be reported to the Campus Registrar who shall refer it to the appropriate authority and notify the student. Where the Committee has not identified Level 2 but has identified Level 1, it shall be reported to the Campus Registrar who shall refer it to the Examiner.

Level 2 plagiarism: Appeal to the Senate

24. A student may appeal to the Senate from any decision of the Campus Committee on Examinations under Regulations 20 and 21 and of Academic Board under Regulation 22.

Delegation by Dean or Head of Department

25. The Dean or Head of Department, as the case may be, may generally or in a particular instance delegate that officer's functions under these Regulations.

Examiner's conflict of interest disqualification

26. Any person who has at any time been an Examiner of work in relation to which an issue of plagiarism is being considered under these Regulations must withdraw from performing any functions under these Regulations other than those of supervisor and Examiner.

The UWI Assessment Regulations for First Degrees, Associate Degrees, Undergraduate Diplomas and Certificates.

In addition to these general assessment guidelines and extracts from the regulations, students should familiarise themselves with the ***Student Copy of The UWI Assessment Regulations for First Degrees, Associate Degrees, Undergraduate Diplomas and Certificates*** located on the Student Portal under **Booklets and Forms**.



PART VII: ACADEMIC SUPPORT SERVICES FOR ONLINE STUDENTS



The Global Campus (GC) has implemented academic support systems to ensure that students in online programmes and courses enjoy a meaningful virtual online learning experience, and that all their academic concerns are heard and addressed. Access to online academic support is provided by the Online Programmes Delivery Department in the Academic Programming and Delivery division (APAD) of the Global Campus (OPDD/APAD).

Some of the online support provided includes online orientation for new students; pre-course and programme advising conducted before the start of course registration; and access to various APAD support staff during course delivery.

The UWI Global Campus Undergraduate Orientation

A key part of the academic success of our online students is their efficient use of our online infrastructure and resources. The best way for students to strengthen their online academic performance is to use the guidance provided and learn to master their online classroom spaces and other resources provided by the various student support units. We highly encourage all students to participate fully in all orientation activities, inclusive of orientations led by colleagues at the Global Campus Sites (GCS). GCS staff will contact students directly with information about the respective orientation sessions.

Asynchronous and Synchronous Online Orientation Activities

The OPDD orientation is delivered fully online and comprises both asynchronous and live activities via Zoom. Students should expect to interact with content in various formats (i.e., text, audio, video, images), engage in forums, be routed directly to various GC resources, and become acquainted with the Academic Support team, who manages the online orientation activities. In addition to the asynchronous activities aforementioned, students will be invited to meet with the Academic Support team for a live introductory session where the events of the next few months will be discussed (i.e., orientation, registration for courses, and access to courses). In preparation for course registration, students will be invited to join another live session with their respective Programme Manager. In this session, programme structure, advice on course selections, and other programme-related matters are addressed. The dates for these sessions are listed in the [Academic Calendar](#).

OPDD Undergraduate Orientation Online Course

The OPDD Undergraduate Orientation Course is designed to prepare new students for a successful start at The UWI Global Campus (GC). Housed on the Learning Exchange (LE), the course provides essential guidance on navigating the online learning environment and introduces students to key aspects of GC student life.

Students are encouraged to engage with updates on upcoming live sessions and events leading up to the start of the semester. The course outlines system requirements for accessing the GC's online infrastructure and offers instructions on how to navigate these resources effectively. It also introduces the various student support units available to assist learners throughout their academic journey.

The orientation includes strategies for successful online learning, familiarises students with the learning technologies used in courses, and presents important documents to raise awareness of student rights and responsibilities. Additionally, it offers an overview of the campus, what students can expect from their learning experience, and includes review quizzes to reinforce understanding.

Although participation is not mandatory, all activities and materials in the orientation course are highly recommended to ensure that students are well-prepared, informed, and confident as they begin their studies.

Pre-Course Programme Advising

Students are encouraged to seek programme advice as needed during the registration period before the beginning of each semester. Programme Advising documents are prepared by the Programme Managers and provide an outline of the programme structure, the prescribed order for course completion, and other information to prepare students to successfully complete their programmes of study.

To receive programme advice, students should:

- 1) Carefully review the Programme Advising documents available on the Global Campus website:
<https://www.open.uwi.edu/undergraduate/programme-advising>

- 2) Contact their Programme Manager via email should they require further guidance.

Online Programmes and Courses

APAD Support Staff

Students in online programmes or courses should engage with the Academic Programming and Delivery (APAD) Division. APAD staff members are available to support students' success through programme advising, management of course delivery, general academic support, etc. Support for students is available through the following roles:

a) The Programme Manager

The Programme Manager (PM) provides academic guidance and support for the delivery of courses and programmes. The PM's responsibility is to ensure that all courses and programmes are delivered in accordance with the University's regulations. The PM also gives general programme advice, serves as liaison between the university administrators and students, monitors the performance of facilitators and participates in orientation activities with students.

Contact information for Programme Managers can be found on the programme information pages and Programme Advising documents on the Global Campus Website (See Appendix C), and in the QuickLinks block on the Student Portal.

b) Course Quality Assistant (CQA)

To better support students' online studies, the Global Campus utilises an Academic Support Team. This team aims to function as a sounding board on all issues impacting students' learning experience in our online learning environment. The CQAs complement facilitators, who continue to be students' first line of support for academic studies.

Students may contact the CQA assigned to their course(s) directly via email (contact information will be provided in the Academic Support forum at the beginning of the semester). The Academic Support Team may be contacted via email (academicsupport@open.uwi.edu).

c) Learning Support Specialist (LSS)

To support students' use of the learning technology in the online courses, an LSS is assigned to each course. The LSS works as part of a team with your PM, CQA, and facilitators to provide you with an enriching learning experience.

