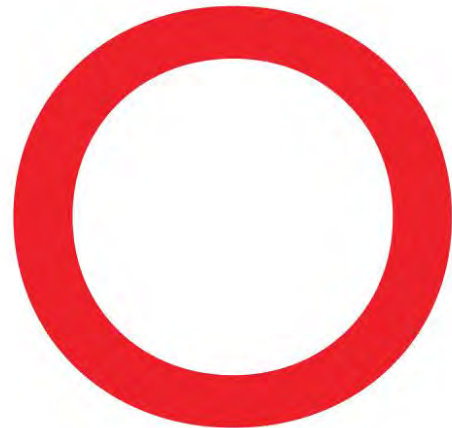**UNIVERSITY OF WOLLONGONG MALAYSIA**

PART OF THE UNIVERSITY OF WOLLONGONG AUSTRALIA GLOBAL NETWORK

University of Wollongong Malaysia Open Distance Learning (ODL) Handbook 2025

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.

CONTENT

UNIVERSITY OF WOLLONGONG MALAYSIA

FOREWORD

University of Wollongong Malaysia is part of the University of Wollongong Australia's global network, with a long history of providing accessible, quality, tertiary education in Malaysia, and the surrounding regions. Established in 1983, KDU was Malaysia's first private college with a purpose-built campus that provided opportunities for Malaysian youth to pursue high-quality overseas tertiary education in a local setting.

Through its global connections and real-world learning opportunities, KDU has nurtured many bright minds from different backgrounds, cultures and nationalities, inspiring them to make positive contributions to society. It has provided a platform for practical, impactful ideas to grow and for students to reach their potential. KDU has broadened opportunities for its 50,000 graduates, who have gone on to find success in a range of fields, including in careers as corporate leaders, entrepreneurs and celebrities around the globe.

The University of Wollongong Malaysia now form an integral part of the University Wollongong Australia global network. In addition to Malaysia, the University of Wollongong's global network extends to campuses in Australia, Dubai and Hong Kong.

The University of Wollongong Malaysia is committed to becoming a pre-eminent provider of higher education in Malaysia. This commitment combines UOW's internationally recognised teaching programs and personalised approach to students with 41 years of experience in private tertiary education, modern campuses and vibrant, industry-focused programs. UOW's presence in Malaysia will benefit the wider region, by producing international student growth and industry-ready graduates.

WELCOME TO
UNIVERSITY OF WOLLONGONG MALAYSIA 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
University of Wollongong Malaysia has adopted the following set of values, which guide the behaviour of staff in all parts of the University. These are also the values we expect our students to develop and refine throughout their learning at University of Wollongong Malaysia.

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 University of Wollongong Malaysia 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

UNIVERSITY OF WOLLONGONG MALAYSIA (UOWM), GLENMARIE CAMPUS
The University of Wollongong Malaysia 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.

University of Wollongong Malaysia is located at the new Utropolis, 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 University of Wollongong Malaysia and is also the home of the School of Business, School of Communication & Creative Arts, School of Computing & Creative Media, School of Engineering, and the School of Hospitality, Tourism & Culinary Arts.

OPEN DISTANCE LEARNING (ODL) at UOW Malaysia

Open Distance Learning (ODL) is a flexible and student-centered approach to education. It allows students to access learning materials and complete coursework from any location, providing the freedom to study at their own pace and schedule. ODL typically utilizes digital platforms, online resources, and various communication tools to facilitate learning and interaction between students and instructors. This approach is designed to accommodate diverse needs and learning styles, making education accessible to a wider range of students, including those balancing other commitments like work or family.

MAKING ONLINE LEARNING WORK FOR YOU

Organize your home study area
It is important to have a clean, designated study area which is conducive to work. Try to leave your bed for sleeping and choose an area where you are comfortable, and which will be good for your posture.

Keep your desk clean from distracting clutter and try not to have anything in view that will make you stressed while you are trying to study.

If possible, try to sit somewhere with a window open or an outside view – natural light is best.

Set Up a Good Internet Connection
Work on organising a reliable internet connection to have at home. This will be important in order to access all your learning materials remotely and avoiding stress later in the session.

Technology Set-Up
UOWM provides a range of IT support services for students. Students can also contact our IT department with any specific questions at sel-issupport@uow.edu.my.

Set-Up Online Platforms
Keep an eye on your MyCAMU (LMS) site to find out how your subject coordinator will be delivering material.

If there are online classes or assessments, make sure to login and know how to access them before the scheduled time.

This way it will reduce stress of trying to work it out on the day.

For detailed guidance on virtual learning, please see the **Virtual Learning Applications Instructional Guide** provided at **page 58**.

BUILD YOUR OWN STUDY NETWORK

Form a Study Network
It can be hard studying alone. Not having other students to bounce ideas off can be difficult, especially if you don't understand the content.

Try to keep in touch with your peers through online platforms such as MyCAMU or MS Teams.

Find what works for you.

UPDATED AS OF 10th JULY 2025

Keep in touch with your academics
Just because you aren't seeing them in class, it doesn't mean your academics aren't available to help you.

Use your online forums to ask questions and clarify content.

If it is a personal issue, email your subject co-ordinator directly. Their email address will be in your course outline.

Wishing you success and an enjoyable learning journey!

University of Wollongong Malaysia - ACADEMIC CALENDAR 2025 - Student
(Update as at 13 January 2025 and Subject to changes)
JANUARY - JUNE 2025

January

Week	Day	Date	Event
	Wed	1	New Year's Day
	Thu	2	
	Fri	3	
	Sat	4	
	Sun	5	
	Mon	6	
	Tue	7	
	Wed	8	
	Thu	9	
	Fri	10	
	Sat	11	
	Sun	12	
	Mon	13	
	Tue	14	
	Wed	15	
	Thu	16	
	Fri	17	
	Sat	18	
	Sun	19	
	Mon	20	
	Tue	21	
	Wed	22	
	Thu	23	
	Fri	24	
	Sat	25	
	Sun	26	School Break
	Mon	27	
	Tue	28	
	Wed	29	Chinese New Year (Day 1)
	Thu	30	Chinese New Year (Day 2)
	Fri	31	

February

Week	Day	Date	Event
	Sat	1	
	Sun	2	
Wk 1	Mon	3	February Intake : Orientation / February Semester Day 1
	Tue	4	
	Wed	5	
	Thu	6	Last Day to Register for Re-sit / Appeal
	Fri	7	
	Sat	8	
	Sun	9	
	Mon	10	
Wk 2	Tue	11	
	Wed	12	Thaipusam
	Thu	13	Resit Exam
	Fri	14	Last Day of Add / Drop
	Sat	15	
	Sun	16	
Wk 3	Mon	17	
	Tue	18	
	Wed	19	
	Thu	20	
	Fri	21	
	Sat	22	
	Sun	23	
Wk 4	Mon	24	
	Tue	25	
	Wed	26	
	Thu	27	
	Fri	28	

March

Week	Day	Date	Event
	Sat	1	
	Sun	2	
Wk 5	Mon	3	
	Tue	4	
	Wed	5	
	Thu	6	
	Fri	7	
	Sat	8	
	Sun	9	
Wk 6	Mon	10	
	Tue	11	
	Wed	12	
	Thu	13	
	Fri	14	
	Sat	15	
	Sun	16	
Wk 7	Mon	17	
	Tue	18	Nuzul AL Quran
	Wed	19	
	Thu	20	
	Fri	21	
	Sat	22	
	Sun	23	
Wk 8	Mon	24	
	Tue	25	
	Wed	26	
	Thu	27	
	Fri	28	
	Sat	29	
	Sun	30	
Wk 9	Mon	31	Hari Raya Aidilfitri (Day 1)

April

Week	Day	Date	Event
	Tue	1	Hari Raya Aidilfitri (Day 2)
	Wed	2	
	Thu	3	School Break
	Fri	4	
	Sat	5	
	Sun	6	
Wk 10	Mon	7	
	Tue	8	
	Wed	9	
	Thu	10	
	Fri	11	
	Sat	12	
	Sun	13	
Wk 11	Mon	14	April Intake : Orientation / April Semester Day 1
	Tue	15	
	Wed	16	
	Thu	17	
	Fri	18	
	Sat	19	
	Sun	20	
Wk 12	Mon	21	
	Tue	22	
	Wed	23	
	Thu	24	
	Fri	25	
	Sat	26	
	Sun	27	
Wk 13	Mon	28	February Semester Exam
	Tue	29	
	Wed	30	

May

Week	Day	Date	Event
	Thu	1	Labour Day
	Fri	2	
	Sat	3	
	Sun	4	February Exam Semester
Wk 14	Mon	5	
	Tue	6	
	Wed	7	
	Thu	8	
	Fri	9	
	Sat	10	
	Sun	11	
	Mon	12	Wesak Day
	Tue	13	
	Wed	14	February Exam Semester
	Thu	15	
	Fri	16	
	Sat	17	
	Sun	18	
	Mon	19	
	Tue	20	
	Wed	21	
	Thu	22	
	Fri	23	School Break
	Sat	24	
	Sun	25	
	Mon	26	
	Tue	27	
	Wed	28	
	Thu	29	
	Fri	30	
	Sat	31	

June

Week	Day	Date	Event
	Sun	1	
	Mon	2	Agong's Birthday
	Tue	3	
	Wed	4	
	Thu	5	
	Fri	6	
	Sat	7	Hari Raya Haji
	Sun	8	
Wk 1	Mon	9	June Intake : Orientation / June Semester Day 1
	Tue	10	
	Wed	11	
	Thu	12	Last Day to Register for Re-sit / Appeal
	Fri	13	
	Sat	14	
	Sun	15	
	Mon	16	
	Tue	17	
Wk 2	Wed	18	Resit Exam
	Thu	19	
	Fri	20	Last Day of Add / Drop
	Sat	21	
	Sun	22	
	Mon	23	
	Tue	24	
	Wed	25	
Wk 3	Thu	26	
	Fri	27	Awal Muharram
	Sat	28	
	Sun	29	
Wk 4	Mon	30	

Legend:
- Public Holidays * Subject to Changes
- Subject Self-Registration Week
- Resit Exam
- Final Examinations

UPDATED AS OF 10th JULY 2025

University of Wollongong Malaysia – ACADEMIC CALENDAR 2025 – Student
(Update as at 13 January 2025 and Subject to changes)
JULY – DECEMBER 2025

July
- Wk 5 — 7 Jul: George Town World Heritage City Day
- Wk 6 — 12 Jul: Penang Governor's Birthday
- Wk 7
- Wk 8

August
- Wk 9
- Wk 10
- Wk 11 — June Semester Examination (18–24)
- Wk 12 — June Semester Examination (25–30); 31 Aug: Merdeka Day

September
- Wk 13 — 1 Sep: Merdeka Day (Replacement); 2–4 Sep: June Semester Examination; 5 Sep: Prophet Muhammad's Birthday
- School Break
- Wk 14 — 15 Sep: September Intake Orientation; 16 Sep: Malaysia Day; 17 Sep: September Semester Day 1
- Wk 2 — Last Day to Register for Re-sit / Appeal
- Nadi Asasi (25–29)
- Wk 3 — Last Day of Add / Drop

October
- Wk 4
- Wk 5
- Wk 6 — 20 Oct: Deepavali; School Break
- Wk 7 — 27 Oct: October Intake Orientation (October Semester Day 1)

November
- Wk 8
- Wk 9
- Wk 10
- 22 Nov: CONVOCATION (SELANGOR)
- Wk 11

December
- Wk 12
- Wk 13 — September Semester Examination (8–); 11 Dec: Sultan Selangor's Birthday; September Semester Examination
- Wk 14 — School Break; 25 Dec: Christmas; School Break

Legend:
- Public Holiday *Subject to Changes
- Subject Self-Registration Week
- Resit Examination
- Final Examination

ADMISSION

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

Admission to the University 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 University of Wollongong Malaysia. 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 by program specific.

ENTRY REQUIREMENTS

Entry requirement(s) for all programs offered may differ from one another. Applicants are advised to seek counselling prior to applying 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. Board of Engineers) 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.   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.

   ii. 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.

   iii. Bachelor Degree programs
        SPM / UEC / O-Level English: Credit; or 4 out of 7 in International Baccalaureate; MUET Band 3.5 – 4.0; or Band 5.0 – 5.5 in IELTS; or a min score of 40 - 46 (IBT) or 7.5 – 8.0 (Essentials - Online) in TOEFL; or Cambridge English (154 - 160); or PTE Academic (47 - 51); 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 **Enquiries & Admission, University of Wollongong Malaysia**. The team is dedicated to advise, assist and support international students on all visa and immigration matters during their studies at University of Wollongong Malaysia.

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 pass at all times.

EMPLOYMENT

According to the 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 **UNIVERSITY OF WOLLONGONG MALAYSIA SDN BHD** (formerly known as UOW MALAYSIA KDU UNIVERSITY COLLEGE SDN BHD). Fees can also be paid via telegraphic transfer or direct banking to the following account:

a) **Malaysian Students**
● Any **Malayan Bank Berhad (Maybank)** branch.
  Account Name: **UNIVERSITY OF WOLLONGONG MALAYSIA SDN BHD** (formerly known as UOW MALAYSIA KDU UNIVERSITY COLLEGE SDN BHD)
  Account No.: **514196-318800**

b) **International Students**
● **OCBC Bank (Malaysia) Berhad**
  89, 91 & 93 Jalan SS21/60, Damansara Utama, 47400 Petaling Jaya, Selangor, Malaysia.
  Account Name: **UNIVERSITY OF WOLLONGONG MALAYSIA SDN BHD** (formerly known as UOW MALAYSIA KDU UNIVERSITY COLLEGE SDN BHD)
  Account No.: **707-101912-7**
  Swift Code: **OCBCMYKLXXX**

● Through the Flywire portal in the name of **UNIVERSITY OF WOLLONGONG MALAYSIA SDN BHD** (formerly known as UOW MALAYSIA KDU UNIVERSITY COLLEGE SDN BHD) (https://uow-my.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**.

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 University 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 University 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, University of Wollongong Malaysia, Utropolis, Glenmarie**. A request for refund will only be processed if a student withdraws or has completed his or her studies. The University 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

University of Wollongong Malaysia 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 University of Wollongong Malaysia 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
Foundation	50	1	N/A	2	N/A
Diploma	90	2	4	5	6
Bachelor Degree	120	3	6	6	8
Bachelor Degree (Engineering)	135	4	-	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 decisions made by the University 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 procedure and deadlines accordingly.

COURSE REGISTRATION PROCEDURE

New students enrolled in University of Wollongong Malaysia 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.

PERIODS	IMPLICATIONS

Three (3) weeks before the end of the semester	● Online course self-registration
	  – Courses registration based on advice by School
	  – Bill will be raised based on courses registered

Day 00 – Day 14 of new semester	● Add/Drop Courses
	  – Add/Drop of courses
	  – Bill will be adjusted based on course added/dropped

Day 15 – Day 21	● Late payment charges imposed. Late payment is subjected to penalty charges of RM10 per day
	● Late Add/Drop Courses
	  – Subjected to approval by the School and RM100 will be charged as processing fees.
	  – Students are required to fill in the "Requisition to Add/Drop Course/Credit Note" form

Day 22 – End Date of semester	● Course with no fee payment, students will be barred from sitting the final exam/submission of final assessment ● 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.

UPDATED AS OF 10th JULY 2025

COMMENCEMENT OF CLASSES

Generally, University of Wollongong Malaysia operates on **three 14-week semesters** in each calendar year. In each of the semester, there is an allocation of approximately two weeks of final examination at the end of the semester, although this could vary based on the number of public holidays during the period. Thus, in general, there are 3 semesters per year, namely, January - April, May - August and September - December.

This arrangement applies to all University of Wollongong Malaysia programs.

