# STUDENT HANDBOOK 2014/2015

3.01 Levels 1 –7
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**Contents**

# Welcome Message
# from the President,
# HELP College of Arts and Technology

Dear Students,

I wish to extend a warm welcome to you as you join the community at HELP College of Arts and Technology (HELP CAT). It is a great pleasure to have you on our new campus at Fraser Business Park, and I hope that you will find studying in the new environment here rewarding.

HELP CAT is committed in providing the highest standard of education and training. In the MyQuest rating exercise of 211 private colleges in Malaysia, HELP CAT achieved 5-star ranking (excellent). The rating exercise is conducted by the Education Ministry of Malaysia. The College has state-of-the-art technology and infrastructure that keep you connected, and provide the resources necessary for a conducive and exciting learning environment.

The academic performance and talents of our students, like you, are critically important to the standing of HELP CAT among Malaysia's leading institutions of higher learning. I am grateful that you have chosen to be part of this institution. We hope that the education at HELP CAT will help you to pursue your passion and launch the career of your choice.

At this location in Fraser Business Park, you will find amenities such as restaurants, living accommodation and recreational activities within walking distance of HELP CAT. The building is connected to the LRT Station and this allows you easy access to events in the city centre of Kuala Lumpur. HELP CAT is a great place from which to begin training for your future career as the culture and environment stimulate and inspire creativity and innovation.

As you begin your life as a student at HELP CAT, this handbook provides an overview of the College, especially its governance and administration, academic and professional programmes, admissions, assessment and progression, facilities and services. The maximization of resources and services provided will enhance the benefits of studying at HELP CAT. Further information on the College is provided by the staff of the respective Departments and Centres that you are registered in and the web site of HELP CAT.

We are proud of our students and their commitment to completing their programmes with us. I hope that you too will be happy to be a part of our HELP community.

(Dr. Choong Yeow Wei)

## 1.0    Introduction

This *Student Handbook 2014/2015* is a publication of the Office of the Vice-President (Academic), HELP College of Arts and Technology (HELP CAT). The focus is on students and their need for an easy source of information as they commence their studies at HELP CAT. This is the guiding principle in determining the contents of the Student Handbook which are applicable, in a majority of cases, to all programmes operating at HELP CAT. However, we are mindful that apart from home-grown diplomas, HELP CAT is conducting programmes at the undergraduate and postgraduate levels with overseas university partners, and the professional level with foreign professional bodies. As such, these collaborative programmes with overseas universities and professional bodies will have their own academic and professional requirements, processes and procedures which need to be adhered to by both staff and students. Hence, students are advised to refer to not only the *Student Handbook 2014/2015* but also to the respective Programme Handbook 2014/2015 issued by the various Centres in which they are registered with.

The Student Handbook begins with an introduction (Section 1.0) to HELP CAT. It summarizes the development of HELP CAT, its vision and mission statements, the HELP Logo, and the importance of quality assurance and programme accreditation to benchmark against local and international best practices. Section 2.0 focuses on governance and administration which identify the Executive Committee, and Heads of Centres (HOCs) and Support Services (HOSS). This is followed by Section 3.0 on academic structure, programmes and schedules. While Section 4.0 deals with admissions, Section 5.0 relates to assessment and programme progression. The Student Code of Behaviour and Disciplinary Procedures are discussed in Section 6.0. The handbook ends with Section 7.0 on facilities and services.

## 1.1    Development of HELP College of Arts and Technology

HELP CAT was formerly known as the HELP International College of Technology (HICT). Based in Klang, the origin of HICT was the Sepang Institute of Technology (SIT), an institution founded in 1996 as a member of the Lion Group.

In May 2011, HELP CAT was established as a city college in the heart of Kuala Lumpur. Its campus is located at Fraser Business Park, Sungai Besi, and is part of the multi-campus development of the HELP Group. The location enables students to enjoy the benefits of urban living and provides access to excellent facilities and services. Also, the city Light Rail Transit (LRT) connects Kuala Lumpur to the suburban areas like Subang Jaya, Petaling Jaya, Kelana Jaya, Cheras, Sentul and Gombak.

As an institution of higher learning, HELP CAT offers students the opportunity to pursue home-grown programmes (Foundation Studies in both Arts and Science, and Diplomas in Business, Accountancy, Computer Science, Business Information Systems, Electrical and Electronic Engineering, and Mechanical Engineering). In tune with the objective of Malaysia to be a regional centre of educational excellence, HELP CAT has formed partnerships with a range of good overseas universities to conduct '3+0' programmes, examples being the University of London, and Anglia Ruskin University. There are also vocational and professional programmes such as the Diploma in Culinary Arts with the outstanding Institute Paul Bocuse of France, and the accounting programmes like the Certified Accounting Technician and the Association of Chartered Certified Accountants of ACCA, UK. The range

of programmes offered, including the Foundation Studies in Arts and Science, will provide students with relevant pathways to undergraduate studies and professional qualifications that are connected to high-growth sectors with a strong demand for the employment of such graduates.

HELP CAT is a member of the distinguished HELP Group of educational institutions. In MyQuest 2012, the ranking exercise of approximately 250 private colleges conducted by the Education Ministry, HELP CAT was given a college ranking of 5 stars (excellent) for its student quality, resources, quality management system, and programme of graduate recognition. The HELP benchmark for quality education and academic standards will continue to distinguish our enterprise at HELP CAT.

## 1.2 Mission of HELP College of Arts and Technology

To help people succeed in life and live a life of significance through education.

## 1.3 Vision Statements

- Be a college with a strong culture of quality and leadership that focuses on sound academic standards, continuous improvement, and the talent development of staff and students.
- Offer students a learning experience that enhances their career development, lifetime values and personal fulfillment.
- Share our success with the stakeholders and community we serve.

A principal educational goal of HELP CAT is to provide relevant quality education in a stimulating academic, social and cultural environment and develop, in the process, graduates as lifelong learners who will make a positive contribution to society nationally and internationally. The ultimate objective is to create an environment where teaching and learning takes place in a culture of scholarship, creativity and innovation.

## 1.4 The Logo of HELP College of Arts and Technology

Being a member of the HELP Group, HELP CAT shares the same Logo as that of HELP, an acronym for Higher Education Learning Philosophy. The hands symbolize the aid that the institution is ready to bestow, and the colours red and white signify courage and simplicity respectively. Both the logo and the name HELP College of Arts and Technology form the HELP CAT signature.

## 1.5 Quality Assurance

From the outset, the academic standard of the programmes is achieved through a system of quality assurance established by the partner universities of HELP CAT and the Malaysian Qualifications Agency (MQA). For example, our partner universities like the University of London and Anglia Ruskin University are required to adhere to the *Code of Practice for the Assurance of Academic Quality and Standards in Higher Education of the United Kingdom*. The MQA Framework provides a basis for quality assurance in the formulation of academic

programmes, from curriculum to assessment. Also, the approval from MQA is mandatory before a programme can be advertised and students recruited.

Apart from the external sources as indicated above, quality assurance is achieved through internal structures such as the Academic Committee and Boards of Examiners at the Centre and College levels. HELP CAT collaborates closely with the Centre for Quality Assurance at HELP University. Therefore, checks and balances are provided in structures, systems and processes to ensure the practice and attainment of quality education at HELP CAT.

## 1.6    Accreditation

All programmes at the foundation, pre-university, diploma and undergraduate and professional levels are submitted to MQA for full accreditation at the appropriate phase of development prior to student graduation. The accreditation requirement relates to both home-grown and collaborative programmes, the latter with partners overseas. Thus, the UOL programme is accredited by the Quality Assurance Agency for Higher Education of UK. Its BSc (Hons) Accounting and Finance and BSc (Hons) Economic and Management are also fully accredited by MQA.

## 2.0    Governance and Administration

As a member of the HELP Group listed on the Main Board of Bursa Malaysia Securities Berhad on 22 May 2007, HELP CAT is governed by a Board of Directors. The formulation and implementation of policies are the responsibility of the Executive Committee consisting of senior management staff. The day-to-day operation of the academic and professional programmes rests with the HOCs. Support services are overseen by the respective Directors and Managers.

## 2.1    The Executive Committee

Senior management staffs are members of the Executive Committee. Each and every member has been assigned specific job functions for the management operations of HELP CAT. The members formulate policies and oversee their implementation, setting directions for the College in the operation of its programmes, activities and services.

Dr. Choong Yeow Wei                      Assoc. Prof. Dr. Chan Teng Heng

(President)                              (Vice-President, Corporate)


Prof. Leong Yin Ching                    Ms. Aini Juhaida bt Abu Samah

(Vice-President, Academic)               (Registrar)

Ms. Narajana bt Jantan

(Director, Government Liaison
and Events Management)

Mr. Tai Kong Chin

(Finance Manager, Bursary)

Mr. Eddy Bala

(Senior Manager, Customer Marketing
Department)

Ms. Thaneswari A/P Somoo @ Prabu

(Assistant Manager, Human Resources
Department)

## 2.2     Heads of Centres and Programmes

The academic structure of HELP CAT consists of 8 Departments and 14 Centres, and they represent major studies by disciplines and programmes. HOCs provide the academic and administrative leadership in ensuring the fulfillment of teaching and learning objectives and outcomes.

### Department of Business, Economics and Social Sciences

- Centre for HELP CAT Business Programmes
- Centre for Anglia Ruskin University Business Programmes
- Centre for Southern New Hamsphire University Programs
- Centre for University of London International Programmes

### Department of Engineering

- Centre for HELP CAT Engineering Programmes
- Centre for Hertfordshire University Engineering Programmes
- Centre for Anglia Ruskin University Engineering Programmes

### Department of Hospitality

- Centre for Culinary Entrepreneurship
- Centre for Hotel Management
- Centre for Catering and Training

### Department of Information Technology

- Centre for HELP CAT Information Technology Programmes
- Centre for Anglia Ruskin University Information Technology Programmes

### Department of General Subjects, Languages and Communication

- Centre for General Subjects and Languages

o      Spanish

o      English

o      French

o      Korean

o      Bahasa Malaysia

o      Mandarin

**Department of Pre-University Studies**

- Centre for Foundation Studies in Arts and Science

**Department of Professional and Vocational Studies**

- Centre for Professional Accounting Programmes

**Department of Post-graduate Studies**

- Centre for Anglia Ruskin University MBA Programmes

**2.3      Heads and Managers of Support Services**

HELP CAT is well supported by a network of administrative units which facilitate the work of Management and HOCs in the provision of services to enhance the teaching and learning process. The Heads and Managers of administrative units oversee their staff in providing support services to ensure the smooth running of the various processes and activities in HELP CAT.

| | |
|---|---|
| Mr. Tai Kong Chin | Mr. Yogeswaran Muniandy |
| (Finance Manager, Bursary) | (Senior Manager, Facility Management, Maintenance and Security Department) |
| Mr. Wong Tuck Cheong | Ms. Yeow Mei Lyn |
| (Librarian, Learning Resource Centre) | (Manager, CIC Department) |
| Ms. Thaneswari A/P Somoo @ Prabu | Mr. Mohd Faris Mahmood |
| (Assistant Manager, Human Resource Department) | (Sports Coordinator, Department of Student Affairs) |
| Mr. Eddy Bala | Mr. Raymond Munesinghe |
| (Senior Manager, Customer Marketing Department) | (Senior Manager, International Student Services Department) |

**3.0    Academic Organization, Programmes and Intake Schedule**

Having introduced students to HELP CAT from the perspectives of its development, governance and administration, we move on to the academic aspects of the College. This section focuses on the academic structure of HELP CAT, the Centres and programmes offered in the 2014/2015 session and intake schedule.

