



STUDENT HANDBOOK

(PROCEDURES & GUIDELINES)

2019/2020

Updated: 7th January 2019

Vision, Mission and Educational Goals

Our Vision

To be the leading College renowned for its leadership in academic pursuits and engagement with the industry and the community.

Our Mission

To transform lives and communities through holistic learning experiences that unlock the maximum potential of individuals.

Educational Goals

- To promote holistic education that empowers students to be successful individuals with integrity, professionalism and a desire to contribute to society.
- To offer professionally driven, industry-relevant academic programmes that emphasize world class quality education and practical learning support.
- To promote innovation in teaching and learning excellence through unique delivery systems.
- To create a learning environment that enables students to realize their maximum potential through self-directed, team based and experiential learning.
- To produce highly capable, confident and industry-ready graduates with values of diversity and inclusiveness.

Tagline

Transforming lives

PREFACE

The Student Handbook (Procedures & Guidelines) is designed to assist you to be familiar with the practices of the College on matters relating to academic and general administration. However, for further clarification on all the procedures or guidelines, you will need to refer to the respective departments, or to approach the Student Affairs Office. It is your responsibility to comply and abide by all the Procedures & Guidelines stated hereby.

Responsibility of the College:

- to serve and provide you with a wholesome and holistic education;
- to safeguard and protect all your private information, documents and other personal details and that of your parents/guardians, within the possession of the College. Such information should enjoy total confidentiality within and outside the College at all times. However, the College reserves the right to reveal all the details or any part of them thereof to the approved government authorities upon their request and in compliance with the law;
- to seek continuous improvement and setting high attainable standards of education and services.
- to deal with complaints from the students and the parents/guardians promptly.

Obligation and responsibility of a student:

- to understand and comply with all the rules, regulations, procedures and guidelines stated in the Student Handbook (Procedures & Guidelines);
- to behave and act in a responsible and orderly manner at all times, both within and outside the campus, and to avoid engagements in actions which will disrupt the academic environment;
- to use the facilities provided responsibly and not cause damage to the College's properties; vandalism is a serious offense that can result in your expulsion from the College;
- to attend all classes punctually and complete all assignments, class work and laboratory work as required;
- to maintain regular contact with your respective School/Academy/Institute, and duly notify them of any difficulties encountered;
- to adhere to all deadlines set by the College and/or by lecturers/staff of the College;
- to respond to reasonable requests from staff without any undue delay;
- to make full use of the resources and support services provided by the College in a responsible manner.

The College has the right to amend or delete any part of this Handbook or its content in line with the College's policy as well as in compliance with the government regulations and requirements from time to time. In the event of such changes/update, it will be posted in the College's website at <http://>

This Handbook contains extracts of the College policy, procedure, and guidelines deemed to be relevant to students. However, reference to the full policy is advised for comprehensive clarity. A separate list of policies is also available at Student Affairs Office for further reading. You may also find the softcopies of this Student Handbook on the College's website at <http://ucsicollege.edu.my>

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ADMISSION AND REGISTRATION

1. Admission

1.0 General

All applicants are to submit a duly completed Application Form, enclosing a certified true copy of all the relevant documents required.

An applicant is advised to complete the Application Form in detail and in legible handwriting (if Application Form submission is made). Please ensure the clarity of your name, correspondence address and contact numbers. Your name must be as printed on the identity card (for Malaysians) or passport (for international students) in order for the legitimate name to be printed on the academic certificate issued and/ or to facilitate processing of the visa / immigration-related matters.

Once admitted into the programme, the student, should ensure that your details are updated accordingly and regularly. All letters, official documents and correspondences shall be sent to the student's last known/recorded address. The College shall not be held responsible for information not received due to the submission of incorrect/incomplete and un-updated data due to negligence/non-submission.

Admission to any programme offered by the College is subject to meeting the academic entry requirements and submission of the following:

- (a) A complete set of certified true copy of your previous academic achievements, certificates and / or transcripts, and
- (b) For Malaysian students:
 - (i) A certified copy of your Malaysian National Registration Identity Card (NRIC)
 - (ii) One (1) copy of your passport-sized photograph with white background.
- (c) For International students
 - (i) Colour copy of international student's passport
All pages are to be scanned (in PDF format) including the front and back covers. The passport must be valid for at least another 18 months. Page numbers and picture must be clearly visible.
 - (ii) Coloured passport-sized photograph of international students in JPEG format
One (1) passport size photograph; white background; 45 millimetres (mm) high x 35mm wide (with student's name and passport number written on the reverse side of the photograph) for visa application purposes.

All documents presented to the College for admissions purpose will not be returned to the students.

No Objection Certificate (NOC) and Letter of Eligibility (LOE) for students from Sudan and Iran

Please ensure that the No Objection Certificate (NOC) and Letter of Eligibility (LOE) are completed by the relevant authorities from the respective embassies.

A full Admission Letter will only be issued upon you meeting the full conditions, including the required admission documents as stipulated by the College.

Applications will be forwarded to the Finance Office / via the e-Payment portal. After the student paid the Registration Fee, the Letter of Admission issued includes an Appendix 1 that stipulates the terms of the offer and Appendix 2 that shows the fee schedule for your first semester of your programme.

You are to read and understand the stipulated terms before returning a copy of the duly signed Appendix I to the Registrar's Office (RO). With this, your application process is completed.

1.1 Entry Requirements

Since entry requirements for all programmes may differ from one to another, applicants are advised to ascertain the exact entry requirements or seek clarification from the College prior to applying. Only applicants who meet the minimum entry requirements of the programme chosen may be admitted accordingly. The programme entry requirements are governed by the Malaysian Ministry of Higher Education (MoHE) and/or Professional Bodies governing the programme.

1.2 Letter of Admission

Applicants, who satisfy the programme's entry requirements and, where applicable, passed the interviews or auditions, will be issued with a Letter of Admission.

Fees stipulated in the Letter of Admission are to be paid within the stipulated time period. The College reserves the right to increase the fees that are applicable and payable, and that the fees mentioned/stated in the letter of acceptance shall only apply to the time stipulated therein.

1.3 Conditional Letter of Admission

A Conditional Letter of Admission may be issued to an applicant whose academic results or other certified true copy of the admission documents have yet to be received at the point of application or required to fulfil additional academic requirement prior to admission into / commencing the intended programme. In the case where certified true copy document is required, the documents must be certified by the authorised and approved authorities.

A Conditional Letter of Admission may also be issued under the following circumstances:

- (a) International students intending to transfer from another Malaysian higher educational institution. Among others, the following documentations must be submitted and verified before the Letter of Acceptance is issued:
 - Release Letter from the former institution
 - Attendance Record of the programme studied in the previous institution meets the minimum 80% attendance requirement as required by the Malaysian Immigrations Department
 - Academic result with a minimum CGPA 2.00 in the previous institution.
- (b) Applications that require further verification of document(s) due to inconsistent information such as different names on various identification and/ or admission documents.
- (c) Applications with forecast results or academic entry requirements that is not listed in the programme entry list approved by the College and/ or MoHE or Professional Bodies governing the programme.

The conditional admission is usually made by UCSI College on the terms and conditions that fulfil the entire entry requirements. It is your responsibility to fulfil all the requirements, failing which; you will be prohibited from continuing in the programme or from graduating.

1.4 Validity of Offer

Letters of Admission (with or without conditions) are valid only for a period of **two (2) semesters or eight months**; whichever is shorter. Applicants who have not accepted the offer at the point of application and still failed to do so within the offer validity period, will have your successful offers withdrawn and the registration / application fees forfeited.

When the period of offer has lapsed, and you are still keen to pursue the programme, you are required to re-apply for the programme. Such applications will then be considered under the programme entry requirements and fees are chargeable at the point of time of the re-application. For critical programmes, validity will be more restrictive and the offer validity period may not be applicable to these programmes.

All offers for international students are subjected to visa approval in accordance to the Malaysian Immigration rules and regulations.

1.5 English Language Requirements

In addition to the academic requirements, UCSI College students are also required to meet the English Language requirements in respect to each academic programme. This requirement is one of the programme completion and graduation requirements.

A student who does not meet the College's English Language Requirement will need to complete and meet the required band score at Level 6 of the Intensive English Programme.

Placement into the various English courses depends on the English qualification you have at the point of admission and/ or the outcome of the English placement test, if any.

However, specialized courses can be taken concurrently.

1.5.1. Exemptions

Exemptions from the Intensive English Programme & English Enrichment Programme can be granted for the following corresponding requirements:

- i. London or Cambridge Boards A-level qualifications
- ii. STPM with
MUET Bands 5 or
SPM English with minimum grade of A-
- iii. London or Cambridge O-Level qualification with minimum Grade C in English
- iv. SPM English with a minimum grade of A-
- v. UEC with minimum grade of A2 in English

- vi. Australian High School Certificates

Australian Capital Territory

ACT Year 12 Certificate

New South Wales (NSW)

Higher School Certificate (HSC)

Northern Territory

Northern Territory Certificate of Education (NTCE)

Queensland

Queensland Certificate of Education

South Australia

South Australian Certificate of Education (SACE)

Tasmania

Tasmanian Certificate of Education (TCE)

Victoria

Victorian Certificate of Education (VCE)

Victorian Certificate of Applied Learning (VCAL)

Western Australia

Western Australian Certificate of Education (WACE)

- vii. Monash University Foundation Year (MUFY) Certificates

- viii. Test of English as a Foreign Language (TOEFL)

Internet-based Test (iBT) with minimum of 69
Computer-based tests (CBT) with minimum of 196
Caper-based tests (PBT) with minimum of 525

- ix. International English Language Testing System (IELTS) with minimum of Band 5.5

- x. International Baccalaureate

- xi. Secondary School Diploma (American Curriculum)

- xii. Applicants who have studied at least one year in a diploma programme at an Institution of Higher Learning where English is the medium of instruction. You must have undergone 12 years of primary and secondary education before entering the diploma programme

- xiii. Applicants who have studied one year in local matriculation or foundation in which English is the medium of instruction are exempted from the English Foundation

- xiv. Holders of diplomas from government polytechnics who have passed A1003, A2003, A3005/A4001 and A5001 (or Levels I, II, III and IV) with a minimum of 60% or CGPA equivalent

- xv. Applicants who have studied at least one year in a programme at an Institution of Higher Learning with minimum overall CGPA of 2.00 / average percentage of 50% where English

is the medium of instruction. Applicants must produce a verification letter from the Institute of Higher Learning confirming the medium used in the delivery of the programme was in English.

