



**UOW**  
**MALAYSIA**  
**COLLEGE**

—  
PART OF THE UNIVERSITY  
OF WOLLONGONG AUSTRALIA  
GLOBAL NETWORK

# UOW Malaysia College

## Undergraduate Handbook 2024

### 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.

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## **UOW MALAYSIA COLLEGE**

### **FOREWORD**

UOW Malaysia College (previously known as Ramsay Sime Darby Healthcare College) is one of the pioneers in Malaysian healthcare education. The College has a proven track record of academic excellence since its establishment in 1995. UOW Malaysia College, located at the Utropolis Glenmarie Campus, offers quality health care programs such as Diploma in Nursing, Diploma in Physiotherapy, Diploma in Healthcare Service, Diploma in Medical Assistant, Post Basic in Renal Nursing, Post Basic in Perioperative Nursing, Post Basic in Oncology Nursing and Post Basic in Critical Care Nursing.

Students have the option of commencing their Diploma programs at UOW Malaysia College and then continue their undergraduate studies in Malaysia or at the University of Wollongong in Australia, Dubai, or Hong Kong. We offer a variety of post-basic courses for healthcare professionals to upgrade themselves for society and personal needs. We are here to make a positive change to the healthcare and services community from an educational perspective. We collaborate closely with hospitals and healthcare specialists, providing students with sufficient real-life experiences and training. The curriculum for all the programs offered here has been scrutinised by industry practitioners and they also fulfil the stringent requirements of relevant professional bodies such as Nursing Board Malaysia and Medical Assistant Board. We provide an opportunity for a bright and promising career pathway for you in the growing healthcare and service industry.

## **WELCOME TO UOW MALAYSIA 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 College has adopted the following set of values, which guide the behaviour of staff in all parts of the Institution. These are also the values we expect our students to develop and refine throughout their learning at UOW Malaysia 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 College we take great pride in the qualities we instil 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 COLLEGE, GLENMARIE CAMPUS

The UOW Malaysia College is situated at the heart of Glenmarie Industrial Park. The campus's entire architecture, down to the details of every amenity, is intended to create an environment that will inspire our students to strive for academic excellence and realise their dreams.

UOW Malaysia College is located at the new Utopolis, Glenmarie campus which is a fast-growing township, comprising a young population of 200,000 within a 10km radius. The area is also easily accessible via transportation links across the Klang Valley, thus making it convenient for students to commute to and from campus.

This campus is the administrative heart of the UOW Malaysia College and is also the home of the School of Nursing & Allied Health.

UOW Malaysia College - ACADEMIC CALENDAR 2024 - Student  
(Update as at 11 March 2024 and Subject to changes)  
JANUARY - JUNE 2024

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

Public Holidays \* Subject to Changes

Subject Self-Registration Week

Rest Exam

Final Examinations



July			August			September			October			November			December					
Week	Day	Date	Week	Day	Date	Week	Day	Date	Week	Day	Date	Week	Day	Date	Week	Day	Date			
WK 27	Mon	1	Thu	1	1	Sun	1	1	Tue	1	1	Fri	1	1	Sun	1	1			
	Tue	2	Fri	2	2	WK 35	Mon	2	Wed	2	2	Sat	2	2	WK 45	Mon	2			
	Wed	3	Sat	3	3	Tue	3	3	Thu	3	3	Sun	3	3	Tue	3	3			
	Thu	4	Sun	4	4	Wed	4	4	Fri	4	4	WK 45	Mon	4	Wed	4	4			
	Fri	5	WK 42	Mon	5	Thu	5	5	Sat	5	5	Tue	5	Thu	5	Thu	5			
WK 28	Sat	6	Tue	6	6	Fri	6	6	Sun	6	6	Wed	6	6	Fri	6	6			
	Sun	7	Wed	7	7	Sat	7	7	Mon	7	7	Thu	7	7	Sat	7	7			
	Mon	8	Thu	8	8	Sun	8	8	Tue	8	8	Fri	8	8	Sun	8	8			
	Tue	9	Fri	9	9	WK 37	Mon	9	Wed	9	9	Sat	9	9	WK 50	Mon	9			
	Wed	10	Sat	10	10	Tue	10	10	Thu	10	10	Sun	10	10	Tue	10	10			
WK 29	Thu	11	Sun	11	11	Wed	11	11	Fri	11	11	WK 46	Mon	11	Wed	11	11			
	Fri	12	WK 43	Mon	12	Thu	12	12	Sat	12	12	Tue	12	Thu	12	Thu	12			
	Sat	13	Tue	13	13	Fri	13	13	Sun	13	13	Wed	13	Fri	13	13	13			
	Sun	14	Wed	14	14	Sat	14	14	Mon	14	14	Thu	14	Thu	14	Sat	14	14		
	Mon	15	Thu	15	15	Sun	15	15	Tue	15	15	Fri	15	Sun	15	Mon	15	15		
WK 30	Tue	16	Fri	16	16	WK 38	Mon	16	Wed	16	16	Sat	16	CONVOCAION (RELAXATION)	16	Mon	16	16		
	Wed	17	Sat	17	17	Tue	17	17	Thu	17	17	Sun	17	CONVOCAION (RELAXATION)	17	Tue	17	17		
	Thu	18	Sun	18	18	Wed	18	18	Fri	18	18	WK 47	Mon	18	Wed	18	18			
	Fri	19	WK 34	Mon	19	Thu	19	19	Sat	19	19	Tue	19	Thu	19	Thu	19	19		
	Sat	20	Tue	20	20	Fri	20	20	Sun	20	20	Wed	20	Fri	20	Fri	20	20		
WK 31	Sun	21	Wed	21	21	Sat	21	21	WK 43	Mon	21	CONVOCAION (RELAXATION)	21	Thu	21	Sat	21	21		
	Mon	22	Thu	22	22	Sun	22	22	Tue	22	22	Fri	22	Sun	22	Sun	22	22		
	Tue	23	Fri	23	23	WK 39	Mon	23	Wed	23	23	Sat	23	Mon	23	Mon	23	23		
	Wed	24	Sat	24	24	Tue	24	24	Thu	24	24	WK 48	Mon	24	Tue	24	24	24		
	Thu	25	Sun	25	25	Wed	25	25	Fri	25	25	WK 48	Mon	25	Wed	25	Wed	25	25	
WK 32	Fri	26	Mon	26	26	Thu	26	26	Sat	26	26	Tue	26	Thu	26	Thu	26	26	26	
	Sat	27	Tue	27	27	Fri	27	27	Sun	27	27	Wed	27	Fri	27	Fri	27	27	27	
	Sun	28	Wed	28	28	Sat	28	28	Mon	28	28	Thu	28	Thu	28	Sat	28	Sat	28	28
	Mon	29	Thu	29	29	Sun	29	29	Tue	29	29	Fri	29	Fri	29	Sun	29	Sun	29	29
	Tue	30	Fri	30	30	WK 40	Mon	30	Wed	30	30	WK 48	Mon	30	Mon	30	Mon	30	30	30
WK 33	Wed	31	Sat	31	Merdeka Day	31	Despised	31	Thu	31	Despised	31	Thu	31	Tue	31	31	31	31	