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

Both new and existing students must follow the guide on OpenLearning (LMS) to ensure they do not miss important information that could impact their lessons throughout the semester. **The timetable for each semester is typically available on the LMS of the respective Schools.**

LEARNING 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.

PARTICIPATION REQUIREMENT

For a fulfilling learning experience, active participation is essential, as poor engagement can negatively impact learning outcomes. Students are expected to meet deadlines and complete tasks on time to stay on track and maximize their success.

COURSE STRUCTURE AND COMPONENTS

Each course has a predefined structure and outline, which students can access through the LMS if not provided beforehand. Courses may include several assessment components designed to help achieve the learning outcomes. Students are required to complete all components as outlined 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 University of Wollongong Malaysia 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 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 University 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 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.

Assessment in ODL programs primarily consists of continuous assessments and online-based exams. However, students may be required to attend in person if a specific need arises, such as practical evaluations or proctored exams.

FINAL EXAMINATION RULES & REGULATIONS

If required in your program, the final examination typically contributes 30-60% of the total assessment weight. 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
Students must settle all outstanding fees before the examination or assessment. Failure to do so will result in being barred from taking the examination or submitting the final assessment.

It is the responsibility of the student to check his/her eligibility for the 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 for checking the provisional examination or assessment timetable, which is available through their program leader, ADH, or via LMS announcements. 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 University of Wollongong Malaysia. 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 anyway (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 time. 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 University 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 University.

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.

ONLINE EXAMINATION
• The examiner will provide the link and exam code via MS Teams 10 minutes before the exam starts.
• Students will be admitted into MS Teams 15 minutes before the exam begins.
• Students must have their exam slip and student card, IC, or passport ready for verification. If a student's name is not on the Exam Attendance Register or they do not have an exam slip, they must report to the school immediately for further assistance.
• Students' attendance will be recorded based on the log sheet from the exam software.
• The Chief Invigilator will announce the remaining time 30 minutes before the exam ends and remind students that they are not allowed to leave until the exam is over.
• A final time reminder will be given 5 minutes before the exam ends.
• When time is up, the Chief Invigilator will announce 'stop writing' and instruct students to submit their answer scripts. The examiner will receive the submitted answer scripts through the online exam portal immediately.

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.

University of Wollongong Malaysia 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 University 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.

University of Wollongong Malaysia 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 University

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 University Academic Misconduct Procedure and reported to the University. 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 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/assessment offered to the student who has missed the **examination/assessment** for acceptable reasons. Student must provide detailed reasons and supporting documentation by filling in the "Student Extenuating Circumstances Form" and submit to the School **within five (5) working days** from the actual examination/assessment date in order to attain approval.

If the reason is medical, the student must obtain supporting documentation from **Government or Private Hospital/Clinics** (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/assessment.

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

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

RESULTS AND GRADING SCHEME

PASSING MARKS AND GRADING SCHEME

Below is the standard University of Wollongong Malaysia grading scheme which is applicable to all University of Wollongong Malaysia 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 scheme 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
TOTAL			**15**	**40.01**
				GPA = 2.67 **CGPA = 2.67**

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

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

SEMESTER 2:

COURSE	MARKS	GRADE 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
TOTAL			**15**	**37.68**
				GPA = 2.51 **CGPA = 2.59**

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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 of D (Marginal Fail) despite the fact that he has obtained 45%+12%=57%. In order to pass Course A, Student A needs to score at least 16% out of 40% (equivalent to 40% out of 100%) in the final examination.

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

SUPPLEMENTARY ASSESSMENT

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

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

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

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

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

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 University of Wollongong Malaysia 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 University 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 **MyCAMU Student Portal** 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 University of Wollongong Malaysia 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 program 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 program.
- For programs not calculated based on CGPA, the cut-off mark is based on the average mark tabulated.
- The Student will receive a letter of achievement from the Vice Chancellor and a certificate of achievement from University of Wollongong Malaysia.

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 University of Wollongong Malaysia programs:

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

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

AWARD OF BACHELOR DEGREE	
CUMULATIVE GRADE POINT AVERAGE (CGPA)	**CLASSIFICATION**
3.75 - 4.00	First Class
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

University of Wollongong Malaysia 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**.**

Students can collect the academic parchment from the Examination Department after the University of Wollongong Malaysia 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 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 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)

University of Wollongong Malaysia 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.

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	:	sel-library-mail@uow.edu.my

* Subject to possible revision

For more information on a range of online library services, please visit the library website at https://www.uow.edu.my/library/, where you can also find a chat button to communicate directly with a librarian.

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 University of Wollongong Malaysia. 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 reach out to the Information Services Department (ISD) by emailing sel-issupport@uow.edu.my.

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

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 help them strive successfully in the future. SAC also aims to construct a strong sense of global citizenship in the students and alumni, which helps build the community's values and practices.

In order to compete with the best in the world, the amenities are designed to develop University of Wollongong Malaysia 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 University of Wollongong Malaysia 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 university life than what happens inside the classroom to support students in fulfilling their potential and make the most of their time in University of Wollongong Malaysia.

STUDENT EXPERIENCE
SAC is committed to serve as a platform to enhance the quality of student life and support the holistic development of University of Wollongong Malaysia 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 University of Wollongong Malaysia, clubs and societies and many more enriching and fun-filled programs and activities whilst studying at University of Wollongong Malaysia, 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.

GLOBAL CAREER DEVELOPMENT

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

EMERGENCY CONTACT
University of Wollongong Malaysia 24 Hours Hotline   : +6019 335 8123
Malaysia Emergency Contact   : 999

UPDATED AS OF 10th JULY 2025

COMMUNICATION

STUDENT EMAIL SERVICES
Students at University of Wollongong Malaysia 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 University of Wollongong Malaysia. 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.

STUDENT PORTAL @ MYCAMU STUDENT SOLUTIONS
Student Portal @ MyCAMU Solutions provides students with a comprehensive range of services, including:

• Access to semester result notifications
• Personal information
• Program details
• Course History
• Timetables
• Online Course Registration

In addition to these features, MyCAMU provides access to LMS (Learning Management System) and Student Survey all within the same platform. This allows students
to access course materials, download lecture notes, and participate in e-learning, while also providing feedback through anonymous Teaching and Program Evaluation surveys.

For more details, please refer to the Learning Management System Usage Policy on page 54.

Students can also easily access all these services, including the LMS and Surveys, by visiting: https://www.sis.uow.edu.my/.

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

STUDENT FEEDBACK & COMPLAINTS
University of Wollongong Malaysia always believe 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.

STUDENTS RESPONSIBILITIES

HANDBOOK

Each student is responsible to access a current copy of the University's ODL 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

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

CODE OF CONDUCT

University of Wollongong Malaysia 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 University of Wollongong Malaysia student.

CODE OF DISCIPLINE (TO ADD IN ACADEMIC INTEGRITY

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 University of Wollongong Malaysia.
● 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 University of Wollongong Malaysia, staff, student or visitor to University of Wollongong Malaysia.
● Abusive conduct including physical and/or verbal, abusive, exhibits or expresses intention to coerce, intimidate staff, student or visitor to University of Wollongong Malaysia. EVEN IN ONLINE SPACE)
● Engaging in socially embarrassing behaviour ONLINE… PHYSICALLY 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 the institution related functions.
● Disrupt academic and administrative processes or other campus functions.
● Unauthorised use of, unauthorised entry into or misuse of campus property.
● University of Wollongong Malaysia – Smoke Free Zone
  In accordance with the university policy and to assure a safer and more healthful environment for everyone, smoking, burning incense and candles are not permitted in any building throughout the campus and 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 area.
- Dangerous driving
- Not possessing, displaying or surrendering upon request a valid University of Wollongong Malaysia Student Identification Card while on campus or at an institution function.
- Failure to comply with the University of Wollongong Malaysia Dress Code Policy for students.
- Disregard for University of Wollongong Malaysia processes or procedures.
- Conduct or action that is prejudicial to the good name of the university.
- Represents the interests of University of Wollongong Malaysia in matters and activities outside the University 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.

ON CAMPUS REGULATIONS

DRESS CODE

The Management recognises that students have the right to express themselves through clothing and personal appearance; however, students shall not wear apparel that is deemed disruptive or potentially disruptive to the classroom environment and to the maintenance of a safe and orderly University. 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 University of Wollongong Malaysia students. We strive to instil a level of excellence in our students in order to develop their personal best in academics, extra-curricular activities, and appearance.

All University of Wollongong Malaysia staff and schools are responsible for the enforcement of the Student Dress Code Policy and refusal to comply with University of Wollongong Malaysia 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 HOSPITALITY STUDENTS
Monday to Thursday
Students in theory classes should be in SHTCA full formal attire
Friday
Students are to wear smart casual with NO slippers, shorts and round collared T-shirts permitted into any classes

FOR CULINARY/SERVICE STUDENTS
Monday to Friday
Students are to be attired in full culinary/service uniform in all kitchens/restaurants classes

FOR FINAL THEORY EXAMS
Monday to Thursday
Students are to wear the SHTCA full formal attire (ALL Programs)
(Failure to do so, students will be barred from entering the exam hall)

Friday
Students are to wear smart casual with NO slippers, shorts and round collared T-shirts permitted into the exam hall
(Failure to do so, students will be barred from entering the exam hall)

FUNDRAISING AND SOLICITATION POLICY
- Commercial ventures are not permitted to operate or solicit on University property.
- Prohibited solicitation includes the posting of advertisements on University 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. University of Wollongong Malaysia 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.

INTELLECTUAL PROPERTY RIGHTS

Any intellectual property rights (not limited to copyright, trademarks and/or patent) which may be conceived, created or first reduced to practice by student(s) of University of Wollongong Malaysia ("UOWM") 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 University of Wollongong Malaysia; unless agreed otherwise in writing by both parties and will be subject to University of Wollongong Malaysia 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

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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
- University of Wollongong Malaysia 24 Hours Hotline   +6019 335 8123

PERSONAL DATA PROTECTION NOTICE AND CHOICE PRINCIPLE NOTIFICATION AND CONSENT

University of Wollongong 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, University of Wollongong 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 University of Wollongong 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;

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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 fulfilment of the purposes for which it was collected;

 d. request that we specify or explain our policies and procedures in relation to Personal Data and the categories of Personal Data processed by us;

 e. withdraw, in full or in part, your consent given previously, in each case subject to any applicable legal restrictions, contractual conditions and a reasonable time period.

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

****

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

LEARNING MANAGEMENT SYSTEM USAGE POLICY

Purpose

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

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

This policy aims to provide a structure to support **UOWM**'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 **UOWM** 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

UOWM. 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 (MyCAMU) and Paramount Corporation Berhad Digital Policy & Guidelines.

iii. All users of LMS shall not use the system for purposes other than **UOWM** -affiliated activities.

iv. **UOWM** 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 **UOWM**'s Information Security and Privacy policy, Terms of Use (MyCAMU), Students's Handbook and Paramount Corporation Berhad Digital Policy & Guidelines.

Access to LMS

i. LMS managing unit shall restrict course accounts and individual file uploads to a size that permits archiving.

ii. Courses shall be retained on LMS at least two academic years.

iii. The managing unit shall remove illegal contents or contents that are in violation of **UOWM** policies or contractual agreements from a course account if requested by the instructor of record or other appropriate **UOWM** 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. **UOWM** Schools, Academic and Administrative personnel, and student organisations may request organisation accounts.

ii. Organisation accounts must be related to official **UOWM** 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 **UOWM** policies or contractual agreements with partners/affiliates from an organisational account by request of the organisation leader or other appropriate **UOWM** 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 **UOWM**. Any license for the use of computer software, teaching aids and materials granted to you as a student shall be the sole right of **UOWM**.

ii. **UOWM** shall not be responsible for contents linked from LMS to external web sites.

iii. Students shall at the point of registration assign to the institution 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 **UOWM** Intellectual Property policy.

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

System Maintenance, Outages, Upgrades
i. The managing unit(s) shall notify users of any planned outages of LMS. Notification of any unplanned outages shall be at the discretion of the managing unit(s). The level of notice for planned outages will be determined by the estimated downtime of the system.
ii. Schools should consider planned outages when scheduling assignments and tests, and unplanned outages when such outages interfere with the timely completion of student coursework.
iii. The managing unit(s) shall be responsible for deploying new features to LMS.

Accountabilities and Responsibilities
i. The managing unit(s): assist and encourage the use of MyCAMU.
ii. Participants: ensure compliance with Information Security Policy and Privacy Policy Terms of Use (MyCAMU) and Paramount Corporation Berhad Digital Policy & Guidelines.

Misuse
i. Access for MyCAMU 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 MyCAMU 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 **UOWM** 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. **UOWM** will exclude liability of any loss of data or content contained within the **UOWM** Learning Management System.

UNIVERSITY OF WOLLONGONG MALAYSIA

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PART OF THE UNIVERSITY OF WOLLONGONG AUSTRALIA GLOBAL NETWORK

Virtual Learning Applications Instructional Guide

Collaboration between ISD and TLC

UPDATED AS OF 10th JULY 2025

Contents

UPDATED AS OF 10th JULY 2025

Openlearning Student Guide

Chapter 1: Openlearning Basics

1.0 Accessing your Campus Email
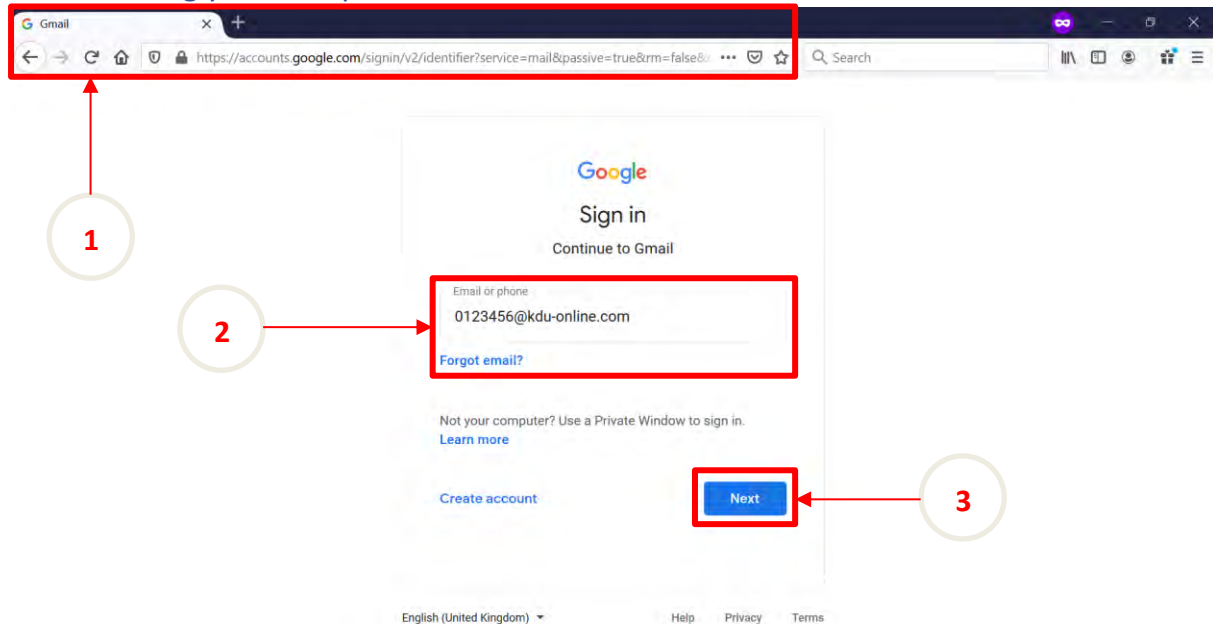
Step	Action
1.	Open your browser and open Gmail.
2.	Key in your **Campus Email** (e.g. 0123456@kdu-online.com) where the standard campus email is a combination of your 'Student ID' + '@kdu-online.com'.
3.	Click 'Next'.
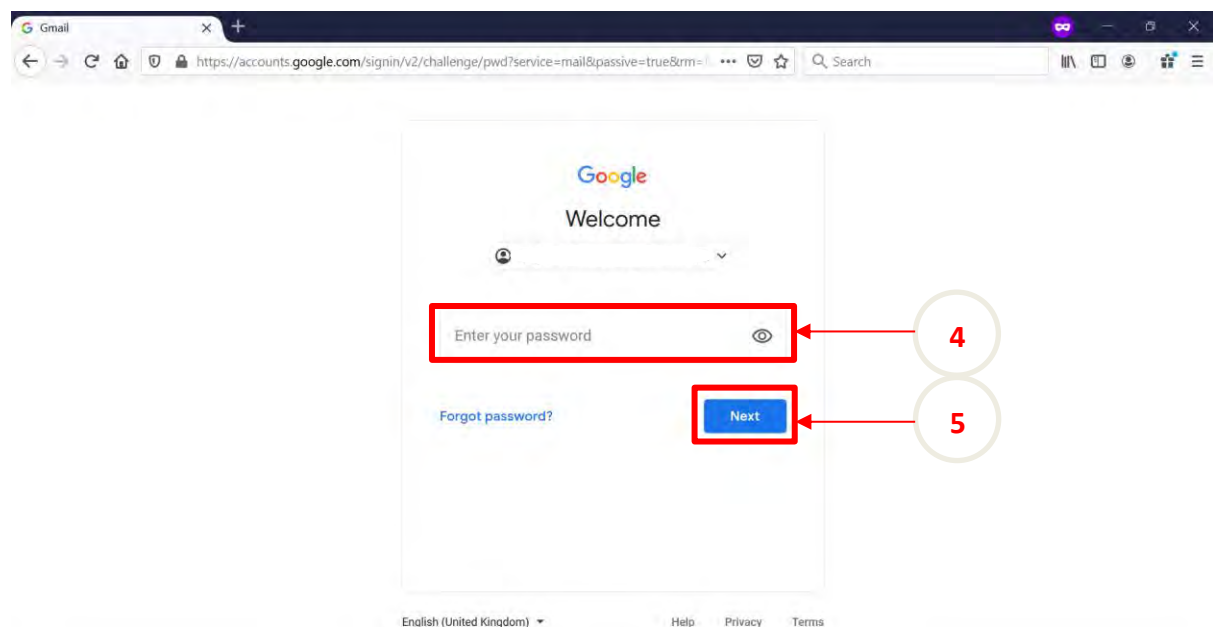
Step	Action
4.	The password for first time users is the combination of 'KDUUC' + last 4 digits of your passport or last 4 digits of your I/C (e.g. KDUUC1234).