You may contact the LSS assigned to your course by writing to helpdesk@open.uwi.edu

Technical Support for Learning Technologies

The campus recognises that technology is central to the online learning experience. As such, a comprehensive system of technical support is in place to assist students in navigating the digital tools and platforms used throughout their academic journey.

Support is available for the effective use of key learning technologies, including the Learning Exchange (i.e. the online classroom), Zoom for live sessions, discussion forums, and assignment dropboxes. Through the Learning Support Team, students receive guidance on how to access and engage with course materials, participate in synchronous and asynchronous activities, and submit assignments in the required formats.

The campus also provides support for more specialised tools such as online proctoring software and AI chatbots that assist with exploring the course content and frequently asked questions. Students are guided on how to meet system requirements, troubleshoot common issues, and use these tools confidently and responsibly.

Whether students are preparing for an online exam, seeking help with uploading an assignment, or trying to engage meaningfully in a forum or live session, technical support is available through helpdesk services, tutorial guides, and direct communication with Learning Support Specialists. These resources ensure that students can focus on their learning without being hindered by technology-related challenges.

Online Course Delivery - Teaching-Learning in the Learning Exchange (LE)

Global Campus students may interact with one or more of the following types of facilitators in our online classrooms based on their programme of study:

- Course Instructors (CI)
- Online Teaching Assistants (OTA)
- Markers
- Research Supervisors (RS)
- Practicum Supervisors (PS)
- Second Examiner (SE)

The CI is the course manager, lead instructor and academic facilitator for the course. He or she is responsible for customising the course and managing the team of Markers and Supervisors assigned to the course (where applicable). In larger courses, the CI is supported by an OTA.

Students should view their facilitators as people who are there to facilitate their learning and assist them to succeed. Students should not be afraid to ask facilitators questions. Students who want to learn more about a specific concept or topic should feel free to ask their facilitator for guidance to source additional resources. Students who are struggling with a concept or idea should share their concerns with the CI. He or she is there to help students master these concepts. Students are very strongly encouraged to engage with the CI and their peers in the various course forums and in live sessions.

How to Contact your Course Coordinator

The students' first point of contact is the Course Instructor for all matters affecting their successful completion of the course. We encourage students to reach out to their facilitators directly to share concerns during live sessions, in the course forums, via email, and via the Learning Exchange messaging system. When students post in forums (specifically the Facilitator-Student Exchange forum) it helps OPDD support staff to evaluate the quality of the teaching-learning experience in the course and to provide support for students until the facilitator can be reached.

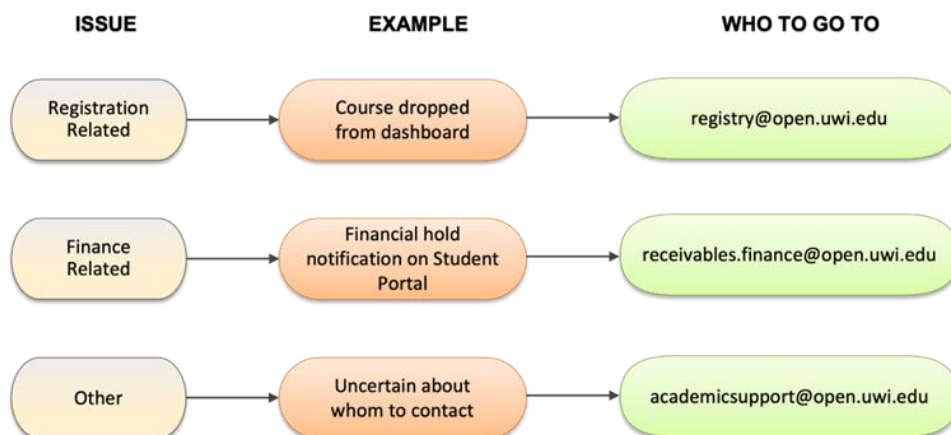
Note: Correspondence between students and facilitators on course-related matters must primarily take place in the LE, or an approved UWI Global Campus technology source (e.g. GC email and Zoom).

Reporting a Problem

If the Course Instructor (CI) is unable to help resolve a problem that is reported or has not responded to a request for help within 72 hours, students should seek the assistance of the CQA. Students may write to the CQA directly via email (contact information found in the Academic Support forum) or by way of the OPDD's Academic Support email academicsupport@open.uwi.edu. The team of CQAs will investigate the issue and liaise with the CI and other support staff as needed. The reference charts below outline the correct protocol for reporting various issues that students may encounter.