Public Holidays \* Subject to Changes

Subject Self-Registration Week

### Exit Examination

inal examination



## ADMISSION

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

Admission to the 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 **Acceptance Letter** to a program of study will only be issued when the student meets the entry requirement(s) and has also provided all necessary documents as stipulated by UOW Malaysia College. Applicants may be denied admission on the ground of failing to meet the specific program entry requirement which may include pre-admission test, interview, and/or health condition.

## ENTRY REQUIREMENTS

Entry requirement(s) for all programs offered may differ from one another. Applicants are advised to seek counselling prior to applying for admission. 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. Nursing Board Malaysia and Medical Assistant Board) and/or relevant authorities (e.g. **Malaysian Qualification Agency (MQA)**).

## LANGUAGE REQUIREMENTS

For Malaysian students who do not possess '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. Certificate programs  
SPM / UEC / O-Level English: Pass; or 3 out of 7 in International Baccalaureate; or Band 4.0 in IELTS; or a min score of 30 (IBT) or 5 (Essentials - Online) in TOEFL; or Cambridge English (140); or PTE Academic (36); MUET Band 3 or UOW Malaysia English Entrance Test (60); or other equivalent qualification / examination of English curriculum: 50% and above.
- ii. Foundation / Pre-U programs  
SPM / UEC / O-Level English: Credit; or 4 out of 7 in International Baccalaureate; or Band 4.0 in IELTS; or a min score of 30 (IBT) or 5 (Essentials - Online) in TOEFL; or Cambridge English (140); or PTE Academic (36); MUET Band 3 or UOW Malaysia English Entrance Test (60) or other equivalent qualification / examination of English curriculum: 50% and above.
- iii. Diploma programs  
SPM / UEC / O-Level English: Pass; or MUET Band 3 or equivalent to CEFR (B1); or 3 out of 7 in International Baccalaureate; or Band 4.0 in IELTS; or a min score of 30 (IBT) or 5 (Essentials - Online) in TOEFL; or Cambridge English (140); or PTE Academic (36); or other equivalent qualification.
- iv. Bachelor Degree programs  
SPM / UEC / O-Level English: Credit; or 4 out of 7 in International Baccalaureate; MUET Band 3.5; or Band 5.0 in IELTS; or a min score of 40 (IBT) or 7.5 (Essentials - Online) in TOEFL; or Cambridge English (154); or PTE Academic (47); or completed a Pre-U/Diploma programme with English as the delivery language (e.g. A-Level, UOW Malaysia Foundation studies or 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 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 Entrance 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 meet the English requirement before the commencement of their main programs.

## INTERNATIONAL OFFICE

The **International Office (IO)** is located at **Enquiry & Admissions, UOW Malaysia College**. The team is dedicated to advise, assist and support international students on all visa and immigration matters during their studies at UOW Malaysia College.

Services available are:

- Airport Pick-up (Letter of Approval from Immigration)
- Immigration Matters

## IMMIGRATION

For international students, matters related to endorsements and extension of student pass can be done through the IO. Application for extension of student pass **MUST** be submitted at least **two (2) months** in advance before the expiry date. Over-staying is a serious offence under the immigration law in Malaysia and will result in the student being charged in court and deportation. It is the student's responsibility to ensure the validity of their passport and their student pass at all times.

