



UOW
MALAYSIA

—
PART OF THE UNIVERSITY
OF WOLLONGONG AUSTRALIA
GLOBAL NETWORK

UOW Malaysia KDU Penang University College

Undergraduate Handbook 2026

DISCLAIMER

UOW Malaysia strives to ensure the accuracy and reliability of the information contained in our handbook and web pages as of the date of publication. While every effort is made to verify the accuracy of information, UOW Malaysia reserves the right to revise, amend, or change items set forth in this handbook from time to time.

(Updated as of 21st January 2026)

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UOW MALAYSIA KDU PENANG UNIVERSITY COLLEGE

FOREWORD

UOW Malaysia KDU Penang University College is part of the University of Wollongong Australia's global network, but has a long history of providing accessible, quality, tertiary education to Malaysia and the surrounding regions, as KDU college and university colleges. Established in 1983, KDU was Malaysia's first private college with a purpose-built campus that provided opportunities for Malaysian youth to pursue high-quality overseas tertiary education in a local setting. Riding on the success of the Damansara Jaya campus, a second campus in Penang was established in 1991. In August 2010, KDU College Damansara Jaya was upgraded to University College status – a reflection of its quality programs, excellent teaching facilities, and strong industry partnerships. KDU University College then moved to its new flagship campus at Utropolis Glenmarie in January 2015. Also in 2015, KDU College Penang was upgraded to University College status. Both university colleges offer a full spectrum of programs, within a contemporary learning environment utilizing state-of-the-art facilities, from Foundation through to bachelor degrees and postgraduate programs. These include programs in hospitality, tourism and culinary arts, game development and computing, communications, creative arts, business, built environment, engineering and nursing.

Through its global connections and real-world learning opportunities, KDU has nurtured many bright minds from different backgrounds, cultures and nationalities, inspiring them to make positive contributions to society. It has provided a platform for practical, impactful ideas to grow and for students to reach their potential.

As the first institution to have a purpose-built campus within a larger sustainable ecosystem and being the first to offer twinning programs in the nation, KDU has broadened opportunities for its 50,000 graduates, who have gone on to find success in a range of fields, including in careers as corporate leaders, entrepreneurs and celebrities around the globe.

In November 2018, KDU entered into a strategic partnership with UOW Global Enterprises, a wholly-owned subsidiary of University of Wollongong Australia. Subsequently, in November 2019, the name of the college and university colleges were changed to reflect the stewardship of the University of Wollongong and they are now known as University of Wollongong Malaysia. The University of Wollongong Malaysia and UOW Malaysia KDU Penang University College now form an integral part of the University Wollongong Australia global network. In addition to Malaysia, the University of Wollongong's global network extends to campuses in Australia, Dubai and Hong Kong.

The University of Wollongong is committed to becoming a pre-eminent provider of higher education in Malaysia. This commitment combines UOW's internationally recognised teaching programs and personalised approach to students with KDU's 36 years of experience in private tertiary education, modern campuses and vibrant, industry-focused programs. UOW's presence in Malaysia will benefit the wider region, by producing international student growth and industry-ready graduates.

**WELCOME TO
UOW MALAYSIA KDU PENANG UNIVERSITY COLLEGE COMMUNITY**

VISION

To be a leading global education provider delivering transformative student experiences in Malaysia and the region.

MISSION

We collaborate with local and global communities to deliver quality teaching, learning, and research, nurturing global leaders with a truly international outlook.

CORE VALUES

UOW Malaysia KDU Penang University College has adopted the following set of values, which guide the behaviour of staff in all parts of the University. These are also the values we expect our students to develop and refine throughout their learning at UOW Malaysia KDU Penang University College.

Integrity

We are honest, ethical and reliable.

Courage

We speak our mind, take the initiative and are steadfast in our decisions.

Collaboration

We share our knowledge, expertise and resources to get results.

Passion

We love what we do.

Excellence

We encourage everyone to shine, going above and beyond.

Innovation

We think outside the box.

GRADUATE ATTRIBUTES

At UOW Malaysia KDU Penang University College we take great pride in the qualities we instill in our graduates, which firmly reflect our institutional culture and values. Our graduates' academic and campus experience ensures that they possess the following attributes regardless of their program of study.



Intellectual Competency

- Demonstrate in-depth knowledge of the discipline for effective decision-making



Professional Acumen

- Apply knowledge learned effectively into their professional career
- Demonstrate skills of the discipline effectively and professionally
- Establish a strong understanding of industry requirements and challenges
- Strive for justice, equality, honesty, and integrity in his/her professional pursuits
- Continuously engage in learning new knowledge of the discipline as well as across disciplines



Effective Communication Skills

- Express and discuss complex ideas effectively in written and spoken form
- Utilize various information technologies to communicate



Creative, Critical Thinking, and Problem Solving Abilities

- Analyze, assess, and utilize different thinking skills to determine the value of information and ideas
- Provide solutions to problems effectively
- Inspire others and work effectively in a team
- Demonstrate self-awareness and self-reflection towards continuous-quality-improvement



Entrepreneurial Spirit

- Engage risk and reality in decision making
- Demonstrate high adaptability and perseverance in overcoming challenges
- Innovate and generate ideas
- Evaluate the context and viability of an organization or business



Global Mindset

- Function in an international context with respect of diversity, and be open-minded to social and cultural differences
- Be knowledgeable about national, international and global issues
- Collaborate with anyone at any location of the world anytime and anywhere
- Be a responsible and ethical global citizen

THE CAMPUS

UOW MALAYSIA KDU UNIVERSITY COLLEGE, PENANG CAMPUS or UOW MALAYSIA KDU PENANG UNIVERSITY COLLEGE

UOW Malaysia KDU Penang University College began its chapter when it opened its door to its first batch of students in 1991. Since then, the UOW Malaysia KDU Penang University College has grown by leaps and bounds. UOW Malaysia KDU Penang University College is the most popular private tertiary education provider in the northern region. It has international alumni from 60 countries around the world.

In 2019, the Batu Kawan campus brings for the first time an Australian higher education experience to Mainland Penang. Conceptualized as a green campus in a park environment, students are greeted with its generous landscaping and fountains the moment they enter the campus and are ushered into the vibrant educational learning spaces scattered throughout the campus. The design is inspired by the Internet of Things (IOT) evolving learning pedagogy; making learning possible everywhere.

UOW Malaysia KDU Penang University College is a recognized full-spectrum tertiary education provider, offering programs from foundation through to research doctorate degrees. Students can commence their foundation or diploma studies and progress through to degree studies at Batu Kawan campus, or any of the other global UOW campuses located in Australia, Dubai, Hong Kong and Malaysia. Given a focus upon producing industry ready graduates, there is a prominence of industry 4.0 embedded in the curriculum at this campus to ensure students are future-ready.

UOW Malaysia KDU PG University College - Academic Calendar 2026 - Student
(Update as at 15 July 2025 and Subject to changes)
JANUARY – JUNE 2026

January			February			March			April			May			June		
Week	Day	Date	Week	Day	Date	Week	Day	Date	Week	Day	Date	Week	Day	Date	Week	Day	Date
	Thu	1		Mon	1		Mon	1		Wed	1		Fri	1		Mon	1
	Fri	2		Tue	2		Tue	2		Thu	2		Sat	2		Tue	2
	Sat	3		Wed	3		Wed	3		Fri	3		Sun	3		Wed	3
	Sun	4		Thu	4		Thu	4		Sat	4		Mon	4		Thu	4
	Mon	5		Fri	5		Fri	5		Sun	5		Tue	5		Fri	5
	Tue	6		Sat	6		Sat	6		Mon	6		Wed	6		Sat	6
	Wed	7		Sun	7		Sun	7		Tue	7		Thu	7		Sun	7
	Thu	8		Mon	8		Mon	8		Wed	8		Fri	8		Mon	8
	Fri	9		Tue	9		Tue	9		Thu	9		Sat	9		Tue	9
	Sat	10		Wed	10		Wed	10		Fri	10		Sun	10		Wed	10
	Sun	11		Thu	11		Thu	11		Sat	11		Mon	11		Thu	11
	Mon	12		Fri	12		Fri	12		Sun	12		Tue	12		Fri	12
	Tue	13		Sat	13		Sat	13		Mon	13		Wed	13		Sat	13
	Wed	14		Sun	14		Sun	14		Tue	14		Thu	14		Sun	14
	Thu	15		Mon	15		Mon	15		Wed	15		Fri	15		Mon	15
	Fri	16		Tue	16		Tue	16		Thu	16		Sat	16		Tue	16
	Sat	17		Wed	17		Wed	17		Fri	17		Sun	17		Wed	17
	Sun	18		Thu	18		Thu	18		Sat	18		Mon	18		Thu	18
	Mon	19		Fri	19		Fri	19		Sun	19		Tue	19		Fri	19
	Tue	20		Sat	20		Sat	20		Mon	20		Wed	20		Sat	20
	Wed	21		Sun	21		Sun	21		Tue	21		Thu	21		Sun	21
	Thu	22		Mon	22		Mon	22		Wed	22		Fri	22		Mon	22
	Fri	23		Tue	23		Tue	23		Thu	23		Sat	23		Tue	23
	Sat	24		Wed	24		Wed	24		Fri	24		Sun	24		Wed	24
	Sun	25		Thu	25		Thu	25		Sat	25		Mon	25		Thu	25
	Mon	26		Fri	26		Fri	26		Sun	26		Tue	26		Fri	26
	Tue	27		Sat	27		Sat	27		Mon	27		Wed	27		Sat	27
	Wed	28		Sun	28		Sun	28		Tue	28		Thu	28		Sun	28
	Thu	29		Mon	29		Mon	29		Wed	29		Fri	29		Mon	29
	Fri	30		Tue	30		Tue	30		Thu	30		Sat	30		Tue	30
	Sat	31		Wed	31		Wed	31		Fri	31		Sun	31		Wed	31

UOW Malaysia KDU PC University College - Academic Calendar 2026 - Student
(Updated as of 21st January 2026 subject to change)
JULY - DECEMBER 2026

Week	Day	Date	July	August	September	October	November	December
Week 1	Mon	1			1	1	1	1
Week 2	Tue	2			2	2	2	2
Week 3	Wed	3			3	3	3	3
Week 4	Thu	4			4	4	4	4
Week 5	Fri	5			5	5	5	5
Week 6	Sat	6			6	6	6	6
Week 7	Sun	7			7	7	7	7
Week 8	Mon	8			8	8	8	8
Week 9	Tue	9			9	9	9	9
Week 10	Wed	10			10	10	10	10
Week 11	Thu	11			11	11	11	11
Week 12	Fri	12			12	12	12	12
Week 13	Sat	13			13	13	13	13
Week 14	Sun	14			14	14	14	14
Week 15	Mon	15			15	15	15	15
Week 16	Tue	16			16	16	16	16
Week 17	Wed	17			17	17	17	17
Week 18	Thu	18			18	18	18	18
Week 19	Fri	19			19	19	19	19
Week 20	Sat	20			20	20	20	20
Week 21	Sun	21			21	21	21	21
Week 22	Mon	22			22	22	22	22
Week 23	Tue	23			23	23	23	23
Week 24	Wed	24			24	24	24	24
Week 25	Thu	25			25	25	25	25
Week 26	Fri	26			26	26	26	26
Week 27	Sat	27			27	27	27	27
Week 28	Sun	28			28	28	28	28
Week 29	Mon	29			29	29	29	29
Week 30	Tue	30			30	30	30	30
Week 31	Wed	31			31	31	31	31

ADMISSION

All applicants applying for admission to UOW Malaysia KDU Penang University College must submit a duly completed **Application Form** obtained from the **Marketing Department UOW Malaysia KDU Penang University College** or downloaded from the website. The application should be supported by relevant materials. All materials submitted would become the property of UOW Malaysia KDU Penang University College. Personal Data collected will be protected according to the terms stipulated by the **Personal Data Protection Act 2010**.

Admission to the University College does not guarantee admission to any particular program. Each student must meet the entry requirements of the academic program he or she wishes to enter. A full **Admission Letter** will only be issued when the student meets the entry requirement(s) and has also provided all necessary documents as stipulated by UOW Malaysia KDU Penang University College. Applicants may be denied admission on the ground of failing the required pre-admission test, interview, and/or health condition by program specific.

ENTRY REQUIREMENTS

Entry requirement(s) for all programs offered may differ from one another. Applicants are advised to seek counselling prior to applying. Only applicants who meet the minimum entry requirement(s) may be admitted accordingly. Some programs may have additional admission requirements, including but not limited to prerequisite study or assessment of suitability via portfolio or interview or being medically fit for the program of study. Detailed information on entry requirements can be obtained from the schools' program brochure.