When in doubt or in uncertain cases, you are required to sit for the English Placement Test.

1.5.2. No Exemptions

Applicants who fall within the guidelines below are **NOT** eligible for exemptions in English:

- i International students without any of the above listed qualifications must sit for the English Placement Test and be placed in the respective levels of the Certificate in English. A successful score must be obtained before you are allowed to take any academic courses.
- ii. MUET < Band 5,

Band 1: to complete Levels 1 - 6 of the Intensive English Programme*.

Band 2: to complete Levels 4 - 6 of the Intensive English Programme*.

Band 3: to complete English Enrichment Programme 1 – English Enrichment Programme 4*

Band 4: to complete the English Enrichment Programme 3 – English Enrichment Programme 4
- iii. Students with Grade G in SPM English are to sit for the English Placement Test for placement and subsequently complete Level 6 of the Intensive English Programme* with the required band score)
- iv. SPM/UEC with a grade D or E/C7-C8 in English: to complete Intensive English & English Enrichment Programmes
- v. SPM/UEC with a grade C- to B+ / B3-B6 in English: to complete the English Enrichment Programme
- vi. Certificate holders from government polytechnics who have passed A1003, A2003 and A3005 /A4001 with a minimum of 60% or CGPA equivalent: to complete the English Enrichment Programme.
- vii. Applicants who have completed Level 109 from ELS are exempted from Level 6 of the Intensive English Programme*.
- viii. Applicants with a valid IELTS band score of 5.0 will be placed automatically to study at Level 6 of the Intensive English Programme*.

*Student must complete English Enrichment Programme after completing the Intensive English Programme.

1.6 English Requirements for Selected African Countries

There is continuous effort to map the English equivalency of various countries to UCSI College's requirements. A set of equivalency tables (see Appendix 1) has been established for selected African countries

2. Orientation

As in-coming new students, you are required to attend the Orientation Programme to familiarize yourself with the campus environment, the School/Academy/Institute, the premises, the systems, in order to understand the rules and regulations and other essential procedures before starting your academic classes. The Orientation will help you to settle into the administrative requirements on a guided basis. It is also an opportunity to exchange information and develop new friendships with other students in the College before the start of your academic journey at the College. Past students had found the Orientation to be useful and beneficial in their Campus lives. Thus, all new students are strongly encouraged to attend the orientation programme.

3. Commencement of Classes

Students (new and existing) are required to attend the very first classes at the beginning of the semester to avoid missing important information that may affect your subsequent lessons for the whole semester. The timetable is usually made available at the following areas:

- notice boards of the respective School/Academy/Institute
- website (softcopy)

You are to view, check and be guided by the Academic Calendar issued yearly in November for the following academic year.

4. Deferments of Studies

4.0 General

Deferment of Studies may be defined as the approved period of non-study requested by a student. The reasons for this request must be valid and acceptable before approval can be given. This is especially applicable to international students who are residing in Malaysia on student visas.

The approved deferment must be accompanied with your confirmed air ticket to leave the country during the specific period of deferment.

You are strongly discouraged to defer your studies on tolerable grounds as it will prolong your length of studies. **The normal allowable deferment period at any one time is one (1) semester.** In the case of students undergoing the Intensive English Programme and English Enrichment Programme, the normal allowable deferment period at any one time is one (1) level/calendar month. Requests for subsequent deferment of semester are unlikely to be approved but may be considered on a case-by-case basis, depending on the circumstances. **Absence for two (2) semesters or eight months (whichever is longer) without notification will result in automatic termination of your studies.** Should this happen, a student who wishes to continue with the programme, may need to re-apply as a new student.

4.1 Procedure for Deferment

The request for deferment must be accompanied by a duly completed **Deferment Form** and a confirmed air ticket indicating your departure date (for international student). You must seek approval from the relevant School/Academy/Institute as stated in the form before submitting the duly completed form to the RO. In the

event the deferment is on medical grounds, supporting documents from the respective recognized Medical Officer is required.

The deadline for a deferment request is stipulated in the academic calendar. The request for deferment should be made and finalized by the stipulated deadline.

4.2 Fees in Deferment Cases

When approval is granted for a deferment request made for the following semester, the tuition fees payable for the deferred semester will be exempted. However, if the deferment is for the existing active semester, the fees will be ascertained by the Finance Office and the rules governing the deferment.

5. Travels during Semester & Examination

While travelling is allowed during the semester breaks or weekends, you are not encouraged to travel or tour during the semester or examination periods indicated in the academic calendar. Requests for leisure travel leave during this period will strictly not be entertained. It is only on valid grounds or extenuating circumstances that you may apply for a deferment. If approved, you would usually return to your home country (no travel letter is required) and not to another country (where a letter issued by UCSI College is required).

Leisure travel and tour during the semester will inevitably affect the accumulation of component marks, if not the studies of a student.

6. Transfer of Programme

6.0 General

A transfer of programme is defined as a switch from an existing programme of study to a new programme, effective in the next new semester.

6.1 Eligibility and Procedure

To initiate a transfer of programme, you must possess the following:

- full acceptance into an existing programme
- meeting of the entry requirements of the programme intended to be transferred to
- approval from the Programme Coordinators/Head of Departments of the accepting Faculty
- approval from the Programme Coordinators/Head of Departments of the departing Faculty
- approval from the RO
- approval from the International Office/Visa Processing Unit for student visa purposes (International Students)

- approval from the Finance Office and the payment of the programme transfer fee of *RM150/-.

** The College reserves the right to change the amount from time to time without prior notice.*

The duly completed (with approvals from the various authorized members of the School/Academy/ Institute and/ or departments required) **Programme Transfer Form** is to be completed and submitted to the RO by the stipulated deadline as published in the Academic Calendar.

In any case, the transfer cannot take effect immediately unless the transfer was promptly completed at the end of the semester, after the final examination. A sponsored student (especially by governments) is required to obtain prior approval from the sponsoring agency before the transfer request is considered.

As and when government, new regulations and/or changes are enforced, the College is compelled to adhere to and execute such latest intervening rules without prior notice.

6.2 Courses Completed Previously

You are to seek advice from the Head of Department of a new programme to ascertain the number of courses that can be transferred or exempted in the new programme.

7. Government Requirements

7.0 General

Through the **Malaysian Qualifications Agency (MQA)**, the MoHE has imposed the following requirements on programmes offered by all private tertiary education providers:

- Mata Pelajaran Umum (MPU)/ General Courses

This requirement is applicable to all students who have been admitted into July/ September 2013 intake and onwards.

7.1 Mata Pelajaran Umum (MPU) – commencing July/ September 2013 intake and onwards

This requirement is applicable to all programmes.

There are different categories of MPU courses where a student must fulfil the MPU requirements. The courses can be a core or elective course of a programme (please refer to the respective programme structure).

8. Selection of Courses

8.0 General

UCSI College students should select the courses of your choice and/or according to the advice given by your respective Programme Coordinators/Head of Departments,

Students shall be responsible to register for the appropriate courses offered in the programme enrolled during the Course Selection period and adhere strictly to the Add/Drop procedure and deadlines accordingly.

8.1 New and Existing Students

The guidelines for the online course selection process will be given during the Orientation and thus, you need to be familiar with the procedures. The semester's course selection period, usually scheduled on the 12th week of the semester, although variations could occur, is outlined in the academic calendar and often runs over five (5) working days.

A new international student must undergo the briefing conducted by the Registrar Office before being able to access the online course selection module.

At the beginning of the commencing semester, you will be given approximately fifteen (15) working days to add and/ or drop the pre-selected courses.

Requests for add/ drop courses after the stipulated Add/Drop period will be subject to approval from the Programme Coordinators/Head of Departments or designated staff of the School/Academy/Institute and to penalty charges (refer clause 8.6).

If you receive approval to add/ drop course after the Add/Drop period, you will not be able to perform the online transaction via the CMS and will be required to proceed to the RO for over the counter transactions.

8.2 Procedure

All students are required to complete the course selection online via the CMS at <http://www.ucsicollege.edu.my/ucportal/StudentLogins.aspx>. Approval for the chosen courses is dependent on class capacity and courses offered in the semester. Online course selections eliminate the need for physical presence on Campus to perform the task.

Lectures/tutorials/labs class capacity are set by the School/Academy/Institute. You are to consult the School/Academy/Institute for alternative courses should the class you select be of full capacity.

Consequently, any delays in completing the course selection process will not be entertained except under special extenuating circumstances.

8.3 Credit Hours

In a long semester (January – April and May – August of each academic year), a full-time student is required to take four (4) to five (5) courses, or 15 credit hours. The maximum credit hours that a full-time student is allowed to take is 20 credit hours.

In a short semester (September – October), a full-time student is expected to take approximately two (2) courses, or nine (9) credit hours or, whichever is higher. The maximum credit hours that a full-time student is allowed to take is 10 credit hours.

However, the School/Academy/Institute reserves the right to approve additional credit hours per semester on a case-to-case basis. This regulation applies to all programmes except A Levels and external programmes.

The total credit hours a student can take in an academic year must not exceed 50 credit hours (60 for external programmes).

8.4 Checking for Approval

Once the course selection has been completed, you are reminded to check for the course selection approval status as the courses you selected may not always be approved. Your course selection may be rejected on the following grounds:

- incompleteness of pre-requisites
- insufficient courses undertaken in the semester
- number of courses exceed the maximum courses limit
- courses are not required for the programme
- course is of a different academic level, or
- any other reason(s) by the Programme Coordinators/Head of Departments.

Submission of course(s) selection does not guarantee approval for the intended courses. Rejection of courses should be addressed immediately and preferably in a face-to-face consultation with the Programme Coordinators/Head of Departments or designated staff of the School/Academy/Institute.

8.5 Changing the Courses Selected

You are allowed to change the courses selected if the course selection has yet to be approved. If the course selection has been approved, the changes (refer clause 8.8) can only be made in the early weeks of the commencing semester. There are deadlines given for the Adding and Dropping of courses and you are advised to note the period carefully.

To make the changes on the selected courses before the courses selected are approved, you may re-enter the CMS and re-do the course selection within the stipulated period as stated in the Academic Calendar.