## EMPLOYMENT

According to Malaysian Law, international students are **not** allowed 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 to 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 in cash, by credit card (Visa or Mastercard), cheque, bank draft or money/postal order payable to UOW Malaysia College Sdn Bhd. Fees can also be paid via telegraphic transfer or direct banking to the following account:

- a. **Malaysian Students / International Students**
  - Any **CIMB Bank Berhad** branch.  
Account Name: **UOW Malaysia College Sdn Bhd**  
Account No.: **800-260-7658**  
Swift Code: **CIBBMYKLXXX**
  - Through the Flywire portal in the name of **UOW MALAYSIA COLLEGE SDN BHD**  
(<https://uowm-college.flywire.com>)

Please fax a copy of payment advice together with **Name, Student Number and Contact No.** to **Admissions & Bursary Department** at **+603 5565 0773** or email to [sel-anb-enquiry@uow.edu.my](mailto:sel-anb-enquiry@uow.edu.my).

### IMPLICATIONS OF OUTSTANDING FEES

All fees must be paid in full on or before commencement of each semester. There is a grace period of **fourteen (14) days** (including Saturday and Sunday) from the commencement of each semester for fees to be paid.

A late payment penalty charge of **RM10 per day** will be imposed on all outstanding fees after the grace period. If fees are unpaid after the **fifth week of a semester**, students will be barred from attending classes, mid-term and final examinations as well as from using the facilities until payment is paid in full.

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.

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

### REFUND OF FEES

Admission and Registration Fees are **non-refundable**.

If a student withdraws from the College within **fourteen (14) days** from the date of commencement of a semester, 50% of the tuition fees will be refunded. No refunds are allowed if a student withdraws after fourteen (14) days from the date of commencement.

Caution Fee is refundable upon completion of the program. In the event of a withdrawal/termination of studies, only 50% of the Caution Fee will be refunded. Caution fee will be offset against any outstanding fee prior to refund.

Students requesting a refund must fill up a **Request for Refund Form** which is available at the **Admission & Bursary, UOW Malaysia College, Utropolis, Glenmarie**. A request for refund will only be processed if a student withdraws or has completed his or her studies. The College will take a minimum of **Thirty (30) working days** to process the refund upon receipt of the Request for Refund Form from the student. The student will be notified to collect the money when the refund is ready.

In all circumstances, students are advised to collect refunds/monies within **six (6) months** from the date of completion of studies or **six (6) months** from the date as stated in the letter of collection of refund, failing which, the said monies shall be forfeited.

### FINANCIAL SUPPORT

UOW Malaysia 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 **Scholarship & Bursaries Brochure** available at the Enquiries & Admission for further details.

## PROGRAM AND CLASSES

### DURATION OF STUDIES

Programs offered by UOW Malaysia 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	Part Time	Full Time	Part Time
Certificate	60	1.25	N/A	2.5	N/A
Foundation	50	1	N/A	2	N/A
Diploma	90	2	4	5	6
Bachelor Degree	120	3	6	6	8

The minimum graduation 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 to the respective School and the decisions made by the College will be 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)**.

Students are responsible for registering for the appropriate courses offered in the program enrolled and to adhere strictly to the Add/Drop procedures and deadlines accordingly.

### COURSE REGISTRATION PROCEDURE

New students enrolled in UOW Malaysia College 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 following semester depending on class capacity and courses offered **three (3) weeks** before the end of the current semester. The ADH or PL may designate courses and grouping for the student(s) to register for the new semester (please check the Department notice boards or communications).

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

Students are required to make payment at the Admission & Bursary Department within **fourteen (14) days** of the commencement of the following semester. Penalty charges will be imposed on late payment at a rate of **RM10 per day**.

## COURSE REGISTRATION GUIDELINES

Generally, a student is required to register **four (4) to six (6) courses**, or a study load of **twelve (12) to eighteen (18) credits hours** for a 14-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 with 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 and **RM100** will be charged as processing fee. Students are required to submit the **“Requisition to Add/Drop Course / Credit Note”** form to the Admission & Bursary Office for processing **no later than 21 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.

<b>PERIODS</b>	<b>IMPLICATIONS</b>
Three (3) weeks before the end of the semester	<ul style="list-style-type: none"> <li>• Online course self-registration <ul style="list-style-type: none"> <li>– Courses registration based on advice by School</li> <li>– Bill will be raised based on courses registered</li> </ul> </li> </ul>
Day 00 – Day 14 of new semester	<ul style="list-style-type: none"> <li>• Add/Drop Courses <ul style="list-style-type: none"> <li>– Add/Drop of courses</li> <li>– Bill will be adjusted based on course added/dropped</li> </ul> </li> </ul>
Day 15 – Day 21	<ul style="list-style-type: none"> <li>• Late payment charges imposed. Late payment is subjected to penalty charges of RM10 per day</li> <li>• Late Add/Drop Courses <ul style="list-style-type: none"> <li>– Subjected to approval by the School and RM100 will be charged as processing fees.</li> <li>– Students are required to fill in the “Requisition to Add/Drop Course/Credit Note” form</li> </ul> </li> </ul>
Day 22 – End Date of semester	<ul style="list-style-type: none"> <li>• Course with no fee payment, students will be barred from sitting the final exam/submission of final assessment</li> <li>• Students are not allowed to add/drop any course(s)</li> <li>• 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.</li> </ul>



## COMMENCEMENT OF CLASSES

Students (new and existing) are required to attend the very **first classes** at the beginning of the semester to avoid missing important information that may affect lessons for the whole semester. The timetable is usually made available at the notice boards or LMS 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 **Poor Attendance/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 reasons, 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 “**Request for Change of Program**” 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 a maximum of one (1) year. Students are expected to report to UOW Malaysia 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 Request for Deferment 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,
- Notification will be provided once the Deferment of Studies is approved.