**3.1    Academic Structure**

As shown in the Organisation Structure of HELP CAT, the President, Dr. Choong Yeow Wai, is responsible for the operation of the College. He, in turn, is assisted by the Vice-President (Corporate), Associate Prof. Dr. Chan Teng Heng and the Vice-President (Academic), Prof. Leong Yin Ching. While Assoc. Prof. Dr. Chan is involved with the Bursary, corporate development and purchasing, Prof. Leong oversees the academic structure, systems, procedures, processes and quality assurance of HELP CAT in collaboration with the HOCs.

**3.2    Departments and Centres**

HELP CAT has 8 Departments and 14 Centres. Details of the HOCs and their coordinators are shown below.

| Department | Centre | Head of Centre | Programme Coordinator | Floor Level |
|---|---|---|---|---|
| Business, Economics and Social Sciences | HELP CAT Business Programme<br><br>Anglia Ruskin University Business Programmes (a) | Dr. Gan Bee Ching (Acting Head) | Ms. Caroline Savaridass | 4 |
| | Southern New Hampshire University Programs | Dr. Angelo Cruz Maduli | Ms. Jane Magdalen a/p Jesudas<br><br>Ms. Shakila Rao | 4 |
| | University of London International Programmes | Dr. Lilian Chan Mei Li | Mr. Tan Jee Aik | 4 |

| Department | Centre | Head of Centre | Programme Coordinator | Floor Level |
|---|---|---|---|---|
| Engineering | HELP CAT Engineering Programmes<br><br>Hertfordshire University Engineering Programmes<br><br>Anglia Ruskin University Engineering Programmes (a) | Dr. Than Cheok Fah | Ms. Tiffany Lee | 6 |
| Hospitality | HELP CAT Culinary Entrepreneurship Programmes<br><br>HELP CAT Hotel Management Programmes | Mr. Muhammad Bonnie Lopez Abdullah (Acting Head) | Ms. Nur Amalina Johanis bt Johary | 4 |
| Information Technology | HELP CAT Information Technology Programmes<br><br>Anglia Ruskin University Information Technology Programmes | Dr. Choong Yeow Wei (Acting Head) | Ms. Adeline Ang Mun Fong | 5<br><br>5 |
| General Subjects, Languages and Communication | General Subjects and Languages (b) | Ms. Uma Malar (Acting Head) | Mr. Lew Voon Khong | 7 |
| Pre-University Studies | Foundation Studies in Arts and Science | Mr. Michael Phoon Chee Kin | Ms. Emily Yim Pui Kien | 5 |

| Department | Centre | Head of Centre | Programme Coordinator | Floor Level |
|---|---|---|---|---|
| Professional Studies | ACCA Professional Accounting Programmes | Mr. Lee Sik Weng | Ms. Jessie Chua Siok Chin | 4 |
| | Certified Accounting Technician | | | |
| Post-graduate Studies | Anglia Ruskin University MBA Programme | Prof. Leong Yin Ching (Acting Head) | | 7 |

Note:

(a) Awaiting approval from the Malaysian Qualification Agency and the Ministry of Education

(b) This Centre provides classes in Spanish (Aula Cervantes), French, English, Bahasa Malaysia, Mandarin and Korean.

### 3.3 Home-grown, Collaborative and External Programmes

Programmes in HELP CAT are listed by Centres. Besides the *Student Handbook 2014/2015* details of programmes are also given in the HELP CAT corporate brochure with the tag-line "A new destination for quality education' and the Programme Handbooks issued by the various HOCs. While the HELP CAT corporate brochure is available in the Customer Marketing Services Department at Level 1, the *Student Handbook 2014/2015* and the Programme Handbooks are available at the respective Centres and online in Docushare.

**Pre-University Studies**
- Foundation Studies in Arts
- Foundation Studies in Science

**HELP CAT Diploma Programmes**
- Diploma in Business
- Diploma in Accountancy
- Diploma in Computer Science
- Diploma in Business Information Systems

- Diploma in Electrical and Electronic Engineering

- Diploma in Mechanical Engineering

- Diploma in Culinary Arts (Validated by Institute Paul Bocuse)

- Diploma in Hotel Management

**American Degree Programmes (In collaboration with Southern New Hampshire University, USA**

- Bachelor of Science (Business), with Majors in Business Administration, International Business or Marketing

- Bachelor of Arts in Communication

- Bachelor of Arts in Psychology

There is no new intake in Year 1, January 2014 and the programmes are being phased out.

**Anglia Ruskin University Programmes**

- Bachelor of Science (Hons) Computer Science

- Bachelor of Science (Hons) Business Information Systems

- Bachelor of Science (Hons) Accounting and Finance (a)

- Bachelor of Arts (Hons) Business Management (a)

-  Bachelor of Arts (Hons) Marketing (a)

- Bachelor of Engineering (Hons) Electronics (a)

- Bachelor of Engineering (Hons) Mechanical Engineering (a)

- Master of Business Administration (b)

(a) Awaiting approval from the Malaysian Qualification Agency and the Ministry of Education

(b) Awaiting approval from the Ministry of Education

Organisation Chart of HELP College of Arts and Technology (HELP CAT) as at March 2014

Board of Directors of HELP International Corporation (HIC)

Board of Directors of HELP CAT

President (Dr. Choong Yeow Wei)

Vice-President (Corporate) (Assoc. Prof. Dr. Chan Teng Heng)

Vice-President (Academic) (Professor Leong Yin Ching)

- Bursary and Purchasing (Tai Kong Chin)
- Corporate Development

Director of Support Services (Narajana bt Jantan)

- Government Liaison & Events Management
- Department of Student Affairs & Transportation

Learning Resource Centre
- Corporate Information Centre
- International Student Services
- Human Resource Department
- Customer Marketing Department
- Facilities Management, Maintenance & Security
- e-Learning

**Departments**

Registrar (Aini Juhaida bt Abu Samah)

**Centres**

Examination Unit

Business, Economics & Social Sciences
- HELP CAT Business Programmes
- Southern New Hampshire University Programs (a)
- University of London International Programmes
- Anglia Ruskin University Business Programmes

Engineering
- HELP CAT Engineering Programmes
- Hertfordshire University Engineering Programmes (b)
- Anglia Ruskin University Engineering Programmes

Hospitality
- HELP CAT Culinary Entrepreneurship Programmes (c)
- HELP CAT Hotel Management Programmes

Information Technology
- HELP CAT Information Technology Programmes
- Anglia Ruskin University Information Technology Programmes

General Subjects, Languages and Communication
- General Subjects and Language Programmes (d)

Pre-University Studies
- Foundation Studies in Arts & Science

Professional & Vocational Studies
- ACCA Professional Accounting Programmes (e)

Postgraduate Studies
- ARU MBA Programme

| Corporate Entity | Support Services | Centralised Services | Academic Entity |
| --- | --- | --- | --- |

Notes
a - Being phased out from October 2013 - September 2018
b - Being phased out from September 2012 - December 2014
c - Validated by Insitut Paul Bocuse
d - Spanish, French, English, Bahasa Malaysia, Mandarin and Korean
e - Certified Accounting Technician and ACCA

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**University of London International Programmes (In collaboration with the London School of Economics and Political Science (LSE) and the University of London)**

- Bachelor of Science (Hons) Accounting and Finance

- Bachelor of Science (Hons) Economics and Management

- Bachelor of Science (Hons) Mathematics and Economics

- Bachelor of Science (Hons) Economics and Finance

**ACCA Professional Accounting Programmes (In partnership with the Association of Chartered Certified Accountants, UK)**

- Foundation in Accounting (FiA) and Certified Accounting Technician (CAT)

- Association of Chartered Certified Accountants (ACCA)

### 3.4　Intake Schedule

HELP CAT operates collaborative programmes with its overseas university partners and home-grown diplomas. As such, each programme has its own duration of study and intake dates, details of which are indicated in table below.

| Programmes | Programme Duration* | Intake Months |
| --- | --- | --- |
| Pre-University | | |
| - Foundation Studies (Arts) | 1 year | January, March, May and |
| - Foundation Studies (Science) | 1 year | September |
| HELP CAT Diplomas | | |
| - Business | 2 years | January, April and August |
| - Accountancy | 2 years | |
| - Computer Science | 2 years | |
| - Business Information System | 2 years | |
| - Electrical and Electronic Engineering | 2 years | |

| Programmes | Programme Duration* | Intake Months |
|---|---|---|
| **HELP CAT Diplomas** | | |
| • Mechanical Engineering | 2 years | January, April and August |
| • Culinary Arts | 2 years 5 months | |
| • Hotel Management | 2 years 5 months | |
| **American Degree** | | |
| • Bachelor of Science (Business) | 4 years | Programme is being phased out, beginning with Year 1 in January, 2014 |
| • Bachelor of Arts (Communication) | 4 years | |
| • Bachelor of Arts (Psychology) | 4 years | |
| **University of London** | | |
| • Bachelor of Science (Hons) Accounting and Finance | 3 years | April, July and September |
| • Bachelor of Science (Hons) Economics and Management | 3 years | |
| • Bachelor of Science (Hons) Mathematics and Economics | 3 years | |
| • Bachelor of Science (Hons) Economics and Finance | 3 years | |

| Programmes | Programme Duration* | Intake Months |
|---|---|---|
| **Anglia Ruskin University** | | |
| • Bachelor of Science (Hons) Computer Science | 3 years | February, June and September |
| • Bachelor of Science (Hons) Business Information Systems | 3 years | |
| • Bachelor of Science (Hons) Accounting and Finance | 3 years | |
| • Bachelor of Arts (Hons) Business Management | 3 years | |
| • Bachelor of Arts (Hons) Marketing | 3 years | |
| • Bachelor of Engineering (Hons) Electronics | 3 years | |
| • Bachelor of Engineering (Hons) Mechanical Engineering | 3 years | |
| • Master of Business Administration | 1½ years | |
| **Professional Accounting Programmes** | | |
| • Foundation in Accounting and Certified Accounting Technician (CAT) | 1½ years | CAT: January, March, July and September |
| • Association of Chartered Certified Accountants (ACCA) | 2½ years | ACCA: January, March, July, August and September |
| • CAT to ACCA | 3½ years | January, March, July and September |

**4.0    Admissions**

This section indicates the various processes that a student has to undertake on admission to a programme. It also deals with options that a student can take following the application, registration and enrolment processes. The options available are a deferment, transfer or withdrawal for valid reasons approved by the College authorities.


**4.1    Application**

The admission process begins with the application form which can be downloaded on line. Having downloaded the application form, the applicant has to complete the form and enclose the required application fee and other documentary evidence of identity and academic certificates. When completed, the application form, together with the required documents, is to be sent to the Registry (Admission Unit) of HELP CAT.

Details for application to programmes in HELP CAT for Malaysian students are given in Appendix 1.0.

While the above process applies to Malaysian applicants, the admission procedure has some slight variation for international students. Overseas applicants who are non-Malaysians have to register with the Education Malaysia Global Services (EMGS) online. Details on 'Guidelines for a foreign student who wishes to study in Malaysia', 'Eligibility for student pass', 'Application process for a student pass and requirements', 'Renewal of student pass' and 'Change of programme or institution' are given in Appendix 2.0.


**4.2    Registration**

On successful application for a programme, including the meeting of entry requirements as stipulated, an offer letter is issued by the Registry. Acceptance of the offer and the payment of a registration fee by the applicant will complete the process for registration.

Information provided which is a misrepresentation and an inaccuracy of the applicant's background and academic attainment will result in a termination of the student's registration for the programme selected.