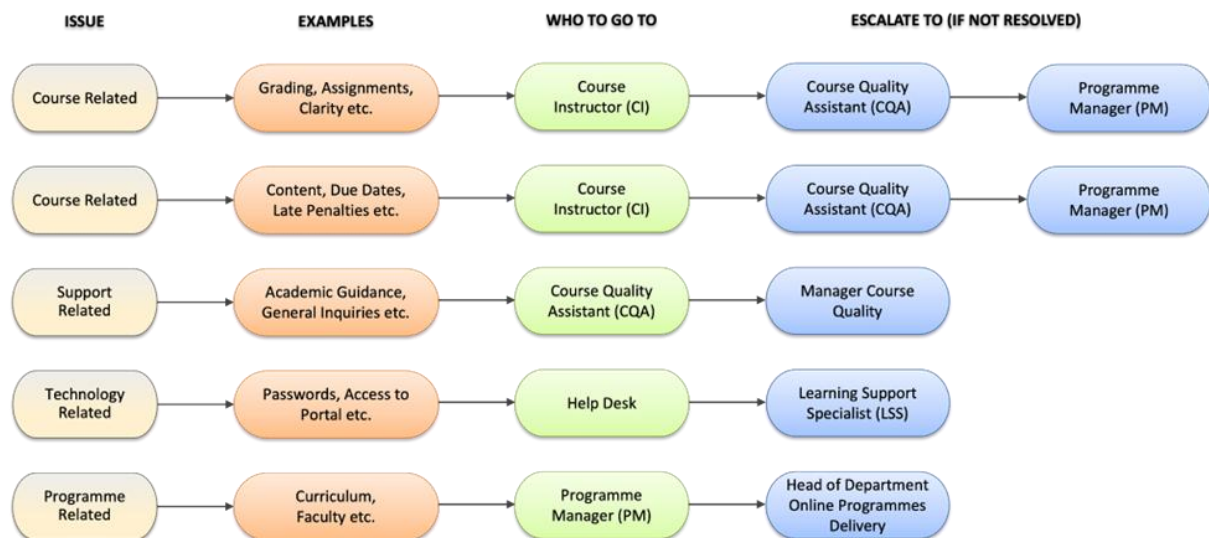
Non-academic Requests or Problems

If students encounter non-academic problems or are uncertain about whom to contact, the following should be used as a guide:



Reporting Academic Problems

If students encounter academic problems, this chart should be used as a guide in reporting these problems:



Communicating Online with Global Campus Personnel

Students are expected to send emails using their Global Campus email address and include information such as their name, student ID number, course name and course code in their correspondence. When communicating online, students are asked to pay attention to the following:

1. Always check to see if emails were correctly sent (i.e., not sitting in the draft box or it “bounced” back); a bounced mail sends an error message, indicating the address is incorrect and not received by the intended party).
2. Check whether an auto responder is received to determine if the person is not available and follow the instructions provided on how to seek help.
3. Describe your issue clearly and concisely by providing relevant details that can help others understand and respond effectively.
4. Follow the general netiquette guidelines:
 - a. Be professional, respectful and courteous.
 - b. Respect privacy. Do not share personal information about others without their consent.
 - c. Understand and embrace differences. Disagreement is natural in a learning environment. Exposure to diverse perspectives is part of the educational experience.
 - d. Ask for clarification. If you find something confusing or potentially offensive, seek clarification before reacting.
 - e. Avoid sweeping generalisations. Back up your opinions with facts and reliable sources when contributing to discussions.

Connecting As Students (CAS)

Students have the opportunity to engage with each other not only within their courses but also across programmes through the *Connecting As Students* (CAS) space. CAS is The UWI Global Campus community forum space for all registered online students. The purpose of this space is to bridge the digital divide across all categories of students by giving students the opportunity to communicate with each other virtually to share ideas, to seek information from peers, to post questions and receive feedback, and to participate in general student-to-student engagement. Registered students, after gaining access to their courses, may access this CAS space by clicking the link found in their courses on the Learning Exchange.



Libraries and Information Services

The Global Campus Libraries and Information Services (GCLIS) provides a distributed service to the Global Campus and The UWI community. In addition to a significant and growing online collection, the GCLIS also holds print copies of books and journals at various Country Sites. Most of the libraries at the Sites function as reference libraries with limited circulation under the supervision of a Library Assistant. Other Global Campus libraries offer an expanded range of services, including full circulation services and research support. For contact and other information about specific Global Campus Libraries, please visit <https://global.uwi.edu/library/libraries>

Information Resources

Access to GCLIS information resources is via *UWIlInC* (The University of the West Indies Libraries Information Connexion). The *UWIlInC* portal allows users to search and access available resources from the catalogues of the four UWI Campuses, UWI databases and repositories, subscribed e-resources (e-books, e-journals and

databases), and selected free e-resources. UWilinC may be accessed via the GCLIS website at <https://global.uwi.edu/library/research/uwilinc> or through the Learning Exchange. Users will be prompted to sign in with their myOC credentials to gain access to the full text of e-resources.

Ask A Librarian

The GCLIS Ask A Librarian service is a virtual reference service that allows students to email or chat live online with GCLIS staff. The Ask A Librarian service offers research assistance and guidance on the use of library resources. The service is also available for general library queries and comments. To use **chat**, users must sign in with their myOC credentials. Alternatively, users may send a question or comment via email. No sign in is required to send an email. For additional information on the Ask A Librarian service, please visit <https://global.uwi.edu/library/research/ask-a-librarian>

Liaison Services

GCLIS Academic Liaison Librarians support the teaching, learning and research needs of the Global Campus community and assist students in becoming proficient users and evaluators of information. Liaison Services provide guidance in accessing library resources; information literacy and reference citations; research techniques and the ethical use of information. For more information on these and other GCLIS services, please visit us online at <https://global.uwi.edu/library/services/liaison-services>



Global Campus Administrative Support

The Office of the Campus Registrar (The Registry)

- **Office of the Campus Registrar**

The Campus Registrar manages the functions of the Registry and can be contacted at registrar@open.uwi.edu

- **Recruitment, Admissions and Registration**

The Recruitment, Admissions and Registration Department has responsibility for all matters relating to the processing of applications, student transfers and ID cards and the coordination of student registration. If you need assistance with course registration or need to request a leave of absence, please contact the Recruitment, Admissions and Registration Office at the following email address: admissions@open.uwi.edu.

- **Student Support and Services**

The Student Support and Services Department coordinates the delivery of student support services available across the Global Campus Regional Sites and the Virtual International Students Office (VISO). The office is responsible for monitoring and advising on academic progress and student representation. If you have queries on credit exemptions or need advice on your academic progress, or on matters which are having an impact on your studies, please contact the Student Support and Services Office at the following email addresses: student.services@open.uwi.edu and viso@open.uwi.edu.