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 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 **"Request to Withdraw from Program"** Form and obtain the approval by the ADH/Head of School (HOS). The Student will then be directed to attend the **Exit Interview** with the **Counsellor from the Student & Alumni**

**Centre.** The Counsellor will put in the recommendation and sign-off the form; a copy of the form will then be given to the student.

The Student can proceed to obtain the “**Request for Refund**” Form from the Admissions & Bursaries. The Student ID, a copy of the duly approved “Request to Withdraw from Program” Form, and document for cancellation of student visa (for international students), if any; shall be submitted together to the Admission & Bursaries Department. The processing time is approximately three (3) weeks subject to the complexity of the case. Students will be notified when the refund is ready.

If the Student withdraws within **fourteen (14) days** from the date of commencement of semester, 50% of the tuition fees will be refunded. No refunds are allowed if a student withdraws after fourteen (14) days from the date of commencement.

Caution Fee is refundable upon completion of the program. In the event of a withdrawal / termination of studies, only 50% of the Caution Fee will be refunded. Caution fee will be offset against any outstanding fee prior to refund.

## 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 student 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 student's 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 30-60% of 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:

Monday – Friday	:	9:00 a.m. – 5:30 p.m. *
Saturday, Sunday & Public Holidays	:	Closed

\* Subject to possible revision

#### ELIGIBILITY

For the final examination/assessment, a Final Examination/Assessment Docket will be issued to each student. The Final Examination/Assessment Docket will indicate the examination date, time and venue or assessment submission deadline. And also indicate whether the students is barred due to the following two conditions:

- The student has to obtain at least 80% attendance in each of the registered courses for the semester. The student will be notified two weeks before the commencement of the examination if he/she is on the bar list due to below the required 80% attendance rate.
- Student has to settle all outstanding fees before the final examination/assessment. Student will be barred from sitting the examination or submission of final assessment if there is any outstanding fee.

It is the responsibility of the student to check his/her eligibility for the final examination/assessment. Students may appeal to be “unbarred” by the lecturer with a valid reason and supporting documentation.

#### SPECIAL CONSIDERATION

Special consideration is given towards assisting a student affected by a 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 provisional final examination timetable that will be announced **five (5) weeks before** the commencement of the exam. **Final Examination** timetable will be announced **one (1) week 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 College. Students who are not properly attired will not be allowed to enter the examination hall.
- Students are not allowed to bring in any unauthorised materials to the examination hall. If students are found with unauthorised items in the examination hall, whether the items are brought in intentionally or otherwise, the student may be considered as attempting to cheat. Hence, the onus is on the student to check that no unauthorised items are brought into the examination hall, and empty pocket(s) at all times.
- Students must not talk or communicate in any way (verbal or otherwise), distract/disturb other students once they are in the examination hall. 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 Docket are to be placed on the top right corner of the table at all times. If the student does not bring any document which can certify his/her identity, he/she needs to proceed to the Admission & Bursary Department to get a copy of the Student Confirmation Slip.
- Students are only allowed to bring in their pens, rulers, pencils, calculators and items as specified by the syllabus.
- Transparent 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 hall. All mobile phones are to be switched off and to be placed on the floor under your seat (phone screen faces the floor) at all times. If the phone rings during the exam time, the phone will be confiscated and penalty will be imposed.

- 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 warnings 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 designated washroom during the examination with permission from the invigilator(s).
- Students are not allowed to leave that examination hall or visit the washroom during the first one hour and the last half an hour. For courses with a duration of less than two hours, students are not allowed to leave the examination hall or visit the washroom 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 Academic Misconduct Procedure and reported to the College Assessment Board. . The student'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 expelled from the 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 with the string provided. 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, 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 College considers plagiarism a serious breach of academic conduct. Students who are caught doing so will face severe penalties decided by the Schools and the case may be brought up to the College Assessment Board.

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 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 offences:

- 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 marks 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 College.

### MISCONDUCT & CHEATING

Misconduct in the Examination Hall 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 Hall
- 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.



Examples of cheating are:

- Copying, in part or whole, from an examination answer script paper that belongs to another person.
- Use of notes, sources, and materials from items and/or electronic devices not authorised in the examination.
- Collusion or making arrangements with another student to cheat, including employing a surrogate to sit for an examination or any form of academic assessment mode, in part or whole, or agreeing to be that surrogate aiding and abetting the dishonest act.
- Bringing any other unauthorised items into the Examination Hall whether relevant or not, whether 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 matters related to academic misconduct or cheating shall be investigated and determined based on the College Academic Misconduct Procedure and reported to the College. The penalty imposed will be decided by the Institution Assessment Board. The type of the penalty can be a recorded warning letter, a fail grade for the course for the student with first offence. Fail grade for every course taken during the semester concerned for the student with a second offence. Exclusion from Institution for the student with third offence at its discretion and based on previous penalties / precedents.