The program entry requirements are governed by the **Ministry of Higher Education** and/or Professional Boards (e.g. Board of Engineers) and/or authorities (e.g. **Malaysian Qualifications Agency (MQA)**).

LANGUAGE REQUIREMENTS

For Malaysian students who do not have '**Credit**' in **Bahasa Malaysia** for **SPM**, they will need to take and pass the compulsory module; '**Bahasa Kebangsaan A**'.

ENGLISH LANGUAGE REQUIREMENT

If additional English requirement is not stated under the individual programs, the following English requirement applies to the different levels of study:

- i. Foundation / Pre-U programs
SPM / UEC / O-Level English: Credit; or 4 out of 7 in International Baccalaureate; or Band 4.0 in IELTS; MUET Band 3; or TOEFL Essentials (5) / IBT (30); or Cambridge English (140) or; PTE Academic 36; or other equivalent qualification
- ii. Diploma programs
SPM / UEC / O-Level English: Credit; or 4 out of 7 in International Baccalaureate; or Band 4.0 in IELTS; MUET Band 3; or TOEFL Essentials (5) / IBT (30); or Cambridge English (140) or; PTE Academic 36; or other equivalent qualification
- iii. Bachelor Degree programs
SPM / UEC / O-Level English: Credit; or 4 out of 7 in International Baccalaureate; or Band 5.0 in IELTS; MUET Band 3.5; or TOEFL Essentials (7.5) / IBT (40); or Cambridge English (154) or; PTE Academic 47; or completed a Pre-U/Diploma program with

English as the delivery language (eg A-Level, UOW Malaysia KDU Foundation Studies, UOW Malaysia KDU Diploma); or other equivalent qualification

Malaysian students who do not possess the English requirement stated, are required to be assessed by the academics and based on the outcome of the assessment, students will be advised to take the appropriate English course(s) or a compulsory English module 'Foundation in English' in the first semester of their main program.

International students coming from non-English speaking countries that do not possess the English requirement stated above are required to sit for the English Placement test and based on the results, students will be advised to take the appropriate English course(s). Students are required to complete the respective English modules and met the English requirement before the commencement of their main programs.

INTERNATIONAL OFFICE

The **International Office (IO)** team is dedicated to advise, assist and support international students during their studies at UOW Malaysia KDU Penang University College.

Services available are:

- Airport Pick-up
- Immigration Matters

IMMIGRATION

For international students, matters such as endorsements and extension of student pass can be done through the IO. Application for extension of student pass **MUST** be submitted at least **three (3) months** in advance before the expiry date. Over-staying is a serious offense and will result in the student being charged in court and deportation. It is the student's own responsibility to ensure the expiry date of their passport and student pass is valid.

EMPLOYMENT

According to the Malaysian Law, international students are **not** allowed to have either part-time or full-time employment while studying, unless they have obtained the approval from the Immigration Department. Students caught working in Malaysia are liable to a **RM1,000** fine or a minimum of **six (6) months** imprisonment or **both** or face deportation back their country of origin.

FEES

The course/semester fee can be found at <https://www.uow.edu.my/programmes/find-your-program/> under the 'Programs'.

METHODS OF PAYMENT

Fees may be paid via JOMPAY (Biller code: 36772), by debit card or credit card (Visa or Mastercard), via Maybank2u, CIMBClicks, or crossed cheques made payable to **UOW MALAYSIA KDU PENANG UNIVERSITY COLLEGE SDN BHD**

Fees can also be paid via telegraphic transfer or direct banking to the following account:

Malaysian students: Any **Maybank** branches – Account No: 507013013331
Any **CIMB** branches – Account No: 8601003506

International students: **Ambank (M) Berhad** – Account No: 8881024667909
Bank Address: No.37, Jalan Sultan Ahmad Shah, 10050 Penang, Malaysia
Swift Code: ARBKMYKL.

Please send a copy of payment advice together with Student Number, Name and Contact Number to Bursary Department or email to pg-payment@uow.edu.my.

IMPLICATIONS OF OUTSTANDING FEES

All fees must be paid in full on or before commencement of each semester. **A late payment penalty of RM10 per day** (including Saturdays, Sundays and Public Holidays) will be imposed on ALL outstanding fees after the payment due date stated in the invoice. If fees remained unpaid after the fifth week of a semester, student will be barred from using the UOW Malaysia KDU Penang University College facilities, classes and examinations (Test, Mid-terms and Finals).

All fees paid in advance shall be deemed to be for payment of course fees.

Students who have outstanding fees will not be allowed to proceed on to the following semester of studies and may be terminated from their studies.

UOW Malaysia KDU Penang University College shall not be held liable in any way for any payment made through any third parties / unauthorised channels.

Note: The University reserves the right to change the **Bursary Policies** when deemed necessary without prior notice.

REFUND OF FEES

All fees which have been paid are NOT refundable / non-transferable unless:

- The programme has not commenced.
- Student is not accepted by UOW Malaysia KDU Penang University College.

If the student withdraws from the UOW Malaysia KDU Penang University College:

- a) 1 – 14 days (including Saturdays, Sundays and public holidays) from the commencement of a semester, only 50% of the total fees paid will be refunded. Moderation Fee, EMGS, Registration and Admission fee paid will NOT be refunded.
- b) After 14 days (including Saturdays, Sundays and public holidays) from the commencement of a semester, NO refund of fees shall be entertained.

International students are required to submit student pass for cancellation before the refund can be processed (applicable for completion and withdrawal of studies).

Caution Fee is refundable upon completion of the programme. In the event of a withdrawal/termination of studies, only 50% of the Caution Fee will be refunded. Caution Fee will be set-off against any outstanding fee owed by the student prior to refund.

Deposits and Caution Fee can only be refunded after a student has completed or has withdrawn from his/her studies at the UOW Malaysia KDU Penang University College. The Performance Deposit Fee will be forfeited if the student fails to complete the entire program. The refunded monies must be claimed within **6 months** from the date of completion of studies or date of withdrawal (the end date of the student's current semester), failing which, the said monies shall be forfeited by the UOW Malaysia KDU Penang University College. Any excess amount can only be claimed upon completion/withdrawal of studies.

FINANCIAL SUPPORT

UOW Malaysia KDU Penang University College offers Scholarships and Bursaries to enable deserving students to pursue their tertiary education. The list of Scholarships and Bursaries can be found at: <https://www.uow.edu.my/study-at-uow-malaysia/scholarships-bursaries/>

The eligibility and amount of the scholarship/bursary/award/discount given are advised annually. Students are advised to refer to the **Scholarships & Bursaries Brochure** available at the Enquiries & Admission for further details.

PROGRAM AND CLASSES

DURATION OF STUDIES

Programs offered by UOW Malaysia KDU Penang University College vary in duration according to the type and level of the program. Generally, they are listed at the table below.

Award	Minimum Graduating Credits	Minimum Study Period (years)	Maximum Study Period (years)
		Full Time	Full Time
Foundation	50	1	2
Diploma	90	2	4
Bachelor Degree	120	3	6
Bachelor Degree (Engineering)	139	4	8

The minimum graduating credits and minimum/maximum study period for completion of a program is specified in the respective Program Handbook. If you have exceeded the maximum duration prescribed for the program of study, you will be terminated from your studies. You may appeal to extend your candidature but approval will be decided by the respective Schools based on circumstances. Decisions made by the University College are final.

COURSE REGISTRATION

Students are required to register for the courses that they intend to sign up for in a particular semester. Students should select and register the courses according to the advice given by their respective **Academic Department Head (ADH)** or **Program Leader (PL)**.

The student is responsible for registering for the appropriate courses offered in the program enrolled and to adhere strictly to the Add/Drop procedure and deadlines accordingly.

COURSE REGISTRATION PROCEDURE

New students enrolled in UOW Malaysia KDU will be guided through the course registration process by their respective ADH or PL during the Orientation/ Academic Briefing session. Existing students are required to complete the course registration online for the next semester depending on class capacity and courses offered before the commencement of new semester, upon release of current semester's result. The ADH or PL may designate courses and grouping for the student(s) to register for the new semester (please check the Department announcement).

Students are given a **one (1) week** period to perform the online self service course registration. Any delays in completing the online course registration and selection will not be entertained. Invoice for the following semester will then be distributed to the students via My Camu.

For fee payment matter, please refer to Bursary Policy.

COURSE REGISTRATION GUIDELINES

Generally, a student is required to register **four (4) to six (6) courses**, or study load of **twelve (12) to eighteen (18) credits hours** for a 12-weeks semester.

The student is responsible for ensuring that he/she is correctly registered for each semester by taking note of the following guidelines:

- Selection of courses should be in accordance to the program structure i.e. courses offered at the lower levels are to be given priority over the higher level for completion.
- Prerequisites, if any, must be fulfilled (passing of the relevant course) before proceeding to courses of the next level. The School reserves the right to disallow any student to sign up for a course if he/she has not passed the prerequisite course, or if the class is full.
- Students who retake the course(s) must have the “retake” courses registered along with the ‘new’ courses. Please note that students are only allowed a maximum of **two (2) attempts** for repeating each course.
- Maximum courses or credit load for each semester must be taken into consideration. Computation of the maximum credit permitted per semester is based on the Student Learning Time (SLT) for the semester. Approval from the PL / ADH is needed for students who wish to take fewer or more courses than the normal load.

Any other academic conditions required by the program must be fulfilled.

ADD/DROP PROCEDURE

It is the student’s responsibility to ensure that he/she has registered the correct courses for his/her studies based on the advice given by the ADH or PL. In the event that the student has made a mistake or changed his/her mind, the student will be given **fourteen (14) days** from the commencement of semester to add and/or drop courses. After the closing date, “Add” / “Drop” is no longer allowed.

Request for add/drop after the closing date will be subject to approval by the School. Students are required to submit the **“Requisition of Add/Drop Course ”** form to the School for processing **not later than 14 days** after the commencement of semester. After this date, students are not allowed to add/drop any course(s).

A student may apply to withdraw from a course between week 4 and week 10 without academic penalty (no impact on CGPA); and if approved, the course grade shall be recorded as “Withdrawn” (W) on the academic transcript. The tuition fee for the said course is not refundable in the case of a withdrawal. A student may not withdraw from a course, if it is a course in which they are being investigated for academic misconduct unless the investigation (and any subsequent appeal process) has been finalised and there is no finding of academic misconduct made against the student. If an application for withdrawal from a course without academic penalty is not approved, the grade will stand for that course.

A student who deregisters from all courses in a semester without obtaining an approved deferment of study, may have their enrolment classified as lapsed/deactivated.

COURSE REGISTRATION TIMELINE

Students are required to take note of the course registration closing date and the implications of late registration.

PERIODS	IMPLICATIONS
2 weeks before new semester	<ul style="list-style-type: none"> • Online course self-registration <ul style="list-style-type: none"> – Courses registration based on advice by School
Day 00 – Day 14 of new semester	<ul style="list-style-type: none"> • Add/Drop Courses <ul style="list-style-type: none"> – Till Day 7, student performs self service registration. – Day 8 to 14, need to fill in “Requisition to Add/Drop Course” form in school.
After Day 14	<ul style="list-style-type: none"> • Late Add/Drop Courses <ul style="list-style-type: none"> – Subjected to approval by the School – Students are required to fill in the “Requisition to Add/Drop Course” form • Students with outstanding fee, will be barred from sitting the final exam/submission of final assessment • For fee payment matter, please refer to Bursary Policy.

COMMENCEMENT OF CLASSES

Generally, UOW Malaysia KDU Penang University College operates on **three semesters** in each calendar year. In each of the semester, there is an allocation of approximately two weeks of final examination at the end of the semester, although this could vary based on the number of public holidays during the period. Thus, in general, there are 3 semesters per year, namely, January – June, June – September and September - December.

This arrangement applies to all UOW Malaysia KDU Penang University College programs.

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

Students (new and existing) are required to attend the very **first classes** at the beginning of the semester to avoid missing important information that may affect lessons for the whole semester. The timetable is usually made available in Learning Management System departmental content of the respective Schools.

CLASSROOM CONDUCT

It is the right of each student to participate in his/her learning and it is the responsibility of each student not to interfere with the learning of other students. Policies governing the classroom will be provided in each course syllabus and students who violate one or more of these policies will be subjected to disciplinary action.

ATTENDANCE REQUIREMENT

The student is required to **achieve 80% attendance** for each course undertaken. Students who are unable to meet the 80% attendance will be issued with a **Absenteeism Letter** and will subsequently be **barred** from sitting for the **final examination / submission of final assessment** and will be awarded with no marks, unless there is a written appeal/explanation with supporting documents (Barring is at the discretion of the Schools).