**4.3    Enrolment**

Within the first two weeks of each semester, students are required to enrol for their subjects and make payment of resource fees, tuition fees and all other relevant fees such as security deposit and exemption fees to the Bursary. In enrolling for subjects, an Enrolment Form is to be completed. All payments due have to be settled normally by the third week of the semester, failing which the student will not be allowed to attend classes and will be denied access to College facilities.

Details of subject enrolment are given in Appendix 3.0.

Students are advised strongly to refer to the HOCs and Programme Coordinators for information on subjects offered in the semester and students' eligibility for the enrolment of subjects selected.

## 4.4    Deferment

A student with difficulties - medical, financial or personal - may apply to defer his or her studies with the approval of the HOC. Normally, deferment is granted for one semester and up to a maximum of one academic year. Application for deferment has to be made before the commencement of a semester. A student considering programme deferment is advised strongly to consult the HOC or the Academic Director in the first instance.

In the event that a student wishes to defer his or her studies for a period exceeding one (1) year, the HOC and the Registrar have to be informed in writing regarding the reason for deferment requested. Normally, the student concerned will be required to withdraw from the programme unless for a valid reason approved by the HOC.

## 4.5    Transfer

In the course of studies at HELP CAT, a student can request on medical, financial or personal grounds for a change of programme. The student has to make a request in writing to the HOC and the Registrar immediately, failing which he or she shall be charged the full fees for the new programme to be enrolled in. A programme transfer form, obtainable from the Centre Office or the Registry, is to be completed and forwarded to the HOC for processing.

A student who wishes to transfer from one programme to another before the date of commencement or within 2 weeks of the date of commencement or enrolment shall be allowed to transfer the registration, resource and tuition fees to the new programme. The student is required to pay the current fees of the new programme at the point of transfer.

In the event that a student transfers from one programme to another 2 weeks after the commencement date of the programme, he or she has to pay a pro-rated tuition fee for the former and full tuition fees for the newly enrolled programme. All other administrative fees are transferrable.

It is to be noted that the transfer process is completed when (a) release and acceptance of the student involved is agreed to by both the HOCs, and (b) a programme transfer form is duly filled and signed accordingly, and submitted to the Registry for record purposes.

International students are to note that a transfer or change of programme will require them to undergo, once again the admission procedures set by EMGS.

## 4.6    Withdrawal

A student can withdraw from (a) a subject (b) a programme and (c) the College. Details of rules and regulations governing each category of withdrawal are indicated below.

In the case of *withdrawal from an enrolled subject*, the student is required to write in officially to the Registrar. All requests for subject withdrawals require the approval of the HOC, the Academic Director and/or the respective partner university. No refund shall be given for withdrawal of an enrolled subject or subjects.

With regard to a *withdrawal from a programme*, a student is no longer enrolled at HELP CAT if (a) he or she has completed the requirements for the specific programme involved (b) registration in the programme has been terminated or (c) he or she has been excluded on academic or disciplinary grounds.

If a student withdraws before completion of a programme at HELP CAT but later wishes to re-apply for a new programme at the College, he or she shall be considered a new applicant. Therefore, he or she shall be required to complete a new application form, submit all relevant documents and pay the full administrative fees.

When a student withdraws after full completion of a programme at HELP CAT and wishes to apply for a new programme at a later date, the application fees (for all programmes) and registration fees (for undergraduate programmes only) shall be waived. The student will be required to complete a new application form, submit all relevant documents, and pay the security deposit, tuition fees and any other fees payable for the new programme.

Any student who wishes to *discontinue or withdraw* from HELP CAT should inform the HOC and the Registrar in writing immediately. A withdrawal form, available at the Registry/Centre Office, is to be completed and submitted to the HOC for processing. The student concerned is required to settle outstanding fees or any payment due to the College, return his or her student card, books and other loans from the Learning Resource Centre and any College equipment or property in his or her possession to the relevant Centres and Departments. This prompt action will avoid any inconvenience to the student or Centre and Department, and facilitate the processing and returning of deposits and refunds without unnecessary delay.


## 5.0    Assessment and Programme Progression

The focus of this section is on assessment, including examinations, and student progression in the course of studies. Aspects discussed relate to attendance requirement, forms of assessment, assignments, examinations, subject assessment, programme progression, plagiarism, grievances and complaints, and personal data protection.


## 5.1    Attendance Requirement

A student is expected to attend all lectures, tutorials, classes and other forms of instruction pertaining to the programme registered in. Although attendance requirement does not constitute a criterion for allowing or barring a student from examinations, it is to the advantage of a student to achieve full attendance in maximizing his or her academic performance. However, a student who fails to attend 80% of the scheduled class is notified and counselled by the academic staff of the programme registered in. An international student who fails to record satisfactory attendance is likely to be faced with a problem in visa renewal from the Malaysian immigration authorities.

In HELP CAT, a student who has registered and does not attend classes for a month from the date of commencement or enrolment is deemed to have withdrawn from the programme unofficially. All fees, except the resource fees and security deposits, shall be forfeited.

## 5.2    Forms of Assessment

One of the objectives of assessment is to measure the learning outcome of students, the extent that curriculum contents have been taught, understood and applied in the context of knowledge and skills development, and capacity for critical thinking and problem-solving. A measure of learning outcome is not only relevant to the students but also to the academic and management staff, and to the prospective employers. From the perspective of institutional quality assurance, assessment is objective, fair and consistent with the standards which underpin the exercises, be they assignments, tests, examinations or projects. Assessors appointed have the relevant knowledge, experience and consistency in the practice of assessment.

Assessment can take many forms, the most common in HELP CAT being coursework and examinations. Coursework covers assignments, projects, presentations and group work. Examinations, including tests and quizzes, are conducted on a semester or annual basis. Given the range of academic partners and programmes at HELP CAT, assessment varies from one institutional partner to another. It is normal for programme assessment to be discussed with the students at orientation, Centre or College-based, or in the introductory lecture where expectations and requirements are discussed. Yet another form of assessment is work-based learning where students, during their internship, are assessed by their superiors and employers, and themselves, the latter in a reflective report on lessons learnt.

A mechanism has been set in place where academic partners collaborate closely with their counterparts in HELP CAT in the teaching, learning and assessment processes for benchmarking purposes. Assessment of student performance is presented to the Board of Examiners at the Centre level and, subsequently, to the Board of Examines at the College level. This mechanism provides checks and balances to ensure that assessment is objective, fair, open and accountable.

## 5.3    Assignments

An assessment is a piece of work allocated to a student as part of the process of assessment for a subject. Normally, the assignments for each subject are given to students at the commencement of the semester.

All assignments are to be submitted, using folders provided by the Centre in accordance with instructions for submission of assignments printed in the subject outline or on the assignment question paper itself. Submissions by email or facsimile are unacceptable.

The due date for the submission of assignments to the Centre is indicated together with the assignment question. All assignments are to be submitted to the Centre before 5.00 pm on the set date.

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Marks will be deducted for late submission. Normally, 10% of the assigned mark is deducted for each working day. Assignments submitted more than 2 weeks from the due date will not be accepted for assessment purposes.

An examiner of a subject may grant an extension of the due date under extenuating circumstances. Failure to meet the due date will normally cause the student to incur a penalty unless extenuating circumstances can be demonstrated through documentary evidence. As indicated earlier on, a penalty of up to a maximum of 10% of the assigned mark shall normally apply for each working day the assignment is late.

All marked assignments are to be made available for collection in person at the Centre. The return date of assignments is normally not later than 21 days from the due date of the assignment.

## 5.4    Examinations

Apart from assignments, final examinations constitute another measure of learning outcomes. The examination period is specified each year in the academic calendar of programmes conducted at HELP CAT. Examinations may be held during this period on a Saturday and in the evenings as well.

The Registrar's office publishes an examination timetable for all subjects in which there is a final examination. This timetable will be posted on the notice boards in the various Centres and at the Examination Unit itself.

A student who has an examination clash is required to notify the Centre to resolve it. Such notification will be in writing on the prescribed form and must be submitted not later than 5 working days from the date of the posting of the examination timetable. If there is an examination clash, arrangements may be made such that the student affected can take both examinations on the same day. If required, the student will be quarantined and supervised during the break between the examinations.

Students will take a final examination on the day and at the time it is scheduled. A student sitting for an examination in a Centre with a different time zone to that of Malaysia will commence the examination at the time approved by the Examination Unit.

Examinations are conducted at designated examination centres of HELP CAT. However, a student may request to be allowed to sit for an examination at a non-designated centre of HELP CAT. Such a request is to be made in writing to the HOC, giving reasons for the request. The student will be required to meet all costs, including invigilation costs, associated with the examination.

There are rules and regulations governing the conduct of examinations for all programmes at HELP CAT. Details regarding the conduct of examinations are given in Appendix 4.0.

## 5.5    Subject Assessment

All subjects will be assessed. Students who fail to complete compulsory assessments set - tests, examinations and other required measurements of learning outcomes of an enrolled subject - without good reasons, will be deemed to have made an incomplete attempt and awarded zero. Details of extenuating circumstances are given in Appendix 5.0.

For home-grown programmes of HELP CAT at the foundation, certificate and diploma levels, a standard grading scheme to denote student performance is adopted.

| Marks | Grade | Grade Point | Description of Level Achieved |
|---|---|---|---|
| 85 – 100 | A | 4.00 | High Distinction |
| 80 – 84 | A- | 3.67 | Distinction |
| 75 – 79 | B+ | 3.33 | High Merit |
| 70 – 74 | B | 3.00 | Merit |
| 65 – 69 | B- | 2.67 | Merit |
| 55 – 64 | C+ | 2.33 | Credit |
| 50 – 54 | C | 2.00 | Pass |
| 46 – 49 | C- | 1.67 | Fail |
| 43 – 45 | D+ | 1.33 | Fail |
| 40 – 42 | D | 1.00 | Fail |
| 35 – 39 | D- | 0.67 | Fail |
| 0 – 34 | F | 0.00 | Fail |

**Note:**  The pass mark is 50 or a Grade Point Average of 2.00.

*Ministry of Education (MOE) Subject Requirements*

Apart from the subjects taken in a programme for the qualification specified, all students in private institutions of higher learning are required to pursue from three to five subjects prescribed by the Education Ministry, known as the Mata Pelajaran Umum (MPU). This requirement is in addition to the attainment of at least a credit in Bahasa Melayu at SPM level, for Malaysian students. Students are required to pass all the MPU subjects at the different level of studies (certificate, diploma, degree) in order to graduate.

| Classification | Subject for Malaysian Students | Subject for International Students |
|---|---|---|
| Certificate | | |
| U1 | Pengajian Malaysia MPU 1153 (3 credits) | Bahasa Komunikasi 1 MPU 1133 (3 credits) |
| U2 | Critical Thinking MPU 1283 (3 credits) | Critical Thinking MPU 1283 (3 credits) |
| U3 | Comparative Religion MPU 1383 (3 credits) | Comparative Religion MPU 1383 (3 credits) |
| Diploma | | |
| U1 | Pengajian Malaysia MPU 2163 (3 credits) | Bahasa Komunikasi 2 BMK 2143 (3 credits) |
| U2 | Introduction to Entrepreneurial Behaviour MPU 2283 (3 credits) | Introduction to Entrepreneurial Behaviour MPU 2283 (3 credits) |
| U3 | Comparative Religion MPU 2383 (3 credits) | Comparative Religion MPU 2383 (3 credits) |
| | Community Services MPU 2382 (2 credits) | Community Services MPU 2382 (2 credits) |
| Degree | | |
| U1 | Tamadun Islam & Tamadun Asia MPU 3123 (3 credits) | Bahasa Komunikasi 3 BMK 3143 (3 credits) |
| U1 | Hubungan Etnik MPU 3113 (3 credits) | Malaysian Studies MPU 3173 (3 credits) |
| U2 | Strategic Planning for Entrepreneurs MPU 3283 (3 credits) | Strategic Planning for Entrepreneurs MPU 3283 (3 credits) |
| U3 | Malaysian Economy MPU 3383 (3 credits) | Malaysian Economy MPU 3383 (3 credits) |
| U4 | Community Services MPU 3482 (2 credits) | Community Services MPU 3482 (2 credits) |

The grading scheme for *MPU* subjects is shown below.

| Grade | Marks (in %) | Status Attained |
|-------|--------------|-----------------|
| A | 80 and above | Excellent |
| B | 70 – 79 | Good |
| C | 60 – 69 | Average |
| D | 50 – 59 | Pass |
| E | 49 and below | Fail |

## 5.6 Programme Progression

At the *diploma level*, progressions of a student in a programme exceeding one year is determined by the members of the Board of Examiners at the Centre and College levels. Decisions on student progression is made on the basis of a set of progression rules agreed upon by the academic staff, HOCs and members of the Centre Board of Examiners and the College Board of Examiners.