### 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 submit 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 / final assessment** for acceptable reasons. Students must provide detailed reasons and supporting documentation by filling in the “Student Extenuating Circumstances Form” and submit to the School or Examination Department **within five (5) working days** from the actual examination date in order to be presented to the College Assessment Board for approval.

If the reason is medical, the student must obtain supporting documentation from **Government or Private Hospital/Clinic** (e.g. medical certificates, medical report) and fill up the **Student Extenuating Circumstances Form (Part V needs to be completed by an attending doctor if the medical certificate was not issued by Government Hospital/Government Clinic)**.

Once approved, 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 or referral examination for any reasons.

## RESULT AND GRADING SCHEME

### PASSING MARKS AND GRADING SCHEME

Below is the standard UOW Malaysia College grading scheme which is applicable to all UOW Malaysia College programs. **50% or GPA 2.0** is the passing grade. For Franchise Programs, students shall refer to the program handbook for the different grading scheme used. All franchise programs grading schemes will be in accordance with 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

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 POINT	CREDIT HOURS	CREDIT HOURS X GRADE POINTS
Academic English 1	62	2.67	3	8.01
Fundamental of Game Art	58	2.33	4	9.32
Fundamental of Programming	75	3.67	4	14.68
Introduction to Business	51	2.00	4	8.00
<b>TOTAL</b>			<b>15</b>	<b>40.01</b>
				<b>GPA = 2.67 CGPA = 2.67</b>

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 POINT	CREDIT HOURS	CREDIT HOURS X GRADE POINTS
Academic English 2	40	1.00	3	3.00
Fundamental of Game Design	78	3.67	4	14.68
Graphic Programming	60	2.67	4	10.68
Introduction to Management	55	2.33	4	9.32
<b>TOTAL</b>			<b>15</b>	<b>37.68</b>
				<b>GPA = 2.51 CGPA = 2.59</b>

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 a grade 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.

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

### **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.

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

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)

	<b>ASSIGNMENT 1</b>	<b>ASSIGNMENT 2</b>	<b>FINAL EXAMINATION</b>	<b>TOTAL</b>	<b>GRADE</b>
STUDENT A	15/30	10/30	38/40	63/100 (downgrade to 50)	<b>C+ become a C</b>

The Supplementary assessment fee is charged at **RM150** for every course under the Foundation and Diploma programs, **RM300** for all Bachelor Degree programs and all programs under the School of Hospitality, Tourism and Culinary Arts (SHTCA). Students are required to obtain the approval from school before making payment at Admission and Bursary. A copy of the form will be given to the student for the record.

Absenteeism from the RESIT examination is not acceptable. Payments made for the RESIT paper(s) is / are not refundable. If a student misses the RESIT examination, he/she will have to retake the course.

### **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 students 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 College grading system. The student is only allowed a maximum of two attempts for repeating the course.

### **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 Admission Office or Examination Department. This form must be submitted to the Examination Department before the deadline stated in the Academic Calendar or within 5 working days upon the release of the examination result or semester commencement date whichever is later. A payment of RM100 is required for an appeal of one examination paper. Remarking is arranged and recommendations are made available to the College Assessment Board for decision. The outcome of the appeal will be notified to the student by the Examination Department.

However, the results of the supplementary examination/assessment are final and appeals will not be entertained.



## PROGRESSION AND AWARDS

### SEMESTER RESULTS

Results will be released online via **Student Portal @ Campus Solutions (CS)** within **three (3) working days** after the Assessment Board Meeting. You can view your GPA and print the semester results online. It is important for you to have access to your UOW Malaysia 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 a minimum of 12 credits and / or above for the semester.
- The Student has put forth their best effort in their academic pursuit.
- The Student will receive a letter of achievement/Dean's List letter from their respective HOS.

#### VICE-CHANCELLOR MERIT AWARD

- To qualify for the Merit Award, diploma and bachelor degree-seeking students must have accumulated a minimum of a 3.75 CGPA in the latest semester.
- Only applicable to students in their second year of studies and/or onwards.
- Exhibit excellent leadership ability, communication skills, professionalism, and enthusiasm – actively involved in clubs/societies management, events and activities.
- Through an application processed every July.
- The Student will receive a letter of achievement from the Vice-Chancellor as well as a RM2,000 tuition fees waiver for the semester of studies.

## **AWARDS UPON GRADUATION**

### **INDUSTRY AWARDS FOR EXCELLENCE**

- Produces work that challenges industry standards.
- Student is an active participant in the discipline area.
- Student has won any international/national award for their discipline area.
- Student that is highly recommended by their employer during their internship program.
- Recognized by their peers as the expert in this area.
- Highly confident and charismatic individual.
- Student will receive a letter of recommendation from Vice-Chancellor, certificate of achievement from a recognised organisation/company.

### **TOP STUDENT AWARDS**

- Only one student per programme during Convocation.
- To qualify for the Top Student Award, diploma and bachelor degree-seeking students must have a minimum of a 3.75 CGPA or more.
- If there are more than two students achieving a CGPA of 3.75 or more, it will be further evaluated based on co-curriculum contribution.
- The award will go to the student who demonstrates excellence in both areas. In cases where there are no students who have achieved a 3.75 CGPA, then the award will not be awarded for that particular programme.
- For programmes not calculated based on CGPA, the cut-off mark is based on the average mark tabulated.
- For UOL LLB, the average mark of 65% is used as the cut-off. For other Franchise programmes, the cut-off is based on having achieved 1st class Honours.
- The Student will receive a letter of achievement from the Vice-Chancellor and a certificate of achievement from UOW Malaysia College.