Students who are on medical leave must provide a certified **Medical Certificate** from a recognised Medical Practitioner immediately in the following class after his/her medical leave.

Besides medical reason, requests for any absences are to be submitted in writing, indicating the reason and the duration of the requested leave. Supporting documents must be attached. The approval for leave of absence will be decided by the School.

COURSE STRUCTURE AND COMPONENTS

Each course has a predefined structure/outline. Students are advised to obtain this structure/outline from the School if not already given. A course may have several assessment

components that aim to contribute towards the achievement of the learning outcomes of the course. Students have to complete all components as prescribed for the course.

Assessment components are spread over the entire semester for better assessment and evaluation of the learning outcomes at each and different points of time. The system is also aimed to enable students to gather marks throughout the semester instead of being evaluated on a concentrated 100% final examination.

CHANGE OF PROGRAM

If students would like to switch from an existing program of study to a new program, the student must submit application at least 10 working days before the start of the following semester. Student is required to follow the following procedures:

- Ensure they meet the entry requirement(s) of the new program
- Fill up the “**Program Status Change**” form
- Receive approval from the Academic Head of the current program
- Receive approval from Academic Head of new program and the number of courses that can be transferred or exempted in the new program
- Receive approval from the International Office for International student’s visa application to new program (for International Students)
- Make submission to the Admission Office for registration to new program.

DEFERMENT OF STUDIES

Deferment of studies refers to the approved period of non-study requested by student after starting a program.

The duration allowed for deferment of studies is normally **one (1) semester** only. Requests for subsequent deferment of semester may be considered on a case-by-case basis, depending on the circumstances, up to maximum of one (1) year. Students are expected to report to UOW Malaysia KDU Penang University College at the agreed **RETURN** date. Students who defer their study should note that the program rules and conditions under which they originally enrolled may change during their period of deferment and that they may be subjected to the new rules and conditions at the time that they return to their program.

Failure to do so and the student will be deemed to have withdrawn from the program. Students who wish to activate the status after the lapse of the deferment period are required to re-apply and pay a registration fee for re-admission.

Procedures and application for Deferment of Studies are as follows (**The application must be submitted within 14 days upon semester commencement**):

- The Student is required to fill up the “**Program Status Change**” Form with relevant supporting documents (international students must provide confirmed air ticket to leave the country during the specific period of deferment),
- Submit and receive approval from the ADH,

- To return from deferment, the student must fill up the “**Program Status Change**” Form to reactivate the programme.

Acceptable grounds for granting a deferment of studies:-

- An illness or disability (certified by a licensed medical practitioner or registered psychologist)
- Exceptional compassionate circumstances – for example, the death of a close family member (parent, grandparent, sibling)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the student’s studies
- A traumatic experience that has impacted the student (supported by police or psychologists’ report) and include:
 - Involvement in, or witnessing of an accident
 - Witnessing or being the victim of crime.

WITHDRAWAL POLICY

Withdrawal from studies applies to circumstances when a student voluntarily wishes to leave the University College permanently. Before making a decision to withdraw, students are strongly advised to meet with his/her Program Leader / Academic Advisor / etc., to discuss the options available (e.g. deferment of studies, financial assistance).

A student who wishes to withdraw is required to fill in the “**Withdrawal**” Form and “**Request for Refund**” Form, and obtain the approval by the ADH / Head of School (HOS). ADH/HOS shall counselled the student before approving the Withdrawal.

A copy of the duly approved “Withdrawal” Form, and document for cancellation of student visa (for international students), if any; shall be submitted together to the International Office. The processing time is approximately three (3) weeks subject to the complexity of the case. Students will be notified by Bursary when the refund is ready.

For refund of fees, kindly refer to Bursary Policy.

ASSESSMENT & EXAMINATION

Assessment is essential as it helps students learn and also guide students in their development. It is an on-going process that helps to track and monitor the learning progress and measure the achievement of learning outcomes accurately.

The assessment tasks are directly related to the objectives of the registered courses. The assessment modes adopted within the program will be sufficiently varied to enable the students to develop the full range of knowledge and competencies.

The coursework (e.g. tests, quizzes, assignments, projects and / or other course components) and examinations will serve as evaluation tools to assess the students' performance and the marks will be recorded at all stages. Students are required to attempt all the different assessment components in order to pass the course.

FINAL EXAMINATION RULES & REGULATIONS

Final examination normally contributes about 30-60% of the overall assessment weightage. Hence, it is important for students to understand the Final Examination Rules & Regulations clearly. Students are required to check with the Examination Department if he/she has any enquiries regarding the rules and regulations.

OPERATING HOURS

The operating hours of the **Examination Department** are:

Location:
UOW Malaysia KDU Penang University College

Operation Hours:
9:00 a.m. – 5:30 p.m.

ELIGIBILITY

For the final examination/assessment, a Final Examination/Assessment Slip will be issued to each student if the student has meets at least 80% attendance for the course/s and does not have any outstanding fee before Final Examination/Assessment.

It is the responsibility of the student to check his/her eligibility for the final examination/assessment. Students may appeal to the School/ Department with a valid reason and supporting documentation before Barring Letter (on 80% attendance) issued by the Registrar.

SPECIAL CONSIDERATION

Special consideration is given towards assisting a student affected by potentially wide range of difficulties, emotionally or physically, which may influence the students' performance in examinations.

For long illness, the student is required to submit the medical reports from the hospitals to the school at the beginning of the semester. For sudden illness or situation, the student is required to submit the medical reports from the hospitals to the school immediately for special consideration.

EXAM TIMETABLE

Students are responsible to check the **Final Examination** timetable that will be announced **three (3) weeks before** the commencement of the exam. Incorrect information recorded by students and absenteeism on such grounds will not be entertained and will lead to students having to retake the course(s).

EXAMINATION CONDUCT

GENERAL

- Students need to comply with the dress code of UOW Malaysia KDU Penang University College. Students who are not properly attired will not be allowed to enter the examination venue.
- Students are not allowed to bring in any unauthorised materials into the examination venue. If students are found with unauthorised item(s) during an examination, whether the item(s) are brought in intentionally or otherwise, the student may be considered as attempting to cheat. Hence, onus is on the student to ensure that no unauthorised items are brought into the examination venue.
- Students must not talk or communicate in anyway (verbal or otherwise), distract/disturb other students once they are in the examination venue. All queries must be directed to the invigilator.
- Students should note that impersonation of another candidate for the examinations is an infringement of the examination rules. The student is subject to immediate dismissal from the examination.
- All bags, files and personal items are to be kept at the place instructed by the invigilator at own risk.

BEFORE THE START OF THE EXAMINATION

- Students need to be at the examination venue 30 minutes before the commencement of the examination.
- Students need to sit in accordance with the prescribed seating arrangements.
- Student Card/Identification Card/Passport and Final Examination/Assessment Slip are to be placed on the top right corner of the table at all time.
- Students are only allowed to bring in their pens, rulers, pencils, calculators and items as specified by the syllabus.
- Pencil cases, calculator casing, watches, electronic wristbands and wallets are to be placed on the floor.
- Mobile phones are not encouraged to be brought to the examination venue. All mobile phones are to be switched off and to be placed on the floor next to the table (phone screen facing the floor) at all times. If the phone rings during the exam time, the phone will be confiscated and penalty will be imposed.
- Students must not be in possession of any electronic transmitting devices during the examination.
- Students are to check and ensure that they have the correct question paper before the start of examination. Students are to read the instructions and warning found in the Answer Booklet carefully. Do not turn over the question paper until told to do so.
- The examination must not begin until the Chief Invigilator has completed the announcements and informed candidates that they may start writing.

DURING THE EXAMINATION

- Students arriving late but within one hour after the commencement of the examination shall be allowed to sit for the examination. No extra time shall be given to the students for such cases.
- Students are only permitted to visit the washroom during the examination with permission from the invigilator(s).
- Students are not allowed to leave that examination hall during the first one hour and the last half an hour. For courses with duration of less than two hours, students are not allowed to leave the examination hall until the end of the examination.
- Students are reminded to be honest in all examinations and not be involved in any form of misconduct. All cases of misconduct or cheating will be managed according to the University College Academic Misconduct Procedure. The candidate's course result or results may be cancelled. For serious infringement of the examination rules, he/she may be disqualified from the current examination, barred from entry to future examinations, or even be expelled from the University College.

AT THE END OF EXAMINATION

- Students need to obey the invigilator(s) when the 'stop writing' announcement is made.
- Additional answer scripts/graph papers are to be secured properly to the Answer Booklet. Students must make sure that they have written down their particulars.
- Students need to remain seated until all the answer scripts and question papers have been collected.
- Students need to leave the examination hall quietly after the Chief Invigilator has made a closure statement for the examination.
- Students need to leave all the question papers and unused examination answer booklet, and other examination materials provided on the table.
- Students need to take all his/her belonging(s) when he/she leaves.

ACADEMIC MISCONDUCT: PLAGIARISM & CHEATING

PLAGIARISM

Plagiarism is a form of cheating in the academic field. It is an action of copying works and ideas from others without giving them full acknowledgement for the production of the academic work (e.g. assignments, projects, thesis, dissertation, essays, or other equivalent written assignment). The effect of plagiarism is that the words are effectively 'stolen' and passed off as having been written by the author. Plagiarism can occur in respect to all types of sources and all media Eg: published or non-published text, speeches, illustrations, music score and etc.

UOW Malaysia KDU Penang University College considers plagiarism as a serious breach of academic conduct.

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

UOW Malaysia KDU Penang University College utilises Turnitin as a tool for assessing similarity between assignments and existing documents. A similarity index of more than 20% is recommended as grounds for investigation if the outcome is based on intentional plagiarism, unintentional plagiarism, improper/lack of citation, or mere coincidence.

If it was identified that the student has plagiarised his or her work the penalties can be one or combination of the following depending on the severity and whether there was any previous offenses:

- A warning letter issued by the School and recorded in the student file.
- A re-submission of the academic work within a suitable duration determined by the School with capping of re-submission mark to a Pass mark.
- An award of Fail grade for that particular academic work.
- An award of Fail for the particular course.
- Permanent exclusion from the University College.

MISCONDUCT & CHEATING

Misconduct in the Examination venue may include the act of cheating or attempting to cheat. Examples of the actions that constitute misconduct include the following, but are not limited to:

- Impersonation of a student or allowing oneself to be impersonated.
- Student in possession of any electronic transmitting devices.
- Incessant talking in the Examination venue.
- General disobedience of examination instructions and procedures.
- Unruly and rowdy behaviour shown towards invigilators.
- Cheating, any acts, intentional or otherwise, that would provide an opportunity to enhance the performance of the students in the examination, with the use or unused, of relevant or irrelevant tools, materials and/or actions is a serious offence.

All matters related to the academic misconduct shall be investigated and determined based on the University College (UC) Academic Misconduct Procedure.

Examples of cheating are:

- Copying, in part or whole, from an examination answer script that belongs to another person.
- Use of notes, sources, and materials from items and/or electronic devices are not authorised in the examination.
- Collusion or making arrangement with another student to cheat, including employing a surrogate to sit for an examination or any form of academic assessment mode, in part or whole, or agreeing to be that surrogate aiding and abetting the dishonest act.
- Bringing any other unauthorised item into the examination venue whether relevant or not, whether use or not, and irrespective of ownership.
- Presentation of false evidence of special circumstances.
- Fabrication or Falsification of data: making false claims to have carried out experiments, observations, interviews or other forms of data collection and analysis, or acting dishonestly in any other way.

All academic misconduct cases are to be reported.

PENALTIES

The student will be required to attend a hearing session, and if found responsible, penalties may be imposed based on the severity of the misconduct and any prior offenses. The penalties may include the following:

i. First offense:

- Issue a warning against future unfair practices without further penalties if the case is deemed inadvertent.
- Award a mark of zero (0%) for the component where the academic misconduct occurred.

- Award a mark of zero (0%) for the entire course where academic misconduct occurred.
- ii. Second offense:
- Record a mark of zero (0%) for every course taken during the concerned semester.
- iii. Third offense:
- Exclusion from the institution, at its discretion, based on the severity of the case and any previous penalties or precedents.

Students may appeal the decision regarding academic misconduct. However, the final decision on the appeal lies with the Vice Chancellor and will be considered final and conclusive.

USING ARTIFICIAL INTELLIGENCE (AI) FOR ASSESSMENTS

- AI usage for assessments is permitted only when explicitly authorized by the instructor or educational institution. And students should disclose the use of AI tools or resources in their assessments, as per the instructions provided by the instructor or educational institution.
- Unauthorized use of AI to produce new work and submits it in place of your own work is a form of plagiarism. This includes but is not limited to the use of AI-generated content, AI-powered essay generators, or AI-based solutions without proper approval.
- Disciplinary actions may include but are not limited to warnings, academic penalties, suspension or expulsion, depending on the severity and recurrence of the offense.