Step	Action
5.	Click 'Next'.
6.	Accept the terms and conditions when the dialogue box pops out. Update your contact and account recovery information.

1.1 Logging into Openlearning
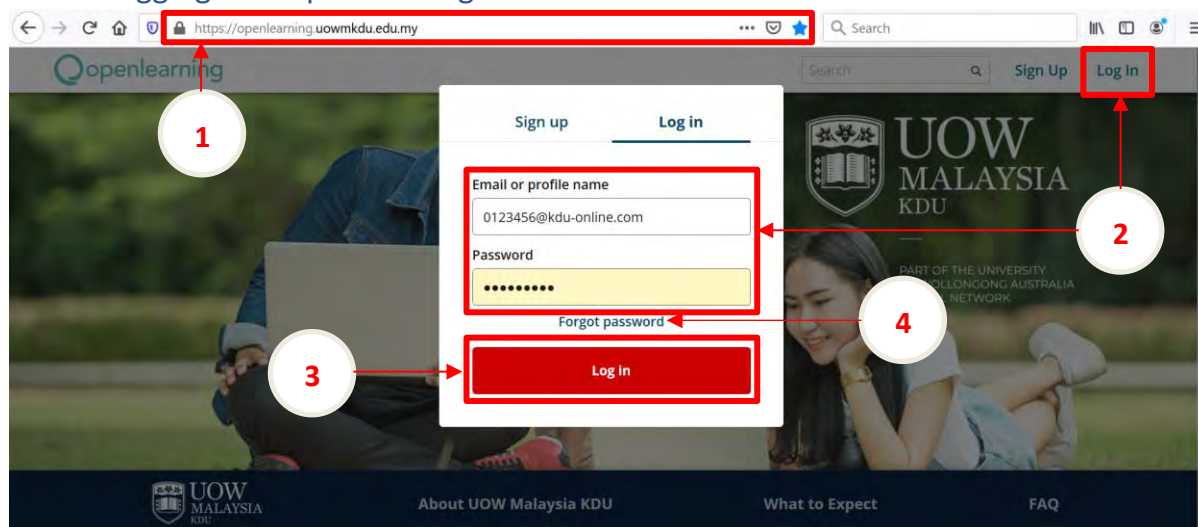
Step	Action
1.	Open your browser and key in https://openlearning.uowmkdu.edu.my/ into the browser address bar.
2.	Key in your **Campus Email** (e.g. 0123456@kdu-online.com) and **Password** that you have received in your campus email.
3.	Click on **Log In** button to login to your Openlearning account.
4.	If you have forgotten your password or you are unsure as to what the password is, you may request for a new password by clicking on the **Forgot Password** link and follow the instructions on screen.

Please do note that:
1. Username & Password ARE case sensitive.
2. Students Openlearning account will be created by UOW Malaysia KDU SDN. BHD. Please use the steps above to access your Openlearning account.

1.1.1   Exploring UOWMKDU on OpenLearning & Your Courses

Step	Action
1.	Go to https://openlearning.uowmkdu.edu.my/ to find this page.
2.	Get a quick introduction to UOW Malaysia KDU & learn about the educational experience you can expect & read the FAQ section (Frequently Asked Questions) about studying at UOWMKDU.

Step	Action
3.	Check under "Your Courses" for the array of subjects that you have signed up for with your School *OR These would automatically be created for you when you register for your subjects.*
4.	Click on a particular course & click on the "Go to Course" box when it pops up.

1.1.2 Navigating the Homepage of a Course

Step	Action
1.	Get to know the course through the Homepage.
2.	Explore the Sidebar & note especially the Homepage & Announcements.
3.	Scroll down to find **"Course Information"** where Learning Outcomes are posted
4.	Find more help in "**Getting Around for Students**" for first-time users of OL.

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1.1.3 Using the icons in the top tiers of your course page
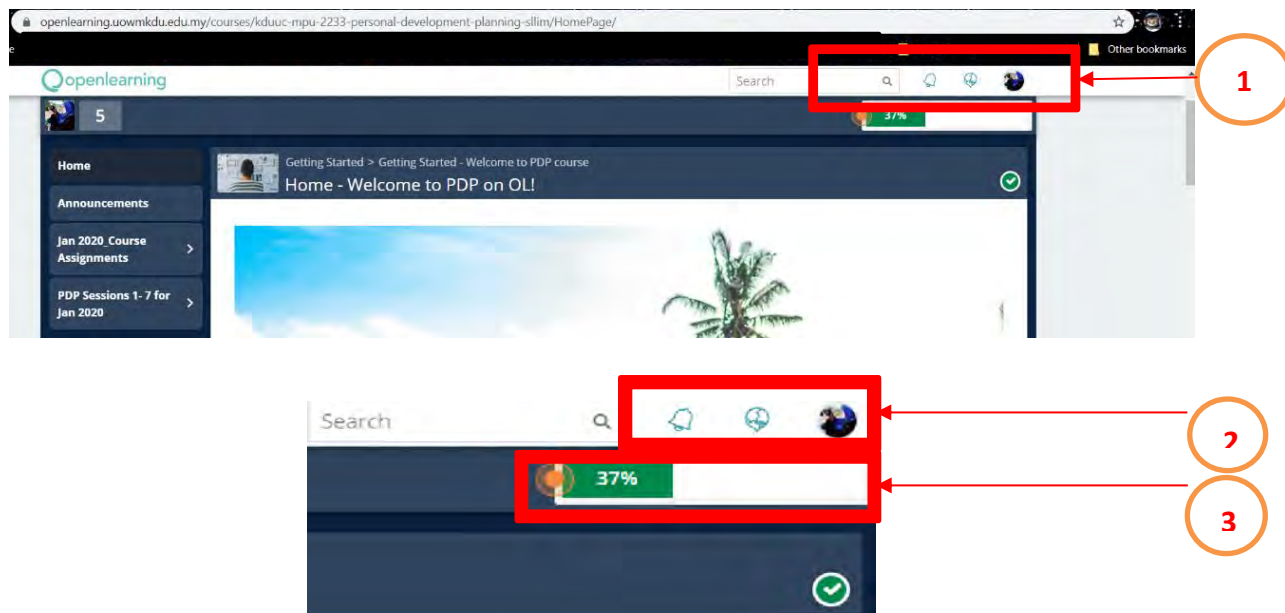
Step	Action
1.	Note the other icons: Bell, Globe and Avatar on the tier below.
2.	Click on the Bell icon to get Notifications. Click on the Globe icon for a drop-down menu of your courses. Click on your Avatar to adjust your Profile settings.
3.	Observe the changes to your overall Progress Bar. 37% of all the tasks in this course have been completed.

1.2 Changing Passwords
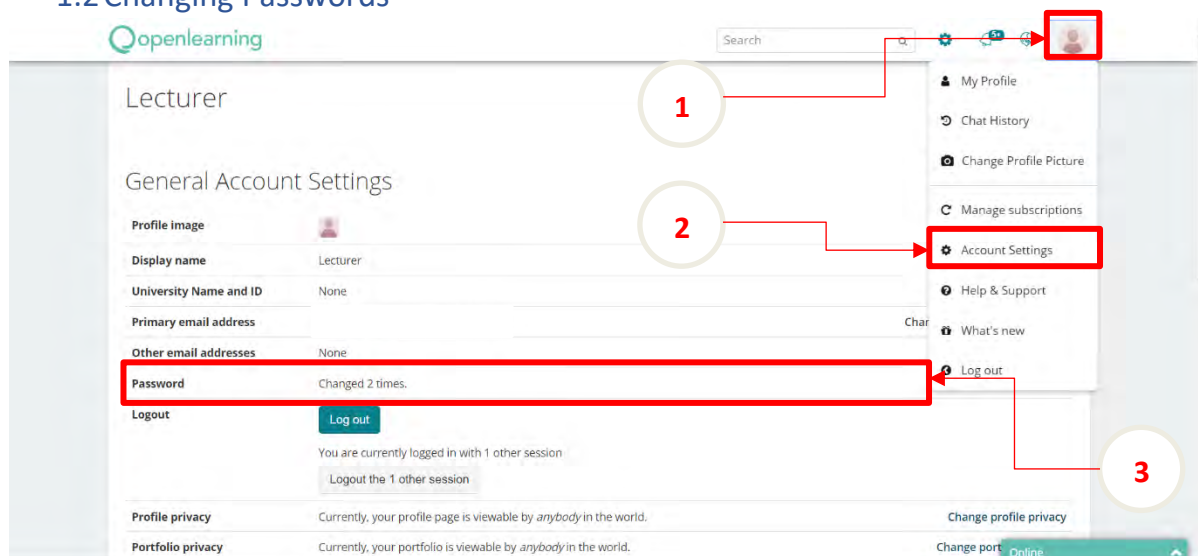
Step	Action
1.	Click the "Avatar" icon.
2.	Click "Account Settings".
3.	Click "Change Password".

Step	Action
4.	Enter "Current password", "New password" and "Repeat password"
5.	Click "Change password".

1.3 Selecting Courses/Classes
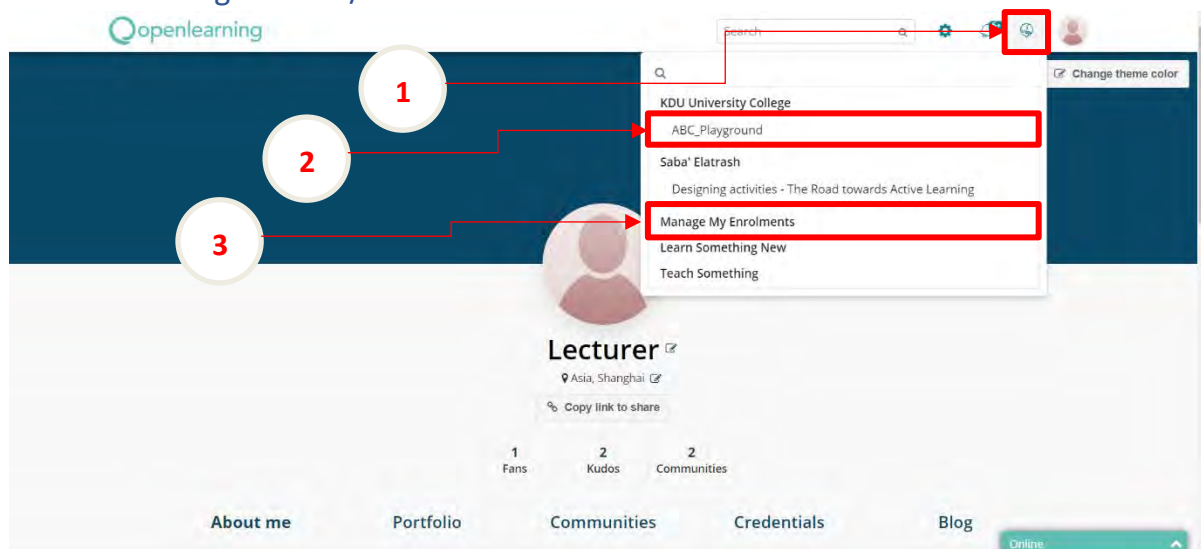
Step	Action
1.	Click on the "Globe" icon.
2.	Click on the course name to go to the course page. If there is a drop down after you click the course, select the class you want.
3.	Click "Manage My Enrollments" to view all your existing classes or select classes in the menu list.

1.3.1   Hide Older Classes

Step	Action
4.	Clicking on the "Class" will open the course associated with that class.
5.	Check or un-check the "Display in menu" check box to hide or display the courses in the menu list.

Please do note that:

1. Courses and classes will be automatically created each semester.
2. You will be enrolled to classes in Openlearning **AFTER** you successfully enrolled to your subjects in Oracle Campus Solution

Chapter 2: Links in Openlearning Course

2.1 Changing Classes
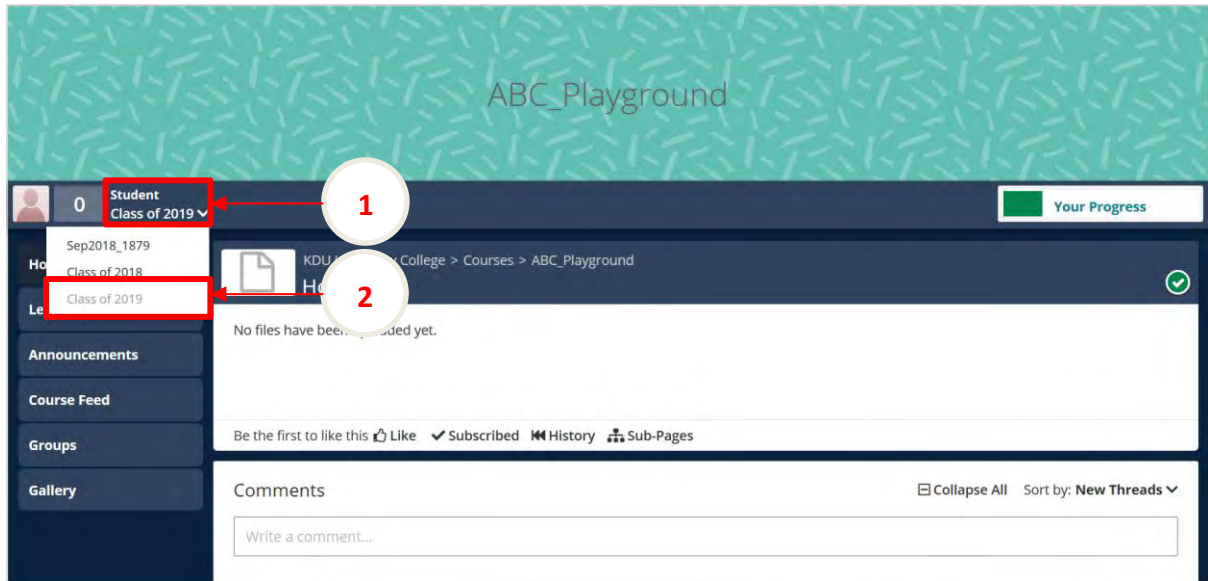
Step	Action
1.	Click on the "Arrow" under "Student" to view available classes.
2.	Click on the correct "Classes" before you engage in any activities (e.g. uploading any works or making any comments).