8.6 Processing Fee for Late Course Selection

A fee of RM100/- per request will be imposed on students who are completing the online course selection after the stipulated course selection due date, but prior to the last day for the Add/Drop course.

You are to proceed to Finance Office to settle the penalty payment before proceeding to the RO to request for activation of the grace period for the late course selection via CMS.

Adding and/or dropping of courses after the stipulated Add/Drop period will subject you to a charge of **RM100/-per course** being dropped and/ or added at an over the counter transaction.

8.7 Attendance Listing

Once the course selection has been approved, your name will appear on the attendance list of the commencing semester. This list will facilitate the lecturer to take attendance and to ensure that you are registered for the course. If your name is not listed, then you are required to report to the RO immediately.

You will not be registered for final examination if your name is not listed on the CMS generated attendance list.

8.8 Adding and Dropping of Courses

As outlined above, students who wish to change the courses selected may do so within a given period, usually during the first two weeks of the next semester. The academic calendar should be consulted to determine the exact deadline. After the deadline, a penalty of **RM100/-** will be imposed on each course dropped and/ or added.

The fees paid for the course dropped after the stipulated due date, can neither be brought forward to the next semester, nor could they be refunded.

Hence, you are discouraged to add beyond the deadline as some courses may have already launched the first assignment or test, and disallow late-add students to accumulate their component marks. Furthermore, a late-add student may have missed out important knowledge and lessons examinable in the final paper.

8.9 Modular Courses

At times and in certain programmes, courses could be offered on a modular basis. For such courses, students are restricted from dropping the modules. However, you may choose to defer the modules by sending in a written request to both, the School/Academy/Institute and the RO within one (1) month prior to the semester commencement date.

The list of modules offered will be provided by the School/Academy/Institute separately. The School/Academy/Institute may also vary the procedure slightly to accommodate certain situations that are essential to facilitate the operation of the modular courses.

8.10 Withdrawal of Courses

Withdrawal of courses is not encouraged but is permissible within a certain extent of time in each semester. You may have surpassed the Add/Drop deadline and attended many weeks of lessons, before deciding to discontinue from the course. In such a circumstance, you may withdraw from the course within the due date given, i.e. before the deadline for course withdrawal (usually by the end of Week 8 of a semester).

The withdrawal request is subject to approval from the Programme Coordinators/Head of Departments or designated staff of the School/Academy/Institute. There will be a processing fee of RM100/- imposed for each withdrawal request.

8.11 Marginally Passed / Failed Courses

Students who have obtained marks ranging from 40% to 49% are eligible to sit for a supplementary examination:- At a minimal fee of RM200 per course. The examination is scheduled at the beginning of the

following semester. A marginal pass is also considered as a marginal fail, therefore, this examination allows you with another opportunity to prove your understanding of the course taught. You may choose to either sign up for the supplementary examination of the marginally passed course(s), or forgo the opportunity given and re-register the course with full attempt for all components with the minimum 80% attendance as well as the full payment for the tuition fee.

Students who failed the supplementary examination are required to re-register and attempt full components of the failed course with a minimum 80% attendance in the same active semester the supplementary examination was attempted. If the retake course clashes with another new course, the new course must be dropped to give priority to the course failed in the supplementary examination until the marginally passed course is passed. Exception to this will be on a case-to-case basis.

Marks for the supplementary examination are capped at 50% regardless of the overall marks obtained by the student in the aggregate. When you have successfully passed the supplementary examination, the same course may be dropped without penalty, provided the dropping of the course is done within the stipulated deadline scheduled for students with supplementary examinations. Therefore, it is crucial for you to approach the RO immediately upon the release of your supplementary examination results.

Supplementary examination applies to most of the programmes with the exception of the other programmes that have been pre-determined now or future programmes as prescribed by the Academic Board. You are therefore advised to refer to the respective School/Academy/Institute for overriding of specific policies and regulations.

The withdrawal will prohibit you from sitting for the final examination. The course will appear in your records with a prefix “W” in the remark indicating that you had withdrawn from that course. A withdrawn course will not contribute to GPA and/ or CGPA computation. The course fee paid will not be brought forward nor refunded.

9 Course Components

9.0 Nature and Structure of Courses

A course may have several components that contribute towards the final grade. You have to complete all components as prescribed for the course. Course components are spread over the entire semester for a better assessment and evaluation of your learning outcome at each and the different points in time. The system is also aimed to enable you to gather marks throughout the semester instead of being evaluated on a concentrated 100% final written examination.

Some of the common course components are as follows, although not all components will be applicable to all courses:

Assignments	Laboratory work
Tests	Presentations
Quizzes	Thesis / dissertation
Projects	Final examination

Although the above components appear in most of the courses, there may be exceptions for certain programmes and School/Academy/Institute. The composite components are determined by various factors such as appropriateness of component assessment, relevance of component evaluation, adherence to approval given by the Malaysian Qualification Agency (MQA), and/or synchronisation with common academic practice worldwide.

9.1 Cumulative Marks

Marks will be awarded to all components assessed throughout the semester, in accordance to their respective composition. You have to attempt all components in any particular course. These marks are cumulative and will be added, in accordance to their respective composition, to the marks obtained in the final examination for an overall result. Thus, you should keep a record of the marks you obtained in each component for an overall self-assessment of your academic performance before the final examination.

Once the final examination is conducted, the total marks compiled by lecturers and the compiled results/marks will undergo a stringent evaluation by the respective School/Academy/Institute Examination Board before further verification by the College Examination Board (CEB), and subject to the review and endorsement by the Academic Board before they are finally released and published. The results are usually released on the first day of the following semester, although there are circumstances in which a handful of results could be released earlier.

Should your overall result fall between the marginal pass/fail category (whereby you will sit for a supplementary examination), your existing marks from all the course components will be maintained and re-used in the computation of the new total marks, together with the new marks obtained from the supplementary paper. However, the overall marks taken into computation of the supplementary examinations will be capped at 50%. The supplementary examination, at present, only applies to students enrolled in the Foundation and undergraduate programmes.

9.2 Submission of Coursework

Whether assignments or projects, students undertaking courses are academically bound by the compulsory submission of coursework required in those courses. You are advised to be aware of the respective due dates and deadlines for submission, as well as the penalties for late submission. You are also advised to adhere to the stringent format required of each course / lecturer to avoid marks being deducted for non-compliance.

9.3 Attendance and Absenteeism

UCSI College highly regards class attendance and policies developed repeatedly emphasize the importance of achieving 80% attendance for each course undertaken. Students who are unable to meet the 80% attendance will be issued with a Poor Attendance Report and will subsequently be barred from sitting for the final examination by your lecturers. The barred list will be submitted by the lecturer in week 11 for a normal semester, and in week 6 for the short semester.

Where courses consist of quizzes, tests and / or mid-term tests, you are required to ensure attendance in all assessments. At times, the marks of a missed component may be spread or added to other components. Absenteeism is to be reported immediately to the lecturer concerned with valid and acceptable reasons for consideration for another (possible) assignment or a replacement test as deemed fit by the concerned lecturer.

Absenteeism may be acceptable on medical grounds with proof of medical chits from a recognised registered medical officer and if supporting documents are presented to the lecturer. Unlike absenteeism from final examination, the decision for absences in quizzes, tests and mid- term tests, and the remedial actions to be taken is entirely within the jurisdiction of the respective lecturers and School/Academy/Institute.

Students who arrive late will be admitted to the class at the lecturer's discretion. If admitted, the onus is on you to ensure that attendance is taken. Habitual offenders may be referred to the Student Disciplinary Board for action. Also, students who are caught marking attendance on behalf of your friends will both be barred from the examination and / or referred to the Student Disciplinary Board.

10. Transcripts and Examination Results

The semester's examination results are available to students and parents (via CMS). A transcript is a document that indicates your cumulative academic performance during your tenure at UCSI College in the programme you are enrolled in. The transcript is usually requested by students at the end of a programme (i.e. students have already completed the programme).

To request for a transcript, you are required to approach the RO to complete a form three (3) working days before the desired receipt of the transcripts.

The first transcript issued by UCSI College is complimentary with the subsequent copies, to be charged at a nominal fee of RM10/- per transcript.

CESSATION OF PROGRAMMES

11 Policies Governing Discontinuation of Studies

11.0 General

The cessation or discontinuation of studies by an existing student may arise from voluntary withdrawal or termination.

11.1 Withdrawal

You may voluntarily withdraw from your studies prior to completing the programme. The reasons for the withdrawal may vary from transferring to another institution to due to financial difficulties. Such withdrawals will be processed in accordance with the procedure and requirements outlined by the Finance Office (please refer to Appendix 2). This will include the completion of the “Withdrawal Form” by all departments and persons outlined in the Form.

Tuition fee refunds (if any) are guided by the College’s Refund Policies and Procedures and you are advised to ascertain the procedure. It is imperative that all rules and regulations are strictly adhered to, including settling the outstanding tuition fee (if any), failing which, the Refundable Deposits shall be forfeited.

The approval for withdrawal of an International student must be accompanied by, apart from, a duly completed Withdrawal Form, also a confirmed air ticket indicating your departure date. In the case of transferring to another institution, a Letter of Offer from the acceptance institution is also required for transfer cases.

11.2 Termination of Studies

When and if you are found guilty of any serious disciplinary offences and your prolonged stay in the country (international students) were affecting the peace of the country or tarnishing the image of the College, your studies will be terminated immediately.

Apart from the above, reasons for termination of studies may include any one or a combination of the following:

- Poor academic performance for a few consecutive semesters
- High absenteeism in classes
- Non-response to warning letters issued
- Unacceptable reasons replied to warning letters
- Advised by Programme Coordinators/Head of Departments or designated staff of the School/Academy/Institute
- Submitting forged/ tampered documents
- Rejection of student visa renewal by the Malaysian Immigrations Department
- Exceeding maximum duration allowed to complete a programme
- Disciplinary issues

Tuition fee refunds (if any) are guided by the College's Refund Policies and Procedures and you are advised to ascertain the procedure. It is imperative that all rules and regulations are strictly adhered to, including settling the outstanding tuition fee (if any), failing which, the Refundable Deposits will be forfeited.

11.3 Appeal Process

The Appeals Board is set up for the purpose of having a final avenue for students to appeal and/or to be heard. The process of appeal will be discussed and decided by an Appeal Board for the termination based on submitting fake documents and committing serious offences.