ABSENTEEISM & REFERRAL

A student who is absent/non-submission during the final examination/assessment without any valid reason will be given an “XF” in the academic transcript. “XF” is **equivalent to a fail grade**.

A referral is an examination offered to the student who has missed the **final examination** for acceptable reasons. Student must provide detailed reasons and supporting documentation by filling in the “**Student Extenuating Circumstances Form**” to the School to be presented to the University College Assessment Board for approval. If the reason is medical, the supporting documentation from **Government or Private Hospital** (e.g. medical certificates, medical report) and “**Student Extenuating Circumstances Form (Part V- Medical Attestation)**” should be completed and submit to the School within **five (5) working days** after the actual examination date. Once approved by the University College Assessment Board, students will be allowed to sit for the referral examination.

Results obtained in the referral examination will replace the marks for the final examination. The final overall grade awarded will be in accordance with the normal grading system. However, if a student misses the referral examination, he/she will have to retake the course.

Note: There is no referral examination for those students who has missed the resit examination or referral examination for any reasons.

RESULT AND GRADING SCHEME

PASSING MARKS & GRADING SCHEME

Below is the standard UOW Malaysia KDU Penang University College grading scheme which is applicable to all UOW Malaysia KDU Penang University College programs. **50% or GPA 2.0** is the passing grade. For Dual Award Programs, students shall refer to the program handbook for the different grading scheme used. All Dual Award programs grading scheme will be in accordance to the respective partner University's practices.

GRADING SCHEME			
GRADE	MARKS (%)	GRADE POINT	REMARKS
A+	85 – 100	4.00	High Distinction
A	80 – 84	4.00	Distinction
A-	75 – 79	3.67	Good
B+	70 – 74	3.33	High Credit
B	65 – 69	3.00	Credit
B-	60 – 64	2.67	Satisfactory
C+	55 – 59	2.33	Commendable Pass
C	50 – 54	2.00	Pass
D	40 – 49	1.00	Marginal Fail
F	0 – 39	0.00	Fail

For courses which only have “Pass” or “Fail” grade, “**P**” will be awarded if the mark is **50 and above**. “**F**” will be stated if the mark is **below 50**. Courses with only “Pass” or “Fail” grade will not contribute to average grade point calculation.

Grade		Marks (%)	Grade Point
P	Pass	50 – 100	N/A
F	Fail	0 – 49	N/A

In extraordinary circumstances, with the approval of Senate/Academic Board, the following grades may be awarded:

Grade		Marks (%)	Grade Point
PA	Extraordinary Pass	50 – 100	N/A
FA	Extraordinary Fail	0 – 49	N/A

A course that is graded PA/FA is excluded from the GPA/CGPA computation. However, the course credit earned shall be included in the total credits earned for the programme.

Based on the above grading scheme, a student's academic performance is determined at the end of each semester by the **Grade Point Average (GPA)**. As an example, if the following grades were received by a student in a semester, the semester GPA will be equal to the sum of products (credit hours x grade points) divided by the number of credits taken ($40.01/15=2.67$).

SEMESTER 1:

COURSE	MARKS	GRADE	GRADE POINT	CREDIT HOURS	GRADE POINT EARNED (CREDIT HOURS X GRADE POINTS)
Academic English 1	62	B-	2.67	3	8.01
Fundamental of Game Art	58	C+	2.33	4	9.32
Fundamental of Programming	75	A-	3.67	4	14.68
Introduction to Business	51	C	2.00	4	8.00
TOTAL				15	40.01
					GPA = 2.67 CGPA = 2.67

Overall performance of a student in the program is determined by the **Cumulative Grade Point Average (CGPA)**. CGPA is calculated by dividing the (Total Grade Point Earned for all courses in all the semesters) with the (Total number of credit hours taken in all the semesters).

As an example, if the following grades were received by a student in semester 2, the CGPA of the student after Semester 2 will be equal to $(40.01+37.68)/(15+15)=2.59$.

SEMESTER 2:

COURSE	MARKS	GRADE	GRADE POINT	CREDIT HOURS	GRADE POINT EARNED (CREDIT HOURS X GRADE POINTS)
Academic English 2	40	D	1.00	3	3.00
Fundamental of Game Design	78	A-	3.67	4	14.68
Graphic Programming	60	B-	2.67	4	10.68
Introduction to Management	55	C+	2.33	4	9.32
TOTAL				15	37.68
					GPA = 2.51 CGPA = 2.59

Below are the other legends which may appear in the academic transcript:

LEGENDS	REMARKS
BA	Barred from taking Final Examination/Assessment
IP	In Progress
XF	Absent
W	Withdraw

CREDIT TRANSFER AND EXEMPTIONS

The duration of program completion for individual students may be shortened as a result of credit transfer granted for prior study. Students shall discuss with their PL/ADH for details. This will be noted as the following in the transcript:

LEGENDS	REMARKS
TR	Credit Transfer
EX	Exemption
CTA	Credit Transfer (Accreditation of Prior Experiential Learning – Credit)

40% RULE FOR FINAL EXAMINATION/ASSESSMENT

With the 40% ruling, students must score **at least 40% out of 100%** in the final examination/assessment in order to pass the course, if the “Final Examination/Assessment” is part of the assessment components.

Example: For Course A, the continuous assessment component is 60% and the final examination/assessment component is 40%. The overall mark (continuous assessment mark + final examination/assessment mark) to pass the course is 50%. Under the 40% ruling, Student A has obtained 45% from the continuous assessment component out of 60%, but only obtained 12% out of 40% (equivalent to 30% out of 100%) for the final examination, Student A will only be rewarded with with a grade of D (Marginal Fail) despite the fact that he has obtained 45%+12%=57%. In order to pass Course A, Student A needs to score at least 16% out of 40% (equivalent to 40% out of 100%) in the final examination.

	ASSIGNMENT 1	ASSIGNMENT 2	FINAL EXAMINATION	TOTAL	GRADE
STUDENT A	20/30	25/30	12/40	57/100 (downgrade to 40 as student did not score >40% in the Final Examination)	C become a D

SUPPLEMENTARY ASSESSMENT

A student, who is awarded a mark of 0 - 49 in a course, may be offered a supplementary assessment (re-sit for written final examinations or a resubmission of final assessment). The supplementary assessment mark will only replace the Final Examination/Assessment mark. The other assessment component mark will be added together with the Supplementary assessment mark to calculate the final grade. The final overall mark will be capped at 50 marks (C grade).

Example:

Student A sat for Final Exam/Assessment and obtained 18 marks. As the overall mark is below 50, he/she has failed the course but is entitled to a Resit.

	ASSIGNMENT 1	ASSIGNMENT 2	FINAL EXAMINATION	TOTAL	GRADE
STUDENT A	15/30	10/30	18/40	43/100	D

After the resit, student obtained 38 out of 40 in the resit examination, and receives an overall of 63 out of 100. But, student's overall mark will be capped at "C" and 50 marks (even though the student has achieved 63/100 as this is a resit)

	ASSIGNMENT 1	ASSIGNMENT 2	FINAL EXAMINATION	TOTAL	GRADE
STUDENT A	15/30	10/30	38/40	63/100 (Capped at 50)	C+ become a C

The Supplementary assessment fee is charged at **RM300** for every course for all programs. Student is required to register for the course(s) at the school and thereafter make payment at the Bursary. The invoice will serve as Exam Slip upon entering to exam venue for the registered Resit examination.

If a student misses the RESIT examination, he/she will have to retake the course. Payment made for the RESIT examination is not refundable.

RETAKE

Retake is for a student who has obtained an overall mark of 0 to 49 marks for the course after the final exam/assessment (eligible for the supplementary assessment but choose not to register for it) or supplementary assessment. Retake student will have to attend lectures and be re-assessed in the semester when he/she repeats the course. The final grade awarded will be in accordance with the UOW Malaysia KDU Penang University College grading system.

APPEALS AND RE-EVALUATION PROCESS

Anomalies or disagreement in marks obtained in coursework (e.g. tests, quizzes, assignments, projects and / or other course components) should be dealt with directly with the lecturer or the school.

For the final examination/assessment, if you are confident of an arithmetic error in the marks computed by the assessor and / or have other valid reasons, you may appeal for the remarking of the final examination paper/assessment. The student will have to obtain the “**Examination Result Appeal Form**” from the School/Department or Examination Department. This form must be submitted to the Examination Department within 5 working days upon the release of the examination result. A payment of RM100 is required for an appeal of one examination paper. Remarking is arranged and considered by the University College Assessment Board for final decision. The outcome of the appeal will be notified to the student by the Examination Department.

However, the result of the supplementary examination/assessment is final and further appeal will not be entertained.

PROGRESSION AND AWARDS

SEMESTER RESULTS

Results will be released online via **My CAMU Student Portal** within **three (3) working days** after Assessment Board Meeting. You can view your GPA and print the semester results online. It is important for you to have the access to your UOW Malaysia KDU Penang University College email account. Please check with the Information System Department if you have problems with the Student Portal.

Students who have not settled the full fee payment will not be able to view the semester results online.

PROBATION PERIOD

The Student will be put under Probation if he/she has obtained a GPA which is lower than 2.00 in a particular semester. The student will be monitored closely by the school during the probation period. If the student has been put under the Probation status continuously for 2 consecutive semesters, the student will be terminated from the program.

PRIZES AND AWARDS

Outstanding students will be recognised for their excellent performances during their studies and/or upon graduation.

AWARDS DURING STUDIES

DEAN'S LIST

- To qualify for the dean's recognition list, an undergraduate diploma and degree-seeking student must have scored a minimum of a 3.75 GPA for that semester and registered at least 12 credits for the long semester or at least 9 credits for a short semester.
- The Student has put forth their best effort in their academic pursuit.
- The Student will receive a Dean's List certificate from their respective HOS/HOD.

ACADEMIC TRANSCRIPT & CERTIFICATE

An official academic transcript can be collected from the Examination Department upon the completion of studies. Notification, including details for the collection of the official academic transcript, will be communicated via the student's email within 8 weeks after the University College Senate endorsement. The Academic Parchment/ Certificate will only be issued after the University College Academic Convocation.

You can request for a reprint of your academic transcript by filling in the application form from the Examination Department. The administrative fee is RM30 per copy. However, there is no reprint of the academic parchment/certificate. A "Letter of Confirmation of an Award" would be provided upon application. This letter serves to verify the original copy issued. The administrative fee is RM30 per copy.

Please email to pg-exam-enquiry@uow.edu.my for more enquiries on the application.

Below are the award classifications for all UOW Malaysia KDU Penang University College programs:

AWARD OF FOUNDATION	
CUMULATIVE GRADE POINT AVERAGE (CGPA)	CLASSIFICATION
3.50 – 4.00	Distinction
2.50 – 3.49	Merit
2.00 – 2.49	Pass
Below 2.00	Fail

AWARD OF DIPLOMA	
CUMULATIVE GRADE POINT AVERAGE (CGPA)	CLASSIFICATION
3.50 – 4.00	Distinction
3.00 – 3.49	Upper Credit
2.50 – 2.99	Lower Credit
2.00 – 2.49	Pass
Below 2.00	Fail

AWARD OF BACHELOR DEGREE	
CUMULATIVE GRADE POINT AVERAGE (CGPA)	CLASSIFICATION
3.75 - 4.00	First Class Honours
3.00 - 3.74	Second Class Honours, Upper Division
2.50 - 2.99	Second Class Honours, Lower Division
2.00 - 2.49	Third Class Honours
Below 2.00	Fail

Students who are pursuing Dual Award Program may refer to the program handbook for the award classification.

CONVOCATION

GRADUATION AND ACADEMIC PARCHMENT

UOW Malaysia KDU Penang University College Academic Convocation is held once a year. The invitation email will be sent to the graduands and the invitation pack for the registration can be downloaded from the graduation website. It is important for students to update the email and postal address upon completion of their studies. For enquiries regarding convocation, students may email to pg-convo@uow.edu.my

Students can collect the academic parchment from the Examination Department after the UOW Malaysia KDU Penang University College Academic Convocation Day. If students need an official completion letter for job application or further studies upon the completion of the course, the request can be made from the Admission and Bursary Department.

There is no reprint of the academic parchment. A “**Letter of Confirmation of an Award**” would be provided upon application. This letter serves to verify the original copy issued. The administrative fee is RM30 per copy. Please email to pg-exam-enquiry@uow.edu.my for more enquiries on the application.

Students are advised to collect the Academic Transcript and Parchment personally. However, If students are not able to do so, an official authorization form signed by the student is compulsory to authorize someone to collect on behalf or sent by courier service. He/she may email to pg-exam-enquiry@uow.edu.my for more enquiries on the authorization processes or courier services made available.