## **ACADEMIC TRANSCRIPT & CERTIFICATE**

Official academic transcript can be collected from the **Examination Department** after the completion of studies. Notification is done via email and includes details for collection. You can request for a reprint /additional copy of your academic transcript by filling up the “Request for Official Academic Transcript” form at the Admission and Bursary Department. The administrative fee is **RM10 per copy**. For franchise programs, additional charges are required.

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

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

<b>AWARD OF DIPLOMA</b>	
<b>CUMULATIVE GRADE POINT AVERAGE (CGPA)</b>	<b>CLASSIFICATION</b>
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

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

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

## CONVOCATION

### GRADUATION AND ACADEMIC PARCHMENT

UOW Malaysia College Academic Convocation is held once a year. The invitation pack will be posted to the students for registration. It is important for students to update the postal address upon the completion of their studies. For enquiries regarding convocation, students may email to [sel-convo-mail@uow.edu.my](mailto:sel-convo-mail@uow.edu.my).

Students can collect the academic parchment from the Examination Department after the UOW Malaysia 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 [sel-exam-mail@uow.edu.my](mailto:sel-exam-mail@uow.edu.my) for more enquiries on the application.

Students are advised to collect the documents personally. If students are not able to do so, he/she may email to [sel-exam-mail@uow.edu.my](mailto:sel-exam-mail@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 a few days before the convocation day. The official graduation attire comprises a gown, lapel with/without mortar board. The graduation attire for each program is different from each other. The colour of the lapel 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 College is committed to providing superior learning experiences. As part of this commitment, the Teaching & Learning Centre was established to serve students and teachers in the development of the skills necessary for success in higher education.

The role of this centre is to inspire and train students to become capable, confident and independent life-long learners; it also encourages and assists teachers/lecturers in applying effective educational techniques. TLC facilitates a number of 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.

TLC is located at the Discovery Circle, second floor (next to the Resources Centre). Virtual consultations are also available by setting up an appointment via email at [sel-discovery@uow.edu.my](mailto:sel-discovery@uow.edu.my).

For more information, please visit and contact us Teaching & Learning Centre website at our page at <https://www.uow.edu.my/about-uow-malaysia/teaching-learning/>.

### LIBRARY & ACADEMIC RESOURCES

The Library strives to facilitate access to information for teaching and student-centred learning through the provision of information resources that will enhance the quality of teaching, learning and research. As such, the libraries provide a variety of resources, ranging from the traditional collection of books, journals and other printed materials to electronic books and journals as well as audio-visual materials.

#### Operating Hours

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

Monday – Friday	:	9:00 a.m. – 7:00 p.m. *
Saturday, Sunday & Public Holidays	:	Closed
Email	:	<a href="mailto:sel-library-mail@uow.edu.my">sel-library-mail@uow.edu.my</a>

\* Subject to possible revision

#### Extended-Hours Study Spaces

Zing Hub, Atrium  
Silent Room, Students Accommodation

### COMPUTER LAB

Computer and information technology is a fundamental part of the learning and research experience at UOW Malaysia 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 Computer Centre.

#### Operating Hours

The operating hours of the **Computer Lab** are:

Monday – Friday	:	8:00 a.m. – 6:00 p.m.
Saturday, Sunday & Public Holidays	:	Closed
Email	:	<a href="mailto:sel-issupport@uow.edu.my">sel-issupport@uow.edu.my</a>

## **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 looks forward to make a positive impact on the lives of the students and 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, the amenities are designed to develop UOW Malaysia 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. Providing the highest level of quality support to all UOW Malaysia College students' welfare fulfilling the five fundamental needs; Social, Mental, Physical, Emotional and Spiritual.
3. Striving 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 is more to college life than what happens inside the classroom to support students in fulfilling their potential and make the most of their time in UOW Malaysia College.

### **STUDENT EXPERIENCE**

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

Our Services:

- Personal & Career Development
- Individual & Group Counselling
- Psychoeducational Outreach Programs
- Health & Wellness

Students may contact the Professional Counsellor at [sel-counsellor@uow.edu.my](mailto:sel-counsellor@uow.edu.my).



## **GLOBAL CAREER DEVELOPMENT**

In ensuring the paving of paths to reach their dreams, SAC serves to facilitate the growth and passion of UOW Malaysia College students and alumni by supporting the connection between our industrial partners' demands and UOW Malaysia College graduates to their relevant industries. In order to complement this process, SAC incorporates university placement from oversea universities for students to transfer to.

### **Our Services:**

- Full-Time Job Placement
- Internship Placement
- Career Fair
- Employment Events
- Industry Visits and Talks
- Career Workshops & Trainings
- Industrial Partnership Development
- External University Articulations
- University Placement
- Guest Lectures
- Partners University Fair
- Alumni Engagement

## ACCOMMODATION & LOGISTICS

Department of Accommodation and Logistics strives to ensure that our accommodation amenities are 'Home away from Home'. We always promote safe and supportive community living among our students who live on campus aided by our caring and helpful Resident Ambassadors to make the transition for living on campus and staying away from family easier. We strive to meet the parents' and guardians' expectations of excellence in care for their children's welfare while being away from home. For more inquiries, please email [sel-accommodation@uow.edu.my](mailto:sel-accommodation@uow.edu.my).