Please do note that:

1. At the moment the Openlearning app is unstable and may not display a selected class properly. Please use Google Chrome browser & either a desktop, laptop or tablet for the best experience.

2.1.1   Exploring Sidebar, Modules and Pages on OL
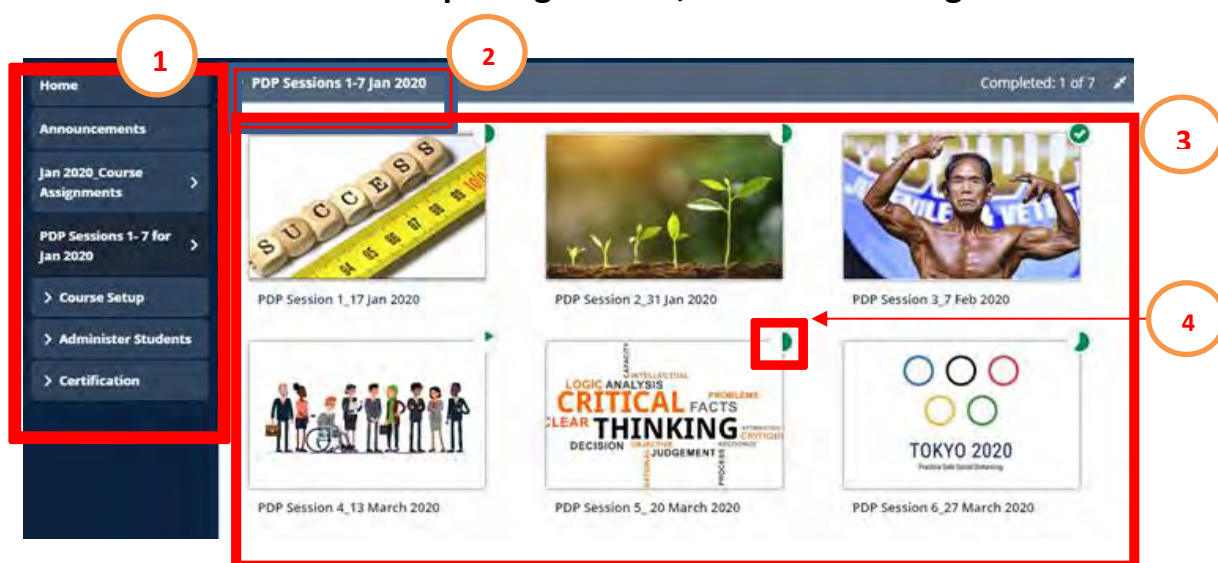
Step	Action
1.	Click on a specific item on the sidebar for a module.
2.	Click on the horizontal bar (MODULE) to see the PAGES under that MODULE. MODULES are like topics or chapters which cover a specific area of knowledge. Note on the right side the total number of tasks for this module & the number which have been completed.
3.	Click on one of the six pages in this module to go to that page. PAGES are sub-sections of a module. You may share your thoughts, ask questions, post images or files, submit assignments, take part in discussions or do widget-based tasks
4.	Note the green area in each circle. This shows the percentage of tasks completed for each page. For example, the circle shaded in half means 50% task completion.

2.2 Learning Activities
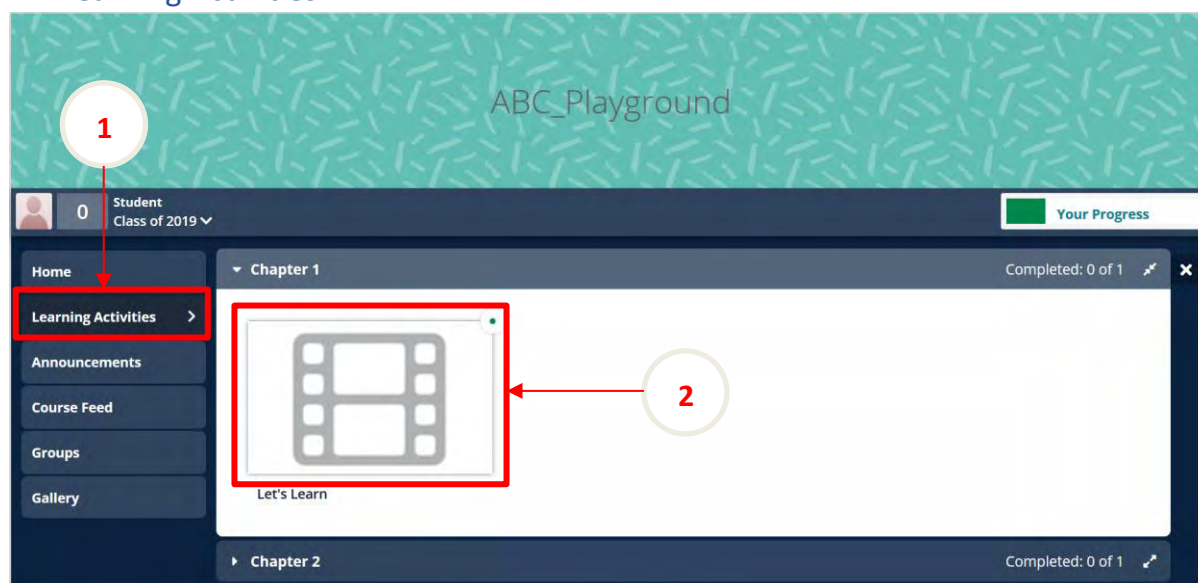
Step	Action
1.	The course page menu links can be found on the left side. In this example we will open an activity. Click on 'Learning Activities' to expand the links
2.	Find the activity that is currently being taught and click on it to access your lecture materials/notes/activities.
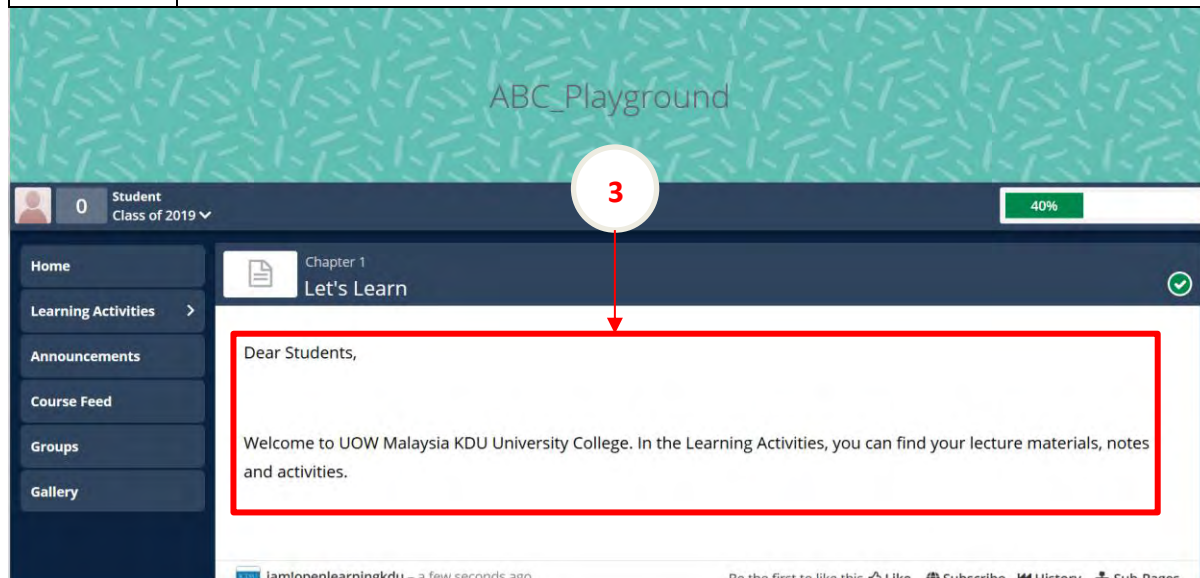
Step	Action
3.	Here is an example of a note.

2.2.1 Posting Comments
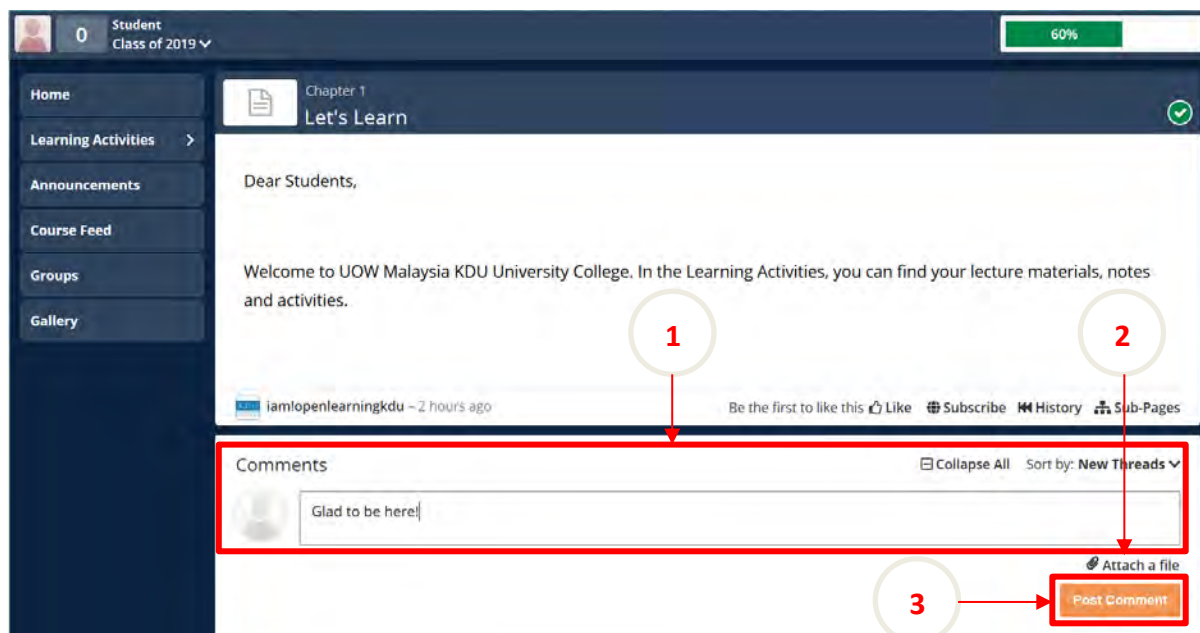
Step	Action
1.	Type in your comment in the box under **Comments**.
2.	You may also attach a file along with your comment.

Step	Action
3.	Click on the 'Post Comment' button to post your comment.

2.2.2 Downloading Materials
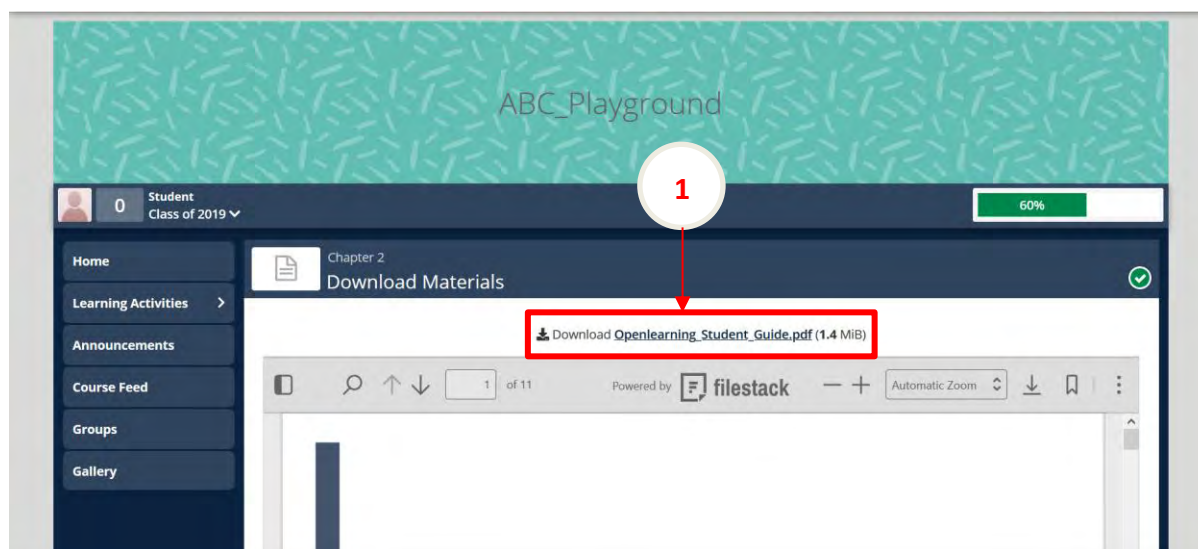
Step	Action
1.	You can download materials whenever the option is present as in the figure above. Just click on the link to start downloading the materials