ACADEMIC DRESS

Distribution of academic dress to all graduates will be done after the convocation rehearsal. The official convocation attire comprises a gown, hood with/without mortar board. The convocation attire for each program is different from each other. The colour of the hood also differs according to the school.

STUDENT SUPPORT

SCHOOL

The Head of School (HOS), the Academic Department Head (ADH), the Program Leader (PL) and the Administrative Officers of your school will be your resource persons in academic matters pertaining to program requirements, timetable, examination, supervisor and academic advice.

TEACHING & LEARNING CENTRE (TLC)

UOW Malaysia KDU Penang University College is committed to providing superior learning experiences. The Teaching & Learning Centre support the University, its different Schools, individual academic staff and students through transforming teaching and learning methods to achieve excellence.

The role of this centre is to inspire and facilitate guidance, and creating opportunity for students to become capable, confident and independent life-long learners; it also encourages and assists teachers/lecturers in applying effective educational techniques. TLC with subject-expert academicians facilitate several programs for students, including academic skills, personal development, character education and English proficiency.

TLC also exists to inspire and support effective teaching and learning for the whole community based on current research and best practices in education.

For more information, please visit our page at <https://www.uow.edu.my/teaching-learning/>

THE WRITING CENTRE

To further support students' learning experience, the Writing Centre, located in the Department of Languages on the 4th floor of the Batu Kawan campus, aims to help students address academic writing challenges. For consultations, students may scan the QR code to register when the information is shared via their email each semester.

LIBRARY & ACADEMIC RESOURCES

The Library supports teaching and student-centered learning by providing diverse information resources to enhance teaching, learning, and research. These resources include traditional books, journals, and printed materials, as well as e-books, e-journals, and online databases.

OPERATING HOURS

The operating hours of the **Library & Academic Resources** are:

Campus	: Batu Kawan
Operating Hours	: Monday - Friday, 9:00 AM - 5:30 PM
Closed	: Saturday, Sunday, and Public Holidays
Email	: pg-library-mail@uow.edu.my

** All transactions (borrowing and returning of books etc) shall be closed 15 minutes before closing time. Operating hours are subject to change for Library or University College activities.*

LIBRARY WEBSITE

Users can search for library collections, read online databases, monitor their accounts, go to partner university libraries, give feedback / suggestions, get the latest announcements / library news, and check for new arrivals through our library website.

<https://www.uow.edu.my/library/>

LIBRARY GENERAL RULES & REGULATIONS

1. UOW Malaysia KDU Penang University College students who are currently registered as library members are allowed access to the Library. Students have to wear/show their ID Card to use the library facilities.
2. ID Card are not transferable and must be produced whenever requested by the Library staff.
3. Silence is to be strictly observed in the Library. Students are reminded to behave in proper decorum while using the Library
4. Bags, packages, umbrellas and raincoats are not permitted in the Library. They may be left in the shelves provided beside the library at the user's own risk otherwise students are encouraged to rent their own personal lockers.
5. Users are not allowed to shift or remove library furniture and equipment from their original place.
6. After using the books, students are requested to leave them on the trolleys provided.
7. Users who are caught hiding, defacing or damaging library property will be subject to disciplinary action.

CIRCULATION RULES

1. Users are required to check out books using their own ID card. They are not allowed to use another person's ID card. Each user is responsible for all items borrowed under their name.
2. Duration of borrowing period:

Type of Membership	Items/ Loan Period		
	Open Shelf	Short Loan	Audio Visuals
Undergraduate Students	3 items (1 week)	1 item (4 hours)	2 items (2 hours)
Postgraduate Students	5 items (1 month)	3 items (1 week)	5 items (1 month)

3. Renewals - Books can be renewed once, provided they are not overdue and have not been requested by another user. Renewals can be made via LOCATE <https://uowm.locate.ebsco.com/search>
4. Request (Hold) - A hold can be placed through LOCATE. The requested item(s) will be kept for three (3) days only.
5. Fines will be imposed for overdue, damaged or lost books
 - a) Open Shelf Collections - The overdue fine per day is RM1.00 per book item.
 - b) Short Loan / Red Spot Collections - The overdue fine per day is RM10.00 per book item.
6. Mutilated/Damaged Books - If a book is returned:
 - a) Damaged (e.g., cover loose or removed, pages loose): The borrower will be charged for the cost of binding.
 - b) Mutilated (e.g., pages torn, cut, heavily marked, or missing): The borrower will be charged the cost of the book. Alternatively, they may replace the book but must also pay processing charges and any overdue fines.

7. Unreturned Books - Books not returned by borrowers at the end of their course will be charged against their Library Deposit or Caution Fees during clearance. The cost will be calculated in the same manner as for lost.

IT RELATED SYSTEM / SERVICES

Please contact pg-issupport@uow.edu.my or any student related IT system / services issue.

* Subject to possible revision

COMPUTER LAB

Computer and information technology is a fundamental part of the learning and research experience at UOW Malaysia KDU Penang University College. Computer applications are incorporated into academic programs as well as workstations are equipped with the latest software applications. Students will be able to access the Internet at the Computer Lab, and printing/photocopying services are available.

For assistance and support, students can approach the Helpdesk at the IMC office.

Batu Kawan campus – 2 nd floor	Monday to Friday	9.00AM to 5.00PM
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LAB USAGE RULES

1. Access to computer lab services will be barred if students still have some outstanding in their account.
2. Food, drinks, sweets and gums are strictly prohibited in the labs.
3. No gaming and illegal website (porn, adult, gambling)
4. Suspension of internet account if any rule is violated

LASER PRINTING SERVICE

Student can print to laser printers inside computer lab. In order to print, student need to top up printing credit at Bursary (ground floor), minimum RM10.

The charges:

Black & White

RM 0.10 per page

Color

RM 1.00 per page

Steps to print:

1. From computer lab, student print to 'Toshiba' printer.
2. Key in your campus email user name (**without @student.uow.edu.my**) and password.
3. Go to printer, use your student card and touch on the card reader to retrieve your print job.
4. Choose which document to print and collect the print job.
5. The print charges will be deducted after the print out is completed.

Student will not be able to print if printing credit is 0. Top up of printing credit can be done at Bursary (ground floor)

STUDENT & ALUMNI CENTRE

Student & Alumni Centre (SAC) promotes youth engagement and youth leadership among students. SAC believes in a holistic approach for youth development and focuses on providing non-academic experiences for students, which enables the youths to grow socially, emotionally and cognitively.

By encouraging involvement in soft skills development, SAC look forward to make a positive impact on the lives of the students and help them strive successfully in the future. SAC also aims to construct a strong sense of global citizenship in the students and alumni, which helps build the community's values and practices.

In order to compete with the best in the world, our amenities are designed to develop UOW Malaysia KDU Penang University College students into youth who are knowledgeable, able to think critically and creatively, have leadership skills and are able to connect with the rest of the world by:

1. Empowering students through consistent youth development programs and activities.
2. Provides the highest level of quality support to all UOW Malaysia KDU Penang University College students' welfare fulfilling the five fundamental needs; Social, Mental, Physical, Emotional and Spiritual.
3. Strives to offer an extensive range of support services based on our four divisions; Student Experience, Student Well-Being, Global Career Development and Accommodation & Logistic.

These were designed with the belief that there are more to university life than what happens inside the classroom to support students in fulfilling their potential and make the most of their time in UOW Malaysia KDU Penang University College

STUDENT EXPERIENCE

SAC is committed to serve a platform to enhance the quality of student life and support the holistic development of UOW Malaysia KDU Penang University College students alongside their academic experiences. We believe that the education and youth empowerment are not confined to the classroom. Student experience is responsible for student co-curricular in UOW Malaysia KDU Penang University College, clubs and societies and many more enriching and fun-filled programs and activities whilst studying at UOW Malaysia KDU Penang University College, all of which are in line with the Malaysia Education Blueprint.

STUDENT WELL-BEING

SAC is dedicated to ensure the physical and mental health care of our students are made available. This includes the provision of amenities and professional personnel to serve and facilitate our students' holistic well-being. Services rendered are free and held in confidence by certified personnel.

CAREER & PLACEMENT CENTRE

The Career & Placement Centre at UOW Malaysia KDU Penang University College is dedicated to empowering our students and alumni to achieve their career aspirations. By bridging the gap between industry expectations and graduate potential, the Career & Placement Centre prepares students for the professional world and positions them for success in their respective industries. Through strong collaborations and strategic partnerships with industry leaders, the Career & Placement Centre facilitates valuable connections and promotes career development, paving the way for long-term success.

Our Services Include:

- Career Fairs & Career Talks
- On-Campus Hiring
- Internship Placements
- Full-Time Job Opportunities
- Employment Events
- Employer Engagements
- Industry Visits
- Guest Lectures by Industry Experts
- Career Workshops
- Industrial Partnership Development
- University Placement

ACCOMMODATION & LOGISTICS

SAC strive to ensure that our accommodation amenities to be 'Home away from Home' . We always promotes safe and supportive community living among our students who live in hostel aided by our caring and helpful warden to make the transition for living in campus and staying away from family easier. We strive to meet the parents' and guardians' expectations of excellence care for their children's welfare while being away from home.

COMMUNICATION

STUDENT EMAIL SERVICES

Students at UOW Malaysia KDU Penang University College will be issued an email account for all official communication on campus as a value added service.

- 1) Login to <https://www.office.com> with your student campus email address and default password.

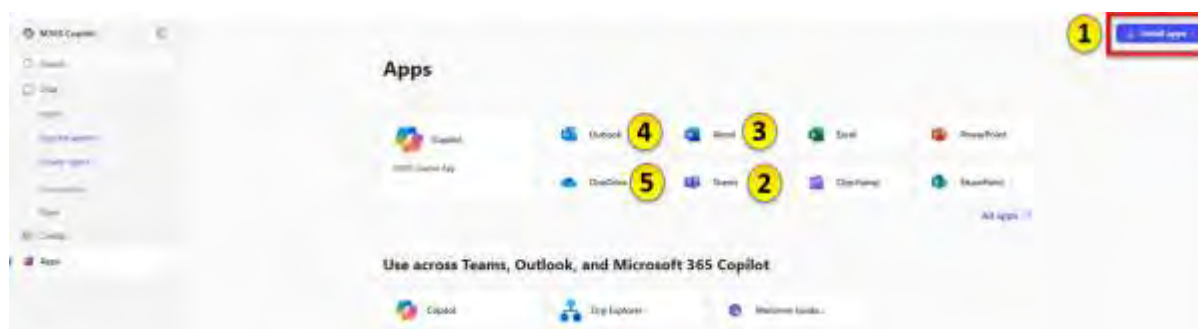


Student Email	Student ID + @student.uow.edu.my Example: M4420000X@student.uow.edu.my
Password	Local student: UoW + Last 6 digit of National ID + @ Foreign student: UoW + Last 6 digit of Passport number + @ Example: Student IC: 901113-07-3456 Default Password will be UoW073456@

- 2) After sign in to www.office.com, click on the Apps icon to view various types of applications such as Word, PowerPoint, Outlook, etc.



- 3) There are a few things a student can do on this page:
1. Install apps – To install a full licensed Microsoft Office on your machine.
 2. Teams – To join online classes.
 3. Office Web applications – Word, Excel, PowerPoint, OneNote.
 4. Outlook – To access your student email.
 5. OneDrive – To access your student cloud storage.




FACEBOOK

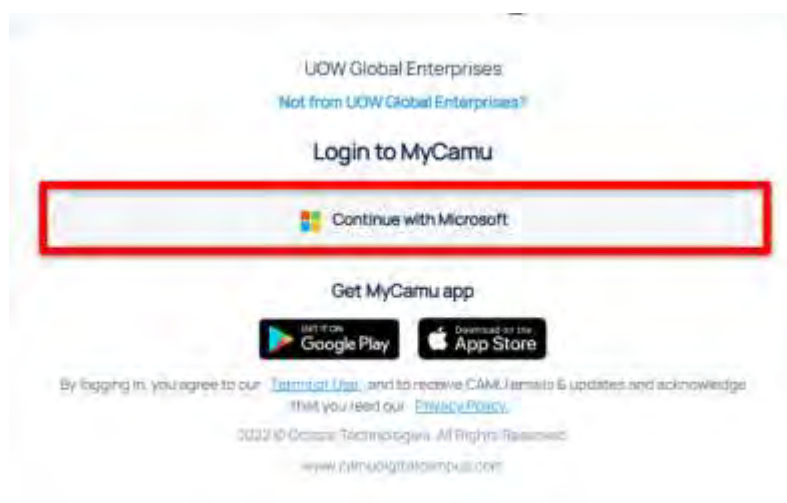
Join us on Facebook and get regular updates on the University College's happenings. Our Facebook can be found at: <https://www.facebook.com/UOWMKDU/>.

