<div align="center">**Frequently Asked Questions (FAQ)**</div>

Admission

1. What is the eligibility criteria for the online programs course-wise?

- MBA: A bachelor's degree or equivalent in a relevant field is required for postgraduate programs
- BBA: Undergraduate programs require a completed higher secondary (12th grade) education.

2. What is the admission process?
The admission process involves the following steps:

- Payment of the application fee

- Filling out the online application form

- Uploading required documents

- Document verification and approval

- Issuance of admission confirmation and Access to Learning Management System (LMS)

3. What documents are required during the admission process?
Documents required include:

- Educational certificates (10th Std, 12th Std, Degree marksheets, Degree Certificate / Passing Certificate)

- Identity proof (Aadhaar, Passport, etc.)

- Address proof

- Passport-size photographs

- Any other program-specific documents as required by the University.

4. How long does the admission and verification process take?
Once the application form is filled and the required documents are uploaded for verification purposes on admission portal, the university verifies the same within 48 working hours and if all documents are found ok, and if required fees is paid the admission is done.

5. Is there an option to pay fees in EMI or instalments?
Yes, we offer flexible payment options, including EMI and installment plans, to make it easier for students to pay their program fees.

ATLAS SKILLTECH UNIVERSITY
Tower 1 – Equinox Business Park, Off Bandra-Kurla Complex (BKC),
LBS Marg, Kurla West, Mumbai – 400 070
www.atlasuniversity.edu.in

Established vide Maharashtra Act No. XV of 2021 by the Government of Maharashtra

6. Is a no-cost EMI option available for fee payment?
Yes, a no-cost EMI option is available through select payment partners. Please check the payment options during the admission process for more details.

7. Can international students apply?
Yes, international students can apply for our online degree programs. The admission process for international students is similar to that for domestic students, though additional verification may be required for foreign documents. Foreign Students need to get AIU equivalency for admission purposes.

8. Are there any additional or hidden charges apart from the program fee?
Online Exam fees, degree convocation fees or any other service charges, are clearly mentioned on the website.

Documentation

1. What format should documents be uploaded in?
Documents should be uploaded in PDF, JPG, or PNG formats. Each document must be clear and legible to avoid delays in verification.

2. How to submit the said document?
Colour Scan Copies of all academic documents (like 10th, 12th, Degree Mark Sheets etc) need to be uploaded on admission portal.

3. What should I do if my documents get rejected during verification?
If your documents are rejected, you will be notified with specific reasons. You can then upload the corrected or missing documents and resubmit them for verification.

LMS & Learning Resources

1. When will I receive LMS login credentials?
A welcome mail with LMS login credentials will be shared to your registered email address once your admission is confirmed and the verification process is completed.

2. What should I do if I am unable to access the LMS or forget my password?
If you're unable to access the LMS or have forgotten your password, you can use the "Forgot Password" option on the login page or contact our support team for assistance.

3. What learning resources will be available on the LMS?
The LMS will provide access to course materials such as e-tutorials, video lectures, Self-Learning Material / e-books, online assignments, quizzes, live interactive sessions and online discussion forums.

ATLAS SKILLTECH UNIVERSITY
Tower 1 – Equinox Business Park, Off Bandra-Kurla Complex (BKC),
LBS Marg, Kurla West, Mumbai – 400 070
www.atlasuniversity.edu.in

Established vide Maharashtra Act No. XV of 2021 by the Government of Maharashtra

4. Are live classes recorded and available for later access?
Yes, all live classes are recorded and made available for later access on the LMS, so you can review them at your convenience.

5. Will learners receive physical/hard-copy books in addition to online content?
Currently, all course content is provided online, and no physical books are issued. However, supplementary materials may be provided as PDFs or e-books.

Academics

1. Is attendance mandatory for live classes?
While live class attendance is not mandatory, it is highly encouraged as it enhances learning and interaction with instructors. Learners are required to have minimum of 75% participation in online learning components which includes live sessions and discussion forums.

2. Are assignments mandatory and part of internal assessment?
Yes, assignments are mandatory and contribute to your internal assessment score. Timely submission is required for evaluation.

3. Where will I receive academic updates, schedules, and notifications?
All academic updates, schedules, and notifications will be sent via email and posted on the LMS, where you can also track your progress.

4. Can online learners participate in campus sports, events, or student activities?
Online learners may have limited access to physical campus events. However, some programs may offer virtual participation in events or activities.

Examinations

1. How are examinations conducted for online programs?
Examinations are conducted online through a proctored format to ensure fairness and integrity. The exams may consist of multiple-choice questions and short answer questions.

2. What is the passing criteria for internal and final assessments?
To pass, students must score at least 40% in both the Internal Assessment (IA) and the End Term Examination (ETE). The final grade is a combination of these two components.

3. What happens if I fail or miss an examination?
If you fail or miss an examination, you will have an opportunity to reappear in the next available examination session by applying for a re-examination.

ATLAS SKILLTECH UNIVERSITY
Tower 1 – Equinox Business Park, Off Bandra-Kurla Complex (BKC),
LBS Marg, Kurla West, Mumbai – 400 070
www.atlasuniversity.edu.in

Established vide Maharashtra Act No. XV of 2021 by the Government of Maharashtra

Support

1. Whom should I contact for academic or LMS support?
For academic support, contact your course coordinator via the LMS. For LMS-related issues, you can reach out to our technical support team.

2. Is there a dedicated helpdesk for LMS or technical issues?
Yes, we have a dedicated LMS helpdesk to assist with any technical or access-related issues. You can reach them by emailing cdoesupport@atlasuniversity.edu.in

3. What is the expected response time for support tickets?
The typical response time for support tickets is within 48 hours on business days. Urgent issues are prioritized for quicker resolution.

Career Guidance

1. Is career guidance provided for online learners?
Career guidance are available to online learners. Our career services team helps with resume building and interview preparation.

Certification, Recognition & Convocation

1. Is the degree recognized and approved by UGC-DEB or other regulatory bodies?
Yes, our online degree programs are recognized and approved by UGC-DEB and other relevant regulatory bodies.

2. Will the degree mention that it was completed in online mode?
The degree awarded will be equivalent to a regular degree; it would have a mention of Online Mode in Degree Certificate.

3. Will online learners be eligible to attend convocation?
Yes, online learners are eligible to attend the convocation ceremony, subject to the completion of their program requirements.

4. Will learners receive physical (hard copy) marksheet and degree certificate after program completion?
Yes, learners will receive both a physical marksheet and degree certificate after complete program completion, sent to their registered address.

ATLAS SKILLTECH UNIVERSITY
Tower 1 – Equinox Business Park, Off Bandra-Kurla Complex (BKC),
LBS Marg, Kurla West, Mumbai – 400 070
www.atlasuniversity.edu.in

Established vide Maharashtra Act No. XV of 2021 by the Government of Maharashtra

Refund & Cancellation

1. What is the refund and cancellation policy after enrolment?
The refund and cancellation policy allows for a full refund before last date of batch closure apart from non-refundable registration fees. Please refer to the terms and conditions for full details.

2. Is any documentation required to apply for a refund?
To apply for a refund, you must submit a written request along with relevant documents such as proof of payment and the reason for cancellation.

3. How long does the refund process take once approved?
The refund process typically takes 45 business days after the request is approved.

ATLAS SKILLTECH UNIVERSITY
Tower 1 – Equinox Business Park, Off Bandra-Kurla Complex (BKC),
LBS Marg, Kurla West, Mumbai – 400 070
www.atlasuniversity.edu.in

Established vide Maharashtra Act No. XV of 2021 by the Government of Maharashtra