2.2.3 Posting Images in the Gallery
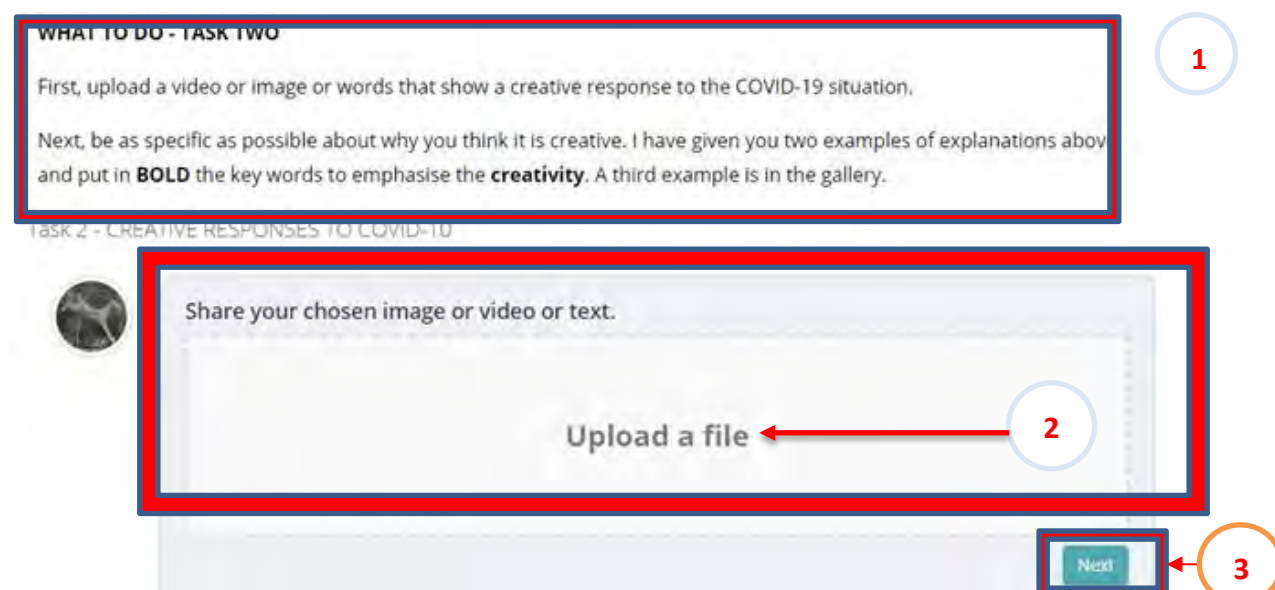
Step	Action
1.	Read the task instructions carefully before you do anything else.
2.	Upload your image.
3.	Click "Next".
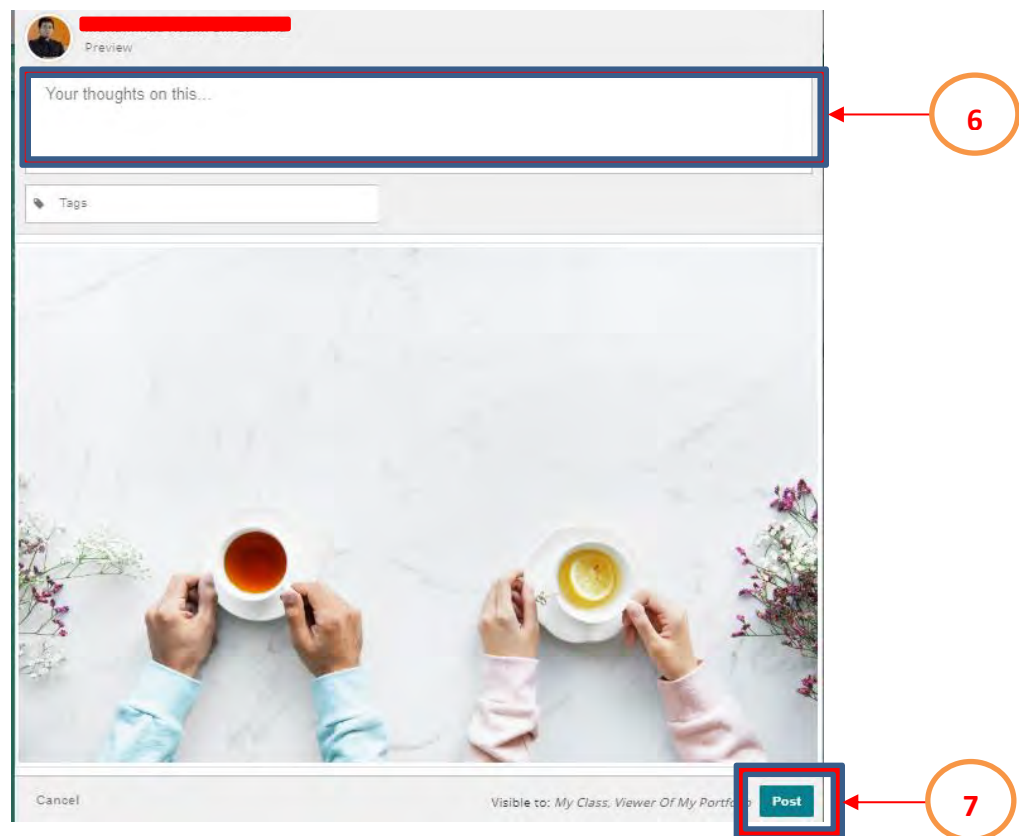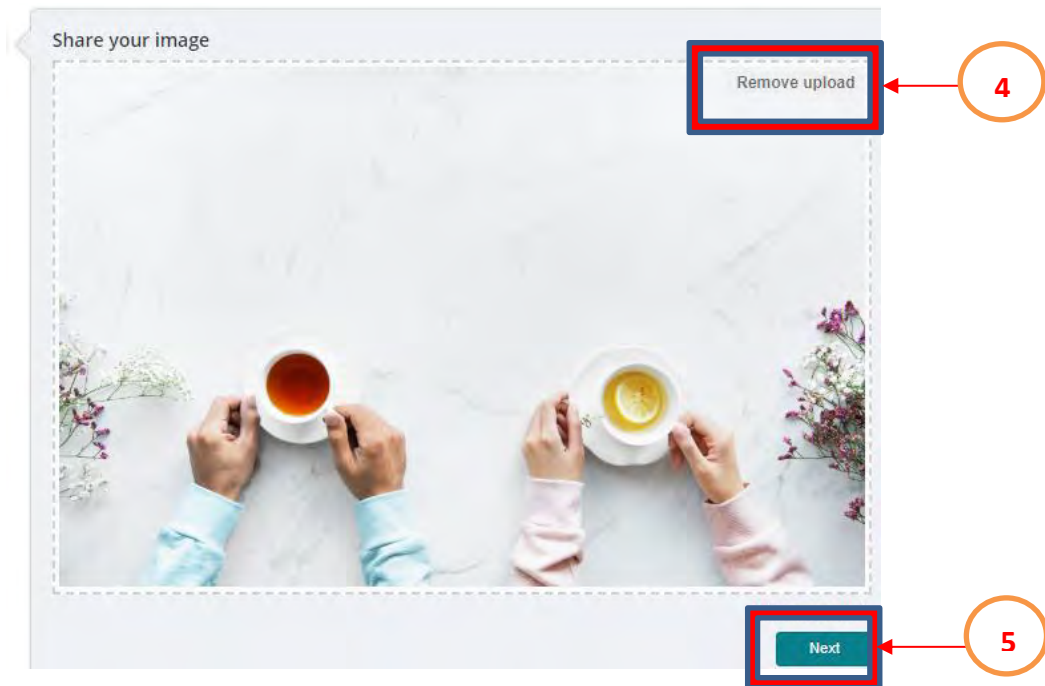
Step	Action
4.	To remove an uploaded image, click "Remove Upload" at the top right-hand corner.
5.	Click "Next" to keep this image.
6.	Type your comments in the box here. Ignore "Tags"
7.	Click on "Post" when you are done with uploading an image and writing a comment, That way, everyone can see your posting in the Gallery below.

Step	Action
8.	Explore other students' postings in the Gallery. Each student's name is usually shown under each image. Remarks: *the names are covered here to respect their privacy.* Click on the thumbs-up if you like an image. To comment, click on the image for a pop-up box that allows you to post remarks or questions. The black thumbs-up indicates someone has liked the image. A black speech bubble (e.g. beneath Lisa Simpson) means someone has commented on the student's choice of image.

2.2.4 Uploading Assignments

Step	Action
1	Zip your folder if you have large files before you upload it onto a submission folder. Remember to include your full name, student number & Course Assignment title. **Note: The maximum size of a ZIP file is only 2 GB. *Check first with your tutor. If you have a video recording which makes downloading time long, you could upload your video onto YouTube and send the link to your tutor.***
2	Click on "Next".

Step	Action
3	Check that the file or folder you want to upload appears in the bottom half of the screen. The title should also appear after "Download file".
4	Include additional comments if you like for your submission.
5	Click "Post" to confirm submission of your assignment.

2.2.5 OpenLearning Widget: Match It

74

TASK 3 - Match the 6 stages of Gibbs' Reflective Cycle to the statements.

Step	Action
1	Match correctly the words on the left with the examples on the right for the "Match It" task.
2	Click one of the circles on the left, drag & link it to the correct circle on the right. Repeat for all the items in this task.
3	Click "Check" when you have completed the task. If there are mistakes, there will be a prompt to repeat the task.

2.2.6 OpenLearning Widget: Categorise It

Step	Action
1	Sort out phrases according to the appropriate category for the "Categorise It" task.
2	Drag and drop the phrases highlighted in blue in the correct column
3	Click "Check" when you have completed the task. If there are mistakes, there will be a prompt to repeat the task.

2.2.7 OpenLearning Widget: Multiple-Choice Questions

Which pairing to illustrate the GTD method is NOT right?

- ◯ Capture - Write down all the things I need to do
- ◯ Clarify - Write Action Plans for each goal
- ◯ Organize - Get ready the resources to complete each goal.
- ◯ Review & Reflect - Spend time to think about incomplete work.
- ◯ Engage - Take specific actions according to the Action Plan.

Check   **1**

Which is NOT considered part of personal grooming?

- ◯ Shower daily.
- ◯ Use perfumes.
- ◯ Comb your hair
- ◯ Clean your tongue regularly.
- ◉ Brush your teeth and floss.

2

✕ Incorrect! Try again.   Check
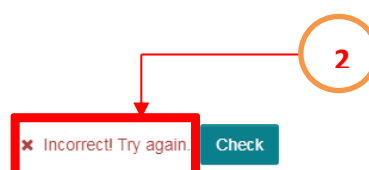
According to the ideas in this podcast, which sentence gives wrong advice?

- ◯ Strive to do as well as you can even though you make mistakes.
- ◉ Listen to the voice in your head that scolds you when you procrastinate.
- ◯ List down and carry out specific concrete things to do to reach your ultimate goal.
- ◯ Celebrate the completion of each action that leads to your goal with small pleasures.

3

✔ Bingo!   Check

Step	Action
1	Choose the correct answer for the "Multiple-Choice Question" task & click "Check".
2	Try again when your first attempt fails & you get a prompt like this.
3	Click "Check" and if your answer is correct, you get a message like this.

2.2.8 OpenLearning Widget: Random Generator or Random Selector

TASK 3 - Click the Random Selector to get a goal. Write 3 specific and connected actions to achieve that goal.

Remember you can only click ONCE here to get your goal.   **1**

TASK 3 - 3 Specific & Connected Actions for a Goal

Share Your Action Plans here.
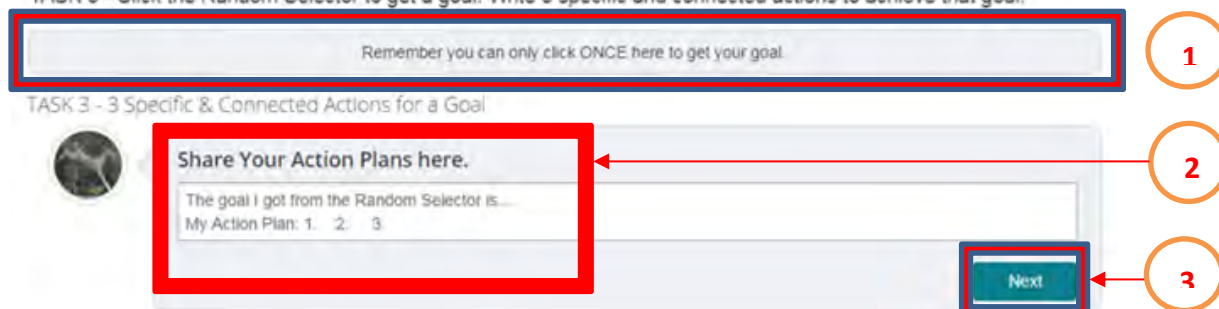
The goal I got from the Random Selector is...
My Action Plan: 1.   2.   3.

2

Next   **3**

Step	Action
1	Click on this space ONCE to get a random topic.
2	Use the given template to develop your ideas based on the random topic.
3	Click "Next".
4	Type your ideas in the box after you get your assigned topic from the Random Generator. You may put additional comments under "Your Thoughts on This…"
5	Click "Post" to publish.

Below, you can see an example of the Random Generator or Random Selector:

Step	Action
1	When this space is clicked, the random selector generates a topic. In this example, you have to work with "Substitute – Can I change the colour or pattern?" Remember, the Random Selector only generates ONE topic for each student. You CANNOT click to get a different topic.
2	You use the given template to develop ideas based on the random topic.
3	You click "Next", type your ideas in a pop-up box & click "Post" (not shown)
4	You can only see other students' postings AFTER submitting your own work.

2.2.9 OpenLearning Widget: Checklist

Step	Action
1	Tick off each box as you finish each task on the checklist.
2	Watch as your green progress bar advances to 100% completion.

2.3 Announcements
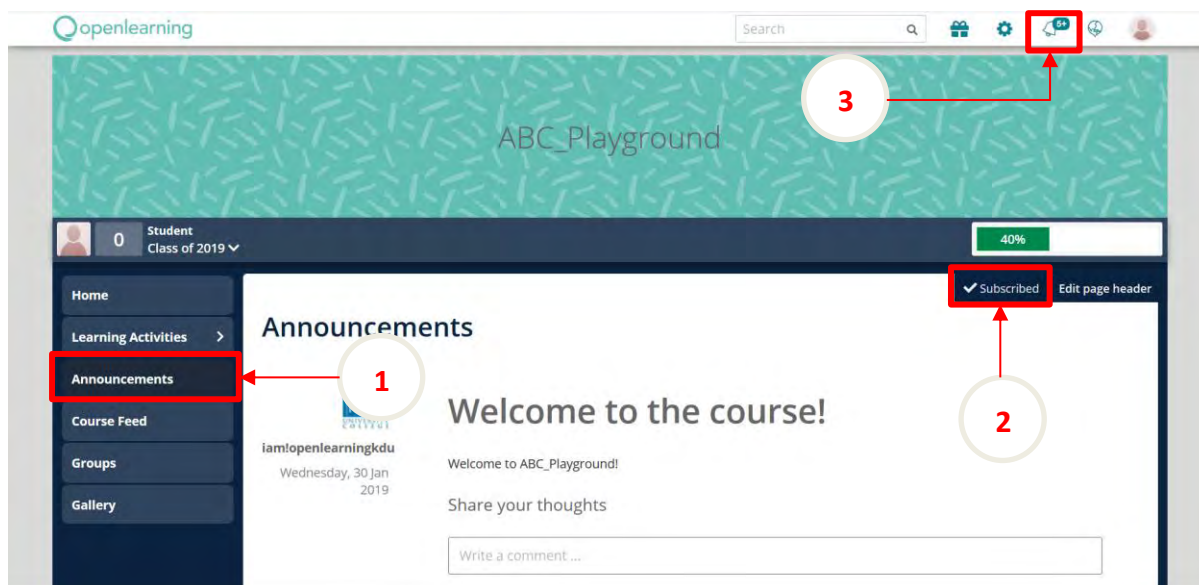
Step	Action
1.	Navigate to your side menu links and click on 'Announcements'. It will bring you to the class announcements page.
2.	By default, all cohorts (members of the class) are automatically subscribed for the announcements page. This will enable you to receive notifications on new announcements made by the course lecturer and course admin.
3.	The numbers on the 'Bell' icon show many unread changes there are in your subscribed pages. You will also receive an email on any new notification.