STUDENT INFORMATION SYSTEM @ CAMU

The Student Portal @ CAMU will allow you to view your semester result notification, keep track of your academic progress, download of semester invoice, check biographical information & program information, course history and perform course registration online. The Student Information System can be accessed via: <https://sis.uow.edu.my>.

System URL	<p>Student self service portal - Oracle https://sis.uow.edu.my</p> 
User Name	<p>Login with Microsoft – your full campus email address. M4420000X@student.uow.edu.my</p>
Password	<p>Local student: UoW + Last 6 digit of National ID + @</p> <p>Foreign student: UoW + Last 6 digit of Passport number + @</p> <p>Example: Student IC: 901113-07-3456 Default Password will be UoW073456@</p>

1. Login with Microsoft (UOW campus email)
***MFA Authentication Required**



2. Always Enabled Popup @browser

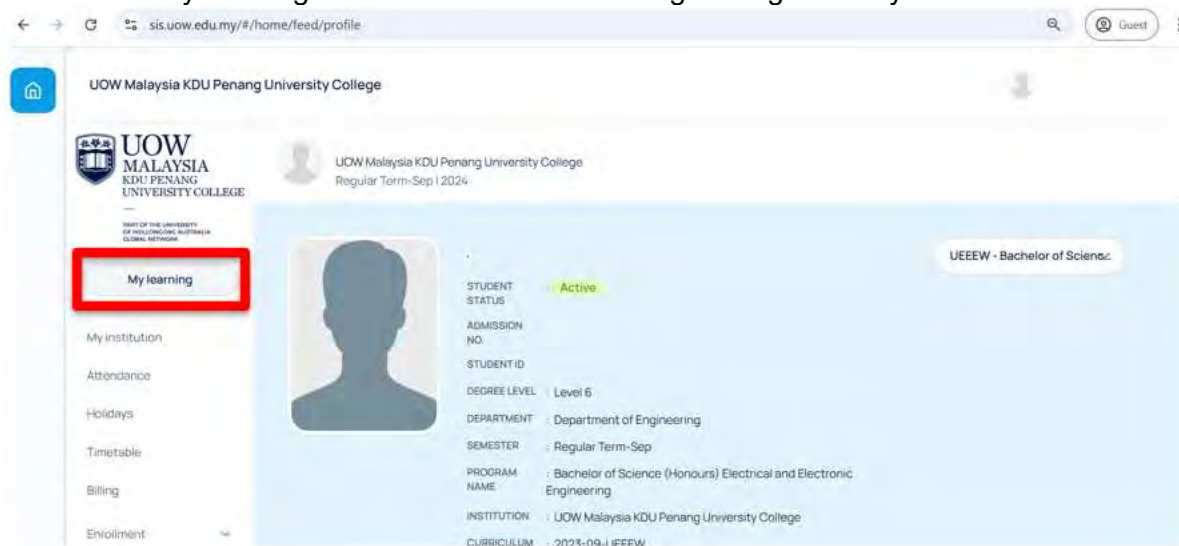
3. Then “Refresh Page”

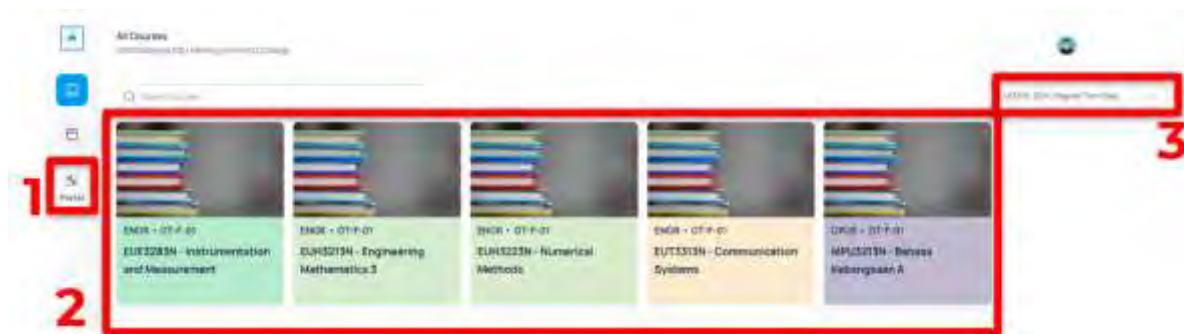


4. Main Student Profile page and menu.



5. Click on “My learning” button to access to learning management system.





6. Clicking on **Portal (Number 1)** will direct you back to the **Portal** page, where you can view your profile, class timetable, billing...etc.
7. The subjects offered in this semester will appear in this view (**Number 2**). You can click on each subject to view lecture notes.
8. Clicking on this (**Number 3**) drop-down menu will allow you to switch between semesters.



9. This page shows you the list of announcement(s).

STUDENT FEEDBACK

UOW Malaysia KDU Penang University College values student feedback as part of its commitment to continuous quality improvement. Students may submit feedback, including concerns or suggestions related to academic and administrative matters, through the University's official feedback platform at <https://www.uow.edu.my/feedback-and-complaint/> or via email to feedback@uow.edu.my. All submissions are treated confidentially and reviewed by the relevant departments for improvement and appropriate action.

STUDENT SURVEY

Students have the opportunity to comment directly on their overall satisfaction level through the online survey system i.e. Teaching Evaluation and Program Evaluation; whilst anonymous identity is assured.

The Student Survey can be accessed via MyCamu.

STUDENTS RESPONSIBILITIES

HANDBOOK

Each student is responsible to access a current copy of the university college's student handbook, become familiar with its contents and comply with all policies, rules, regulations and procedures therein. Students who fail to comply with the information contained in the Student Handbook are subject to student conduct action. Ignorance is not an acceptable defence for violating campus policy and procedure.

STUDENT CODE OF CONDUCT & DISCIPLINE

UOW Malaysia KDU Penang University College is committed to produce educated, competent, morally and socially responsible students. With this mission in mind, UOW Malaysia KDU Penang University College expects that every student conducts himself/herself according to the UOW Malaysia KDU Penang University College Code of Conduct & Discipline.

CODE OF CONDUCT

UOW Malaysia KDU Penang University College requires all students to abide by the Code of Conduct:

- a) Excellence in academic pursuit.
- b) Honesty and mutual trust.
- c) Exercise of conscience and good judgment in all actions towards individuals and their property and person.
- d) Pride in being a UOW Malaysia KDU Penang University College student.

CODE OF DISCIPLINE

Inappropriate conduct by a student is subject to discipline as provided for by the Code of Discipline. Any act which violates the federal law of Malaysia will be reported to the police. A student shall be subject to the disciplinary action for acts including, but not limited to:

- Cheating or plagiarizing related to academic programs at UOW Malaysia KDU Penang University College.
- Truancy and not satisfying the minimum course attendance requirements.
- Forge, alter, transfer or misuse official documents, records or identification.
- Steal, vandalize or damage belonging to UOW Malaysia KDU Penang University College, staff, student or visitor to UOW Malaysia KDU Penang University College.
- Abusive conduct including physical and/or verbal, abusive, exhibits or expresses intention to coerce, intimidate staff, student or visitor to UOW Malaysia KDU Penang University College.
- Engaging in socially embarrassing behaviour on campus or during college functions.
- Disrupt academic and administrative processes or other campus functions.
- Unauthorised use of, unauthorised entry into or misuse of campus property.
- In accordance with the university policy and to assure a safer and more healthful environment for everyone, smoking, burning incense and candles are not permitted in any building throughout the campus and hostel. The NO SMOKING policy does include all student rooms. Those concerned with the effects of second hand smoke will appreciate your consideration.
- Gambling or betting in any form.
- Shoplifting, extortion and stealing

- Assisting another person to do any act that amounts to a violation of the Code of Conduct and Discipline.
- Illegal/unauthorized parking and obstructing traffic flows on campus.
- Vandalism or damage to property belonging to UOW Malaysia KDU Penang University College or any staff, students or visitors of UOW Malaysia KDU
- Fighting on university college premises
- Dangerous driving
- Engaging in socially embarrassing action on-campus or during university college functions.
- Disruption of academic and administrative processes or other campus functions.
- Unauthorized use/entry into or misuse of campus property.
- Not possessing, displaying or surrendering upon request a valid UOW Malaysia KDU Penang Student Identification Card while on campus or at a college function.
- Failure to comply with the UOW Malaysia KDU Penang University College Dress Code Policy for students.
- Abusive conduct: physical abuse, verbal abuse, abusive behaviour and/or expressions, coercion, or intimidation directed to any staff, student or visitor of UOW Malaysia KDU Penang University College and members of the public.
- The sale, use, possession or distribution of weapons, drugs, narcotics (dadah), pornography and alcohol on-campus and/or at college functions. Students would be requested to do urine test at any time suspected to have drug issue.
- Disregard for UOW Malaysia KDU Penang University College processes or procedures.
- Conduct or action that is prejudicial to the good name of the university college.
- Represents the interests of UOW Malaysia KDU Penang University College in matters and activities outside the University College without expressed written consent.
- Violation of the laws of Malaysia.

PENALTY

The University College reserves the right to impose the penalty where appropriate (any one or combination of two or more as follows) if student is found guilty of a disciplinary offence.

(NON-ACADEMIC)

- a) Expulsion from the University College
- b) Where, in the view of University College Disciplinary Board, the penalty of expulsion is inappropriate due to exceptional mitigating features of a particular case, a lesser penalty may be imposed. The lesser penalty may include but not restricted to:
 - i. a reprimand;
 - ii. a requirement to make and attend an appointment for counselling, medical treatment, or community service;
 - iii. an order of exclusion from the University College or any part thereof;
 - iv. suspension of privileges for a period not exceeding one term;
 - v. (in the case of damage to property or premises) a requirement to make good that damage in whole or in part, and/or repay/make good any financial loss to the University College or any or all of these;
 - vi. restrictions of access to the University College or part thereof.
 - vii. or any penalty as deemed reasonable by the University College board.
 - viii. Reporting to legal authorities such as the police and etc for conducts that have violated Malaysian laws, regulations and ethics

STUDENT IDENTIFICATION CARD

ISSUANCE

The **Student Identification Card** will be issued to students at the beginning of new intake, thru your school admin staff. Students are required to display their ID cards at all times while on-campus.

USAGE

The Student identification Card can be used for the following purposes:

- Parking at UOW Malaysia KDU Penang University College compound
- Access to Library, Computer Labs, Gym room
- Printing / Photocopy Service

WHERE TO ACTIVATE / TOP-UP THE CARD

Student can top the card value at Bursary counter which is located at:

- Bursary @ Batu Kawan campus, Ground floor

LOSS OF STUDENT IDENTIFICATION CARD

Loss of Student Identification Card must be reported immediately to the Admission & Record Department. A new card will be issued at a cost of RM30.00. This charge will be waived if the student can produce a police report stating that the Student Identification Card was stolen or lost with other possessions.

DRESS CODE

The Management recognizes that students have the right to express themselves through clothing and personal appearance; however, students shall not wear apparel that is deemed disruptive or potentially disruptive to the classroom environment and to the maintenance of a safe and orderly University College. A neat, dignified, and well-groomed appearance is expected of every student. The dressing and grooming of both men and women should always be modest, neat and consistent with the personal integrity and dignity of UOW Malaysia KDU Penang University College students. We strive to instil a level of excellence in our students in order to develop their personal best in academics, extra-curricular activities, and appearance.

All UOW Malaysia KDU Penang University College staff and schools are responsible for the enforcement of the Student Dress Code Policy and refusal to comply with UOW Malaysia KDU Penang University College Dress Code Policy is a disciplinary offense. Please note that the dress code applies to all formal events and field trips.

The following items are **Not Acceptable** in the buildings:

- Strapless tops, halter tops, tube tops, tank tops, or tops with spaghetti straps. Acceptable only when covered by an overcoat/cardigan
- Tops that show any part of the student's stomach and excessive baring of skin anywhere or 'see-through' blouses
- Shorts, dresses and skirts, must not be shorter than two (2) inches above the knee (front and back). Shorts used for sporting activities are not subject to this criterion and are allowed during sporting events or sanctioned club/co-curricular activities. However, common decency must be practiced.
- Clothes bearing vulgar, offensive or obscene prints or language.
- Bathing suits

- Spandex pants or other tight fitting clothing
- Excessively baggy or sagging pants/pants hanging below the buttocks
- Pyjama tops and bottoms
- Slippers

FOR HOSPITALITY/ CULINARY/SERVICE STUDENTS

Kindly refer to SHTCA Student Handbook.