### EMERGENCY CONTACT

UOW Malaysia College 24 Hours Hotline : +6019 335 8123  
Malaysia Emergency Contact : 999

## COMMUNICATION

### STUDENT EMAIL SERVICES

Students at UOW Malaysia College will be issued an email account for all official communication on campus as a value added service. The students shall be informed of the default password and USERID based on the conventions used. An email will be sent to student's registered personal email with UOW Malaysia College. The changing of passwords can be done online once the user has gained access to the system. Students can access their email via <https://outlook.office.com>.

### OPEN LEARNING – LEARNING MANAGEMENT SYSTEM

This is a purposed-built platform for e-learning that forms the footing for UOW Malaysia College's Teaching and Learning. Access to this Web Community is via a personalised login, password and welcome page for the Web Community. UOW Malaysia College students can download their course outline, lecture notes or other materials from the site. Students can access to Open Learning via <https://openlearning.uowmkdu.edu.my>. Please refer to page 52 Learning Management System Usage Policy.

### FACEBOOK

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

### STUDENT PORTAL @ CAMPUS SOLUTIONS (CS)

The Student Portal @ Campus Solutions will allow students to view their semester result notification, biographical information, program information, course history and perform course registration online. The Campus Solutions (CS) can be accessed via: <https://cs.kdu.edu.my>

### STUDENT FEEDBACK & COMPLAINTS

UOW Malaysia College always believes students' suggestions and feedback can make the institution better and will endeavour to act on them in a proactive manner.

Students are welcome to provide feedback to the Department on any area of its administration or academic offering at any time to the Department staff or Head for improvement considerations.

Students may raise their feedback or complaints through our email at [feedback@uow.edu.my](mailto:feedback@uow.edu.my).

### 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: <https://survey.uowmkdu.edu.my>.

## **STUDENTS RESPONSIBILITIES**

### **HANDBOOK**

Each student is responsible to access a current copy of the 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 appropriate consequences. Ignorance is not an acceptable defence for violating campus policy and procedure.

### **STUDENT CODE OF CONDUCT & DISCIPLINE**

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

#### **CODE OF CONDUCT**

UOW Malaysia 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 judgement in all actions towards individuals and their property and person.
- d) Pride in being a UOW Malaysia College student.

#### **CODE OF DISCIPLINE**

Inappropriate conduct by a student is subject to disciplinary action 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 plagiarising related to academic programs at UOW Malaysia College.
- Truancy and not satisfying the minimum course attendance requirements.
- Forge, alter, transfer or misuse official documents, records or identification.
- Steal, vandalise or damage belonging to UOW Malaysia College, staff, student or visitor to UOW Malaysia College.
- Abusive conduct including physical and/or verbal, abusive, exhibits or expresses intention to coerce, intimidate staff, student or visitor to UOW Malaysia College.
- Engaging in socially embarrassing behaviour on campus or during college functions.
- Engages in the possession, use, sale or distribution of weapons, drugs, narcotics, pornography and alcohol on campus and at college related functions.
- Disrupt academic and administrative processes or other campus functions.
- Unauthorised use of, unauthorised entry into or misuse of campus property.
- UOW Malaysia College – Smoke Free Zone

In accordance with the institution 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 residence hall complex. The NO SMOKING policy does include all student rooms. Residents who smoke must do so outside of the residence halls. Smoking in stairwells or in close proximity to student rooms is not permitted. Those concerned with the effects of secondhand smoke will appreciate your consideration. Those interested in seeking assistance to quit smoking will find useful programs and information available at the Health and Wellness Centre.

- Gambling or betting in any form.
- Assisting another person to do any act that amounts to a violation of the Code of Conduct and Discipline.

- Illegal/unauthorised parking and obstructing traffic flows on campus and surrounding residential areas.
- Dangerous driving
- Not possessing, displaying or surrendering upon request a valid UOW Malaysia College Student Identification Card while on campus or at a college function.
- Failure to comply with the UOW Malaysia College Dress Code Policy for students.
- Disregard for UOW Malaysia College processes or procedures.
- Conduct or action that is prejudicial to the good name of the College.
- Represents the interests of UOW Malaysia College in matters and activities outside the College without expressed written consent.
- Violation of the laws of Malaysia.

## **STUDENT IDENTIFICATION CARD**

### **ISSUANCE**

The **Student Identification Card** will be issued to students once the first semester fees, or the first scheduled payment has been settled (Kindly refer to the Fee Payment Structure for the specified program).

The Student Identification Card is issued at the Admissions & Bursary Department from Monday to Friday between 10.30 am - 12.00 pm and 2.30 pm - 4.00 pm. 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:

- Access to Library and Computer Labs
- Photocopy Service
- Hostel residents – Accessing to Hostel Units
- All students related events/activities bookings

### **WHERE TO ACTIVATE / TOP-UP THE CARD**

The Student identification Card can be used for printing top up by using the kiosk machine to top-up cash credit which is located at:

- Level 1 – Hostel Silent Room
- Level 3A - Computer Centre

### **LOSS OF STUDENT IDENTIFICATION CARD**

Loss of Student Identification Card must be reported immediately to the Admissions & Bursary Department. A new card will be issued at a cost of RM20.00. 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 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 College students. We strive to instill a level of excellence in our students in order to develop their personal best in academics, extra-curricular activities, and appearance.