The Appeal Board shall comprise of the following members:

- i) Vice President of Academic Affairs and College Examination Board (CEB)
- ii) Student Counsel
- iii) Registrar
- iv) Finance Officer

Appeal against termination due to the following circumstances will be attended by the Registrar:

- Consecutive poor academic performances
- Poor attendance record
- Rejected student pass renewal by Malaysian Immigration Department

11.4 Cessation of Academic and Administrative Services

Upon termination of studies, all academic and administrative services previously extended to you will cease with immediate effect. Students whose studies have been terminated are required to comply with the exit procedures immediately and to refrain from entering the College and its premises thereafter.

11.5 Deportation

Where resistance is encountered, deportation may be exercised whereby you will be escorted to the airport to board the next flight home. Refundable deposits and surplus tuition fees may be utilized to bear the costs of your deportation.

DRESS CODE

12. Rules & Regulations

12.0 General

UCSI College promotes a consistent professional image throughout the College to help staff, students and customers to feel safe, confident and comfortable at our College.

A. Student Identification Card

Students must at all times wear and display their student identification cards appropriately while on campus.

B. Clothing

Clothing MUST NOT be excessively short, tight, or revealing.

1. Shirts

- i. No sleeveless shirt or blouse
- ii. No spaghetti straps
- iii. No shirts with offensive words, terms, logos, pictures, cartoons or slogans

2. Pants, Slacks and Skirts

- i. No mini-shorts
- ii. No mini-skirts and no tight skirts and pants
- iii. Dress and skirts length should not be shorter than 2 inches above knees
- iv. Pants/Jeans should be ankle length
- v. Female students are not allowed to wear veils on campus

C. Foot wear

No flip flops, No Japanese slippers as well as No house slippers in labs

D. Jewellery

No excessive jewellery

E. Specific Dress Code Requirements

Student is required to adhere to specific dress code requirements in the laboratories as specified in the Lab Safety Guides.

F. Review and Revision

The College may amend the student's dress code at any time

Warning: College authorities may take action on students who do not comply to the dress code, including denying entry to campus and its facilities and may be subjected to disciplinary action. Students who are inappropriately dressed will NOT be allowed to sit for examinations.

EXAMINATIONS

13 Final Examination Component

13.0 General

You are to sit for a final examination towards the end of each semester, if the course undertaken requires this assessment.

The duration of the final examination may vary between 1.5 hours (normally) to 3 hours, depending on the requirement of the programme and the course. The venue for the final examination is usually in the Examination Hall but could be located elsewhere depending on the capacity and the logistics of the entire examination. Students are to refer to Appendix 3 for Examination Rules and Regulations.

13.1 Examination Timetable

The examination timetable is prepared meticulously and will rarely result in clashes of papers. However, if and when there is a clash, the affected students are duty bound to report the clash to the RO/Exam Centre immediately upon the publication of the first draft of the examination timetable. As the examination periods, having been stipulated in the Academic Calendar published ahead from the commencement of the academic year, you are forewarned to avoid scheduling of any activities during these periods. Therefore, the College will not entertain requests to relocate examination slots if clashes occur for personal reasons, i.e.: travelling plans, other external examinations registered on your own accord, recreation/ extra- curricular activities, travelling for exchange student programmes, etc. A second draft of the timetable will be published in a week's time and should there be no request for changes due to clashes, the final timetable will then be released in one (1) weeks' time and thereafter, no amendments will be entertained.

You are to check the final examination timetable published on-line and at the RO. Incorrect information recorded by you will not be entertained and absenteeism on such grounds will lead to re-registration of the said course with attendance in the future semester offered.

The examination timetable is scheduled after taking into account the entire examination papers of the College and the number of days allocated for the examination period. At times, some papers are scheduled within the same day to avoid clashes of students undertaking other courses. Negotiations will not be entertained as the examination is regarded as an assessment to gauge the knowledge, principles, concepts, theories and / or practice a student has already learnt and acquired throughout the semester.

At times, the examination period may fall within the festive seasons. While sensitive care is taken into account to avoid the festive day, particularly if it is religiously inclined, the examination nevertheless will proceed thereafter. In line with universities worldwide, pleas to take leave will not be accepted.

13.2 Eligibility, Barring and Un-Barring

To meet the eligibility to sit for the final examination, you have to meet the 80% attendance requirement for each course taken in the semester. If this requirement is not met, the system will bar you from the examination for the course and you will be prohibited from taking the examination.

Students are responsible to check their status (if status is barred) in the system two (2) weeks before the final examination period and take the necessary remedial actions. e.g. engaging discussions with the lecturers concerned to clarify the reason(s) for your high absenteeism, or to work out the various options to

lift the barring status. Should the lecturer accept the justification, they will update your status (unbar) in the system.

Ineligibility to sit for the final examination may also be due to long outstanding and unsettled tuition fees. The Finance Office will check your payment record and withhold the examination token if you have outstanding tuition fees.

Students who failed to settle the outstanding fees by the last day of classes will be barred from sitting the final examination. You must settle all outstanding fees before the final examination for the examination tokens to be released to you to allow you to attempt the examination. Settlement of outstanding fees after the examination day/ period will not entitle you for a re-sit and/ or supplementary examination. If you failed to attempt the final examination due to non-payment of course fees or settlement of outstanding fees on/ after the scheduled examination period, you will receive an “F” grade for the registered courses. You would be required then to re-register the courses with attendance and complete all the components of the courses in the next semester offered.

You have to settle your tuition fees before the semester commences. Finance charges will be incurred for fees settled after the stipulated due date for payment but prior to the commencement of the examination period. While delays in fee payment may be tolerated on valid grounds, the onus is on you to approach the Finance Office to discuss an alternative and acceptable pattern of payment.

The RO will not entertain any verbal barring or unbarring of students without the receipt of the supporting documents from the lecturers and/or School/Academy/Institute and/or Finance Office.

13.3 Quarantine

Where and if there is a clash of examination time or unreported undertaking of different levels of courses during the semester, candidates may either be quarantined and /or merge the two papers into four hours or at a duration that the College deems fit.

In order to avoid clashes, you are strongly advised to select courses of the same level during the semester. Undertaking courses at different levels will subject you to the risk of clashes in the final examination timetable. The clashes in the class timetable during the semester are already an indication of a possible clash in the final examination timetable.

13.4 Examination Regulations

13.4.1 Examination Token

As mentioned, you are required to obtain an examination token approximately one (1) week prior to the final examination. The token, together with the student ID are required to enter the Examination Hall. Without either one, you will need to approach the RO to obtain a temporary token and / or identification tags after a penalty payment of RM5/-.

The examination token will outline all the courses that you are undertaking for the particular semester. Where a student is barred from the final examination, a line will be drawn across the course and you are urged to act swiftly to be unbarred from the examination.

13.4.2 Prohibited Items in the Examination Hall

Certain items and materials are strictly prohibited from being brought into the examination hall. If you are caught with these items in the examination, you may be found guilty of cheating and may, on the advice of the Chief Invigilator, be dismissed immediately.

This is notwithstanding whether the examination has commenced or not, and whether the prohibited items were brought in intentionally or otherwise. The onus is on the student to check that these prohibited items are not brought into the examination hall. Invigilator will check any student for items that are allowed into the examination hall whenever the invigilator has any ground of suspicion. Examples of such items are outlined below:

Table 13.0: Prohibited Items in the Examination Hall

Prohibited Items	Items to be checked
<ul style="list-style-type: none">• Papers of any size• Caps• Books or notes• Electronic devices	<ul style="list-style-type: none">• Coats, jackets, pockets, pants• Calculators• Calculator covers (on the floor)• Pencil cases/boxes (on the floor)• Spectacles casing (on the floor)• Rulers• Books (where allowed)• Examination tokens• Wallets and purses• Others

Prohibited items found in the examination hall will be confiscated and used as evidence in the College Examination Board (CEB) meeting and may not be returned to you. If you want to bring your personal and valuable belongings into the Examination Hall, you are advised to seek alternative avenues to safeguard your items.

13.4.3 Mobile Phone in the Examination Hall

Mobile phones may only be brought into the examination hall on the condition that students keep their mobile phones in their bags and the bags must be placed at the front of the examination hall or in the lockers located outside the examination hall. All mobile phones must be switched off (including any alarms) throughout the examination.

If a mobile phone is found in your possession (pockets, clothing, on your desk / chair / on the floor) or rings in your bag during an examination, the mobile phone will be confiscated. A penalty of RM50 will be imposed to redeem both the SIM card and the mobile phone from RO counter. Notwithstanding whether there was intention or not, mobile phones found to be used as a cheating tool in the examination hall will be confiscated and used as evidence in the CEB meeting.

Students are advised to take proper precaution with regards to safeguarding their own mobile phones or other valuable items. UCSI College will not be held responsible for the loss or theft of any items within the premises.

13.4.4 Washroom Procedures

To safeguard the integrity of the examination, you are prohibited to go to the washroom immediately upon entering the examination hall within the first 30 minutes of the examination, and towards the last 15 minutes before the examination ends. However, the Chief Invigilator on duty is authorized to exercise his/her discretion to act accordingly on needs arising under special circumstances.

You are advised to visit the washroom before any examination session. Where deemed appropriate, you may be subject to a body search by Invigilators (of the same gender). When consent is given, you are required to sign a washroom control booklet outside the restroom to indicate when and who has been to the washroom during a particular paper.

13.4.5 Seating Arrangements

At each examination session, you will be given special seat arrangements that differ by sessions. The seating arrangements will be made available at the nearest notice boards to the examination hall 15 minutes before commencement of the examination session. You are advised to be at the examination hall early to check your respective seat numbers.

The arrangement is fixed according to the attendance logistics. Unauthorized movement is strictly prohibited, unless otherwise instructed or requested by the Invigilators.

13.4.6 Attendance Slips and Waiting Period

If you enter the examination hall early, you have the advantage of completing the attendance slips and the details requested on the answer booklets and other documents before the examination commences. The announcement to start the examination will be made only when the hall has been put in order and / or it has reached the scheduled time to commence the examination.

Recorded warning messages will be played at each session, and you are required to listen attentively and abide by the instructions and examination regulations announced.

The attendance slip should be completed prior to attempting the questions. It will be collected at the end of the first 30 minutes for attendance affirmation. As such, you are not allowed to leave the hall or visit the washroom within the first 30 minutes when the examination commences.