UPDATED AS OF 10th JULY 2025
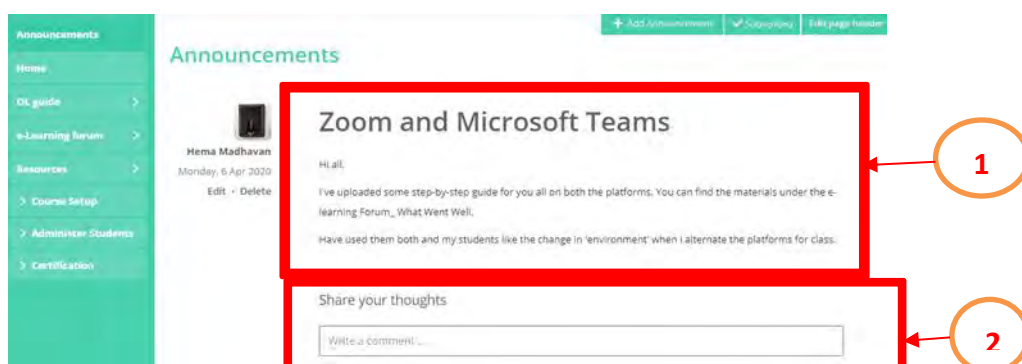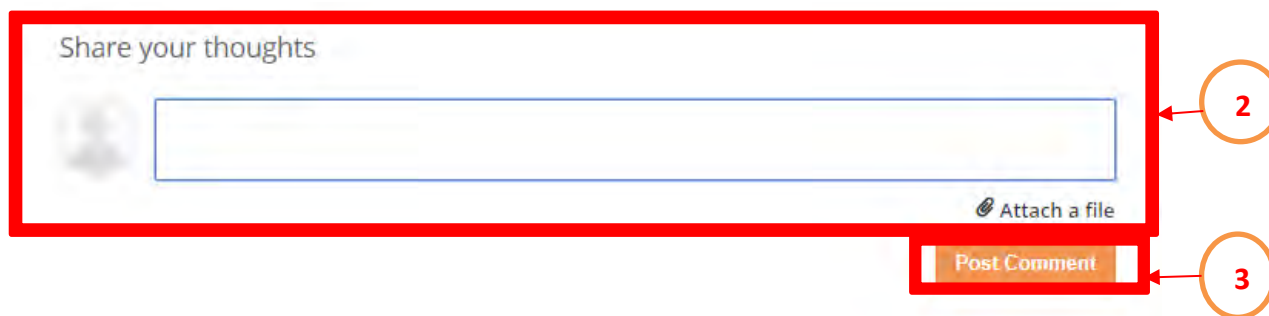
Step	Action
1.	Read all announcements carefully. Note the date on the left. We recommend that you also scroll down to see any messages you may have missed reading.
2	Under "Share your thoughts", post your questions or comments. You may also attach a file by clicking on the Paper Clip icon "Attach a file" below the box on the right.
3	Click "Post Comment" to publish your posting.
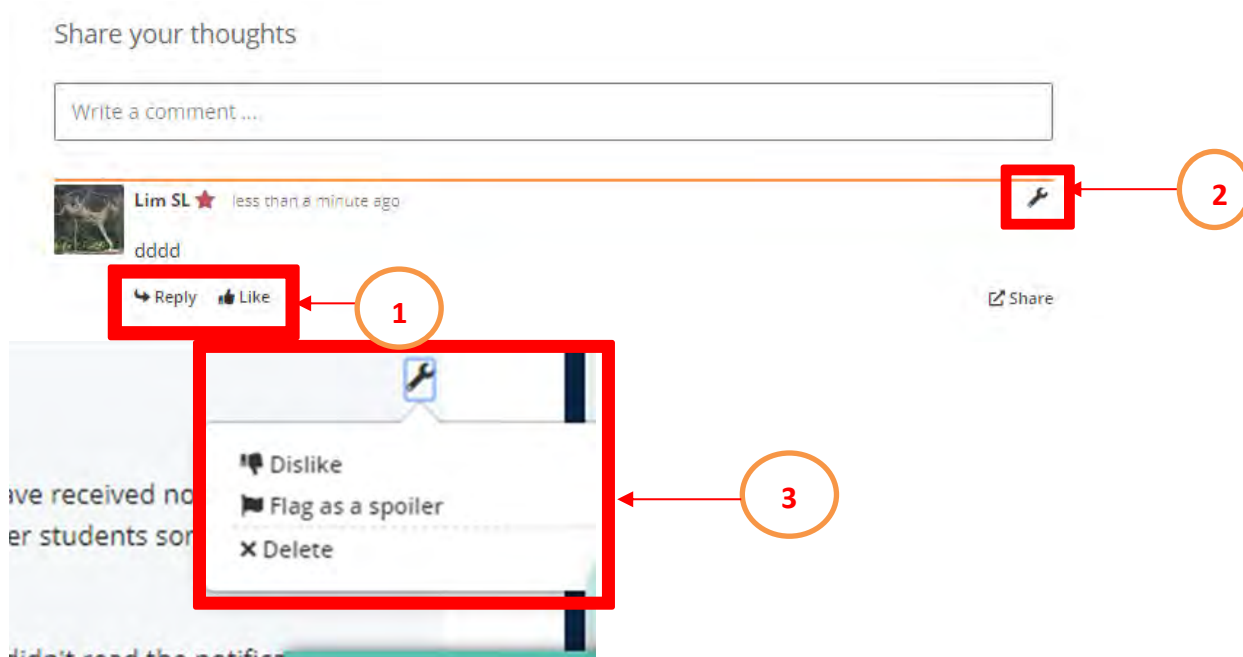
Step	Action
1.	Click "Reply" to respond to the lecturer's or coursemate's comment or question. Click "Like" if you agree with the lecturer's or coursemate's idea or suggestion.

Step	Action
2.	Click the Spanner icon to get the Drop-Down menu (enlarged in no. 3)
3.	You may give a thumbs-down, flag as a spoiler OR delete your own posting if you have made a mistake or wish to remove your comment. To edit part of your own comment, you could copy your original and then edit the pasted version in a new comment.
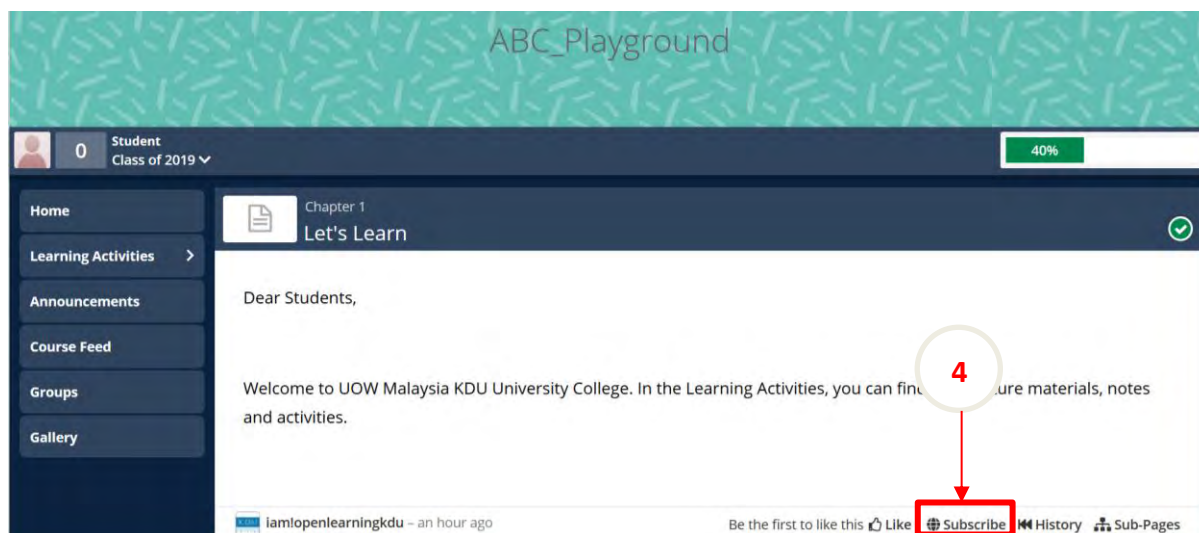
Step	Action
4.	You can 'Subscribe' to other pages in the course by clicking on 'Subscribe'. Above is the page that we visited earlier in 2.2 Learning Activities

Please do note that:

1. The 'Announcements' page is a **VITAL** communication channel for the lecturer to provide students updates on class reschedules, course assignments, recent uploads, etc. **PLEASE DO NOT 'UN- SUBSCRIBE'** the 'Announcements' page.

2.3.1 Notification Settings

WARNING: Do not un-check (remove) the setting for receiving notifications. This section will show you how to ensure that you **RECEIVE** notifications. Proceed with caution.
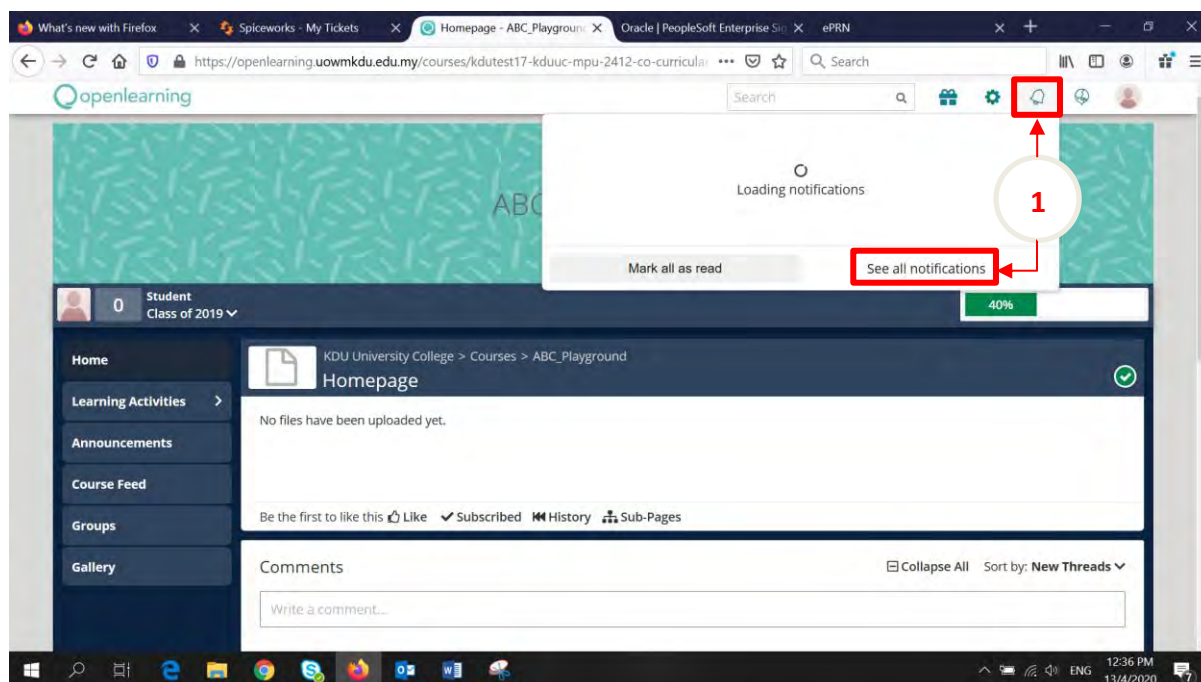
Step	Action
1.	Click on the "Bell" icon > "See all notifications" to open the notification setting.
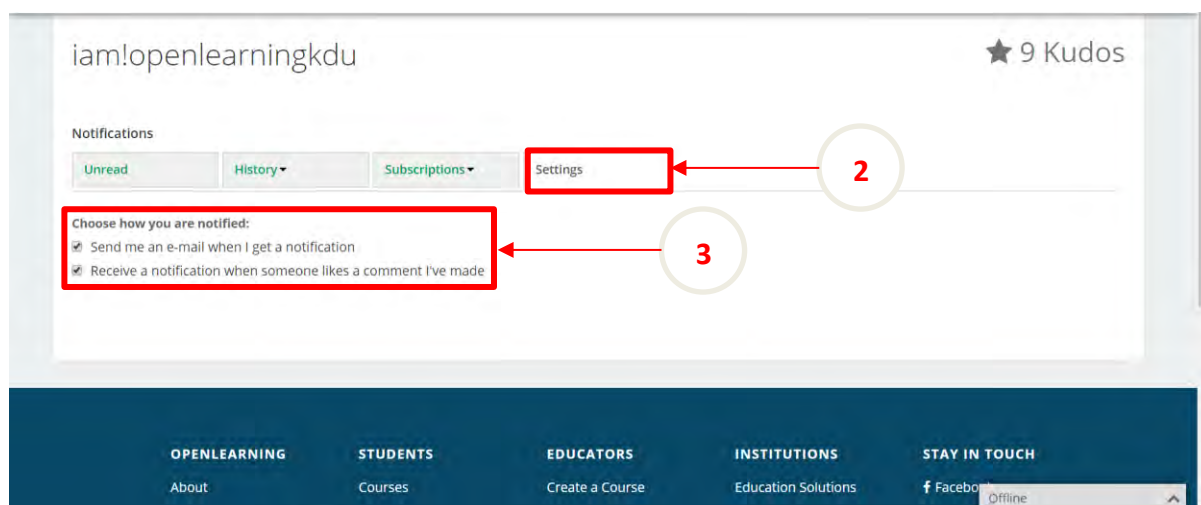
Step	Action
2.	Go to the "Settings" tab.
3.	Please make sure that all the checkboxes are ticked.

FREQUENTLY ASKED QUESTIONS (FAQ)

01. My lecturer advises me to use Schoology. Can ISD help?
No, ISD no longer handles and supports Schoology.

02. Do I need to set up my own Openlearning Account?
No, ISD will create the lecturers and students accounts based on their Campus email.

03. Are the course and class creation automatic?
Yes, the course and class creation are done automatically. If the lecturers or students are unable to see one of their courses, please contact ISD for further troubleshooting.

04. Will students be automatically enrolled to their respective course and classes?
Yes, all students will be automatically enrolled into their respective classes in the course. However, ISD will only be able to maintain and support the courses and classes created by ISD.

05. I am unable to view the contents that were uploaded by my lecturer. So what should I do?
Please make sure that you are currently in the correct course and class. Please consult your lecturers as to where they have placed the materials.

06. My files were unable to upload.
Please upload a file type which is supported (e.g. PDF, TXT, DOC, PPT, XLS) and not larger than 5MB. Please refrain from using special characters and long names.

07. Would I be able to access materials from past semesters?
Yes, it will be in archive and still be of access until you graduate.

Microsoft Teams User Guide

Chapter 1: Accessing Microsoft Teams

1.1 Accessing through Web Apps (Browser)

Step	Action
1.	Open your browser and navigate to https://www.microsoft.com/en-my/microsoft-365/microsoft-teams/group-chat-software and click on the 'Sign in' button to access your organization Microsoft Teams.
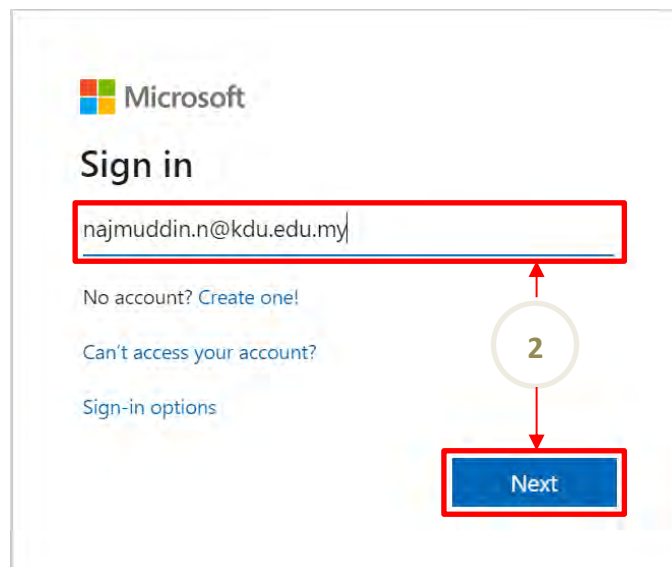
Step	Action
2.	When you see the 'Sign in' dialog, enter your campus/organization email address. Then proceed by clicking on 'Next' button.
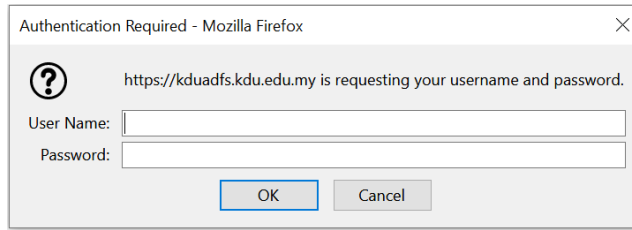
Step	Action
3.	Microsoft will detect whether the email address that you have entered belong to an organization, it will then pop-up a dialog like in the figure above. Enter your username and password (e.g. The credentials will be the same as the one you used to login to your company computer and Microsoft Outlook) then click on 'OK' button.
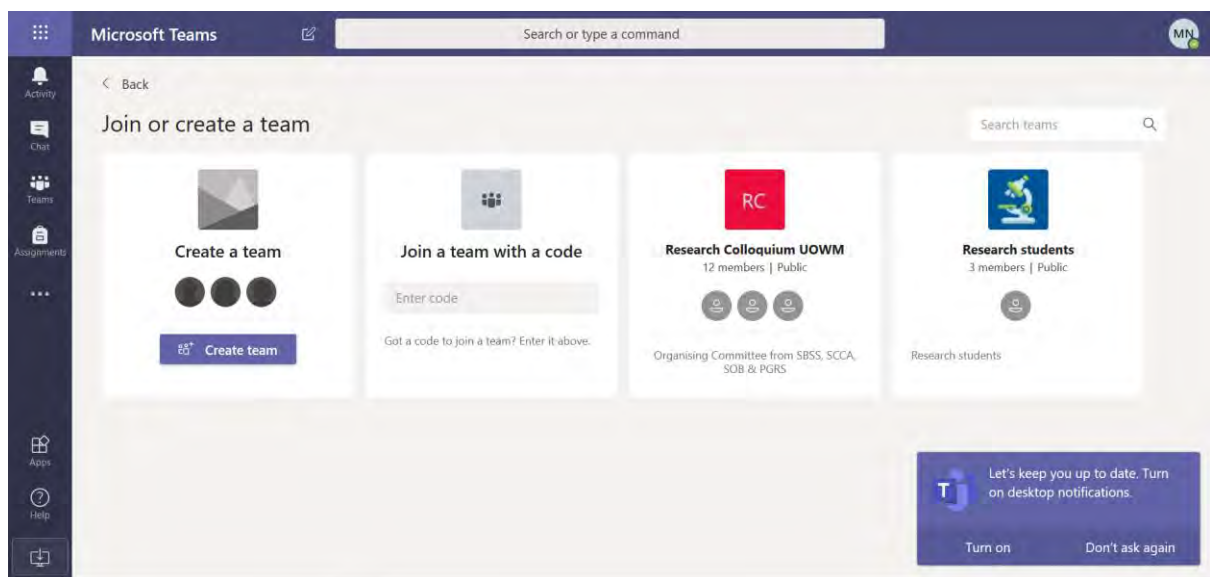
Step	Action
4.	Congratulations! You have successfully login to Microsoft Teams.