- **Assessment, Awards and Records**

The Assessment, Awards and Records Department has responsibility for the conduct of examinations, the issuing of results relating to your coursework and final examinations, the maintenance of your academic record and the provision of transcripts. If you encounter any problems related to notification of your final marks in a course you have completed or discrepancies in your student copy of the academic transcript, please contact the Assessment, Awards and Records Office at the following email address: exams@open.uwi.edu

- **Office of Graduate Studies and Research**

The Office of Graduate Studies and Research manages the registrarial functions of the School of Graduate Studies and Research. It is responsible for the admission, registration, scholarship, assessment, examination of theses, research papers/projects, and student records management for graduate students. The Office of Graduate Studies and Research is managed by the Senior Assistant Registrar and may be contacted at the following email address: gradstudies@open.uwi.edu

Helpdesk Services

Assistance with online technical matters is available via the Helpdesk at: helpdesk@open.uwi.edu. The team provides assistance Monday – Friday, 8:30am to 4:30pm Eastern Caribbean (EC) time. (Except public holidays in Trinidad and Tobago).

Problems, such as the inability to log-in to the course page, inability to recall passwords, inability to access graded activities in the Learning Exchange or any other technical matter should be reported to: helpdesk@open.uwi.edu

Site Support Services - Global Campus Sites

Face-to-Face Course Delivery

For courses delivered in the face-to-face mode, you should contact your local tutor for academic support. If no solution is found for the problem, you should contact the Site Head, Site Coordinator or relevant Site staff for support.

Site of Head or Site Coordinator

Your Site Head or Site Coordinator provides support locally on issues pertaining to leave of absence (LOA), finance, technical support for personal computers, Registry issues, etc.

Contact information for the Heads and Site Coordinators of Global Campus Sites can be found in Appendix B.



We are **#Opentothefuture**

Appendix A

Global Campus Social Media Pages

Please click on the icons below to visit our Social Media pages.



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UWI SOCIAL MEDIA POLICY

Be Social Media Smart when you are online. Please become familiar with The University's Social Media Policy and Guidelines - <http://www.open.uwi.edu/news/be-social-media-smart>

The graphic features the University of the West Indies crest on the left. To its right, the text 'Be Social Media Smart' is displayed, with 'Be' in a simple font and 'Social Media Smart' in a larger, textured font. Below this, two main points are listed: 'Be Secure' (Identify yourself but do not disclose personal details that could be used for illicit purposes) and 'Be Responsible' (Ensure that you post information that you are comfortable having in the public domain). A URL 'www.open.uwi.edu/socialmedia' is provided at the bottom. On the right side, there is an illustration of a wooden wagon labeled 'Social Media Bandwagon' filled with social media icons like Twitter, YouTube, Flickr, and Facebook. The text 'Connect with us!' is at the bottom right.

THE UNIVERSITY OF THE WEST INDIES

Be Social Media Smart

- Be Secure**
Identify yourself but do not disclose personal details that could be used for illicit purposes
- Be Responsible**
Ensure that you post information that you are comfortable having in the public domain

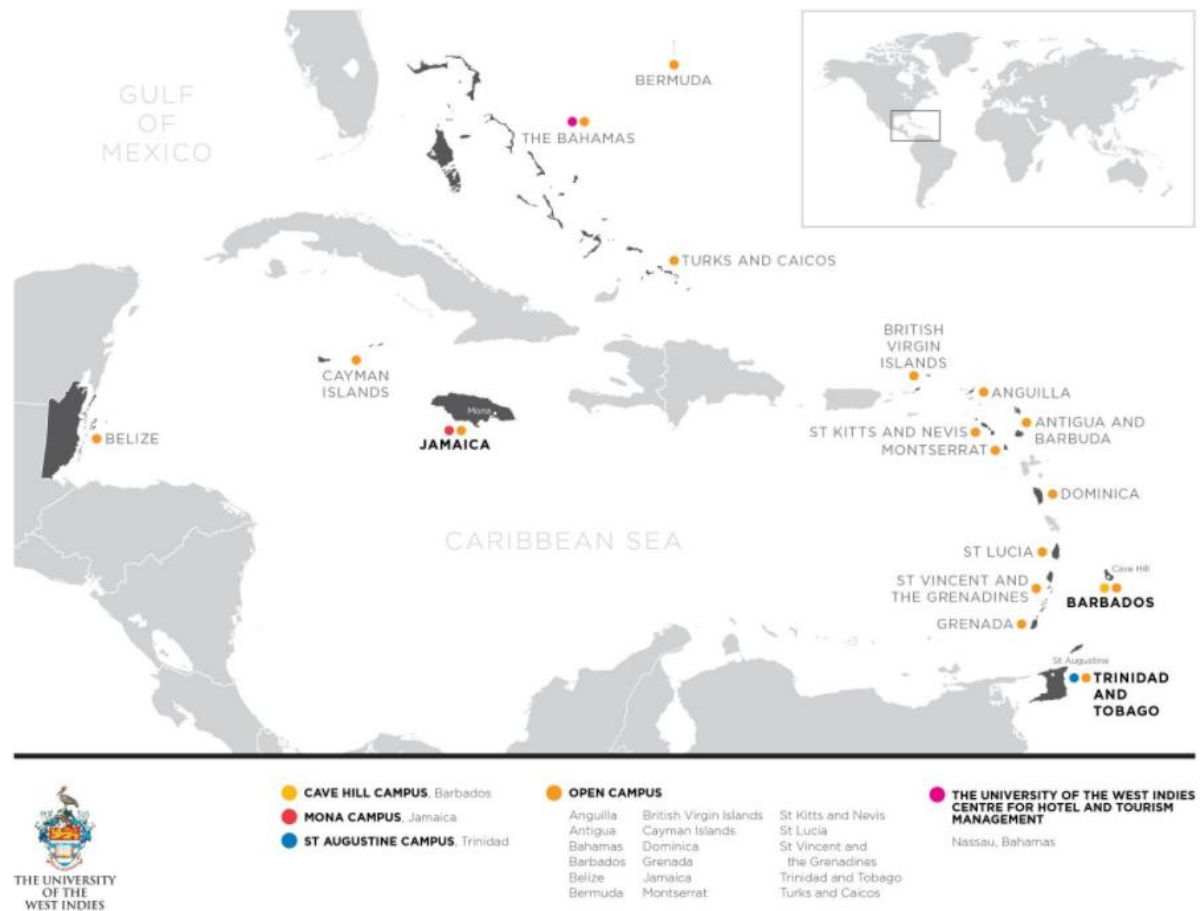
Access the Social Media Policy & Guidelines:
www.open.uwi.edu/socialmedia