13.4.7 Examination Materials

All materials distributed to candidates at any examination session, used or unused, are to be returned to the Invigilators. Taking any materials out of the examination hall is regarded as an offence. If you are caught bringing out the examination material from the exam hall, you will be subject to penalty as deemed appropriate by the CEB.

13.4.8 Time Keeping

As a reminder, you are advised to adhere to the following practice:

- Arrive early to check the seat number
- Remain seated and quiet in the examination hall
- Remain in the examination hall within the first and the last 30 minutes of the examination. Any movements within the examination hall during this period, including leaving the hall or visiting the washroom, are prohibited.

The adherence to the above practice is in compliance with the time management of the examination. If you arrive after the first 30 minutes, you will not be allowed into the examination hall, unless authorised by the Chief Invigilator. The delay will be regarded as absenteeism, especially if there were students who had left the hall or visited the washroom.

13.5 Absenteeism from Final Examination

The College defines absenteeism as not physically present in the examination hall during the stipulated date and time of the paper in question, under whatever circumstances.

Absenteeism in the final examination entails a serious consequence amounting to an “F” grade awarded. However, absenteeism due to extenuating circumstances may be considered for a supplementary exam if supporting documents justifying the absenteeism are acceptable to the CEB. Misreading or misunderstanding the final timetable cannot be accepted as a reason for failure to attend an examination.

If you are unable to attend the final examination due to a medical condition, you are required to submit a medical certificate issued by an authorised medical doctor from either a government or private hospital or from Laurent Bleu Medical Centre. The medical certificate(s) must be submitted to the RO within five (5) calendar days inclusive of the examination day, from the date of the scheduled examination session. Late submission of medical certificate(s) must be supported by justification from medical doctors from the same clinic/hospital where the student obtained the medical certificate. Acceptance of the late submission is subject to decision of the CEB.

Unless supported by medical doctors from public hospitals verifying the nature and severity of the recurring illness in each examination period, in the case of a student who had submitted medical certificate(s) for being absent in examination for three (3) consecutive semesters or more, the College reserves the right to reject future medical certificates and to disallow the student from attempting the supplementary examination.

Medical certificate(s) will not be accepted if you are found to have fees owing to the College prior to and/ or during the final examination period.

Students who submit medical certificates for absenteeism may attempt the supplementary paper at the beginning of the next semester. The marks will be capped at 50% (if > 50%) or if the actual results obtained is <50%. However, if it involves special medical condition(s), special considerations, on a case to case basis, will be made if it is supported by sufficient convincing medical reports to substantiate the gravity of the medical condition. If the CEB is satisfied with the gravity of the medical condition which you suffered during the time and date when the paper was examined, your accumulated component marks may be added to the marks obtained in the supplementary paper.

Time off slip are not acceptable for reasons of absenteeism in final examination.

Submission of forged and tampered medical certificates will be referred to the Student Disciplinary Board for further action. Depending on the degree of the severity of the act, the penalties imposed could be one or more of the following actions:

- Recorded warning letters
- Award of an “F” grade
- Suspension of a semester or more
- Termination of studies at UCSI College

13.6 Cheating and Misconduct

13.6.1 Definition of Cheating

UCSI College views cheating seriously and considers both the intentional action of cheating and failure to prevent the unintentional action of cheating as a grave offence.

UCSI College adopts a broad definition of cheating as any acts, intentional or otherwise, that would provide an opportunity to enhance the performance of the students in the examination, with the use or unused, of relevant or irrelevant tools, materials and / or actions. Examples of such incidents are:

- Copying, in part or whole, from an examination paper, mathematical analysis, formulae, research or creative project or equivalent sources that belongs to another person;
- Submission of a piece of academic work that has been purchased, borrowed, stolen; or fabricated data;
- Use of notes, sources, materials from items and / or electronic devices not authorised in the examination or by the examiner;
- Collusion or making arrangements with another student to cheat, including employing a surrogate to sit for an examination or any form of academic assessment mode, in part or whole, or agreeing to be that surrogate aiding and abetting the dishonest act;
- Bringing any other unauthorised items into the Examination Hall, whether relevant or not, whether used or not, and irrespective of the ownership.

The penalties imposed on students who are caught cheating may vary between a recorded warning letter; a F grade being awarded, suspension of a semester, or even termination of studies at the College. The type of penalty will depend on the degree of severity of the act.

International students, who are being suspended due to a cheating offence, will have their student visas shortened or cancelled. As such, they will be asked to return to their home country for that suspended semester(s). If their visa is extended over a considerably long period, then they may maintain their visa but it will be made mandatory for them to present their homebound air ticket to the RO. Upon returning to Malaysia to resume their studies, they will be asked to show the pages in their passport to certify their departure and arrival. The College is duty bound to report to the Malaysian Immigration Department any students who fail to adhere to the above regulations.

13.6.2 Misconduct during Examination

Misconduct which may include the act of cheating or attempting to cheat is taken to include a broader definition. Examples of actions that constitute misconduct include the following, but are not limited to:

- Incessant talking in the examination hall
- General disobedience of examination instructions
- Unruly and rowdy behaviour shown towards invigilators / lecturers
- Inability to adhere to, as well as aloofness towards examination procedures

All academic misconduct cases are presented to and considered by the CEB. Where required, the students involved will be required to attend an interview for further clarification. Where appropriate, the cases may be referred to the Student Disciplinary Board for further actions.

13.7 Passing Marks and Grades

You are required to be familiar with the grading system of your respective programmes in your School/Academy/Institute. While a 50% passing mark may generally be adopted, you are advised to re-confirm with Programme Coordinators/Head of Departments or designated staff of the School/Academy/Institute.

The overall grading system at UCSI College, which applies to all programmes excluding the A-Levels, ACCA and CAT programmes, is presented as follows:

UCSI College Grade Legend			Grade Point (GP)
A+	High Distinction	86-100	4.00
A	Distinction	80-85	3.75
B+	High Credit	76-79	3.50
B	Credit	66-75	3.00
C+	Low Credit	60-65	2.50
C	Pass	50-59	2.00
D	Marginal Fail	40-49	1.00
F	Fail	0-39	0.00

The results of the MPU compulsory courses and English requirement courses are excluded from the computation of the Grade Point Average (GPA) and the Cumulative Grade Point Average (CGPA).

13.8 40% Ruling

If a course has a final exam component, 40% ruling is applied (exception for EDRE). Student must obtain at least 40% in the final examination out of the stipulated percentage in order to pass the course, or to qualify for a passing grade. A student with less than 40% in his/her final examination will be capped at 40 mark for the overall mark with D grade even though the actual grade may be higher after added the mid-term, assignment, project and/or course work.

13.9 Results

13.9.1 Release and Publication

Your results will usually be released on the first day of the commencing semester. You are advised to proactively check the academic calendar for the schedule dates.

The results are published online to enable borderless access. Results enquiry via phone calls will not be entertained. Access for parents to view their children's academic performance is granted with a valid email address. Students may collect the hardcopy of results at RO.

13.9.2 Withholding of Results

Results will be withheld under the following circumstances:

- On-going investigations in Cheating/Misconduct during the examination
- Outstanding tuition fees.

13.10 Appeals and Re-Evaluation of Marks

13.10.1 Nature & Definition

If you are confident of an arithmetic error in the marks computed by the examiner and / or have other valid reasons, you could submit appeals for your examination scripts to be re-evaluated. However, appeals can only be made to review the final examination answer scripts. Anomalies or disagreement in marks obtained in tests, quizzes, mid-term tests, assignments, projects and / or other course components will not be entertained. The appeals are only applicable for that particular semester and within the stipulated time set according to the Academic Calendar. Backdated appeals will not be accepted.

13.10.2 Re-Evaluation Procedure

You may apply via submitting a duly completed form to the RO to re-evaluate by the stipulated due date as published in the Academic Calendar after making the payment of the processing fee. The payment of RM50/- for the re-evaluation fee does not in any way construe that the marks will be adjusted upwards. There may be instances where the second examiner may downgrade the marks if proven that the marks had been incorrectly given.

13.10.3 Outcomes of Appeals and Re-Evaluation

You will be notified in writing of the outcome of your appeals before the supplementary examination. Where marks are upgraded to a supplementary band, you may be allowed to sit for the supplementary examination. The outcome of the appeals is final and further appeals will not be entertained. The student is only allowed to appeal once.

13.11 Supplementary Examinations

13.11.1 Nature and Eligibility

The supplementary examination serves as a second but final attempt for marginally failed students to demonstrate their understanding of the course. Students with marks ranging from 40% to 49% are eligible to apply for the supplementary examination.

Supplementary examinations must be attempted during the scheduled period as published in the Academic Calendar. Requests for the examination to be brought forward or postponed will not be entertained.

Approval for supplementary exams will be considered if:

- the aggregate marks of the other components of the course are significant for a maximum mark in the supplementary exam that enables you to pass the course, and
- you have settled all fees due including the supplementary exam fees.

The regulations governing the supplementary examination and computation of marks stated herein are of a general nature and may not apply to all programmes. For programmes where the computation of marks is also governed by external regulations (e.g. A-Levels, ACCA and CAT programmes), the external requirements will prevail. Therefore, you are advised to consult your respective Programme Coordinators/Head of Departments designated staff of the School/Academy/Institute on the specific requirements for such programmes.

13.11.2 Computation of Supplementary Marks and Capping at 50%

The component marks for supplementary examinations are as per the component marks of the final examination. The score will replace the one obtained in the final examination. The marks achieved in the supplementary examinations, together with the aggregate components marks will contribute to the final mark. However, if the marks obtained in the supplementary paper are lower than the previous achieved in the final examination, the higher mark will be recorded in the transcripts. If marks computed after the Supplementary Examination are higher than 50% (e.g. 65%), the Supplementary results will be capped at 50% instead of 65%.

13.11.3 Procedure and Fees

To apply for a supplementary examination, you:

- Must meet the eligibility criteria (refer Clause 13.10.1).
- Register within the stipulated duration of supplementary examination application in accordance to the academic calendar.
- Are required to make the supplementary exam processing fee payment at Finance Office, once approval to attempt the supplementary examinations granted.
- Must submit the Form to the RO for registration of the supplementary paper within the stipulated deadline as published in the Academic Calendar. Payment of the supplementary exam fee does not construe registration of the supplementary exam until and unless approval is granted and the registration of the paper is completed. Supplementary exam payment fee will be refunded only if the application is rejected.