FUNDRAISING AND SOLICITATION POLICY

Commercial, solicitation, and fundraising activities on University College property are regulated to ensure a safe and appropriate campus environment. Solicitation includes, but is not limited to, the sale of goods or services, promotion of commercial activities, and the posting or distribution of advertisements. Such activities are not permitted without prior written approval. All fundraising activities, or requests to invite external organisations to solicit during student events, must obtain prior approval from the Student & Alumni Centre.

PERSONAL BELONGINGS

Please take extra precaution to prevent belongings from being stolen. Most of the lost item cases occur due to student's negligence / carelessness. UOW Malaysia KDU Penang University College will take every effort to secure the safety of all students' belongings and will not be liable for any losses due to student negligence.

SAFETY TIPS

These are some basic precautions that students should follow no matter what city or country they are visiting. These precautions include:

- Walk with a friend as much as possible. At night, wait for buses with other people. If in doubt, call for a taxicab. Never hitch-hike or get into a car with someone you don't know.
- If you drive, never give a ride to a stranger. Park your car in well-lighted parking structures or on streets where there are many people. Lock your car and use an alarm system. If you feel uneasy, particularly at night, ask someone to walk with you to your car.
- Look at the map and decide on your directions before you start walking in an unfamiliar city. If you need directions, ask someone in a store or restaurant. Avoid asking strangers on the street for directions.
- Leave your passport at home. Take a copy with you if you need it. Take only as much money as you need.
- If you are sick and cannot come to class, ask a friend or an International Office staff to inform your lecturers. If you are taking a trip, let your roommate or friend know where you are going. If you will be gone for more than two days, call your parents and tell them where they can reach you.
- Avoid using outdoor ATM machines, particularly at night.
- Keep your apartment or room door locked at all times, and do not give anyone your key. Ask for identification if someone says they need to enter your room, and then tell them to

come back later if you are alone. Do not let anyone stay overnight in your apartment unless they are a close friend or relative.

- Avoid arguments with strangers. If you feel someone is verbally or physically abusing you, get away and seek someone with authority.
- Enjoy group activities with your friends but if you think something the group wants to do is wrong, don't be afraid to say no. If you feel uneasy, tell your friends you have to go home.

STUDENT INSURANCE

All UOW Malaysia KDU Penang University College student are covered by Group Personal Accident Policy with a total sum insured of RM10,000 per student and/or medical expenses of RM3,000 per student.

* Terms & Conditions Apply.

INTELLECTUAL PROPERTY RIGHTS

Any intellectual property rights (including, but not limited to, copyright, trademarks, and patents) that may be conceived, created, or first reduced to practice by student(s) of UOW Malaysia KDU Penang University College ("UOWMKDUUC") in the course of their studies include, without limitation, homework and assignments, research and experimental work, distinct and independent projects (including undergraduate and postgraduate theses), inventions, creations, new technologies, and research and development outputs. Such intellectual property rights shall be subject to the University's Intellectual Property Policy and any applicable agreements.

GENERAL INFORMATION

Useful Services by Telekom Malaysia

SERVICES	DIAL
Telephone faults	100
Directory service	103
Domestic assisted service	101
International assisted service	108

NATIONAL CALLS

Dial the STD code (0) followed by Area Code before dialling the telephone number. Below is a brief list of Areas codes (for further information, refer to the Telekom telephone directory or call 1050):

PREFIX	AREA
02	Domestic access code to Singapore
03	Selangor, Kuala Lumpur, Putrajaya & Genting Highlands, Pahang
04	Perlis, Kedah, Penang & Pengkalan Hulu, Perak
05	Perak & Cameron Highlands, Pahang
06	Negeri Sembilan, Melaka & Muar, Johor
07	Johor & Gemas, Negeri Sembilan
080	Domestic access code from East Malaysia to Brunei
082	Kuching, Sarawak
083	Sri Aman, Sarawak
084	Sarawak – Sarikei, Sibu & Kapit
085	Sarawak – Lawas, Limbang & Miri
086	Sarawak – Bintulu & Belaga
087	Labuan & Interior Division, Sabah
088	Sabah – Kota Kinabalu & Kudat
089	Sabah – Lahad Datu, Sandakan & Tawau
09	Kelantan, Pahang & Terengganu

INTERNATIONAL CALLS

If you are using Telekom Malaysia's International Direct Dial (IDD) service you can communicate with friends or relatives overseas instantly. Otherwise, you could also buy International Phone cards that usually have lower rates from bookshops.

To make an IDD call, dial:

00 ➔ Country Code ➔ Area Code ➔ Telephone Number

EMERGENCY SERVICE CONTACT NUMBERS FOR GEORGETOWN CAMPUS

Important Telephone Numbers in case of Emergency	
Police/ Ambulance	999
Fire Brigade	994
General Hospital (Penang)	04- 222 5333
Butterworth Immigration Department	04- 397 3077
Penang Immigration Department	04- 261 5413
Penang International Airport	04- 643 4411
KL International Airport Immigration Department	03- 8776 3679

EMERGENCY SERVICE AND AMENITIES CONTACT NUMBERS FOR BATU KAWAN CAMPUS

Type	Area	Address/ Phone No	Distance & Driving Duration
Police Station	Balai Polis Batu Kawan Seberang Perai Selatan	Balai Polis Batu Kawan Seberang Perai Selatan Opens 24 hours Phone: 04-588 6322	6.4km (11 minutes)
Police Station	Simpang Ampat Police Station	1, Kampung Baharu, 14120 Bukit Mertajam, Pulau Pinang Opens 24 hours Phone: 04-588 7300	10.9km (20 minutes)
Fire Station	Ibu Pejabat Jabatan Bomba dan Penyelamat Malaysia Negeri Pulau Pinang	149, 14100 Simpang Ampat, Penang Opens 24 hours Phone: 04-504 7222	4.9km (8 minutes)
Petrol Station	Caltex	111c, Jalan Perniagaan Vorteks 2, Kampung Pa Bo, 14100 Simpang Ampat, Pulau Pinang Opens 6am – 11pm daily	4.5km (6 minutes)
Hospital	Seberang Jaya Hospital	13700 Perai, Penang Opens 24 hours Phone: 04-382 7333	27km (30 minutes)
Hospital	Sungai Bakap Hospital	Jalan Besar Sungai Bakap, Sungai Bakap, 14200 Sungai Jawi, Pulau Pinang Opens 24 hours Phone: 04-582 4333	21km (20 minutes)

Type	Area	Address/ Phone No	Distance & Driving Duration
Clinic	Klinik Telemedica <i>(Opening soon)</i>	Aspen Vision City 68G, Jalan Vervea 13, Vervea, Kampung Batu Kawan, 14110 Simpang Ampat, Pulau Pinang Opening hour: <i>To be advised</i> Phone: 04-588 0227	2km (5 minutes)
Clinic	Poliklinik Kawan	Address: 2, Lorong Merpati Indah 1, Taman Merpati Indah, 14100 Simpang Ampat, Pulau Pinang Opens 24 hours Phone: 04-588 8277	6.6km (10 minutes)
Dental Clinic	Union Dental Surgery	3, Lorong Seri Aman 2, Pusat Perniagaan Seri Aman, 14200 Sungai Bakap, Penang Opening Hour: 9am-9pm Except Saturday 9am- 6pm. Closed on Sunday Phone: 04-5821100	14.4km (24 minutes)
Dental Clinic	Pearl Dental Clinic	152, Jalan Tasek Mutiara 2, Bandar Tasek Mutiara, 14120 Simpang Ampat, Pulau Pinang Opening Hour: 9am-6pm, close on Wednesday. Phone: 04-505 9755	11km (20 minutes)
ATM	RHB Maybank	Ikea Batu Kawan 752, Persiaran Cassia Selatan 8, Bandar Cassia, 14110, Pulau Pinang Opening Hour: 10.00am – 10.00pm	2.4km (6 minutes)
ATM	RHB Maybank	Ikea Batu Kawan 752, Persiaran Cassia Selatan 8, Bandar Cassia, 14110, Pulau Pinang Opening Hour: 10.00am – 10.00pm	2.4km (6 minutes)

Type	Area	Address/ Phone No	Distance & Driving Duration
Bank	Public Bank	19, 21 & 23, Jalan Keruing, Kawasan Perniagaan Simpang Ampat, 14100 Simpang Ampat, Penang Opening Hour: 9.30am – 4.00pm Phone: 04-588 7000	11km (21 minutes)
Bank	CIMB Bank @ Sungai Bakap	1308, Jalan Besar Sungai Bakap, Taman Rasa Ria, 14200 Sungai Jawi, Pulau Pinang Opening Hour: 9.15am – 4.00pm Phone: 04-582 4452	21km (25 minutes)
Bank	Maybank	1637, 149, 14100 Simpang Ampat, Penang Opening Hour: 9.15am – 4.00pm Phone: 04-588 3582	11.5km (23 minutes)
Immigration Office	Jabatan Imigresen Negeri Pulau Pinang	Jalan Kelasah, 13700 Seberang Jaya, Pulau Pinang Opening Hour: 7.30am – 5.30pm, Friday breaks 12.15pm – 2.45pm Phone: 04-397 3011	27km (32 minutes)
Bus station	Hab Design Village Bus schedule: http://www.rapidpg.com.my/journey-planner/route-maps/	Design Village Penang Hotline: 04-255 8000 (Daily, 5.30am – 12.00am)	1.4km (4 minutes)

Personal Data Protection Notice and Choice Principle Notification and Consent

UOW Malaysia respects and is committed to the protection of your personal and your privacy. This Privacy Policy describes how we collect and handle your personal information in accordance with the Malaysian Personal Data Protection Act 2010 through Websites operated by us, through our Social Media Pages, through HTML-formatted email messages and as well as offline interactions you may have with us (collectively referred to as “Services”)

1. Personal Information

We hereby inform you that we, UOW Malaysia which includes but is not limited to the following:

- i. University of Wollongong Malaysia
- ii. UOW Malaysia KDU Penang University College
- iii. UOW Malaysia College
- iv. UOW Malaysia KDU College

being the respective UOW Malaysia related corporations (as the term is defined in the Companies Act 1965), affiliates, and associated companies (whether or not controlled by us) (“Company”, “we”, “our” or “us”) as [data user], as the term is defined in the Personal Data Protection Act 2010, have or will collect, record, hold, store, use, disclose and/or process (collectively referred to as “Process”) one, or all of the following categories and / or types of personal information about you:

- a. master data: name, gender, date of birth, citizenship, marital status, nationality, race, ethnic origin, identification card / passport details, qualifications, occupation, employer, former employer(s), photographs or other images, and voice recordings, student identification number, alumni records, university electoral rolls, examination result transcripts, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, enrolment status (including active, inactive, full-time, part-time, not enrolled), degrees (pending and received), awards or honours received, the most recent previous;
- b. contact details: home address and billing address, home phone number and mobile number, email address, work address, work number, emergency contact details, parents and / or guardian details;
- c. compensation information: such as amount, currency, number of payments per year, bank account details, income range, details of applicable scholarship and compensation plans, types of student loans and / or loans applicable to educational purposes;

- d. any such information as we deem necessary or appropriate from time to time in connection with your commercial relationship with us.

(collectively, “Personal Information”)

We may also Process some or all of the following types of sensitive information about you pertaining to your application / enrolment with us:

- i. religious or similar beliefs;
- ii. political opinions;
- iii. health condition; and / or
- iv. the commission of crimes, allegations thereof and / or convictions.

(collectively together with (a)-(d) above, “Personal Data”).

To the extent that you wilfully and voluntarily disclose to us any personal information whether or not coming within the definition of Personal Data above, of any individual, we shall assume, without independent verification, that you have obtained such individual’s consent for the disclosure as well as the Processing of the same in accordance with the terms of this notification.

2. Sources of Information

Your Personal Data has and / or will be obtained from the following sources, where applicable, or such other sources which we may see fit from time to time:

- a. information provided or submitted by you through, among others, as applicable, Student Application Form, Job Application Form and Information Update Form;
- b. from your usage of our website and any other information you post on our website, email or otherwise send to us;
- c. as applicable, publicly available or publicly accessible information; and
- d. such other written or verbal communications or documents delivered to us prior to and during the course of our contractual or pre-contractual dealings with you.

As the accuracy of your Personal Data depends largely on the information you provide to us, kindly inform us as soon as practicable if there are any errors in your Personal Data or if there have been any changes to your Personal Data.