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

The following are **Not Acceptable** in the campus 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 practised.
- 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 NURSING STUDENTS (As a member of a professional body)

Students in theory class, clinical attachment and final examination should be in full uniform.

#### Friday

Students are allowed to wear UOW Malaysia T-shirt, CSI T-shirt or formal attire as instructed during theory classes.

### FOR ALLIED HEALTH STUDENTS

Students in theory class, clinical attachment and final examination should be in smart casual attire with the exception of Diploma in Medical and Health Science students who should wear laboratory coats.

#### Friday

Students are allowed to wear UOW Malaysia T-shirts or CSI T-shirts during theory class, clinical attachment and final examination with the exception of Diploma in Medical and Health Science students who should wear laboratory coats during clinical attachment.

### **FUNDRAISING AND SOLICITATION POLICY**

- Commercial ventures are not permitted to operate or solicit on College property.
- Prohibited solicitation includes the posting of advertisements on College property.
- Sale of items or services by individuals or companies for private gain is prohibited.
- Respective schools fundraising activities approved by the Head of School (HOS) may conduct such activities.
- Recognized student clubs/societies and Student Council may conduct fundraising activities or request permission to have an external agency to solicit during their event after receiving written 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 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 College students 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 (not limited to copyright, trademarks and/or patent) which may be conceived, created or first reduced to practise by student(s) of UOW Malaysia College as work produced; including homework/assignments, research/experiments, distinct and independent projects (not limited to undergraduate/postgraduate thesis, inventions, creations, new technologies, research and development) throughout the course of studies shall be owned by UOW Malaysia College; unless agreed otherwise in written by both parties and will be subject to UOW Malaysia College policies and procedures governing intellectual property rights.



## 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

## PUBLIC SERVICES

Police Stations:	Balai Polis Bukit Jelutong	+603 7847 3022
Fire Brigades:	Balai Bomba Bukit Jelutong	+603 7847 4444

**EMERGENCY SERVICES CONTACT NUMBERS**

- |   |                |
|---|----------------|
| • Any kind of emergencies               | 999            |
| • From Mobile Phone                     | 112            |
| • Ibu Pejabat Polis Daerah Shah Alam    | +603 5520 2222 |
| • UOW Malaysia College 24 Hours Hotline | +6019 335 8123 |

## **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 College
- iii. UOW Malaysia KDU Penang University College
- iv. UOW Malaysia 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 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 willfully 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;
- 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 enrol 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 programmes/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, MOE, SOCSO, EPF, outsourced external enrichment and co-curricular programme providers, travel agencies / operators, external examination boards, and external school- contracted operators;

- f. government agencies, statutory authorities 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:

- a. 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 programmes / 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:

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<b>DEPARTMENT NAME</b>	Admission and Bursary
<b>CONTACT NUMBER</b>	+603 5565 0538
<b>FAX NUMBER</b>	+603 5565 0775
<b>EMAIL ADDRESS</b>	yktai@uow.edu.my; nazrin@uow.edu.my
<b>ADDRESS</b>	Jalan Kontraktor U1/14, Seksyen U1, 40150 Shah Alam, Selangor, Malaysia.



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## LEARNING MANAGEMENT SYSTEM USAGE POLICY

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### Purpose

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

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

This policy aims to provide a structure to support **UOWMC**'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 **UOWMC** 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 **UOWMC**. 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) and Paramount Corporation Berhad Digital Policy & Guidelines.
- iii. All users of LMS shall not use the system for purposes other than **UOWMC** -affiliated activities.
- iv. **UOWMC** 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 **UOWMC**'s Information Security and Privacy policy, Terms of Use (Open Learning), Student'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 **UOWMC** policies or contractual agreements from a course account if requested by the instructor of record or other appropriate **UOWMC** official.
- iv. Gradebook information in the LMS is confidential.
- v. Marks/Grades shown in the LMS are not the finalized marks/Grades. The Marks/Grades will be moderated and will be recorded officially in Oracle

### Organization Management and Access

- i. **UOWMC** Schools, Academic and Administrative personnel, and student organisations may request organisation accounts.
- ii. Organisation accounts must be related to official **UOWMC** 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 **UOWMC** policies or contractual agreements with partners/affiliates from an organisational account by request of the organisation leader or other appropriate **UOWMC** 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 **UOWMC**. Any licence for the use of computer software, teaching aids and materials granted to you as a student shall be the sole right of **UOWMC**.
- ii. **UOWMC** 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 **UOWMC** 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 organisation 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.
- ii. Participants: ensure compliance with Information Security Policy and Privacy Policy Terms of Use (Open Learning) and Paramount Corporation Berhad Digital Policy & Guidelines.

### **Misuse**

- i. Access for Open Learning 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 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 unauthorised 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 authorised 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 **UOWMC** 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, organising, 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. **UOWMC** will exclude liability of any loss of data or content contained within the **UOWMC** Learning Management System.