13.11.4 Absenteeism in Supplementary Examination

Absenteeism from the supplementary examination is not acceptable. Payments made for the supplementary paper are not refundable. If you missed your supplementary papers, you are required to re-take the course in the current semester or in the following semester.

13.11.5 Appeals and Re-Evaluation of Supplementary Examination Results

Appeal to review results is not applicable for the supplementary examination. The results of the supplementary examination are final and appeals or re-evaluation will not be entertained.

PLAGIARISM

14 Policies Governing Plagiarism

14.0 General

UCSI College regards plagiarism as a serious academic misconduct and treats such incidents with a high degree of severity and attention.

Plagiarism is loosely and broadly defined as the act of submitting academic work (e.g. assignment, project, thesis, dissertation, essays, or other equivalent written assessment) with the use of academic work publicly published and produced by another person, without proper citing and/or referencing the source, and where circumstances demand, obtaining the consent of the author, for the purpose of obtaining credit or fulfilling requirements. Specifically, UCSI College further defines plagiarism as:

- The inclusion of ideas, words or sentences, paragraphs, in whole or in parts, from other sources into your work without the appropriate acknowledgement;
- The use of another person's intellectual work, including musical composition (tune or lyrics), computer programme, photographs, drawing or sketches, sculpture or research and other equivalent forms into your own work, attempting intentionally or otherwise to represent it as your own work.

In order to avoid being penalized, where in doubt, you are urged to seek clarification from the examiner or lecturer prior to submission of such work.

14.1 Plagiarism in Course Work Components

The course work components are taken to mean any take-home graded written assignments between the percentages of 5% to 25%. If sufficient evidence of plagiarism is found in a student's work, the following procedure shall take place:

- 1) The lecturer / examiner of that piece of work is to gather the evidence of plagiarism for documentation;
- 2) Confirmation with the Programme Coordinators/Head of Departments or designated staff of the School/Academy/Institute that the piece of work does indeed contain plagiarized work. These "members" will form the immediate committee to address this incident until the matter is resolved;
- 3) Request for you to attend a scheduled meeting with the lecturer / examiner, Programme Coordinators/Head of Departments or designated staff of the School/Academy/Institute. This is to be completed within five (5) working days from the date of discovery and with the meeting agenda extended to you. Failure to be present at the meeting may add on penalty to the case, unless proven that the absenteeism is due to extenuating circumstances;
- 4) During the meeting, you will be explained on the allegation of plagiarism and requested to clarify and respond. The Committee would allow you to admit the offence and where possible, resolve the matter informally. You will be allowed to call NOT more than 3 witnesses to support your defence, if any.
- 5) You are to sign the Admission to Plagiarism Form at the meeting witnessed by the committee members
(who will also be required to acknowledge the discussion with their signatures);

6) The penalties for such an incident are:

An award of a Fail grade in that particular component, or where the committee members are of the opinion that the case is severe; OR

A re-submission of the assignment within a suitable duration determined by the committee and agreed by you, where the committee members are of the opinion that the case is less severe; AND

A stern warning letter issued by the Programme Coordinators/Head of Departments or designated staff of the School/Academy/Institute and recorded in your student file with the RO and the electronic system.

7) If the objectives of the meeting are unfulfilled as in:

- Your absenteeism without notification or acceptable reasons; or
- Your non-cooperation, or
- Adamant denial on your part without valid evidence.

The following actions shall be executed immediately:

- An award of a Fail grade in that particular component, where the committee members are of the opinion that the case is severe; and
- A stern warning letter issued by the Programme Coordinators/Head of Departments or designated staff of the School/Academy/Institute and recorded in your student file with the RO and the electronic system.

14.2 Plagiarism in a Major Project/Thesis/Dissertation

Plagiarism could occur at a higher level or in a component that carries a heavier weightage in the total assessment of the module. A heavy weightage is denoted by the contributing mark of above 25% in a take-home written component within that module.

Allocation of higher marks in such a component invariably places higher importance for that learning component. Thus, the offence of obtaining credits through dishonest means by using another person's academic work is correspondingly higher in such an attempt. Plagiarism in this context takes the similar broad definition given in 14.0 (above) and will be dealt with accordingly to the processes outlined above.

The aim of the discussion with you also entails providing the necessary counselling to prevent future recurrence. The penalty however, is still severe and will be as described in 14.1 (6). The penalty allowing re-submission, if recommended, will cap the re-submission mark to a Pass mark, while non-re-submission will result in a Zero (0) mark for that component. If you were absent from the meeting, the incident shall be recorded as such.

14.3 Plagiarism in Group Work

Where an assignment is worked on by a group of students (i.e. more than one individual), the process of administering the incident and the corresponding penalties will be similar to those described in items 14.1 and 14.2. The exception is that the number of students will be more than one and each has to sign the same Admission to Plagiarism Form.

PROGRESSION AND AWARDS

15 Policies Governing Progression and Awards

15.0 General

In general, you have to pass all the courses prescribed by the programme of study before being considered for graduation; any failures must be re-attempted until a Pass is obtained (with the exception of the final year projects of certain degrees where these projects are generally only submitted once).

The duration of study with UCSI College may vary from time to time depending on the availability of the courses being offered, thus UCSI College shall not be held liable for any unforeseeable extension of time for programme completion. It shall be the onus of the student to plan his/ hers studies accordingly to the courses offered.

The duration of study with UCSI College may vary from time to time depending on the availability of the courses being offered, thus UCSI College shall not be held liable for any unforeseeable extension of time for programme completion. It shall be the onus of the student to plan his/her studies accordingly to the courses offered.

The maximum duration to complete a programme is:

- 2 years for Foundation (1 year)
- 4 years for Diploma (2 years)
- 5 years for undergraduate Degree (3 years)
- 6 years for undergraduate Degree (4 years)
- 7 years for undergraduate Degree (5 years)

If you have exceeded the maximum duration prescribed for the programme of study, you are to withdraw your study from the College.

Any other conditions and requirements over and above the aforementioned will be decided by the respective School/Academy/Institute (e.g. conditions for year to year progression, or entry to the Final Year, etc.).

15.1 Classification of Honours Degrees

The computation of Honours classification is based on the Cumulative Grade Point Average (CGPA) obtained throughout the duration of study of a programme at UCSI College. Thus, it takes into account the grades earned for each module / course completed in the programme. The credits accompanying the grades will determine the classification at the completion of your study.

The following courses are excluded from the computation of CGPA:

- i. MQA compulsory courses
- ii. Courses without a grade point
- iii. English Requirement courses
- iv. Course(s) with credit(s) transferred from other institutions
- v. Failed courses, which has been replaced and subsequently passed

Formula for the calculation of CGPA is as follows:

$$\frac{\sum (\text{course credit} \times \text{grade point})}{\sum \text{course credits}}$$

The grade points are in accordance to the Grade Legend as stated in clause 13.7

The following table serves as a guide in equating classification to CGPA grades.

Honours Classification	CGPA
First Class	3.67 and above
Second Upper	3.00 - 3.66
Second Lower	2.50 – 2.99
Third	2.00 – 2.49
Fail	0.00 – 1.99

The final awarding classification may differ accordingly to the discretion of the College with the advice from the School/Academy/Institute staff in their process of reviewing the performance of each student throughout the entire programme.

Extenuating factors of material significance may be taken into account in determining the classification if found to be appropriate by the College Examination Board (CEB). Likewise, other behaviours and conduct recorded throughout and during your study may be taken into account in the classification.

All decisions for classification of Honours are final upon submission by the CEB through the Academic Board for endorsement. CGPA scores outside the range indicated above will automatically be rounded off to the next higher score, unless otherwise advised by the School/Academy/Institute.

15.2 Progression of study

The progression of studies occurs at three (3) levels:

- (i) Foundation/Diploma programme to undergraduate programme;
- (ii) Each year/level within the undergraduate programme; and
- (iii) The undergraduate programme to post-graduate programme.

The conditions for each level of progression are outlined below:

15.2.1 Progression from Foundation Programme to Undergraduate Degree Programme

Students are restricted to register a mixture of modules for the Foundation and Year 1 Degree. You must successfully complete the UCSI College Foundation Programme before progressing onto the undergraduate programmes (such progression is subject to having met the entry requirements of the selected programme). Progression from the Foundation Programme to the Degree programme is not subject to completing all MoHE “Mata Pelajaran Umum” (compulsory course) (unless you wish to exit immediately with a Certificate from the Foundation Programme upon completion of the Foundation Programme).

For International Students, completion of the foundation programme is required for the application of visa of the progression undergraduate programme.

15.2.2 Progression within the Undergraduate Degree Programme

Progression from one year to the next is governed by the respective School/Academy/Institute with their own internal policies and requirements. Generally, you must clear all MoHE “Mata Pelajaran Umum” (compulsory course) before you are allowed to embark on your Final Year study.

15.2.3 Progression from Undergraduate to Postgraduate Degree Programme

Progression of the above is subject to meeting the entry requirements of the postgraduate degree programme as outlined in the brochures of the intended programme.

INTERNATIONAL STUDENTS

16 Policies Governing International Students

16.0 General

An international student is defined as a student:

- Whose citizenship is NOT Malaysian;
- Who is NOT a permanent resident in Malaysia;
- Who enters UCSI College, Malaysia on a student visa permit solely and purely for the purpose of pursuing his / her education.

International students form a sizeable portion of UCSI College's total student population. You may consider the same variety of options as Malaysian students but caution must be made in your subsequent admission to and recognition by professional governing bodies in Malaysia as well as in your home country. UCSI College's efforts may be restricted in the admission of international students to such Boards as you may be governed by certain authorities, ministries, statutes and / or professions. International students are urged to seek advice and guidance from the respective School/Academy/Institute for the most current and updated rules.

16.1 Registration and Admission

The registration procedures for international students are as follows:

- Submission of the Application Form together with payment for the Application Fee.
- These fees paid are non-refundable even if you fail to obtain a Student Visa from the respective Malaysian Government agencies
- The submission must be accompanied with the relevant certified true copies of previous academic documents, i.e. certificates, transcripts and other relevant documents, for admission into the College as well as for student visa application purposes
- Upon approval of the student visa, remittance of the other fees and initial tuition fees in full as stipulated in the Letter of Acceptance.