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Appendix B

Global Campus Sites Contacts and Telephone Numbers

Note: Additional contact information is also available on the Global Campus website at <https://global.uwi.edu/about/uwi-global-campus-locations>



Office of the Director	
Dr. Nicole Phillip Director (Ag.) The University of the West Indies Global Campus Office of the Director Global Campus Sites Office of the Director HA Blaize Street St. George's Grenada Telephone: 473 - 440 -2451 Email: nicole.phillip-dowe@uwi.edu	Dr. Gaile Gray-Phillip Deputy Director (Ag.) The University of the West Indies Global Campus St. Kitts & Nevis, West Indies P.O. Box 326 Basseterre Tel: 1-869-465-2190 Fax: 1-869-465-6583 Email: gaile.gray-phillip@uwi.edu
Mrs. Deanna Noel Administrative Officer The University of the West Indies Global Campus Office of the Director Global Campus Sites Elmshall Road Roseau, Commonwealth of Dominica Telephone: 1-767-448-3482 IP: 37505 Email: deanna.noel@uwi.edu	Mrs. Chantalle Clarke-Pryce Administrative Assistant The University of the West Indies Global Campus Office of the Director Global Campus Sites Gibraltar Camp Road Mona, Kingston 7 Jamaica Tel: 1-876-927-1201; 970-0720 IP: 38307 Email: chantalle.clarke-pryce@uwi.edu
GCS Enterprise Resource Planning (ERP) Unit	
Ms. Adessa Francis Programme Officer (Subject Matter Expert) The University of the West Indies Global Campus Office of the Director Global Campus Sites Jamaica Email: adessa.francis@uwi.edu	Ms. Claudia Halley Programme Officer (Subject Matter Expert) The University of the West Indies Global Campus Office of the Director, Global Campus Sites St. George's, Grenada Tel: 473 440 2451 Fax: 473 440 4985 Email: claudia.halley@uwi.edu

Global Campus Sites, Head, Country Manager and Officers-In-Charge	
Anguilla Dr. Beverly Shirley Manager British Overseas Territories The University of the West Indies Global Campus, Anguilla, West Indies The Valley, Anguilla Tel: 1-264-497-8156 Mobile: 1-264-476-5713 Email: anguilla@uwi.edu Email: beverly.shirley@uwi.edu Local Contact: Ms. Renee Henry Senior Administrative Assistant Email: renee.henry@uwi.edu	Antigua & Barbuda Ms. Coleen Letlow Head The University of the West Indies Global Campus, Antigua & Barbuda, West Indies P.O. Box 142 St. John's Antigua Tel: 1-268-462-1355 or 1-268-562-3036 Fax: 1-268-462-2968 Email: coleen.letlow@uwi.edu
Barbados: The Pine Mr. Ryan Byer Head The University of the West Indies Global Campus, The Pine Barbados, West Indies East/West Boulevard The Pine, St. Michael, Barbados Tel: 1-246-430-1139 Fax: 1-246-427-4397 Email: ryan.byer@uwi.edu	Bahamas Mrs. Bridgette Cooper Head The University of the West Indies Global Campus, The Bahamas, West Indies Bahamas Tourism Training Centre P.O Box N-1184 Nassau, Bahamas Tel: 1-242-323-6593 or 1-242-323-1175 Fax: 1-242-328-0622 Email: bridgette.cooper@uwi.edu
Belize Dr. Sharmayne Saunders Head The University of the West Indies Global Campus, Belize, West Indies Princess Margaret Drive P.O. Box 229 Belize City, Belize Tel: 1-501-223-0484 or 1-501-223-5320 Fax: 1-501-223-2038 Email: sharmayne.saunders@uwi.edu	British Virgin Islands Dr. Beverly Shirley Manager British Overseas Territories The University of the West Indies Global Campus, British Virgin Islands, West Indies P.O. Box 4324 Road Town, Tortola British Virgin Islands, VG1110 Tel: 1-284-494-6957 Fax: 1-284-494-4263 Email: bvi@uwi.edu Email: beverly.shirley@uwi.edu Local Contact: Ms. Caryl Adams Clerical Assistant Email: caryl.adams@uwi.edu