Student progression at the diploma level has been classified into four categories:

- Pass
- Re-sit/Repeat
- Defer (in exceptional cases)
- Fail

To obtain a pass for progression purposes, students are required to attain a minimum of 50 marks in all subjects registered for in a programme. Subjects exempted are considered to have passed with a minimum score of 50 marks.

A re-sit is required when a student, in his or her first attempt, fails to meet the requirements of the subject being assessed. Here, the student is required to redo the assessment which can be coursework or examination or both, and pay the necessary examination fees. On failing a re-sit of the subject, the student has to repeat by attending classes and pay tuition fees as well. A pass in a repeat will allow the student to progress to the next level of studies.

In the event that a re-sit and repeats (twice in the same subject) have been exhausted, the student is then considered a failure and has to leave the programme. The decision of a 'fail' recommendation is made by the Centre Board of Examiners, and communicated to the

College Board of Examiners and Academic Committee Meeting for endorsement. Details of programme progression and classification of diplomas are given in Appendix 6.0.

The progression for *collaborative programmes* is based on the existing practice of partner universities. Students are advised to refer to the Programme Handbook issued by each Centre for details on progression of collaborative programme registered in.

## 5.7 Academic Misconduct and Plagiarism

*Academic misconduct*, including cheating and breach of discipline in examinations, and plagiarism, is an extremely serious offence. In an examination setting, academic misconduct is acting in a way or attempting to act in a way or assisting another student to act in a way which contravenes the rules governing the conduct of an examination. Examples of cheating committed are:

- Copying the answers of another student in an examination or allowing another student to copy answers in an examination.

- Taking unauthorized materials into an examination.

- Sitting an examination for another student or having another person at an examination on behalf of a student.

- Removing any examination question paper from an examination room when it is contrary to instructions.

A *breach of discipline* is committed if a student's behaviour is such as to distract or disturb any other candidate. The offending student may be required by the Chief Invigilator to leave the examination room. A report will be made of the incident which will be investigated and dealt with under the academic misconduct rules. Details of the procedures for dealing with academic misconduct are shown in Appendix 7.0.

*Plagiarism*

Plagiarism is an action or effort by a student to take and use or present another person's thoughts, writing, ideas or work as his or her own to gain an unfair advantage. A common example of plagiarism is knowingly using the whole or part of other works without proper acknowledgment. Any student found guilty of plagiarism will be penalised accordingly.

A student plagiarises when he or she uses and passes off (the ideas or writings of another) as one's own. Thus, it is important to observe the following rules:

- Information taken from any source must be cited.

- If you copy the words (more than 3 words in the same sequence) from the source, this is referred to as a direct quotation. Quotation marks '…' must be used and the source cited.

- When you re-write or summarise the information in your own words, this is called a paraphrase. No quotation marks are necessary but the source has to be cited.

- Refrain from submitting the work of others as one's own for the purpose of satisfying formal assessment requirements for coursework, project or dissertation.

While it is recognized that scholarly work often involves reference to the ideas, data and conclusions of other scholars, intellectual honesty requires that such references be explicitly and clearly noted.

Where a person has reason to believe that a student has plagiarised or colluded in a piece of work, he or she will submit a signed statement to the HOC setting out details of the alleged plagiarism, together with evidence relating to the case. The HOC will retain all relevant documents relating to the case which will include the piece of work in which the alleged plagiarism occurred and the report.

The HOC will issue a notice to the student that an allegation of plagiarisation has been made and that he or she may be called in for an enquiry. The student is required to give an explanation in writing within 7 calendar days of receipt of the letter. An Assessment Investigative Committee is set up to hear the plagiarisation case and decide on the outcome. The report and the recommendation of the Assessment Investigative Committee are then submitted to the Head of Centres' Meeting for its approval and communication to the student concerned, the latter from the Office of the Registrar.

## 5.8 Grievances and Complaints

Efforts are made by HELP CAT to provide facilities and services which enhance the learning and teaching process. There may be instances where students have faced problems in the use of these facilities and services. Channels of communication are made available to students in drawing the attention of management and staff to these problems for prompt action and improvement.

Normally, there are two categories of grievances and complaints. One is academic and it relates to appeals against admission and examination results. Details of appeals on assessment board decision, the Centre Board of Examiners and the College Board of Examiners, are given in Appendix 8.0.

With regard to complaints pertaining to support services, they can be channelled to the respective heads or via lecturers and HOCs. When complaints are received, their resolution is the responsibility of the Head of the respective support services, these being:

| | |
|---|---|
| Financial services | Finance Manager |
| Library services | The Librarian |
| Computer services | Helpdesk Administrator |
| Student services | Director, Government Liaison and Events Management |

| Student records, | The Registrar |
| transcripts and certificates | |
| | |
| Maintenance | Maintenance Supervisor |

## 5.9 Personal Data Protection

HELP CAT collects and keeps personal and academic information of its registered students. Information requested is for institutional purposes relating to maintenance of student record and management of academic processes, operation of the academic, welfare and disciplinary systems of the College, and alumni operations as examples. The general policy is not to disclose any personal information of students to third parties, including parents, without the expressed permission of the students themselves.

Also, students have the right to access their own personal information as held by HELP CAT. Such a request made will be responded to by the Registry within a period of one (1) month. As to access to marks, students are informed of their performance in formative assessments as and when they have been completed. However, final examination marks and grades, including the classification of awards, will be conveyed to students in writing following the meeting of the Board of Examiners at the Centre and College levels, and the Academic Heads of Centres Meeting.

## 6.0 Student Code of Behaviour and Disciplinary Procedures

HELP CAT exists to provide relevant quality education in a stimulating academic, social and cultural environment. The focus is on good teaching and effective learning carried out in an atmosphere which is conducive to achievement and the social well-being of the community at HELP CAT.

The development of this environment calls for the maintenance of student discipline so that the HELP CAT community can engage with one another effectively in the process of carrying out planned activities. This need has led to the adoption of the Student Code of Behaviour and Disciplinary Procedures. While the Student Code of Behaviour ensures that all students are fully aware of the need to behave in a responsible manner to protect the good reputation of HELP CAT, the Disciplinary Procedures provide a clear framework for dealing with student behaviour that is below expected standards.

## 6.1 The Student Code of Behaviour

### 6.1.1 General Rules

Students are to observe all regulations which govern the effective organisation and management of specific areas of activity within HELP CAT, including those relating to financial requirements, health and safety, the use of learning, computing, refreshment, sports and recreational facilities, and the code of practice pertaining to any element of student scheme and residential accommodation.

### 6.1.2    Rules of Behaviour

Students must not, at any one time, do the following whilst on or off HELP CAT premises:

- Commit physical assault or serious threatening behaviour.

- Abuse, orally or in writing, other students, staff or visitors to HELP CAT and the community in general.

- Make malicious allegations against other members of HELP CAT.

- Damage the property of HELP CAT or the property of other students, staff or visitors.

- Misappropriate any HELP CAT funds, assets and property.

- Act, in any way, which is likely to cause injury to persons within HELP CAT, including impairing the safety of the premises or equipment, and interfering with anything provided in the interest of health and safety.

- Commit any criminal act or offences whilst on or off premises of HELP CAT or whilst engaged in HELP CAT activities.

- Engage in any activity or behaviour which contravenes the anti-harassment policies of HELP CAT.

- Behave, in any way, which unreasonably interferes with the legitimate freedom of other students, staff or visitors, or which disrupts or interferes with activities carried out appropriately by HELP CAT.

Students must not behave in such a way in the community as may reasonably be deemed to harm the reputation of HELP CAT or its relationship with the local community.


### 6.1.3    Copyright

Students of HELP CAT are required to follow the guidelines set out in this section in dealing with copyright materials for (a) photocopying (b) copying of computer programmes (c) copying of sound recordings, films and broadcasts, and (d) copying of radio and television broadcasts, and (e) playing of performing works and sound recordings, or showing films in public.


### 6.1.3.1    Photocopying

Photocopying of copyright books, periodicals, newspapers, musical scores, artistic works, plays, scripts, graphs, directories and other literary, dramatic, music and outside work is prohibited under the Copyright Act except where:

- Copyright has run out.

- The copyright owner has given permission or a license to copy.

- A copy is made for the purpose of research or study but only of a `reasonable portion', usually not more than 10%.

- An unpublished thesis held in a library is required for study and research.

- A published work is out of print and unavailable at an ordinary commercial price.

- The copyright is `in the public domain'.


### 6.1.3.2    Copying of Computer Programmes

The reproduction of computer programme is prohibited by the Copyright Act except where:

- The copyright owner has given permission or a license to copy.

- A backup copy is made only for use as such except where there is a notice on the programme prohibiting the making of a backup copy and only by the person who purchased the original and within the terms of the license. It is also illegal to adapt a computer programme.

- The programme is 'in the public domain'.


### 6.1.3.3    Copying of Sound Recordings, Films and Videos

The copying of a record, compact disc, tape recording, film or video is prohibited by the Copyright Act except where:

- The copyright has run out or the copyright is in the public domain.

- The copyright owner has given permission or license to record.

- The sound, film or video recording is made for the purpose of research, study, and `fair dealing' rules are observed relating to `a reasonable portion' being allowed to be recorded.

- The record, disc, tape, film or video is unavailable for purchase at an ordinary commercial price.


### 6.1.3.4    Copying of Radio and Television Broadcasts

The copying of radio and television broadcasts is permitted only for the `private and domestic use' of the person by whom it is made.

*6.1.3.5    Playing of Performing Works and Sound Recordings or Showing of Films in Public*

The acting out, recitation or performance of a literary, dramatic or musical work, the sound recording to be heard  and the showing of a film in public are prohibited by the Copyright Act except where:

- All the copyrights have expired.

- The copyright owner has licensed or permitted the work to be performed and the recording or film to be played and heard.

- The performance or playing is used for educational instruction.

A performance which exceeds these provisions requires a license or specific permission.


*6.1.4    Dress Code*

- Students are required to dress neatly and decently at all times.

- Shorts, miniskirts, torn jeans and slippers are prohibited within HELP CAT premises at all times.

- There is some flexibility in dress codes for games, sports and other events or circumstances where special garments are required.


*6.1.5    Drugs and Poisons*

It is a criminal offence to:

- Have in possession or under custody or control any form of unauthorized drug or poison.