The offer to international students, except for programmes with admission quota as regulated by professional bodies is valid for two (2) semesters or eight (8) months, from the intake offered for admission. In the event that you failed to commence the programme after the offer's validity period, you are required to re-apply and re-initiate the application procedures mentioned above.

16.2 General Requirements

International students studying at UCSI College are required to adhere to and comply with the following:

- Possess sufficient funds to cover the tuition fees and expenses for at least one (1) year.
- Be admitted into a full-time programme (as opposed to part-time courses).
- Prohibited from being gainfully employed beyond the stipulated hours allowed by the Malaysian Immigrations Department.
- Fulfil minimum 80% of attendance requirements
- Maintain a CGPA of at least 2.0 and above

Apart from the above, all academic and administrative rules and regulations stated in this Handbook are applicable to you.

16.3 Withdrawal

Once you withdraw from the College, the College will no longer be rendering any form of service to you and the withdrawal will be reported accordingly to the relevant authorities.

16.4 Withdrawal and Student Visa

The handling for student visas or student passes is appended below:

16.4.1 Cancellation

A student's visa will be cancelled under the following circumstances and conditions: -

16.4.1.1 Withdrawal

- a. You are required to complete the "**Withdrawal Form**" and obtain clearance from all the relevant departments and School/Academy/Institute.
- b. To submit to the International Office, a copy of your passport and booking air ticket bearing your departing date and flight.

16.4.1.2 Completion of the programme

1. You are required to complete the "**Programme Completion Form**" and obtain the clearance from all the relevant departments and School/Academy/Institute.
2. To submit to the International Office, a copy of your passport and booking air ticket bearing your departing date and flight.

16.4.1.3 Termination of Studies

- a. You may be terminated from your study at the College on the grounds of poor academic performance and/or attendance record or other reasons related to indiscipline or academic misconduct
- b. Your student visa will be cancelled and you are expected to make immediate arrangements to return to your home country as soon as possible. Failure to do so may result in your status being regarded as illegal by the Immigration authorities
- c. For poor academic and attendance performances, you will be issued a warning letter and will be referred to the Counselling Unit of the Student Affairs Office for the necessary supports and guidance. If the poor performance continues, a second warning letter will be issued. A termination letter will follow if the poor performance persists. For termination involving international students, you will be requested to surrender your passport to the International Office for cancellation of your student visa.
Where and when the causal factors for termination appear to be too severe (as deemed by the College), a termination letter may be issued without notice of warning letters. Such incidents usually relate to offences of a criminal in nature or in placing the College's name at stake.

16.4.1.4 Transfer of Institution

International students who wish to transfer to another institution will need to have your student visa for studies with the UCSI College cancelled. The new institution will then be expected to apply for the new visa on your behalf. The procedures and conditions of transferring to another institution are: -

- Approval from the Faculty
- A copy of the Letter of Offer from the receiving institution
- A fulfilment of 80% class attendance in general (when this is not met, the Release Letter will state the actual percentage)
- Settlement of outstanding fees
- Submission of your original passport. Payment of RM100/- to the Malaysian Immigrations Department for a Special Pass, if required.

UCSI College reserves the right not to issue the Letter of Release to students.

16.4.2 Renewal

Your Student Pass will be renewed or extended when and if you have not completed the programme yet on the date of visa expiration. The extension or renewal may be granted for the period of time you require to fulfil any uncompleted graduation requirements.

Where a renewal of visa is sought, the following procedures are to be followed: -

- Attainment of clearance from both the Registrar's Office and Finance Office
- Submission of passport, renewal application document and fee for Student Pass renewal application to the International Office at least THREE (3) MONTH before the expiry date of the Student Pass. Failing to do so would result in a penalty being imposed amounting to RM30 per day.

The renewal of Student Pass will not be process by the Visa Processing Unit:

- If there any Outstanding Fees and did not acquire clearance form from Finance Office
- If there is no course selection in the current semester or following semester, whichever is applicable

The renewal will not be supported by EMGS and Malaysian Immigration Department if you have any of the following:

- Poor class attendance (less than 80%);
- or Academic result below CGPA 2.0 (as Immigration Department requirement)

16.5 Medical and Health Insurance

It is mandatory by the Ministry of Education (MOE) that all international students have a medical and health insurance while studying in any of the listed Private Higher Educational Institutions (IPTS) in Malaysia.

The medical and health insurance guideline covers Personal Accident & Death, In-patient Services, Repatriation and Outpatient Services.

All new students who have entered Malaysia with a valid Visa Approval Letter will have Medical coverage upon entry under the EMGS systems.

However, the students will only receive their medical card within 14 working days of submitting their passports to EMGS. Students can notify International Support Team if they have not received their medical card

LIBRARY/LEARNING CENTRE

17 Rules & Regulations

17.0 General

The Library/ Learning Center are accessible to all full-time and part-time students and staff of UCSI College. The use of the library however is governed by its rules and regulations set forth herewith. The operating hours for the UCSI College Library is:

Monday – Friday 09.00am – 05.00pm
Saturday Sunday & Public Holidays Closed

17.1 General Requirements

For the Library to carry out its function effectively, as well as for the benefit of other Library users, you should adhere to the following requirements when using the Library:

- Display your student identification name tags upon entering the Library
- You must be decently dressed and should conduct yourself properly in the Library
- As seating in the Library is limited, reservation of seats is not permitted. The Library staff may remove books and other articles left for any length of time on chairs and tables.
- The discussion rooms are to be used strictly for group discussions only
- The Librarian on duty has the right to request you to leave the premises if you are found to be violating any of its rules
- The Library will not be held responsible for the loss or misplacement of personal belongings
- The Librarian is empowered to withhold Library facilities for any infringement of these rules.

17.2 General Prohibitions

The following items and actions are prohibited in the Library:

- Smoking including electronic cigarettes
- Consumption of food and drink
- Playing games or any non-academic related activities
- Pets of any kind, living or non-living
- Talking excessively loud, shouting or chatting noisily with other users or on mobile phones
- Any person who causes a disturbance in the Library or who refuses to abide by Library rules may be directed by the librarians or security personnel to leave the Library

17.3 Circulation Services

You may borrow general books for normal loan at the circulation counter. Borrowing privileges for the Various categories of user are as follows: -

17.3.1 Books

- Full-time students may borrow a maximum of three (3) books for two (2) weeks.
- Can renew twice.

17.3.2 Red-Spot Books

- Full-time students may borrow for overnight (5.00 p.m – 9.00 a.m) only.
- Cannot renew the item.

17.4 Rules on Borrowing

You are required to abide by the following rules and regulations:

- Borrowers are to produce your student identification name tags when borrowing Library materials
- Books or Library materials may NOT be brought out of the Library until the loan has been recorded. Unauthorised removal of Library materials is regarded as a very serious offence
- Borrowers are responsible for the safekeeping and return of Library materials issued under their name.
- Library materials borrowed must be promptly returned on or before the due date
- Library books must be returned via electronic (book drop) or manually at the circulation counter located at the Library.
- The normal loan period for books is two weeks. The Library, however, may fix varying loan periods for the different types of materials or users as it deems fit.
- All borrowers must settle your overdue loans before you are permitted to borrow again
- Users may borrow Library materials up to 10 minutes before the Library closing time
- Borrowers are fully responsible for the materials checked out. It is also your duty to ensure that the materials are returned before or on the due dates
- Failure to receive any notice sent does not relieve a borrower from their responsibility to return Library materials by the due date.
- Borrowers are prohibited from borrowing on behalf of other users.

17.5 Renewals

Library materials that have been borrowed may be renewed if other users have not reserved them. The following are some other guidelines on renewals applicable to both staff and students:

- Renewals can be done twice at the Circulation Counter or via online renewal.
- Any items that have been requested/hold by another user may not be renewed.
- You are allowed to renew one (1) day before or on the due date.
- Online renewals for Library books are available via e-Library/My Account.
- Your fines must be paid before you can renew reserve or borrow a book.

17.6 Loss or Damage

- Borrowers will be held fully responsible for the Library materials in their possession and are required to pay for the value of the book, overdue charges (if any) plus administration fee if the materials are lost or damaged.
- Borrowers are responsible for ensuring that the books are in good condition, otherwise, they will be held responsible for and will be charged for the damage.
- If the material is lost, an immediate report should be made to the Librarian to enable appropriate actions to be taken. The borrower may replace the material lost/damaged either by directly purchasing or by requesting the Library to replace it. In this case, a processing fee will be charged.
- If the latter alternative is chosen, the borrower will have to pay twice the market price of the book as a penalty.
- All books replaced in this manner must be of the latest edition. If the book is one of a set series, the borrower may be called upon to replace the whole set or series.
- Any attempt to steal Library properties is a serious offence and will result in disciplinary procedures and other appropriate actions.

17.7 Fines

Official time for determining fines of overdue books and other purposes will be read according to the time shown in the computer system at the circulation counter. Should the system be down, the correct time will be determined by the Library staff at the service counter.

Overdue Library materials, including reserved materials, are subject to fines. This Policy applies to all categories of borrowers. The fines for all categories of books and audio-visual materials are assessed at the rates below:

- 1 – 7 days - RM0.50 per day.
- More than 7 days - RM1.50 per day.
- Red Spot Books - RM 0.50 per hour.
- More than 1 month - a bill will be sent to you based on the value of the book(s), overdue bill and processing fees. If you fail to pay, the management will deduct it from your caution fee.

Persistent repetition of this offence may result in you being barred from registration for the following semester and eventually non-conferment of your degrees / diplomas / certificates and the forfeiture of your deposits.

As soon as a fine is incurred, all Library-borrowing privileges will be suspended. Overdue notices are generated every seven (7) days until the third notice, which is clearly marked as FINAL NOTICE. All recorded fines must be settled before borrowing privileges will be reinstated.

One week after the THIRD and FINAL notice, an invoice will be generated in respect of delinquent accounts and sent to the borrower. Overdue books may be subject to replacement costs, accrued fines and a RM20.00 per item processing fee. Appeals should be directed to the Chief Librarian

17.8 Discussion Rooms

You are required to abide by the following rules and regulations:

- Users must register at the Reference Desk with their Student ID card. The ID card will be returned at the end of the session.
- A minimum of 2 and a maximum of 6 people can use the discussion rooms at one time.
- A group may use the room for a maximum of two hours only. Please be informed that all bookings will be cancelled if user did not turn up within 15 minutes.
- Do not leave personal belongings in the room, nor leave the room empty during your reserved period.
- Users must keep the room clean, neat and tidy. No eating or drinking, not littering and so shifting of furniture in or out the room.