Global Campus Sites, Head, Country Manager and Officers-In-Charge	
Cayman Islands Dr. Beverly Shirley Manager British Overseas Territories The University of the West Indies Global Campus, Cayman Islands, West Indies 168 Olympic Way, GT P.O. Box 30212 SMB Grand Cayman Tel: 1-345-946-8322 Fax: 1-345-949-0886 Email: beverly.shirley@uwi.edu Email: cayman@uwi.edu	Dominica Dr. Kimone Joseph Head The University of the West Indies Global Campus, Dominica, West Indies P.O. Box 82 Roseau, Dominica Tel: 1-767-448-3182 Fax: 1-767-448-8706 Email: kimone.joseph@uwi.edu
Grenada Mrs. Keisha Commissiong-Branch Head (Ag.) The University of the West Indies Global Campus, Grenada, West Indies Marryshow House, H. A. Blaize Street, P. O. Box 439 St. George's, Grenada Tel: 1-473-440-2451 Fax: 1-473-440-4985 Email: nicole.phillip-dowe@uwi.edu	Jamaica Eastern Region Camp Road, Mandeville, Mona Global Learning Centre Ms. Levene Griffiths Head The University of the West Indies Global Campus, Jamaica, West Indies 2A Camp Road, Kingston 4 Tel: 1-876-926-8119 or 1-876-920-5290, 1-876-926-2246-7 Fax: 1-876-920-1622 Email: levene.griffiths@uwi.edu
Jamaica Western Region Brown's Town, St. Elizabeth, Ocho Rios, Savanna-La-Mar Ms. Sandra Evans Officer-in-Charge The University of the West Indies Global Campus Global Campus Jamaica, West Indies Suite # 11Hendon Mall, Beckford Street, Savanna-La-Mar Westmoreland Jamaica W.I. Tel: 1-876-955-2948 Fax: 1-876-918-3197 Email: sandra.eans@uwi.edu	Montserrat Dr. Sheron Burns Head (Ag.) The University of the West Indies Global Campus, Global Campus Montserrat, West Indies P.O. Box 256, Salem Montserrat Tel: 1-664-491-3924 Fax: 1-664-491-8924 Email: sheron.burns@uwi.edu

Global Campus Sites, Head, Country Manager and Officers-In-Charge	
Jamaica: Montego Bay Ms. Sandra Evans Officer-In-Charge The University of the West Indies Global Campus, Jamaica, West Indies Mona Western Jamaica WI Tel: 1-876-952-9345 or 1-876-979-9542 or 1-876-952-9345 Fax: 1-876-952-5704 Email: sandra.evans@uwi.edu	Saint Kitts & Nevis Ms. Sandra Isaac Head (Ag.) The University of the West Indies Global Campus St. Kitts & Nevis, West Indies P.O. Box 326 Basseterre Tel: 1-869-465-2190 Fax: 1-869-465-6583 Email: sandra.isaac@uwi.edu
Saint Lucia Mrs. Lesley Crane-Mitchell Head The University of the West Indies Global Campus St. Lucia, West Indies P.O. Box 306, Castries Tel: 1-758-452-3866 or 1-758-720-9640 Fax: 1-758-452-4080 Email: lesley.crane-mitchell@uwi.edu st.lucia@uwi.edu	Saint Vincent & The Grenadines Dr. Resa Noel-McBarnett Head The University of the West Indies Open Campus St Vincent & the Grenadines Murray's Road, Kingstown Tel: 1-784-456-1183 or 1-784-485-6606 Fax: 1-784-456-1251 Email: resa.noel-mcbarnett@uwi.edu svg@uwi.edu
Trinidad & Tobago Gordon Street, Belmont/Port-of-Spain & Environs, Carapichaima East, El Dorado, Marabella, Pre- University Centre, Princes Town, San Fernando, St. Augustine, Tobago Ms. Karen Noel Country Manager (Ag.) The University of the West Indies, Global Campus, Trinidad and Tobago, West Indies Gordon Street St. Augustine Tel: 1-868-645-3127 or 1-868-645-8614 or 1-868-645-8645 or 1-868-663-9515 or 1-868-663- 4885 IP Phone: 1-868-227-OPEN Ext. 30501 / 30502 Fax: 1-868-645-8270 Email: karen.noel@uwi.edu gordon.street@uwi.edu	Turks & Caicos Islands Dr. Beverly Shirley Manager British Overseas Territories Global Campus Turks & Caicos Islands Unit #10-3, Town Center Mall, 23 Parade Ave., Down Town, Providenciales Turks & Caicos Islands Tel: 1-649-496-8994 Mobile: 1-649-232-8994 Email: beverly.shirley@uwi.edu Local Contact: Mrs. Castina Hanna Administrative Assistant Email: castina.hanna@uwi.edu

Jamaica Western Region- Site Contacts	
Jamaica Western Region: Brown's Town, St. Elizabeth, Ocho Rios, Savanna-La-Mar, Montego Bay Ms. Sandra Evans Officer-in-Charge The University of the West Indies Global Campus Suite # 11Hendon Mall, Beckford Street, Savanna-La-Mar Westmoreland Tel: 1-876-955-2948 Fax: 1-876-918-3197 Email: sandra.evans@uwi.edu	Jamaica: Brown's Town Ms. Dianne Williams Administrative Assistant Mrs. Cecile Johnson Site Coordinator The University of the West Indies Global Campus, Brown's Town, Burlington Point 2 Church Street Box 101 St. Ann Tel: 1- 876-975-2091 Fax: 1-876-917-9648 Email: cecile.johnson@uwi.edu dianne.williams2@uwi.edu
Jamaica: St. Elizabeth Ms. Toskia Reid Administrative Assistant The University of the West Indies Global Campus, Junction Saint Elizabeth Technical High School 90 Main Street, Santa Cruz, St. Elizabeth Tel: 1-876-965-8968 Email: toskia.reid@uwi.edu	Jamaica: Ocho Rios Mrs. Renee Watson-Bell Administrative Officer (Ag.) The University of the West Indies Global Campus, Ocho Rios Stormont Road, St. Ann Tel: 1-876-795-1840, 1-876-795-1843 Fax: 1-876-795-2916 Email: renee.watson-bell@uwi.edu
Jamaica: Savanna-La-Mar Ms. Sandra Evans Officer-in-Charge Ms. Charmaine Irving Clerical Assistant The University of the West Indies Global Campus Jamaica Western Zone Suite # 11Hendon Mall, Beckford Street, Savanna-La-Mar Westmoreland Tel: 1-876-955-2948 Fax: 1-876-918-3197 Email: sandra.evans@uwi.edu charmaine.irving@uwi.edu	Jamaica: Montego Bay Mrs. Sandra Samuels-Adams Senior Secretary The University of the West Indies Global Campus 10 Queens Drive Montego Bay St. James Tel: 1-876-566-3112 Email: sandra.samuels-adams@uwi.edu