1.2 Accessing through Desktop Apps

Step	Action
1.	Open your browser and navigate to https://www.microsoft.com/en-my/microsoft-365/microsoft-teams/download-app. You will be brought to the following screen where you are able to download Microsoft Teams desktop app installer (.exe).
2.	Download the desktop app and run the installer when prompted. If no prompt pop-ups, please find the installer on your computer and double-click on it.
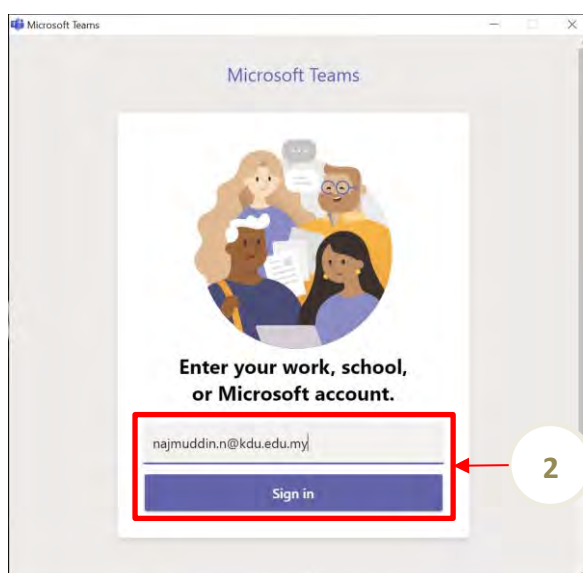
Step	Action
3.	Start Microsoft Teams desktop app.
4.	Enter your campus/organization email address in the provided filed.
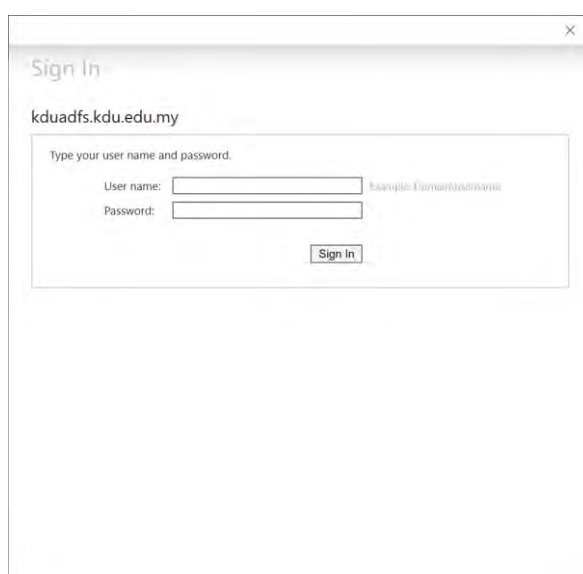
Step	Action
5.	The following screen might appeared, enter your username and password (e.g. The credentials will be the same as the one you used to login to your company computer and Microsoft Outlook) then click on 'Sign in' button.
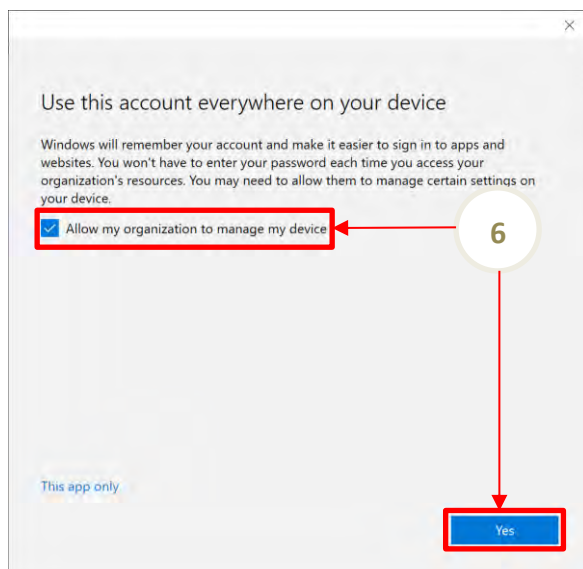
Step	Action
6.	Next, it will ask as to whether you wish to allow your organization to manage your device. Check or un-check the checkbox according to your preference and click 'Yes'.
7.	Afterwards you will receive some dialog, just click 'Continue'.

1.3 Accessing through Mobile Apps

UPDATED AS OF 10th JULY 2025
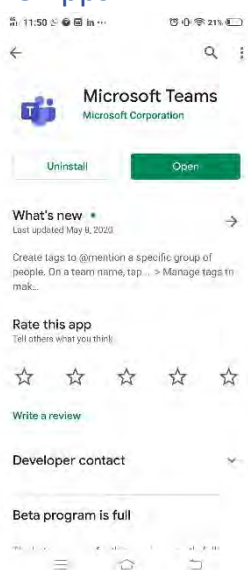
Step	Action
1.	Get and install the Microsoft Teams mobile app in your Google Play Store or Apple App Store.
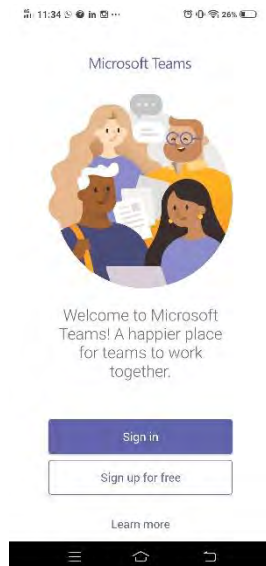
Step	Action
2.	Open the mobile app and click on the 'Sign in' button.
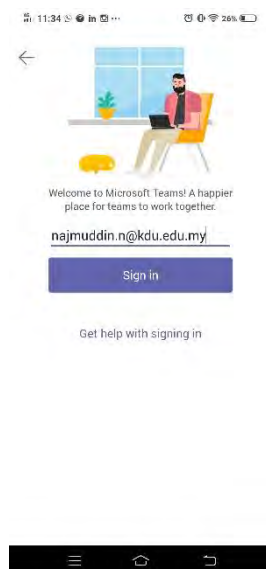
Step	Action
3.	Enter your campus/organization email address in the provided field.
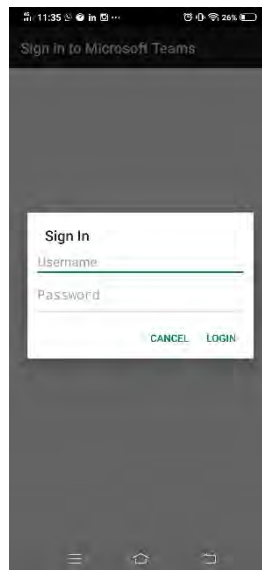
Step	Action
4.	You may be prompted to enter your username and password (e.g. The credentials will be the same as the one you used to login to your company computer and Microsoft Outlook) then click on the 'LOGIN' button.

Step	Action
5.	You will be greeted with an introductory dialog by Microsoft Teams, please click on 'Next' until the end then click on 'Got it'.
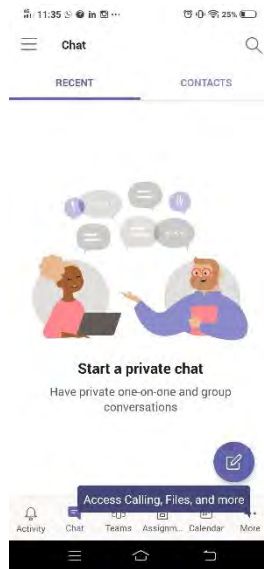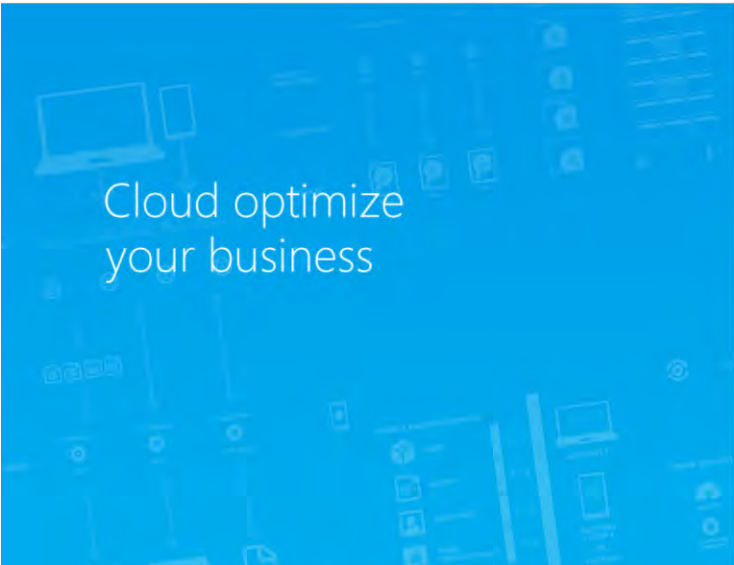
Step	Action
6.	Congratulations! You have successfully login to Microsoft Teams on your mobile devices. The icons for each feature should feel familiar to you as the browser web apps and desktop app.

1.4 Accessing Microsoft Teams as external guest

Step	Action
1.	If you have been invited to Microsoft Teams by your organization, you should receive an email like in the figure above. Click on the email to proceed on creating an account.

Step	Action
2.	Create a password for the account, as you can see when you clicked on the link in the email, it will automatically key in your email address and 'Display name'.
3.	Click on 'Next' button.
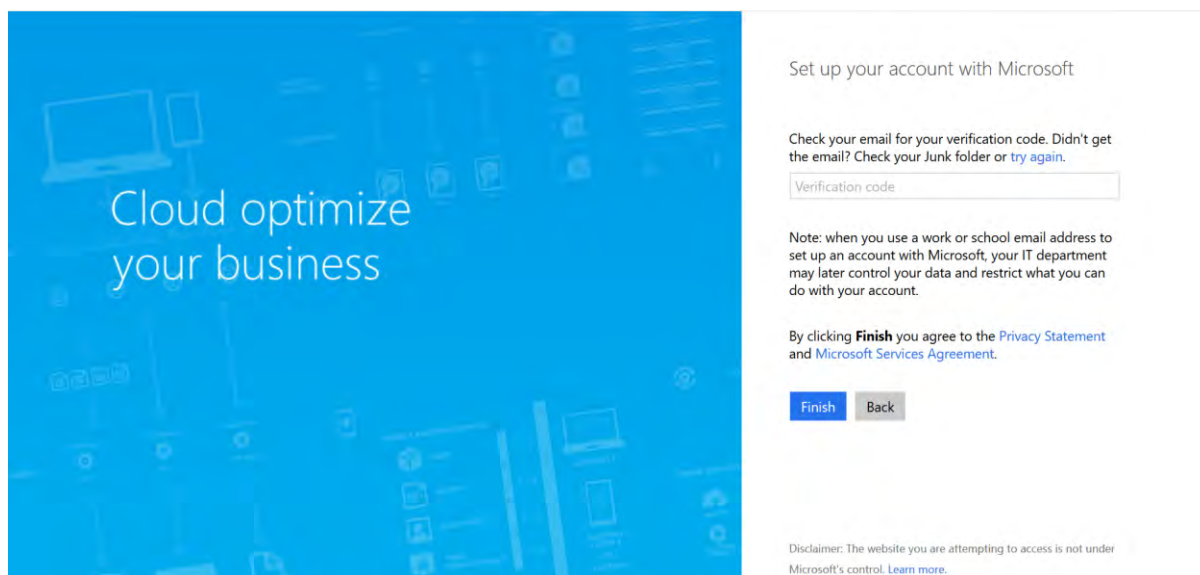
Step	Action
4.	You will then be prompt to key in the verification code. Please locate the verification code that was sent to your email address. Enter the code in the field provided.
5.	Click on 'Finish' button.