17.9 Presentation & Project Hub

You are required to abide by the following rules and regulations:

- Presentation & Project Hub only can be used for class / meeting / discussion under lecturer provision.
- Users must keep the room clean, neat and tidy. No eating or drinking, not littering and so shifting of furniture in or out the room.
- Any damages (facilities provided) will be under your responsibility.

PERSONAL DATA PROTECTION

18. Disclosure of Personal Data

Pursuant to the Personal Data Protection Act 2010, the College shall **not** disclose any Personal Data to any party including parents and/or guardians without the approval of the student with the exception to those parties clearly stated in the Personal Data Protection Act 2010 or permitted with consent from the student.

18.0 Notices and Correspondences

All notices and official correspondences or otherwise shall, at all times, be strictly between the student and the College, except for any matter which shall include but not limited to financial matters that the College may provide written notice in any form at the discretion of the College.

APPENDICES

APPENDIX 1

English Equivalent Requirements for Selected African Countries

Countries	English Grade	English Level at UCSI College
Nigeria Uganda Zambia Tanzania (CSE)	1,2 (A)	Exempted from Intensive English Programme & English Enrichment Programme
	3 (B)	English Enrichment 3-4
	4 (C)	English Enrichment 1-4
	5,6 (D)	IEP Level 5
	7,8 (E)	IEP Level 3
	9 (F)	To sit for UCSI's English Placement Test for placement

Countries	English Grade	English Level at UCSI College
Kenya (KCSE) Tanzania (ACSE)	A (A-, A+)	Exempted from Intensive English Programme & English Enrichment Programme
	B (B-, B, B+)	English Enrichment 3-4
	C (C-, C, C+)	English Enrichment 1-4
	D (D-, D, D+)	IEP Level 5
	E	IEP Level 3
	F	To sit for UCSI's English Placement Test for placement

APPENDIX 2

Refund Policies and Procedures

A. APPLICABLE TO ALL STUDENTS

1. I hereby agree that the Registration Fee paid is strictly, NON-REFUNDABLE under any circumstances.
2. I hereby agree that once the initial fees are fully utilized, fees will be charged based on the Approved Course Selection.
3. I hereby agree that in the event I drop all the courses before the ADD/DROP deadline and subsequently follow up with a withdrawal from UCSI College, the College will charge back the full fees based on the initial Approved Course Selection.
4. I hereby agree that UCSI College will refund the following: Caution Fee; International Student Deposit and Security Bond. However, this is provided that no rules or regulations have been breached and I do not have any outstanding fee with the College.
5. I hereby agree that in the event of graduation or in the event of a withdrawal the respective forms must be submitted within a maximum of 2 semesters from the event for the Refundable Deposits as per paragraph 4 above.
6. I hereby agree that at all times, it is imperative that all rules and regulations are strictly adhered to, failing which UCSI College shall forfeit all Refundable Deposits and the said deposits may be required to be paid once again, where applicable.
7. I hereby agree that in the event that I fail to settle my fees in accordance with the respective due date, I shall be liable to pay late payment charges that will be levied accordingly by UCSI College.

B. APPLICABLE TO MALAYSIAN STUDENTS ONLY

1. In the event that a refund is requested, a 50% refund of initial tuition fees (new students) or Approved Course Selection (existing students), provided withdrawal from the programme is made/submitted before the commencement of the classes, with the exception of Saturday, Sunday and Public Holidays. In the event, I have not paid the fees, 50% of the fees based on the initial tuition fees or Approved Course Selection is chargeable. UCSI College has every right to use the Refundable Deposits to offset the outstanding due to the College.
2. In the event that a refund is requested, a 30% refund of tuition fees provided withdrawal from the programme is made within seven (7) days from the commencement of the classes. In the event, I have not paid the fees, 70% of the fees based on the initial Approved Course Selection are chargeable. UCSI College has every right to use the Refundable Deposits to offset the outstanding due to the College.
3. There shall be NO refund of tuition fees if the withdrawal is done, anytime later and/or not in compliance with the fore-going conditions.

C. APPLICABLE TO INTERNATIONAL STUDENTS ONLY

1. I hereby agree that all initial tuition fees paid as stipulated in the Letter of Acceptance/ Conditional Letter of Offer/ Conditional Letter of Acceptance are strictly NON-REFUNDABLE.
2. In the event that a refund is requested, once the initial fees are fully utilized, a refund amounting to 50% of the Approved Course Selection tuition fees for the IMMEDIATE semester will be allowed, provided that the application for the said refund is strictly made BEFORE THE COMMENCEMENT OF THE SAID SEMESTER. It is important that you comply with this deadline, failing which UCSI College will not entertain any requests for refunds.
3. All applications should be duly submitted using the prescribed form and not any other. In the event, I have not paid the fees, 50% of the fees based on the Approved Course Selection are chargeable. UCSI College has every right to use the Refundable Deposits to offset the outstanding due to the College.
4. In the event that a refund is requested, once the initial fees are fully utilized and after the commencement of the semester, a refund amounting to 30% of the Approved Course Selection tuition fees for the IMMEDIATE semester will be allowed, provided that the application for the said refund is made WITHIN SEVEN (7) DAYS FROM THE COMMENCEMENT OF THE SAID SEMESTER. It is important that you comply with this deadline, failing which UCSI College will not entertain any requests for refunds.
5. All applications should be duly submitted using the prescribed form and not any other. In the event, I have not paid the fees, 70% of the fees based on the Approved Course Selection are chargeable. UCSI College has every right to use the Refundable Deposits to offset the outstanding due to the College.
6. I hereby agree to submit my Application Form, Registration Fee and International Student Services Fee and agree that in the event I am not able to obtain the relevant visa from the Malaysian authorities, all the money paid will not be refunded.
7. I hereby agree to remit with immediate effect all initial tuition fees to UCSI College, upon my visa being approved and I am notified of the same, prior to arriving at UCSI College, Malaysia.

APPENDIX 3

Examination Rules and Regulations

A. Before the Examination

1. Candidates must bring along your student identification name tags and examination tokens. You need to show your student identification tags to the invigilator at the entrance before being allowed into the Examination Hall.
2. Candidates who do not have your student identification name tags will need to obtain Letters of Identity from the RO. A levy of RM5/- will be charged for each Letter of Identity.
3. Candidates who do not have your examination tokens will need to obtain replacement examination tokens from the RO.
4. Candidates may not be allowed into the Examination Hall if your examination tokens indicate that the paper you are sitting for has been barred/ dropped (for financial or attendance reasons)
5. Candidates who fear you might be late on account of unforeseen accidents are required to contact your classmates, friends or the RO to notify the delay. Proof of accidents in the form of a police report may be submitted later.

B. During the Examination

1. Candidates will need to refer to the seating arrangements posted on the notice board within the precinct of the Examination Hall and be guided to the appropriate row in the Examination Hall. Invigilators have the right to re-arrange student seating.
2. Candidates may be dismissed from the Examination Hall if you fail to follow any of the examination regulations or instructions given by the invigilators.
3. Candidates are NOT allowed to enter the examination hall 30 minutes after the commencement of the examination.
4. Candidates will NOT be allowed to leave the Examination Hall until 30 minutes have lapsed after the commencement of the examination, and 30 minutes prior to the end of the examination.
5. Invigilators have the right to conduct a body search if you are suspected of cheating.
6. Candidates are NOT allowed to employ surrogates to sit for examinations on your behalf. Where it is found, or discovered, severe penalty will be imposed upon both candidates.

7. Candidates are NOT allowed to give or receive assistance or to communicate by word of mouth during the examination.
8. Prohibited items in the Examination Hall include pencil cases / handbags / wallets / mobile phones, books, papers, notes, dictionaries, electronic dictionaries, all programmable electronic devices (including programmable calculators), except those authorised by the examiner.
9. Mobile phones may only be brought into the examination hall on the condition that students keep them in their bags and the bags must be placed at the front of the examination hall or in the lockers located outside the examination hall. All mobile phones must be switched off (including any alarms) throughout the examination. If a mobile phone is found in your possession (pockets, clothing, on your desk/chair/on the floor) or rings in your bag during the examination, the mobile phone will be confiscated. A penalty will be imposed to redeem both the SIM card and the mobile phone.
10. Students are advised to take proper precaution with regards to safeguarding their own mobile phones, as UCSI College will not be held responsible for the loss or stolen mobile phones within the premises.
11. Candidates are NOT allowed to receive / borrow any item or material from another candidate while in the Examination Hall.
12. No passing of any kind of materials is allowed.
13. Candidates are required to raise your hands if you want to communicate with the invigilator.
14. Candidates who misbehave may be asked to leave the Examination Hall.
15. Cheating in any form will not be tolerated.
16. Candidates who leave the Examination Hall for various reasons must register your names if you intend to return to the Hall. You will remain under close supervision throughout your absence. Leaving the Hall is only permitted if you wish to visit the washroom or retrieve forgotten relevant and permitted items from your bags in the foyer. You are not allowed to wander away from the premises and return to the examination.
17. Invigilators reserve the right to restrict the number of times you visit the restroom.
18. Candidates who finish their examination ahead of the stipulated time are responsible for handing in your answer scripts to the invigilators. This can be done by raising your hands to alert the invigilators or by walking to the front desk of the Hall. You are not allowed to leave the Hall without the knowledge of the invigilators.

C. After Examination

1. A candidate or lecturer may complain to the RO if you feel that an examination has been improperly conducted. The College Examination Board (CEB) shall then verify whether the allegations are true, and if they are, an investigation will be carried out and appropriate actions taken.
2. Any candidate found to, or attempting to cheat, will be called up by the CEB for questioning.
3. Where the CEB is satisfied that a candidate has committed a breach of any provision of the Examination regulations, you will be deemed to have committed an offence and the CEB may: -
 - i. authorize to give public notice of the fact that such an offence has been committed by you, or to give you a private notice; and / or
 - ii. remove your name from any list of examination; or
 - iii. suspend you from UCSI College for such a period as the CEB may decide
 - iv. suspend you from any UCSI College examination for such a period as the CEB may decide; or
 - v. fine you an amount that the CEB may decide;or
 - vi. act in all or any of these ways.