Jamaica Eastern Region Site Contacts	
Jamaica Eastern Region: Camp Road, Mandeville Ms. Levene Griffiths Head The University of the West Indies Global Campus, Camp Road 2A Camp Road, Kingston 4 Tel: 1-876-926-8119, 1-876-920-5290, 1-876-926-2246-7 Fax: 1-876-920-1622 Email: levene.griffiths@uwi.edu	Jamaica: Mandeville Mrs. Natricia Goodwin-Brown Site Coordinator The University of the West Indies Global Campus - Mandeville Unit 1b, 17 Caledonia Mall Mandeville P.O. Manchester Tel: 1-876-962-6585 or 1-876-962-9242 Fax: 1-876-963-8573 email address: natricia.goodwin@uwi.edu
Jamaica: Mona, Global Learning Centre Ms. Angella Hamilton Site Coordinator Global Learning Centre The University of the West Indies Global Campus 1 Ring Road, Mona Kingston 7 Tel: 1-876 977-6349 Email: angella.hamilton@uwi.edu	

Trinidad & Tobago Sites	
Trinidad and Tobago: Country Manager Ms. Karen Noel Country Manager (Ag.) Gordon Street St. Augustine Phone: 1 (868) 227-OPEN Ext. 30501; 30502 Fax: 1 (868) 645-8270 Email: karen.Noel@uwi.edu gordon.street@uwi.edu	Trinidad and Tobago: Gordon Street Site Mrs. Crystal Gilchrist-Rodriguez Centre Administrator Gordon Street St. Augustine Phone: 1 (868) 227-OPEN Ext. 30545 Fax: 1 (868) 645-8270 Email: gordon.street@uwi.edu Email: crystal.gilchrist@uwi.edu
Trinidad and Tobago: Belmont (Satellite Site) Ms. Michelle McIntosh Satellite Centre Coordinator Government Plaza, Shop #3 Port of Spain Phone: 1 (868) 227-OPEN Ext. 31101 Fax: 1 (868) 623-4669 Email: michelle.mcintosh@uwi.edu pos@uwi.edu belmont@uwi.edu	Trinidad and Tobago: Carapichaima East (Satellite Site) Oversight: Ms. Karen Noel Country Manager (Ag) c/o Carapichaima East Secondary School Mc Leod Trace Freeport Phone: 1 (868) 673-6173; 673-0975; 227-OPEN Ext. 30200 Fax: 1 (868) 673-0975 Email: carapichaima@uwi.edu
Trinidad and Tobago: Esmond D. Ramesar Centre - Chaguanas Site Mrs. Crystal Gilchrist-Rodriguez Centre Administrator Soogrim Trace, Narsaloo Ramaya Road Endeavor Chaguanas Phone: 1 (868) 227-OPEN Ext.: 31929 Email: crystal.gilchrist@uwi.edu	Trinidad and Tobago: El Dorado (Satellite Site) Oversight: Ms. Karen Noel Country Manager (Ag) c/o El Dorado East Secondary School Karamath Street El Dorado Tunapuna Phone: 1 (868) 227-OPEN Ext. 30300 Email: @uwi.edu el.dorado@uwi.edu
Trinidad and Tobago: Manager, IT Academy Mr. Gregory M. Jennings Manager IT Academy CCMS Building The University of The West Indies Global Campus St Augustine Phone: 1 (868) 645 4764; 662 2002 Ext. 82554-6; 227-OPEN Ext. 31839 Fax: 1 (868) 645 4764 E-Mail: gregory.jennings@uwi.edu	Trinidad and Tobago: South University: Marabella (Satellite Site) Oversight: Ms. Karen Noel Country Manager (Ag) c/o Marabella North Secondary School Guaracara Tabaquite Road Marabella Phone: 1 (868) 754-6105 Email: marabella@uwi.edu Phone: 1 (868) 630-7593; 630-7450; 298-9604; 227-OPEN Ext. 30704 / 30700

Trinidad & Tobago Sites	
	Email: karen.noel@uwi.edu mayaro@uwi.edu
Trinidad and Tobago: Pre-University Centre Mrs. Michelle Huggins-Watts Site Coordinator St. John Road St. Augustine Phone: 1 (868) 645-3032; 645-0737; 227-OPEN Ext. 31303 / 31304 Fax: 1 (868) 645-3032 Email: michelle.huggins-watts@uwi.edu st.johns.road@uwi.edu	Trinidad and Tobago: St. Augustine Mrs. Charon Ince-Christopher Site Coordinator The UWI Global Campus, Open Learning Centre Level 1, CCMS Building UWI St. Augustine Campus St. Augustine Phone: 1 (868) 662-2002 Ext. 82558; 227-OPEN Ext. 31811 Email: charon.Ince-Christopher@uwi.edu st.augustine@uwi.edu
Trinidad and Tobago: Tobago Signal Hill Tobago Phone: 1 (868) 639-2424; 660-7637; 227-OPEN Ext. 39800	Trinidad and Tobago: San Fernando Mrs. Sherry-Ann Louis Site Coordinator Padmore Street San Fernando Phone: 1 (868)-227-6736 Ext: 31000 / 31501 Email: south@uwi.edu



The Consortium for Social Development and Research (CSDR)