3. Purpose of Processing Personal Data

We will Process the Personal Data that you have provided to us for the following purposes, where and if applicable, including but not limited to:

Purpose A

- a. the delivery of relevant notices, services or products to you;

- b. in order for you to apply / enroll and / or register yourself or your child and / or ward in courses offered by us;
- c. in order for us to manage and / or process your or your child's and / or ward's course application;
- d. in order to process scholarship applications pertaining to your or your child's and / or ward's enrolment with us;
- e. to notify you of changes in our services and offerings, if any;
- f. to enable us to supply you with the services and information which you have requested;
- g. user and / or student relationship management procedures;
- h. those purposes specifically provided for in any particular service offered by us;
- i. background checks of users and / or students as we may determine to be necessary or appropriate;
- j. our internal record keeping;
- k. collection of outstanding payments and / or fees from students and / or their parents or guardians;
- l. prevention of crime including but not limited to fraud, money-laundering, bribery;
- m. meeting any legal or regulatory requirements relating to our provision of services and to make disclosure under the requirements of any applicable law, regulation, direction, court order, by-law, guideline, circular, code applicable to us or any of our member companies;
- n. conducting marketing and student profiling activities in connection with our services and related products;
- o. for research, benchmarking, and statistical analysis purposes to develop and evaluate education policies and strategies;
- p. in order to coordinate lesson planning and support for individual students;
- q. to enable us to interrogate tests and examination results in order to identify the strength and weaknesses of students;
- r. to assess special education needs students may have;
- s. feedback and enquiry purposes in relation to the services offered by us; and / or

Purpose B

to enable us and / or our selected authorised third parties to send you information by e-mail, telecommunication means (telephone calls and text messages) or via social media concerning related and unrelated services offered by us and our affiliated business partners which may include but is not limited to enrolment related events, surveys and/or special programs/courses/events, promotional materials, brochures which we consider will or may interest you and /or your child or ward.

4. Storage and Security

We store your Personal Data in hard and/or soft copy. Soft copy data is stored on, amongst others, the file server, e-mail server, personal computers, notebooks, tapes and compact disc.

There are corporate security policies and procedures in place which among others confines access to your Personal Data to authorised personnel only on a strictly need to know basis to the relevant and / or applicable department such as Academic & Bursary, Business Development, Finance, Examination, Quality Assurance, International Office, Student & Alumni Centre, Procurement, Information System, Library, Teaching & Learning Centre, Accommodation, Facilities & Maintenance, Post Graduate and Research Centre, and Human Resource departments.

We may retain the Personal Data and that of other individuals that you provide to us for a reasonable period in accordance with commercial requirements and at all times subject to prevailing legal requirements.

5. Disclosure

Personal Data provided to us will, generally, be kept confidential but you hereby consent and authorise us to provide and / or disclose your Personal Data to the following categories of parties:

- a. any person to whom we are compelled or required to do so under law or in response to a legitimate instruction from a competent or government agency;
- b. pursuant to an order of a court of competent jurisdiction;
- c. to any scholarship and / or student loan providers, organisations and /or institutions, in relation to the enrollment of students pertaining to the courses offered by us;
- d. any related affiliate companies or any one authorised by The University of Wollongong Australia Global Network including- those established in the future;
- e. where applicable, third parties who provide related services or products in connection with our business such as insurance agencies/insurers, university partners, PTPTN, MOHE, SOCSO, EPF, IRB, JPA, MQA outsourced external enrichment and co-curricular program providers, travel agencies / operators, external examination boards, and external school- contracted operators;

- f. government agencies, statutory authorities, enforcement bodies and industry regulators;
- g. our auditors, consultants, accountants, lawyers or other financial or professional advisers;
- h. student testimonial and academic results to facilitate the transfer of students to other educational institutions or for scholarship applications;
- i. our sub-contractors or third party service or product providers as may determine to be necessary or appropriate.

Please rest assured that consistent with the law, we will only disclose the minimum amount of information which we deem necessary for the purpose and that we will take all appropriate safeguards to ensure the integrity and security of the personal data.

6. Safeguards

We shall keep and process your data in a secure manner. We will take all reasonable steps to ensure that such information is kept confidential. We will not sell, rent or trade your Personal Data. We shall at all times implement the legally mandated and / or appropriate administrative and security safeguards and procedures in accordance with the applicable laws and regulations in order to prevent the unauthorised or unlawful processing of your Personal Data and the accidental loss or destruction of, or damage to, your Personal Data.

7. Data Transfer & Sharing

In addition, you will appreciate that the nature of our products and services are such that it may be necessary, where we consider it appropriate, for the purposes of data storage or processing or providing any service or product on our behalf to you, to transfer your Personal Data to our affiliates and / or associated companies and/or third party service or product providers within or outside the country in which we are established, under conditions of confidentiality and similar levels of safeguards.

8. Impact resulting from failure to supply Personal Data

8.1. It is obligatory for you to provide all of the categories of Personal Data which we request from you for Purpose A. Failure to supply Personal Data in relation to Purpose A will:

- a. result in us being unable to provide you (i.e. students I prospective students) with the information, notices, and / or services requested; and/or
- b. affect the ability of the parties to enter into the necessary agreements in relation to the provision of our services.

8.2. It is optional for you to provide all of the categories of Personal Data which we request from you for Purpose B. Failure to agree for us to process Personal Data in relation to Purpose B will:

result in us and / or our selected authorised third parties becoming unable to send you information by e-mail, telecommunication means (telephone calls and text messages) or via social media concerning related and unrelated services offered by us and our affiliated business partners which may include but is not limited to enrolment related events, surveys and / or special programs / courses / events, promotional materials, brochures, which we consider will or may interest you and /or your child or ward.

9. Your Rights of Access and Correction

9.1. You have the right to, subject to payment of the prescribed fees where applicable, request access to and/or correct your Personal Data and / or limit the processing thereof. In this respect, you may:

- a. check whether we hold or use your Personal Data and request access to such data;
- b. request that we correct any of your Personal Data that is inaccurate, incomplete or out-of- date;
- c. request that your Personal Data is retained by us only as long as necessary for the fulfillment of the purposes for which it was collected;
- d. request that we specify or explain our policies and procedures in relation to Personal Data and the categories of Personal Data processed by us;
- e. withdraw, in full or in part, your consent given previously, in each case subject to any applicable legal restrictions, contractual conditions and a reasonable time period.

9.2. The department to whom written requests for access to Personal Data or correction and / or deletion of Personal Data or for information regarding policies and procedures and types of Personal Data is:

Department Name	Admission & Record
Contact Number	+604- 2386368
Fax Number	+604- 2280362
Email Address	shuhada@uow.edu.my
Address:	32, Jalan Anson, Pulau Pinang

LEARNING MANAGEMENT SYSTEM USAGE POLICY

Purpose

UOW Malaysia KDU Penang University College (hereinafter "**UOWMKDU**") computing and telecommunication networks, computing equipment and computing resources are owned by UOWMKDU and are provided to support the academic and administrative functions of the **UOWMKDU**.

To assist the **UOWMKDU** to comply with applicable policy, procedures, and law, policy addresses important considerations in the use of Open Learning - Learning Management System (hereinafter "the LMS"), as one of the e-learning systems at **UOWMKDU**.

This policy aims to provide a structure to support **UOWMKDU**'s endeavour to ensure the highest standards of provision and support of technology to enhance learning. Additional rules and regulations may be adopted by academic and administrative units to meet specific administrative or academic needs. Such additional requirements must be in compliance with applicable Malaysia cyber laws, any contractual agreement with the **UOWMKDU** and its vendors and this policy.

Scope

This policy applies to all schools, staff, students, and others who use the LMS.

The "managing unit" is defined as the academic or administrative personnel, Program Leaders, or vested with the day-to-day operations of the LMS.

Policy

Data Governance

Stewardship and custodianship of data brought into or created within the LMS application will be the responsibility of the lecturers.

LMS Use, Operations and Security

- i. All users of LMS must authenticate with unique user credentials. To the extent possible, authentication should leverage on authentication services provided by UOWMKDU. All users are solely responsible for maintaining the confidentiality of the account and password.
- ii. All users of LMS must adhere to the Information Security Policy and Privacy policy, Terms of Use (Open Learning LMS).
- iii. All users of LMS shall not use the system for purposes other than **UOWMKDU** - affiliated activities.
- iv. **UOWMKDU** is not responsible for the accuracy, integrity, and/or legality of the content uploaded to LMS.

User Management and Access

- i. All users of LMS must access the system through a designated student/staff account.

- ii. The managing unit(s) of the system shall disable access or remove users for inappropriate behaviour, as stated in the **UOWMKDU's** Information Security and Privacy policy, Terms of Use (Open Learning LMS), Students's Handbook and Paramount Corporation Berhad Digital Policy & Guidelines.

Access to LMS

- i. LMS managing unit shall restrict course accounts and individual file uploads to a size that permits archiving.
- ii. Courses shall be retained on LMS at least two academic years.
- iii. The managing unit shall remove illegal contents or contents that are in violation of **UOWMKDU** policies or contractual agreements from a course account if requested by the instructor of record or other appropriate **UOWMKDU** official.
- iv. Gradebook information in the LMS is confidential.
- v. Marks/Grades shown in the LMS is not the finalized marks/Grades. The Marks/Grades will be moderated and will be recorded officially in Oracle

Organization Management and Access

- i. **UOWMKDU** Schools, Academic and Administrative personnel, and student organisations may request organisation accounts.
- ii. Organisation accounts must be related to official **UOWMKDU** business or activities.
- iii. Organisation accounts for students must be approved by the respective School.
- I. The total number of organisation accounts shall be restricted to allow for the adequate functioning of the system.
- II. The managing unit(s) shall remove illegal contents or contents that are in violation of **UOWMKDU** policies or contractual agreements with partners/affiliates from an organisational account by request of the organisation leader or other appropriate **UOWMKDU** official.

Content Management and Access

- i. **Copyright and Intellectual Property (IP)**
The copyright of all literary work and entrepreneurship ideas and material and others produced in the course of student shall be vested in UOWMKDU. Any license for the use of computer software, teaching aids and materials granted to you as a student shall be the sole right of UOWMKDU.
- ii. **UOWMKDU** shall not be responsible for contents linked from LMS to external web sites.
- iii. Students shall at the point of registration assign to the university ownership of all IPs developed in fulfilment of their study during the period of candidature.
- iv. Any deviation in terms of creation, ownership, licensing, and the use or exploitation (commercial or otherwise) of IP is subject to agreement in accordance with UOWMKDU Intellectual Property policy.

Support and Training

- i. The managing unit shall designate technical support to assist with LMS support and training for faculty and students.
- ii. The managing unit(s) shall support leaders of organization accounts.

System Maintenance, Outages, Upgrades

- i. The managing unit(s) shall notify users of any planned outages of LMS. Notification of any unplanned outages shall be at the discretion of the managing unit(s). The level of

notice for planned outages will be determined by the estimated downtime of the system.

- ii. Schools should consider planned outages when scheduling assignments and tests, and unplanned outages when such outages interfere with the timely completion of student coursework.
- iii. The managing unit(s) shall be responsible for deploying new features to LMS.

Accountabilities and Responsibilities

- i. The managing unit(s): assist and encourage the use of Open Learning LMS.
- ii. Participants: ensure compliance with Information Security Policy and Privacy Policy Terms of Use (Open Learning LMS).

Misuse

- i. Access for Open Learning LMS is a privilege granted by management and may be revoked without notification at any time for inappropriate conduct carried out on such systems, including, but not limited to:
 - Sending chain letters or participating in any way in the creation or transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate Open Learning LMS purposes;
 - Engaging in private or personal business activities, including excessive use of instant messaging and chat rooms;
 - Accessing networks, servers, drives, folders, or files to which the user has not been granted access or authorization from someone with the right to make such a grant;
 - Making unauthorized copies of LMS files or other Company data;
 - Destroying, deleting, erasing, or concealing LMS files or other Company data, or otherwise making such files or data unavailable or inaccessible to the Company or to other authorized users of Company systems;
 - Violating the laws and regulations of the Malaysia or any other nation or any state, city, province, or other local jurisdiction in any way, or in relation to partnerships that UOWMKDU is engaged with;
 - Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm either the Company's networks or systems or those of any other individual or entity;
 - Using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages;
 - Sending, receiving, or accessing pornographic materials;
 - Maintaining, organizing, or participating in non-work-related Web logs ("blogs"), Web journals, "chat rooms", or private/personal/instant messaging;
- ii. Any violation of this policy by a student is subject to the Student Code of Conduct and Discipline in the student handbook.
- iii. Any violation of this policy by faculty and staff is "misconduct" under HR policies.

Review

The Teaching and Learning Committee will periodically review this policy.

Your Information contained in the LMS is subjected to the terms of Personal Data Protection Notice. UOWMKDU will exclude liability of any loss of data or content contained within the UOWMKDU Learning Management System.