- Supply, provide, offer or propose to offer any form of unauthorized drug or poison to any person(s).

- Consume orally, smoke, inhale or introduce into his or her body by injection or, in any manner whatsoever, any form of unauthorized drug or poison.

In Malaysia, any of the above criminal offences could, upon conviction, lead to a death penalty.


*6.1.6    Gaming*

No student or organization involving students of HELP CAT shall take part in organizing, managing or participating in any:

- Gaming, wagering, lottery or betting within HELP CAT or in the surrounding area.

- Card games within HELP CAT or in the surrounding area, including numerical card games, and family card games such as `UNO' and `Old Maid'.

### 6.1.7    Smoking

- Smoking is strictly prohibited in HELP CAT and any other surrounding areas under the control of the institution, including the main entrance at the foyer and the adjacent roundabout area except at designated areas.

- Any dispute over smoking shall be referred, in the first instance, to the Registrar for resolution.

### 6.1.8    Health and Safety

- Students must read and comply with all health, fire and safety regulations, and co-operate with all activities in respect of such regulations.

- Accidents occurring whilst engaged in the activities of HELP CAT must be notified promptly to the HOC or the Registrar who shall ensure that the necessary action is taken and that proper documentation is completed.

- A compulsory personal accident insurance scheme has been arranged for all students. Details of the insurance scheme coverage may be obtained from the Registry/Bursary and claims must be channeled through it.

### 6.1.9    Racial Discrimination

HELP CAT is committed to protecting the rights of both students and staff to achieve their full potential in an environment which values cultural diversity and which is free from racial discrimination or harassment. Such an environment is one in which positive action is taken to:

- Discourage social discrimination and harassment in its structures, and its learning and working environment.

- Affirm and value cultural diversity.

- Channel complaints about racism to the respective HOC for the necessary action to be taken. When in doubt, complaints can be directed to the Registrar.

### 6.1.10    Sexual Harassment

HELP CAT is committed to creating and maintaining a community in which students and staff can work together in an atmosphere free of all forms of harassment, exploitation or intimidation. Such actions violate the dignity of the individual and the integrity of the College as an institution of higher learning. The College will take whatever action is needed to prevent, stop, correct, or discipline behaviour that violates this policy. Disciplinary action may include, but is not limited to, oral or written warning, transfer, suspension or dismissal

for cause. It is the policy of this College that sexual harassment in any form will not be tolerated. Management and supervisory personnel, at all levels, are responsible for taking reasonable and necessary action to prevent sexual harassment. All members of the College are encouraged to report promptly any conduct that could be in violation of this policy.

### 6.1.10.1 Definition

Sexual harassment may involve untoward behaviour of a person of either sex toward a person of the opposite or the same sex. Sexual harassment can occur at or away from the institution. The harasser may be a member of the College community, or an outside individual involved in college business. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favours, verbal or other expressive behaviours, mental/psychological and visual (including in person, by telephone, letter, fax, internet or electronic mail), or physical conduct commonly understood to be of a sexual nature when:

- Submission to or toleration of such conduct is made, either explicitly or implicitly, a term or condition of instruction, employment, or participation in other college activities.

- Submission to or rejection of such conduct is used as a basis for employment or for academic decisions or assessments affecting the individual's status as an employee or student.

- Such conduct has the purpose or effect of unreasonably interfering with an individual's status as a student or employee or creating an intimidating, hostile or offensive work or educational environment.

Harassment does not include verbal expressions or written material that are relevant and appropriately related to programme subject matter or curriculum.

The fact that someone did not intend to harass sexually an individual is generally not considered a defence to a complaint of sexual harassment. In most cases, it is the characteristics of the behaviour and how that behaviour is perceived that determines whether harassment has occurred.

### 6.1.10.2 Examples

Examples of behaviour that may be considered sexual harassment include, but not limited to the following:

- Physical/sexual assault.

- Direct or implied threats that submission to sexual advances shall be a condition of employment, work status, promotion, good grades or letters of recommendation.

- A pattern of conduct, annoying or humiliating in a sexual way, that includes comments of a sexual nature and/or sexually explicit statements, questions, jokes or anecdotes and a person at whom the conduct is obviously directed. Such conduct includes, but is not limited to, gestures, facial expressions, speech, or physical contact understood to be sexual in nature or which is repeated after the individual signifies that the conduct is

perceived to be sexually offensive. However, the determination of whether sexual harassment has occurred will not depend solely on whether the person being harassed told the harasser to stop the behaviour.

For conduct to be considered sexual harassment, it need not be direct or explicit. Sexual harassment can be implied from the conduct, circumstances, and the relationship of the individuals involved.

### 6.1.10.3    Prohibitions

The following acts are strictly prohibited by this policy:

• Sexual harassment in any form.

• Retaliation for seeking information on sexual harassment, making a charge, filing a sexual harassment complaint, or testifying, assisting, or participating in an investigation, proceeding, or hearing involving a complaint of sexual harassment.

• Malicious and/or false accusations.

### 6.1.10.4    Confidentiality

• All parties in the College process are obligated to protect the privacy of all persons involved. The College will take reasonable steps to ensure confidentiality. However, confidentiality cannot be guaranteed.

• The victim of harassment shall also be provided in-house psychological counselling by a qualified counselling psychologist upon request.

### 6.1.10.5    Complaint Procedures

Individuals may report acts of sexual harassment through the following channels:

• Students may file a complaint with the Registrar.

• Employee complaints are to be filed with the Human Resource Executive.

The complaints shall be investigated and a domestic inquiry may be held, following which appropriate action shall be taken. A written report of the incident, including the name of the respondent and the action(s) taken to resolve the complaint, must be submitted to the President for employee complaints. The supervisor or other official from the institution who receives a complaint is responsible for taking reasonable action to prevent retaliation against complainants and/or other individuals involved in the investigation process.

A complaint filed with an external agency does not initiate the College's internal complaint procedures.

### 6.1 Disciplinary Procedures for Students

If a student engages in any activity which contravenes those regulations governing student conduct, one or more of the following actions may be taken:

#### 6.2.1 Counselling/Advice

This may be carried out in an informal manner by a member of HELP CAT staff, and repeated as necessary with a view to avoiding formal disciplinary action against the student. Professional counselling services are available through the Student Services Department. HELP CAT's resident counselor Mr. Chandana Namal Kumara can provide counseling/advice in a confidential manner.

#### 6.2.2 Formal Warning

This normally constitutes the first stage of the formal disciplinary procedure.

(a) Oral formal warnings may be issued by the HOC to which the student belongs or by the Registrar after consultation with the HOC, or by any other appropriate person, and shall be recorded.

(b) Written warnings may be issued by the HOC to which the student belongs or by the Registrar after consultation with the HOC or by any other appropriate person.

Formal warnings shall remain on record for a specified period, normally of one (1) year. Any repeated occurrence of a similar offence may result in a recommendation to the Vice President or his/her nominee that the student be referred to the Disciplinary Committee.

#### 6.2.3 Suspension (Investigatory)

If it is felt appropriate in order that further investigations may be carried out, suspension of a student for a period of up to 14 days may be instituted by the Vice President or his/her nominee. Such suspension shall include exclusion from all HELP CAT services, including residential accommodation. The student may make representations about his or her case (including oral representations) to the Vice President or his/her nominee for which purpose a chosen representative may accompany him or her.

If the suspension does not result in any disciplinary action, HELP CAT shall ensure as far as possible that the student has not been disadvantaged by the suspension.

#### 6.2.4 Appeal Against Decision Made on Disciplinary Matters

Students have the right of appeal against formal warnings, fines, suspensions or expulsions.

All appeals against decision on disciplinary matters shall be made within 14 working days of the date of the decision to the Registrar or designate who shall make arrangements for such appeals to be heard by the relevant committee.

**7.0    Facilities and Services**

The Student Handbook ends with a section on `Facilities and Services'. Knowledge of these facilities and services will enhance a student's life and experience, and facilitate his or her learning process. Aspects dealt with are student services, financial services, financial aid and scholarships, the Learning Resource Centre, computer services, sporting facilities and accommodation.

**7.1    Student Services**

The Student Services Department (SSD) is located at Level 6 of HELP CAT. It is established to cater primarily to the non-academic well-being of the student population, with special reference to extra-curricular activities. The role of SSD is to create a conducive out-of-class learning environment for students and to serve as an important channel to receive their feedback and suggestions for improvement of facilities and services provided. Clubs and societies, and sports and games under the administration of SSD provide opportunities for students to develop their talents and leadership capabilities, and, in the process, groom and nurture them to be multi-skilled and all-rounded individuals.

Activities organized by SSD, together with student leaders and representatives, are talks, debates, forums, dialogues and lectures by visiting academicians and prominent professionals. Selected student leaders are given the opportunity to attend team-building workshops and leadership training programmes.

Apart from extra-curricular activities, SSD provides counselling services to students who need assistance in career development, emotional and stress management, and in maintaining a balance between the demands of academic studies and an active social life. Counsellors at HELP CAT are professional in approach and consultation made by students is recorded in a final report where contents are strictly confidential.

HELP CAT was granted the license to recruit *international students* in 2011. The *International Student Services Department (ISSD)* is set up to enhance the welfare of all international students studying at HELP CAT. Services provided relate to admission, and application and renewal of student visa among others.

Special activities are organized to foster closer relationship among local and international students, and academic and administrative staff. These activities include city tours, excursions, barbecue gatherings, festive get-together and sports carnival. These activities are meant to expose international students to the different cultures represented by the student population at HELP CAT such as Malaysian, Asian and African culture.

Specific services provided by ISSD are listed below.

Application Processing
• Receive and coordinate with various departments on new application.

• Dispatch of offer letter and/or other related documents to students.

Liaison with the Malaysian Government Authorities

- Student pass and entry visa application and renewal.

- Assist student's family on immigration matters to enquiries from Ministry of Education (MOE), Immigration Department, Police Department, Customs and Excise Department and various embassies.

- Submit periodic international student reports to MOE, Immigration Department, and Police Department.

New Students Arrival and Induction

- Arrange airport reception and immigration clearance.

- Arrange temporary accommodation.

- Assist students to identify accommodation around HELP CAT.

- Help students in foreign currency exchange.

- Assist students on opening personal bank accounts.

- Brief students on various rules and regulations for international students.

Observation on Student Disciplinary and Academic Progress

- Attend to enquiries from and forward academic progress reports to students' sponsors/guardians.

- Monitor students' attendance based on input from Centres.

- Coordinate communications on behalf of the students with various Centres and administrative units of HELP CAT.

Student Welfare

- Ensure students are covered by medical insurance.

- Attend to student needs during sickness or hospitalisation.

- Counsel students on their personal/social problems.

- Assist students to organize social and cultural activities.

- Guide students and facilitate in visa application at various embassies.

- Assist students in travel arrangement in emergency cases.

## 7.2     Financial Services

The Bursary, headed by the Finance Manager, is located at Level 6 of HELP CAT. This unit deals mainly with student fees and is the custodian of the financial standing of HELP CAT.

### 7.2.1     Fees

Types of fees payable by Malaysian and international students are shown below.

| Types of General Fees | Student Fees in RM | | Remarks |
| --- | --- | --- | --- |
| | **Malaysian** | **International** | |
| Application Fee | 250 | 950 | Non-refundable |
| Registration Fee | 500 | 3,000 | – do – |
| Resource Fee | 1,000 | 2,000 | – do – |
| EMGS Medical Insurance | Not applicable | 500 | Non-refundable |
| EMGS Visa Application | Not applicable | 1000 | – do – |
| EMGS Medical Screening | Not applicable | 250 | – do – |
| Processing Fee (International Student) | Not applicable | 1,520 | – do – |
| Security Deposit | 500 | 1,000 | Refundable |
| Core/Subject | Based on programme | Based on programme | Non-refundable |
| Exemption Fee | 150 per subject | 150 per subject | |

### 7.2.2     Payment of Fees

All administrative and programme fees are payable in full upon enrolment. If fees are to be paid by a financial sponsor other than a parent or guardian, then students should produce documentary evidence of financial aid/sponsorship or study loan when enrolling.