<http://www.open.uwi.edu/csdr-research>

CSDR Contact Information	
The Consortium for Social Development and Research (CSDR) Mrs Ceceile Minott Director The UWI Global Campus 1 Port of Spain Way, Kingston 7, Jamaica  (876) 927-2478, 480-0705  (876) 977-0154  open.uwi.edu/csdr  csdr@open.uwi.edu	Caribbean Child Development Centre (CCDC) Mrs. Ceceile Minott Head The UWI Global Campus, CCDC 1 Port of Spain Way, Kingston 7, Jamaica  (876) 927-1618, 480-0705  (876) 977-7433  open.uwi.edu/ccdc  ccdc@open.uwi.edu
Early Childhood Centre of Excellence (Bloom Preschool) Ms. Rochelle Ferguson Programme Leader The UWI Global Campus, CCDC 1 Port of Spain Way, Kingston 7, Jamaica  (876) 464-5792  (876) 977-7433  eccel@open.uwi.edu  letsbloomja  letsbloomja	Hugh Shearer Labour Studies Institute (HLSI) Dr. Lauren Marsh Head (Ag.) The UWI Global Campus, HLSI 12 Gibraltar Camp Way, Kingston 7, Jamaica  (876) 977-4290  (876) 927-1920  hlstuei@open.uwi.edu  Hugh-Shearer-Labour-Studies-Institute
Social Work Training and Research Centre (SWTRC) Mrs Cerita Buchanan-Grayer Head The UWI Global Campus, SWTRC 12 Gibraltar Camp Way, Mona Campus, Kingston 7, Jamaica  (876) 861 3420, 927-2478  (876) 977-0154  open.uwi.edu/swtrc  swtrc@open.uwi.edu  socialworktrainingandresearchcentre  uwiopencampus_swtrc	Women and Development Unit (WAND) Mrs. Colleen Robinson-Hunte Programme Manager The UWI Global Campus, WAND 1 Pine East-West Blvd, St. Michael, Barbados  (876) 480-0705  open.uwi.edu/wand  wand@open.uwi.edu  WANDUWI  wand_uwioc  WANDUwi

Appendix C

Names and Email Contacts for Global Campus Programme Managers

Programme Manager	Programmes
Stacey-Ann Meggo stacey-ann.meggo@uwi.edu	ASc Administrative Professional Office Management
	ASc Business Management (+ PreU)
	Diploma Business Administration
	Diploma Public Sector Administration
	MSc Management Studies (Public Sector Management)
	BEd Educational Leadership and Management (Major and Special)
	MSc in Management & Educational Leadership
	Postgraduate Diploma in Management & Educational Leadership
	EdD Educational Leadership in Education Systems and Schools
	EdD Educational Leadership in Higher Education
	FOUN0003
	ENGL0901
	FOUN1001
	FOUN1101
	SPAN0900
Violet Wellington-Findlay violet.wellingtonfindlay@uwi.edu	Diploma Social Services
	Certificate Social Work
	Diploma Social Work
	ASc Social Work (+PreU)
	BSc Social Work
	BSc Social Work (Minor in Youth Development Studies)
	Diploma in Youth Development Work
	BSc Youth Development Work
	BSc Youth Development Work (Minor Management Studies)
	BSc Sociology
	BSc Sociology (Minor in Human Resource Management)

	BSc Sociology (Minor in Marketing)
	BSc Psychology
	BSc Psychology (Minor in Human Resource Management)
	MSc Management Studies (Project Management)
	ECON1003
	FOUN1210
	FOUN1501
	MATH0900
	SOCI1002
Wendy Grandison wendy.grandison@uwi.edu	Certificate Human Resource Management
	BSc Human Resource Management
	MSc Management Studies (Human Resource Management)
	BSc Management Studies
	MSc Management Studies (General)
	Postgraduate Diploma Management Studies
	ECON1000
	ECON1010
Nicole Romany nicole.romany@uwi.edu	Certificate Early Childhood Development and Family Studies
	BEd Early Childhood Development and Family Studies
	Postgraduate Diploma Early Childhood Education
	Postgraduate Diploma in Health Research and Epidemiology
	Postgraduate Certificate Teaching and Learning with Emerging Technologies
	Postgraduate Diploma Teaching and Learning with Emerging Technologies (PGD TLET)
	Masters of Education Teaching and Learning with Emerging Technologies (MEd TLET)
	Doctor of Education Teaching and Learning with Emerging Technologies (EdD TLET)
	MPhil and PhD Child Adolescent and Youth Studies
	FOUN1301
Elizabeth Sinclair elizabeth.sinclair@uwi.edu	Certificate in Criminology
	ASc Paralegal Studies (+ PreU)
	BSc Marketing

	BSc Management Studies (Marketing)
	MSc Management (Marketing)
	BSc Entrepreneurship
	BSc Management Studies (Entrepreneurship)
	BSc Financial Management
	BSc Management Studies (Financial Management)
	BSc International Management
	BSc Management Studies (International Management)
	Certificate Tourism Hospitality Management in the Caribbean
	BSc Tourism & Hospitality Management
	BSc Management (Tourism & Hospitality Management)
	MSc Management (Management Information Systems)
	MGMT1000
	MGMT1001
Khadene Barker khadene.barker@uwi.edu	BSc Accounting
	BSc Economics
	BSc Political Science
	BSc Political Science with Minor in Economics
	Postgraduate Diploma in Education (Secondary) - English Language/Mathematics
	Postgraduate Diploma in Literacy Instruction
	MEd Literacy Instruction
	ACCT1002
	ACCT1003
	ECON1001
	ECON1002
	ECON1004
	ECON1005
Cecile Johnson cecile.johnson@uwi.edu	BSc Banking and Finance (Compliance & Corporate Governance Minor)
	BSc Banking and Finance (Special)
	BSc Sport and Physical Literacy
	BSc Sport Coaching
	BSc Sport Kinetics
	BSc Sport Leadership & Management

	Postgraduate Diploma in Instructional Design
	MSc Instructional Design and Technology



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