Programme fees are normally charged on an annual basis (for linear programmes) and on a semester basis (for modular programmes). In the event of a student discontinuing the programme or in the event of suspension and/or expulsion, fees shall still be charged in full up to and including the end of the semester/term from which the student is withdrawing.

Students are advised that for programme fees charges on an annual basis, they may opt for an installment fee payment scheme. However, this scheme is not available for modular programmes and all such fees are payable at the beginning of each semester.

Full payment of all fees is to be made within the stipulated dates, failing which they may have their subjects dropped/de-enrolled or they may neither be allowed to attend classes nor be assessed in any of the assessment items.

Students who cause damage to or loss of HELP CAT property, assets or funds may be required to pay for such damage or loss. Sufficient funds should be made available to honour any personal cheques presented as payment to HELP CAT.

### 7.2.3    Subject or Programme Fee Payment

Students are given two weeks (up to the second Friday) from the commencement date of the semester to pay their fees.

If payment is not made by the due date, the subject enrolled for the semester will be dropped.

In the event that students wish to reinstate their enrolment within the third and fourth week, they have to obtain approval from the Academic Director and a late enrolment penalty fee will be charged at RM50 per subject for modular programmes and at RM100 per installment for linear programmes.

If reinstatement of subject is sought and *unless special approval is granted to delay payment not later than the end of the fourth week*, fee payment must be made immediately upon receipt of the invoice following submission of the Subject Enrollment Form for reinstatement of dropped subjects. If fee payment is not made by the end of the fourth week from the commencement date of the semester, subjects enrolled for the semester will be dropped. However, students are still liable to pay 50% of the total fee payable plus the late penalty charge. No subsequent subject enrolment is allowed until this outstanding fee is settled in full.

### 7.2.4    Late Fees

All fees shall be paid by the due date for payment. A student who does not enroll by the due date must, subject to prior approval to enroll late being first obtained, pay a late enrolment fee.

### 7.2.5    Liability for Additional Costs

Costs incurred by HELP CAT in seeking to collect fees associated with enrolment shall be charged to the student and shall become, for that student, an additional cost associated with the student's enrolment.

### 7.2.6  Refunds

There are two categories of refunds. The first is a refund of deposits and the second is a refund of tuition fees based on specific conditions as specified below.

### 7.2.6.1 Security Deposits

An application by a student for refund of security deposit must be submitted officially using the prescribed form. Deposits are refundable less any deduction for loss or damage of College property. An application for a refund of security deposit is to be made within 12 months of the completion of the student's programme of study at HELP CAT. Failure to submit such an application will result in the deposits being forfeited.

### 7.2.6.2 Tuition Fees

A student who withdraws from a programme of study is eligible for a refund of tuition fees paid for the semester as indicated below.

| Date of Withdrawal | Amount Refunded |
|---|---|
| Weeks 1 and 2 from commencement date of Programme/Semester | 100% |
| Week 3 | 50% |
| Week 4 | 50% |
| Week 5 | None |

The above is applicable for programmes conducted in a long semester of 14 weeks. In the case of a short semester of seven weeks, the refund of fees is shown below.

| Date of Withdrawal | Amount Refunded |
|---|---|
| Week 1 | 100% |
| Week 2 | 50% |
| Week 3 | None |

Details of the fee refund policy are given in Appendixes 9.0 and 10.0.

### 7.3    Financial Aid and Scholarships

Study loans can be applied for from the government, an example being the *Perbadanan Tabung Pendidikan Tinggi Nasional* (PTPTN) or the National Higher Education Fund Corporation loan scheme. To be eligible as an applicant, he or she has to be a Malaysian, possesses a pass at the SPM (Form V) with at least 3 credits, and registered in a diploma or degree programme that has been accredited by the MQA.

Students interested to obtain the PTPTN loan must apply online, through http://www.ptptn.gov.my/gateway. PTPTN notifies students on the outcome of their applications through students' personal emails. Successful applicants are issued with loan agreements which they must fill up and submit to the Registry, together with copies of documents as listed below.

(a) Identification card (MyKad) of applicant and parents/guardinas, both sides to be photocopied in one A4-size page.

(b) HELP CAT offer of admission letter.

(c) SPM and Diploma or any other relevant academic certificates.

(d) 'CIMB Bank' account number, either a bank book or a bank slip.

(e) 'J' form/pay slips/pension card and `confirmation of income' from parents, guardian, husband, wife and applicant.

(f) Two pieces of RM10.00 revenue stamps (setem hasil).

Submission of the agreement and supporting documents must be made to the Registry within one month from the release of loan agreement, to allow timely processing of the loan disbursement by PTPTN.

Disbursement of the loan is made to the student's CIMB savings account. The student has the option of either to make fees payment manually (withdraw money from CIMB savings account and pay it to the Bursary) or via PTPTN Direct Debit Service (the Bursary will be authorised to withdraw the amount of money based on the fees charged from the student's CIMB savings account upon his or her consent).

Study loans under PTPTN are subject to the amount approved by PTPTN. For approved twinning programmes, PTPTN loan will cover only the portion of study in Malaysia. Also, the loan amount may not cover the fees for the entire programme at HELP CAT.

Payment to PTPTN involves a 1% charge per year as management fee and is due 6 months after the student has graduated or employed, whichever comes first. The maximum repayment duration for a degree programme is 20 years and a diploma programme is 10 years.

It is to be noted that a student who has applied for a study loan, be it from PTPTN or commercial banks, has to settle all outstanding fees before the commencement of a semester.

HELP CAT will reimburse the student upon receiving the funds. The College can only assist in the application for study loans and is not responsible for securing the loans themselves.

Scholarships are provided in programmes such as Foundation Studies, Diploma, UOL and CAT. Financial aid via scholarships is given to achievers, deserving and needy students in Malaysia, and outstanding applicants in sports and extra-curricular activities.

## 7.4    Learning Resource Centre

The HELP CAT Learning Resource Centre (LRC) is located at Level 7. Its overall objective is to provide facilities and services in support of learning, teaching and research at HELP CAT.

Apart from a collection of books and reference materials, the LRC subscribes to an electronic database, namely, EBSCOHOST which provides full-text access to journals. This facility enables information search and retrieval of articles, reports, theses and conference proceedings as examples.

There is also the Online Public Access Catalogue (Open Biblio) which is used widely as a search and information tool. Open Biblio is accessible via public computers located in the LRC of HELP CAT. Students are encouraged to use WiFi for internet access in their academic pursuits.

## 7.5    Computer Services

The computing resources of  HELP CAT is enhanced by the services of a HELP Desk located at Level 5, Room 526. The HELP Desk administrator is trained to provide various IT services to the students, including printing services, trouble-shooting of notebooks, student e-mail and electronic enrolment accounts.

Eight learning spaces or computer laboratories have been provided to cater largely for the academic pursuits of students in computer related subjects from the various Centres. Of the eight computer laboratories, four of them are currently utilised to support the teaching and learning process. These laboratories run on up-to-date platforms and software which are Windows-based computers.

A student portal, HELP Student e-Learning Portal, is designed using sound pedagogical principles to help educators create effective online learning communities. Students at HELP CAT are given an account while studying at the college. The e-Learning address is http://elearning.help.edu.my. The system provides the state-of-the-art facilities for the following purposes:

- Access multimedia course materials, lecture notes and power-point presentations related to courses they are registered in.

- Instructor and student-to-student interactions in computer conferences via discussion forum and chatting facility.

- Electronic and group mail, both within and outside of the course structure.

- File transfer and file attachment of assignments.

- Feedback between instructor and students, and between students on joint projects.

- Intelligent monitoring of students performance and progress

- Student evaluation of class teaching by lecturers

Wireless Local Area Network (WiFi) Hotspots are provided at HELP CAT. This facilitates student and staff access to the internet beyond the operating hours of other computer facilities in the building and thus allowing those far away from home to communicate with friends and family in other time zones.

## 7.6     Sporting Facilities

A gym is available at Level 6, for both students and staff to work out.  In addition, there are several active sports clubs at HELP CAT such as table tennis, football, basketball, netball, futsal and badminton. These sporting activities are carried out in venues which are well-equipped with the necessary facilities. Examples of venues are Kampung Pandan Mini Stadium for football, basketball and netball, Futsal Court, Ampang Park for futsal, and Badminton Court, Bandar Tun Razak, for badminton.

## 7.7     Safety and Security

The College provides a 24-hr security service.  There is a close coordination between HELP CAT's Occupational Safety and Health (OSH) team and the Emergency Response Team (ERT) at all times.  Emergency contact numbers are displayed prominently near the lifts at levels 1, 3, 4, 5, 6 and 7.

Students are briefed on safety and evacuation procedures during orientation each semester/intake.  Fire drill exercises are conducted to ensure that students and staff are fully aware of what to be done in cases of emergency.

## 7.8     Customer Feedback

The College appreciated feedback from students as it provides an avenue for improvement. Feedback can be given via customersupport@helpcat.edu.my, or a suggestion form (Customer Feedback Form), placed at all Academic Centres, the Registry and Bursary counters, and also the library.  Response rate for feedback is within 14 working days, for non-urgent issues.

**7.9    Accommodation**

Accommodation is available through the City Campus Hotel and Lodge located on levels 8 to 14 of Kompleks Metro Pudu, Fraser Business Park.   It is a very convenient and safe lodging option as it is accessible through the college, which spans from levels 1 to 7 of the same complex.    All newly arriving international students are required to stay at this accommodation for at least three months, to help in their transition and familiarization with the local environment and culture.  Students seeking accommodation are advised to consult with the Senior Manager, Marketing and the team by phone (03-27882000) or by email eddy.bala@helpcat.edu.my or the HOCs.

**Appendix 1.0          Programme Application Procedures for Malaysian Students**

The application procedure for programmes in HELP CAT by Malaysian students is shown below.

- Download the application form online.
http://helpcat.edu.my/phocadownload/brochure-latest-2012/HELPCAT_AF.pdf

- Complete the application form.

- Enclose the following with the application form:

Application fee of RM250 (non-refundable).

One copy each of certified photocopies of all academic certificates.

Two passport-size photographs (non-returnable).

A photocopy of identity card.

A certified copy of your previous qualification to claim for subject exemption (if applicable).

The completed application form, together with the required documents, is to be sent to:

<div align="center">

The Registry (Admission Unit)
HELP College of Arts and Technology
3.01 Levels 1 – 7, Kompleks Metro Pudu
1, Jalan Metro Pudu 2, Fraser Business Park
55200 Kuala Lumpur

</div>

**Appendix 2.0**  **Programme Application Procedure for International Students, Including Student Pass, and English Language Proficiency Requirements**

**Guidelines for a Foreign Student Who Wishes to Study in Malaysia**

- Register with EMGS online

- Check student pass requirements as indicated in EMGS online <www.educationmalaysia.gov.my>

- Select the programme to be pursued and the institution of your choice

- Apply for the selected programme either through EMGS or directly to the institution offering it

- Receive the letter of offer from the institution applied to

- Confirm with the institution the acceptance of the offer made

- Provide institution with the original personal and academic documents, and pay the fees stipulated, RM1,000 for the processing of visa, RM250 for medical screening, RM500 for medical insurance and RM60++ for visa endorsement by the Immigration (fees vary according to student's country of origin)

- The institution applies to EMGS, on behalf of the student, his/her admission for studies in Malaysia

- Visa Approval Letter (VAL) is issued normally within two months of a complete application with payment

- Call on the Malaysian Mission in the home country to obtain the entry visa

- Finalise your travel plans and inform the institution of arrival details

- Hand over the passport to the institutional authorities upon arrival

- Attend and complete medical screening within 7 working days upon arrival

- Receive Student Pass endorsement in the passport

- Receive medical insurance card

**Eligibility for Student Pass**

The criteria indicated below for the issue of a student pass have to be fulfilled by a foreigner who intends to be a full-time student in Malaysia.

- Accepted for a full-time programme of study at a private higher education institution

- Has the financial capability to pay, in full, programme fees and other living expenses in Malaysia

- Be of sound character and in good health

- Visit Malaysia for educational purposes only

**Application Process for a Student Pass and Requirements**

Applications for student passes are processed through EMGS. On receiving programme approval from the institution applied to, the student can apply for a student pass. Requirements for this process are listed below.

- The offer letter from the institution of higher learning

- Eight (8) passport-sized photographs (3.5 cm x 5 cm) with a blue background

- Certified two (2) copies of ALL pages of the passport, including the cover

- The passport must be valid for at least 12 months from the expected date of entry to Malaysia

- Certified academic and related certificates by a commissioner of oath or lawyer

- Payment of a personal bond which will be held by the institution registered in

- Payment of fees for EMGS visa processing (RM1,000), medical screening (RM250), immigration for student pass and multiple-entry visa (RM60++), and medical insurance (RM500)

**Renewal of Student Pass**

The student pass is normally issued on a yearly basis and is renewable until the completion of the programme registered in. EMGS will facilitate in the renewal of a student pass. You will be required to:

- Submit your passport to the institution at least 8 weeks before the expiry date of the student pass

- Failure to do so may incur a fine or imprisonment for overstaying in the country

- Undergo medical screening for each year of renewal of student pass

- Attended 80% of classes for the valid period of the existing student pass

- Attained at least a CGPA of 2.0 for the duration of the existing student pass

- Pay a processing fee of RM140 in addition to all other fees due for the renewal process

In the event that you fail to meet any of the above requirements, the institution will have to issue a letter of support on the part of the student concerned.

**Change of Programme or Institution**

Students who change programmes within the institution registered in or transfer to another institution are required to re-apply for a student visa and student pass. In short, students have to re-start the whole process of application and pay the fees due to EMGS and the institution.

*English Language Proficiency*

International students from a country where formal education is given in a language other than English are required to sit for an English Placement Test before commencing with their pre-university and undergraduate programmes at HELP CAT.

The English Placement Test is of duration of 1½ hours. The test assesses the students' English Proficiency in relation to reading and comprehension, grammar, vocabulary and writing skills.

Following the English Placement Test, students are required to enroll for the core course of the English Immersion Programme. The level of the core course to be enrolled in depends on the results of the English Placement Test achieved by the international students concerned.

**Appendix 3.0          Enrolment of Subjects in a Programme**

A student is eligible to enroll in a programme on accepting the offer of a place in the prescribed manner by the College. All enrolment conditions, including the payment of fees by the dates specified, have to be met accordingly.

The responsibility to enroll correctly each semester lies with the student. Proper enrolment entails the entry of correct subject code, the subject enrolled is part of the programme involved, and the meeting of prerequisites, if applicable.

*Subject Enrolment*

Students are required to enroll during the official registration periods determined by HELP CAT, failing which they may not be allowed to attend classes or be assessed in any of the relevant subjects.

Subject enrolment is to be made at the Registry within Weeks 1 and 2 from the commencement date of a long semester of 14 weeks.

In a short semester of 7 weeks, subject enrolment is to be made at the Registry within Week 1 from the commencement date of the semester.

Students who submit the subject Enrolment Form within Weeks 3 and 4 from the commencement date of the semester or after the stipulated enrolment date are to obtain approval from the Office of the Registrar. Otherwise, a late enrolment penalty fee applies.

Subject enrolment is not allowed after Week 4 from the commencement date of a semester except under special circumstances. Approval is on a case-to-case basis.

*Selection of Subjects*

A student can enroll for a maximum of 18 credit hours for each long semester and 9 credit hours for a short semester.

Notwithstanding the above, a student 'at risk' (one who obtains a CGPA of 2.0 or lower) is to be advised and counseled by the relevant academic staff as to the number of subjects to be registered for the coming semester.

All pre-requisites are to be met before a student can enroll for a subject. Enrolment in a subject is null and void if a student has not met the pre-requisite criteria.

The HOC may approve, in writing, that a pre-requisite need not be fulfilled:

- If the student has completed another subject or subjects deemed to be equivalent to the pre-requisite.

- If the student can demonstrate other experiences which indicate that he/she will be able to complete the subject successfully without fulfilling the pre-requisite criteria.

The granting of an exemption in a subject is equivalent to a pass in the subject for pre-requisite purposes.

A student may opt for HELP CAT subjects only for the electives.


*Completion of the Enrolment Process*

The process is completed when enrolment conditions indicated in Appendix 3.0, including payment of fees, are met on dates specified.

Payment of fees to complete the enrolment process relates to:

- Registration and enrolment fees.

- Subject enrolment fees for modular subjects and tuition fees for linear programmes calculated on an annual basis.

- Any outstanding fees or charges from a previous semester.

- Late fees for enrolment after due date.

- All other fees as payable unless exempted.

**Appendix 4.0          Conduct of Examinations**

The rules and regulations governing the conduct of examinations are indicated below.

*Materials Allowed*

The student is to provide his or her own writing instruments and may bring in with them only materials which have been approved for the subject.

*Materials Not Normally Allowed*

Unless otherwise advised under specific instructions for a particular examination, the following items or materials shall not be brought into an examination:

- Writing, blotting or any other paper

- Dictionaries

- Textbooks and other reference materials

- Calculators

- Electronic devices including diaries, organisers, dictionaries, laptop or palmtop computers

- Mobile telephones or other communication devices

- Pencil cases

*Unauthorized Materials*

All materials taken into an examination room shall be subject to checking which will commence when students enter the examination room. The Chief Invigilator will request students to check if they have any unauthorized materials on them and if they have to raise their hands so that an invigilator can collect the items from them.

If any student is found subsequently with any unauthorized materials, the student will be dealt with as stated under the Academic Misconduct and Breaches of Discipline in an examination.

*Bags and Personal Effects*

Briefcases, bags and other property or personal effects must not be taken into the examination room but must be left at the owner's risk in an area set aside for such items.

*Identification*

A student sitting for an examination shall bring with him or her to the examination room his or her HELP CAT student identity card.


*Late Admission*

A student may be admitted late up to a maximum of 30 minutes to an examination room. However, the student will not be given any extension of time to complete the examination. A student will not be admitted if he or she is more than 30 minutes late.


*Instructions to Candidates*

The student is to observe all instructions issued by the invigilators and those printed on the question papers, answer booklets, answer sheets and examination dockets.


*Leaving the Examination Room/Hall During An Examination*

If a student needs to leave the examination room/hall temporarily during an examination, the student should raise his or her hand and an invigilator will accompany and supervise the student. If a student leaves the room on his or her own accord without accompaniment and supervision, the student shall not be permitted to re-enter the examination room/hall.


*Departing from the Examination Room/Hall*

A student shall neither leave an examination room/hall within the first 30 minutes of the examination nor in the last 30 minutes of the examination.


*Concluding An Examination*

An announcement will be made by the Chief Invigilator to indicate when 30 minutes of examination time remains. The Chief Invigilator will announce 'Stop writing' at the end of the examination time. Student should stop writing immediately, tie up their answer booklets and drop them in the marked wooden bins at the exits of the examination room/hall accordingly.


*Removal of Materials from the Examination Room/Hall*

A student is allowed to remove from the examination room only items which the student had brought into it. Removal of any item not allowed is deemed an academic misconduct in an examination and may be dealt with accordingly.

**Appendix 5.0**　　　**Special Assessment Considerations Due to Extenuating or Mitigating Circumstances**

It is the obligation of students to complete their assignments, tests, examinations and other assessment criteria at an acceptable standard and on dates assigned to meet programme requirements. However, there may be genuine cases for special consideration due to extenuating or mitigating circumstances as shown below. As such, a prescribed form for special consideration is obtainable from the Registry. The form, duly filled in by the student, is to be submitted to the HOC concerned.

*Extenuating Circumstances*

These are circumstances which are:

- Beyond the student's control i.e. they could not have reasonably been anticipated, avoided or guarded against.

- Sufficiently grave or of a nature or duration to have caused considerable disruption to the student's capacity to complete subject requirements.

- Interfering with an otherwise satisfactory fulfillment of subject requirements.

*Factors Contributing to Extenuating Circumstances*

Factors contributing to extenuating circumstances include:

- Medical reasons.

- Family or personal reasons like death or severe personal problems.

*Examples of Extenuating Circumstances*

- Sporting or cultural activities. Here, a student has been selected to participate in a state, national or international sporting or cultural event.

- National service where a student has been called up for registration.

- Other events or incidences that pose a major obstacle to the student proceeding satisfactorily with his or studies.

*Circumstances Which Are Not Considered To Be Extenuating*

- Demand of sports, clubs, social or extra-curricular activities other than selection for state, national or international sporting or cultural events.

- Difficulty with the English language during examinations.

- Traffic jams and vehicle breakdowns.

- Travel arrangements or plans.

- Difficulty in adjusting to university life, self-discipline required and demands of academic work.

- Employment demands.

- Mis-reading timetables.

- Forgetfulness.

- Ignorance of requirements.

*Supporting Documents*

- Medical Certificates

  Medical certificates will normally be submitted by a student to explain a brief ailment. It is a signed statement from a qualified and registered health practitioner which explains the conditions from which the student is or was suffering. It also explains the period during which the condition will affect or has affected the student so that the College can decide on the basis of that information, and any other information provided by the student whether to grant the consideration sought.

- Medical Report

  A medical report will be submitted to explain ongoing chronic medical condition which would affect the student's performance over a period of time or which may necessitate an application for an 'approved withdrawal' grade.

- Family or Personal Documents

  Examples of supporting documents relate to a statement from a mental health professional of the student's personal circumstances and how they affect his or her ability to study *or* a copy of death certifications to explain the recent bereavement of a family member.

*Sporting, Cultural, National Service or Legal*

A statement from the relevant authority giving details of the period during which the student's studies will be affected is required.

**Appendix 6.0      Rules and Regulations for Progression and Classification of Diplomas**

The decision made by the Board of Examiners at the Centre and College levels on programme progression for Diploma students is based on a set of rules and regulations as indicated below.

**Year 1**

1.1    Pass

1.1.1  A student who passes all subjects in Semesters 1, 2 and 3 will progress to Semester 4 (Year 2).

1.2    Re-sit

1.2.1  A student who fails any subject in Semesters 1 and 2 will be reassessed at the first available opportunity but he or she can progress from Semester 1 to Semester 2 and from Semester 2 to Semester 3.

1.2.2  A re-sit can be in the form of a written examination, coursework or both as deemed appropriate by the Centre Board of Examiners.

1.2.3  The mark awarded for the re-sit shall not exceed 50%.

1.3    Repeat

1.3.1  Should a student fail the re-sit, he or she will be allowed to repeat the failed subjects at the first available opportunity.

1.3.2  For a repeat, a student will have to attend classes and take the failed subjects in their entirety. The student will be allowed to take additional subjects in the semester over and above the subjects repeated on condition that the total credit hours taken in the semester does not exceed 18 for a full semester and 9 for a short semester.

1.3.3  The maximum mark allocated for a repeat will be 50%.

1.4    A student who has subjects failed up to the end of Semester 3 will not be allowed to progress to Semester 4 (Year 2) until the required subjects in Semesters 1 to 3 have been completed successfully.

1.5    A student who, after all opportunities of a re-sit and a repeat have been exhausted, has subjects failed, at this point, will be required to exit from the programme.

**Year 2**

2.1    A student who passes all subjects in Semester 4, 5 and 6 will progress to Semester 7.

2.2    A student who fails any subject in Year 2 will be given the same re-sit and repeat opportunities as in Year 1. Meanwhile, they can progress to the following semester on the same condition of maximum credit hours permitted.

2.3    A student who, after all opportunities of a re-sit and a repeat have been exhausted and has subjects failed, at this point of time, will be required to exit from the programme.

**Year 3**

3.1    A student who passes all subjects in Semester 7 (and Semester 8, if applicable) will be eligible for the award of a Diploma.

3.2    The same re-sit and repeat opportunities as in Years 1 and 2 will be applied.

3.3    A student who, after all opportunities of a re-sit and repeat have been exhausted and has subjects failed, at this point of time, will be required to exit from the programme.

**Award Classification**

4.1    Subject marks will be shown as percentages for award classification purposes. Marks for all subjects, taken from Semesters 1 to 7 (or Semester 8, if applicable), with the exception of MQA compulsory subject, will be considered.

4.2    The overall average mark will be calculated using subject marks weighted in accordance with their credit value and expressed to two decimal places. An example of such a calculation is given on pages 51-53.

**Note:**

All Diplomas at HELP CAT can be completed within two years except for two of them. These are the Diploma in Culinary Arts and Diploma in Hotel Management, which can be completed over a period of 2 ½ years.

4.3   The overall average marks are ascribed to award classifications as follows:

| Percentage Marks | Classification of Diploma |
| --- | --- |
| 85 and above | High Distinction |
| 80 – 84 | Distinction |
| 75 – 79 | High Merit |
| 65 – 74 | Merit |
| 55 – 64 | Credit |
| 50 – 54 | Pass |
| 49 and below | Fail |

4.4   The Diploma will be awarded:

4.4.1   With High Distinction where the overall average mark is 85 and above.

4.4.2   With Distinction where the overall average mark is between 80 and 84.

4.4.3   With High Merit where the overall average mark is between 75 and 79.

4.4.4   With Merit where the overall average mark is between 65 and 74.

4.4.5   With Credit where the overall average mark is between 55 and 64.

4.4.6   With Pass where the overall average mark is between 50 and 54.

An example of a diploma award calculation is shown below.

| Subject | Credit Hours | Marks | Grade | Marks & Credit Hours |
|---|---|---|---|---|
| Introduction to Information System | 3 | 60 | B- | 180 |
| Introduction to Problem Solving and Programming | 4 | 50 | C | 200 |
| Introduction to Business | 3 | 55 | C+ | 165 |
| Introduction to Accounting | 3 | 52 | C | 156 |
| Business Information Systems | 4 | 48 | C- | 192 |
| Computing Mathematics | 4 | 40 | D | 152 |
| Marketing Principles | 3 | 73 | B+ | 225 |
| English | 3 | 60 | B- | 180 |
| Electronic Commerce | 3 | 64 | B- | 192 |
| Human Computer Interaction | 3 | 63 | B- | 189 |
| Communication Skills | 3 | 47 | C- | 141 |
| Business Programming with Java | 4 | 55 | C+ | 220 |
| Management Principles | 3 | 45 | C- | 135 |

| Subject | Credit Hours | Marks | Grade | Marks & Credit Hours |
|---|---|---|---|---|
| Business Systems Analysis and Design | 3 | 47 | C- | 141 |
| Data Management | 3 | 42 | D | 126 |
| Internet Technology | 3 | 58 | C+ | 174 |
| Business Statistics | 3 | 50 | C | 150 |
| Visual Programming | 4 | 53 | C | 212 |
| Accounting, Decisions and Accountability | 3 | 44 | D | 132 |
| Advanced Web Development | 4 | 48 | C- | 192 |
| Industrial Training | 4 | 57 | C+ | 228 |
| Project Development | 4 | 55 | C+ | 220 |
| Consumer Behaviour | 4 | 42 | D | 168 |
| Multimedia Technology | 3 | 49 | C- | 147 |
| Total | 81 | | | 4219 |

*Overall average mark = Sum of (Marks x Credit Hours = 4219 = 52.1%*
                                      *Total Credit Hours        81*

Classification of award is Diploma with a Pass.

**Appendix 7.0**         **Procedure for Dealing with Academic Misconduct in Examinations**

This appendix spells out the procedure to be followed when academic misconduct in an examination is detected. A common academic misconduct is the taking in of unauthorized materials by students with the intention of referring to the contents during the course of the examination. In the event that this occurs, the procedure to be followed is as follows:

- The unauthorised materials are removed from the student. A note is made of the student's name and the number of the desk that he or she is sitting at by the staff who detected the presence of the unauthorized materials.

- An oral report of the misconduct is communicated by the staff to the Chief Invigilator who will make a detailed written report to the Examination Unit.

- The student is notified that an allegation of misconduct has been made against him or her. As such, the student is required to submit a letter of explanation and is informed that he or she may be called in for an enquiry.

- An Assessment Investigative Committee will be set up to investigate the alleged academic misconduct. The members of the Committee are:

- The Academic Director Vice-President (Academic)

- Head of Centre

- The Registrar or nominee

- A staff member

The findings of the Committee will be acted upon and an appropriate penalty is to be meted out, where applicable.

- Findings and recommendation of the Assessment Investigative Committee are to be submitted to the Academic Committee of HOCs Meeting for its approval.

- The student will be notified of the outcome by letter issued from the Registry

In the case of *collaborative programmes*, academic misconduct is dealt with in accordance to the rules and regulations of the partner universities awarding the qualification.

**Appendix 8.0            Appeals Pertaining to Examination Results**

The principles, grounds for appeal and process are provided in this appendix.

Students are allowed to appeal against examination results should they, for example, believe that there is a clerical error in the marking or their paper has been unfairly assessed. All appeals must be submitted to the Registry five (5) working days from the date the result has been officially released on the notice board. Late appeals, without good reasons, will be considered invalid. Students will not be disadvantaged in any way as a result of making an appeal, whatever the outcome, if that appeal has been made in good faith. While cases are under consideration, students have the right to continue with their studies, provided they are in good standing, until such time when decisions are arrived at.

*Grounds for Appeal*

Appeals will be allowed on grounds such as the following:

- There has been a breach of assessment regulations or a major administrative mistake that has affected the assessment process.

- A clerical error has occurred in the computation of the marks and grades.

- Due regard was not paid to evidence of illness or misadventure submitted. Only evidence that had been handed in when the application of illness or misadventure was submitted will be considered. New or additional evidence is unacceptable.

- The assessment requirements as specified in the subject outline had been varied in an unreasonable manner.

It is to be noted that appeals which question the academic judgment of examiners will not be allowed.

*Process*

An application for a review of marks and grades should be made by the student on the prescribed form and submitted at the Registry, together with a letter of appeal in writing. The prescribed form `Appeal Against Results' is available at the Registry.

A letter stating the reason/s of appeal is to be enclosed, together with the form duly completed. The letter and the form are to be submitted to the Registry for invoicing of an appeal fee, the latter payment being made to the Bursary.

The Registrar or representative will refer the case to the appropriate HOC who will then authorise an initial investigation to establish whether there is a *prima facie* case or not. Where a case has been established, corrective action will be taken. Where the case pertains to a component of a programme contributing to a final award, the opinion of the External Examiner is to be sought.

The appeal and subsequent results are forwarded to the Board of Examiners at the Centre level for its consideration and recommendation to the College Board of Examiners and the Academic Committee of HOCs Meeting. The outcome of the case will be conveyed to the student in writing within two weeks of filing the appeal.

**Appendix 9.0**   **Fee Refund Policy for a Long Semester**

| Period | Payment Made | Payment Has Yet To Be Made |
|---|---|---|
| *For modular programmes* | | |
| Weeks 1 & 2 (from commencement data of programme/semester | • Dropping subject(s), approval not required<br>• Full refund | • Dropping subject(s), approval not required<br>• Full credit note |
| Week 3 | • Request to drop subject(s) allowed with HOC's  approval<br>• Penalty at RM50/subject<br>• 50% of subject fees refundable | • Subject(s) auto-dropped due to non-payment<br>• Reinstatement allowed, subject to HOC's approval<br>• Penalty at RM50/subject (Penalty at RM100 for linear programmes)<br>• Full payment due upon reinstatement |
| Week 4 | • Request to drop subject(s) allowed with HOC's  approval<br>• 50% of subject fees refundable | • Reinstatement allowed, subject to HOC's approval<br>• Penalty at RM50/subject (Penalty at RM100 for linear programmes)<br>• Full payment due upon reinstatement |
| Week 5 onwards | • Request to drop subject(s) will not be entertained<br>• Subject withdrawal/'Fail' grade awarded<br>• No refund | • Reinstatement subject to HOC's recommendation and Registrar's approval<br>• Penalty at RM50/subject (Penalty at RM100 for linear programmes)<br>• Full payment due upon reinstatement |

**Appendix 9.0**      **(continuation)**

| Period | Payment Made | Payment Has Yet To Be Made |
|---|---|---|

*For linear programmes*

| Period | Payment Made | Payment Has Yet To Be Made |
|---|---|---|
| Term 2 | • Full payment made in Term 1<br>• Request to drop subject(s) allowed with HOC's approval<br>• Refund at Registrar's discretion | • 2$^{nd}$ installment due within 2 weeks of commencement<br>• Request to drop subject(s) allowed with HOC's approval<br>• Refund at Registrar's discretion |
| Term 3 | | • 3$^{rd}$ installment due within 2 weeks of commencement<br>• Request to drop subject(s) allowed with HOC's approval<br>• Refund at Registrar's discretion |

**Appendix 10.0          Fee Refund Policy for a Short Semester**

| Period | Payment Made | Payment Has Yet To Be Made |
|---|---|---|
| Week 1 (from commencement date/of programme/semester) | <ul><li>Dropping subject(s), approval not required</li><li>Full refund</li></ul> | <ul><li>Dropping subject(s), approval not required</li><li>Full credit note</li></ul> |
| Week 2 | <ul><li>Request to drop subject(s) allowed with HOC's approval</li><li>50% of subject fees refundable</li></ul> | <ul><li>Subject(s) auto-dropped due to non-payment</li><li>Reinstatement allowed subject to HOC's approval</li><li>Penalty at RM50/subject</li><li>Full payment due upon reinstatement</li></ul> |
| Week 3 | <ul><li>Request to drop subject(s) will not be entertained</li><li>Subject withdrawal/`Fail' grade awarded</li><li>No refund</li></ul> | <ul><li>Reinstatement allowed, subject to HOD's approval and online banner census date</li><li>Penalty at RM50/subject</li><li>Full payment due upon reinstatement</li></ul> |
| Week 4 onwards | <ul><li>Request to drop subject(s) will not be entertained</li><li>Subject withdrawal grade awarded</li><li>No refund</li></ul> | <ul><li>Reinstatement not allowed</li></ul> |

24.3.2014