UPDATED AS OF 10th JULY 2025
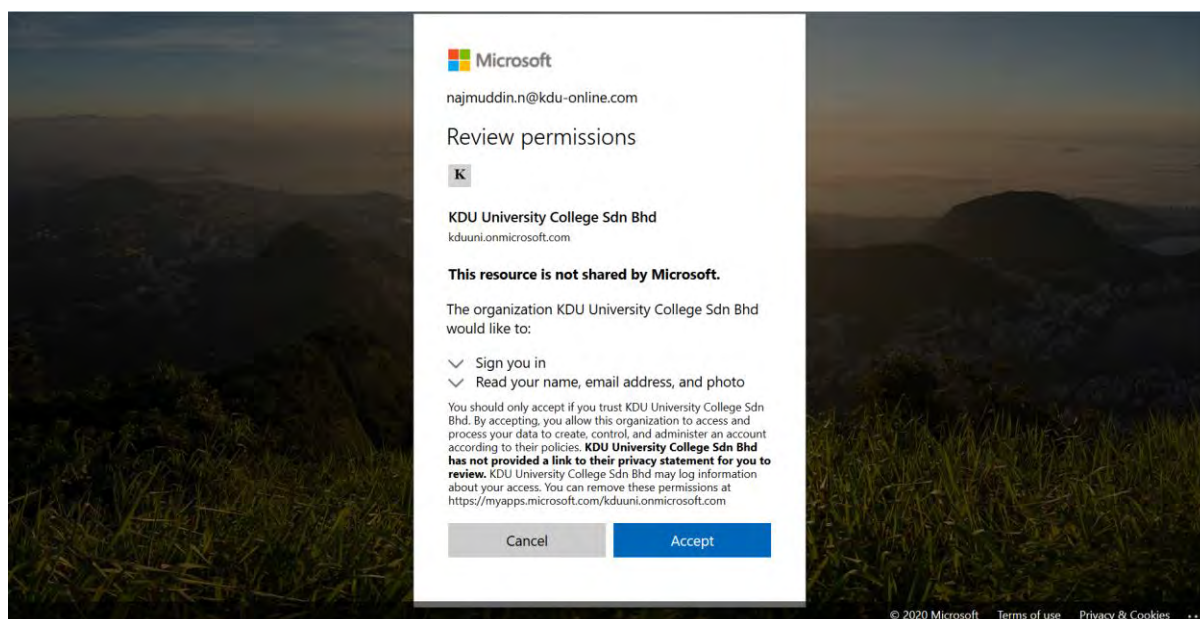
Step	Action
6.	Next you will see the following screen. After you have review the permissions, click on the 'Accept' button. Please wait while your account is being created.
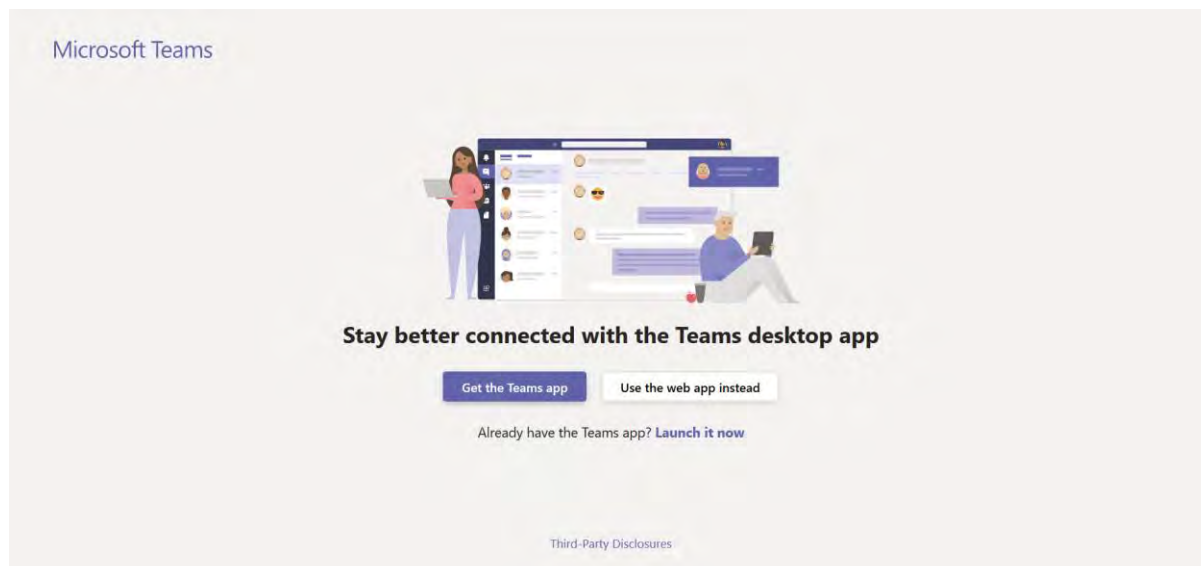
Step	Action
7.	Congratulations! You have successfully created an account. Select 'Get the Teams app' to download the desktop application or select the 'Use the web app instead' option to use Microsoft Teams on a browser.
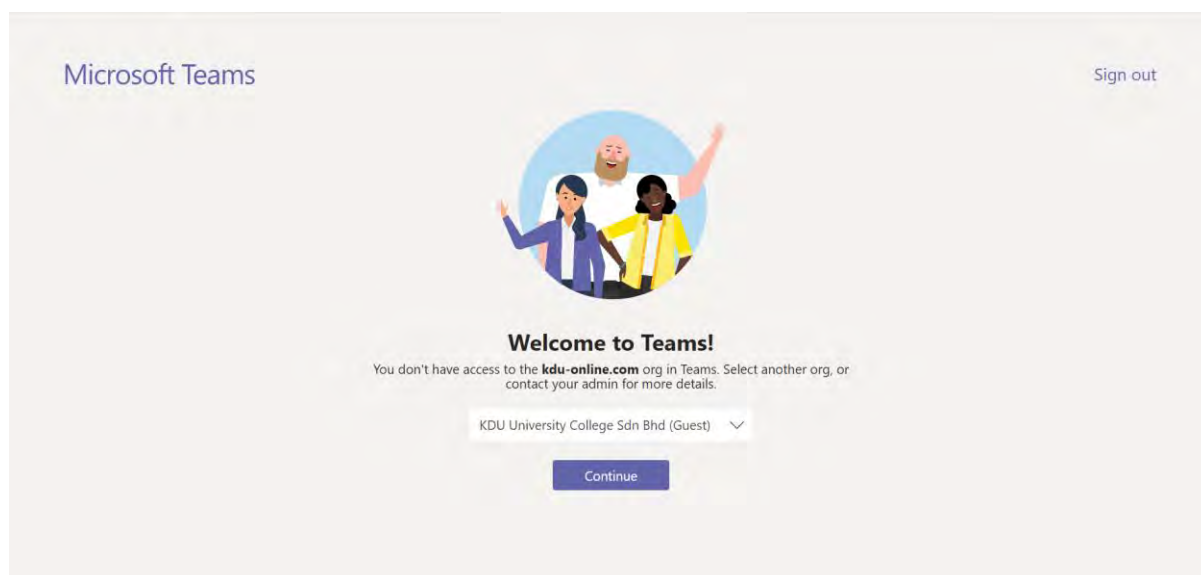
Step	Action
8.	When you first login to Microsoft Teams, you will be prompted to select an organization. Select your organization then click on 'Continue'.
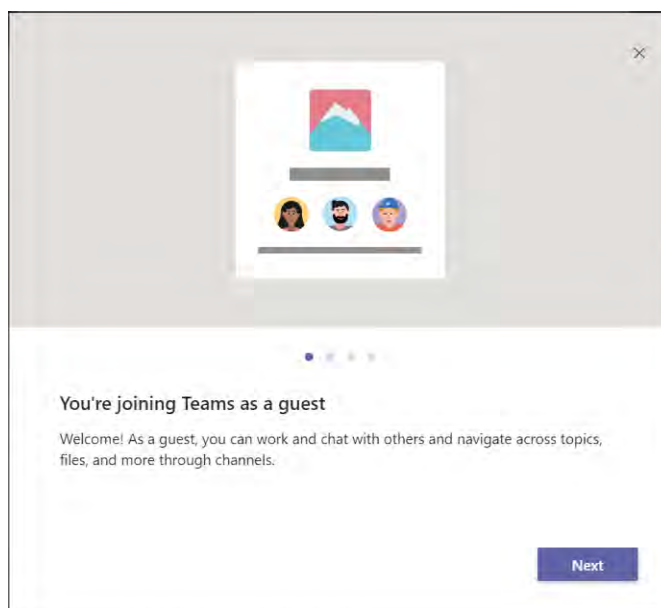
Step	Action
9.	Click on 'Next' to go through the introduction dialog. After you have gone through all the dialog, you will be able to see your teams.

Please note:
1. When using the web app option, some features are only available to supported browsers (i.e. Google Chrome).

1.5 Joining Teams Meet

Join Microsoft Teams Meeting

Learn more about Teams | Meeting options

Step	Action
1.	When you received this invite from a colleague, it means that you that you are invited to join the Teams Meeting (video conference). This invite link allows you to join the meeting without an account, no sign in is required. To get started, click on the 'Join Microsoft Teams Meeting' link.
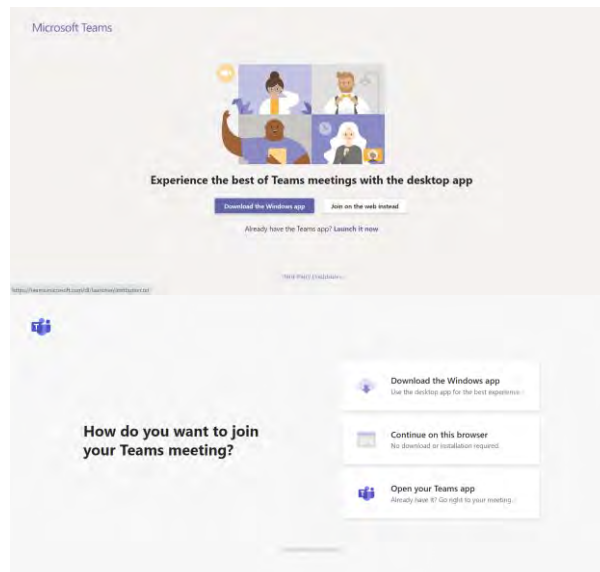
Step	Action
2.	You may see either one of the windows above when you click on the link. For this example, we will open the meeting in our web browser, click on 'Join on the web instead/Continue on this browser'.
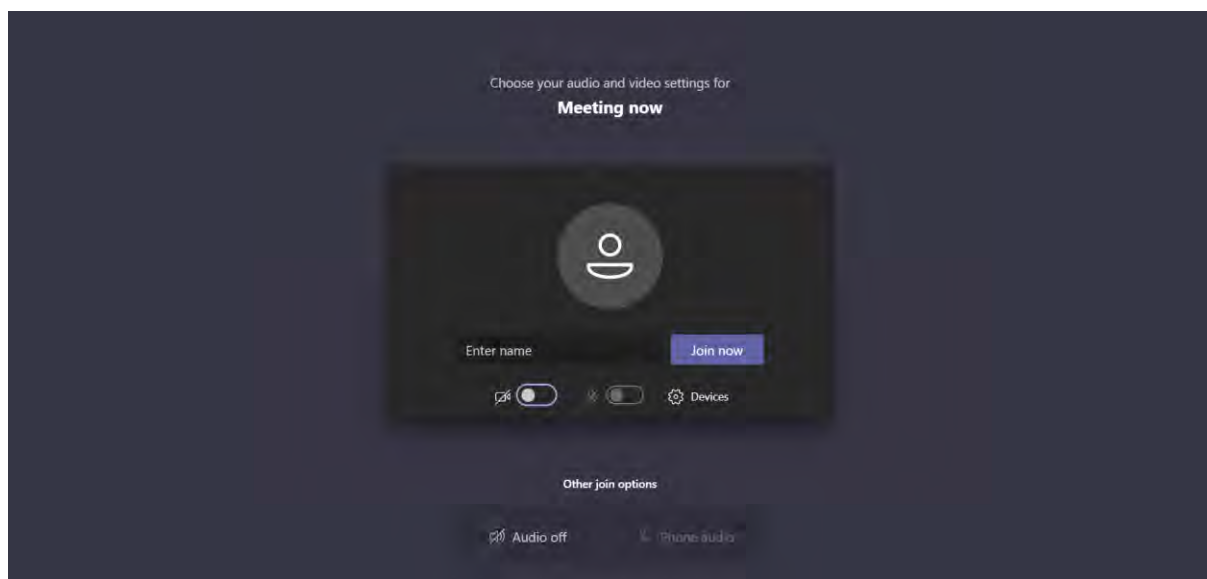
Step	Action
3.	You will be brought to the following page like in the figure above. Enter your name or ID then click on 'Join now'.

Step	Action
4.	If you see the figure above, wait for your meeting organizer (i.e. host, lecturers, etc…) to admit you into the meeting.

1.5.1 Managing meetings permission
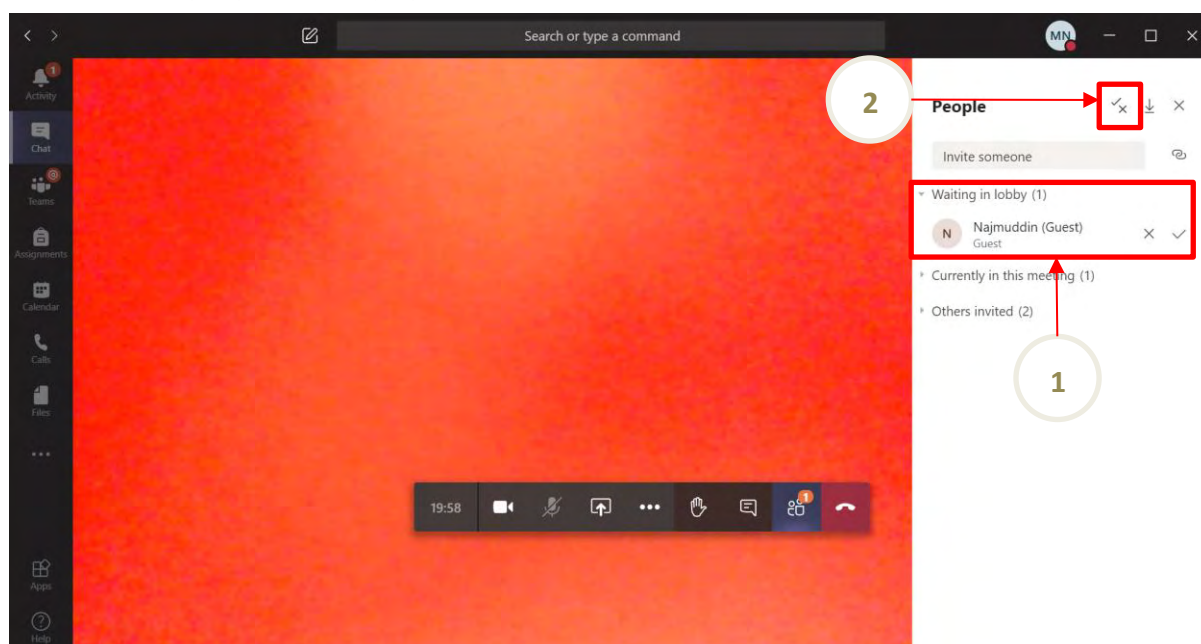
Step	Action
1.	As a meeting organizer you have to be aware that when you send invites to guests, you may need to admit them into the meeting, else they will be stuck in the lobby. The simplest way is to click on the ✓ to admit them into the meeting.
2.	If you have multiple guests waiting in the lobby, you are able to set your permission to let your guests bypass the lobby. You can do so by clicking on 'Manage permissions'.

95
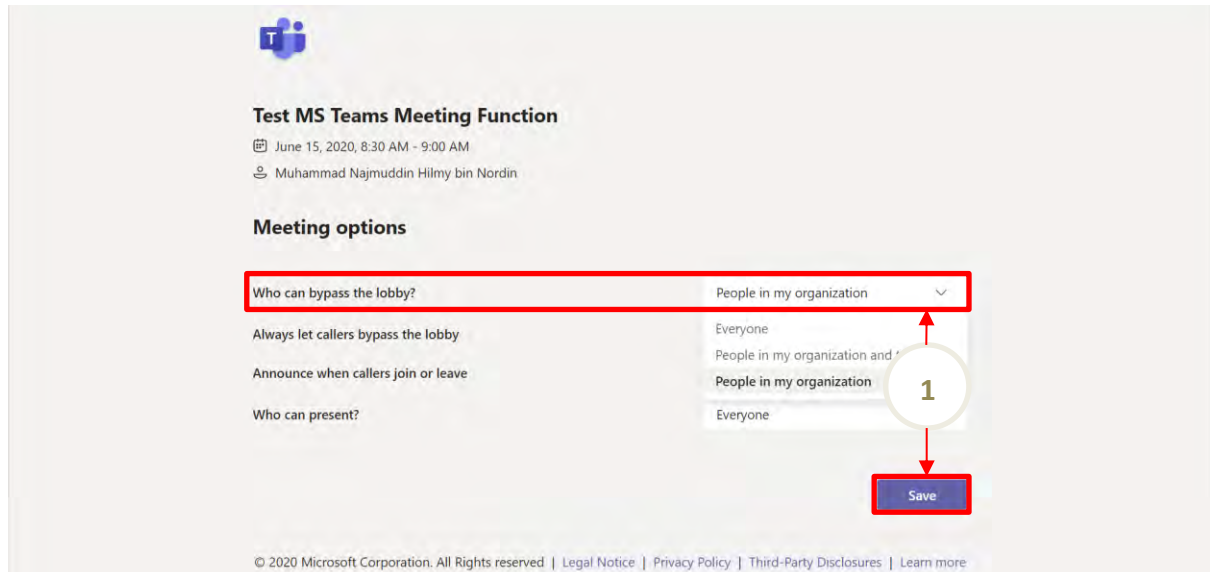
Step	Action
3.	In the 'Who can bypass the lobby?' field, set to 'Everyone', then click 'Save'

Chapter 2: Manage Teams

2.1 Creating a new Teams
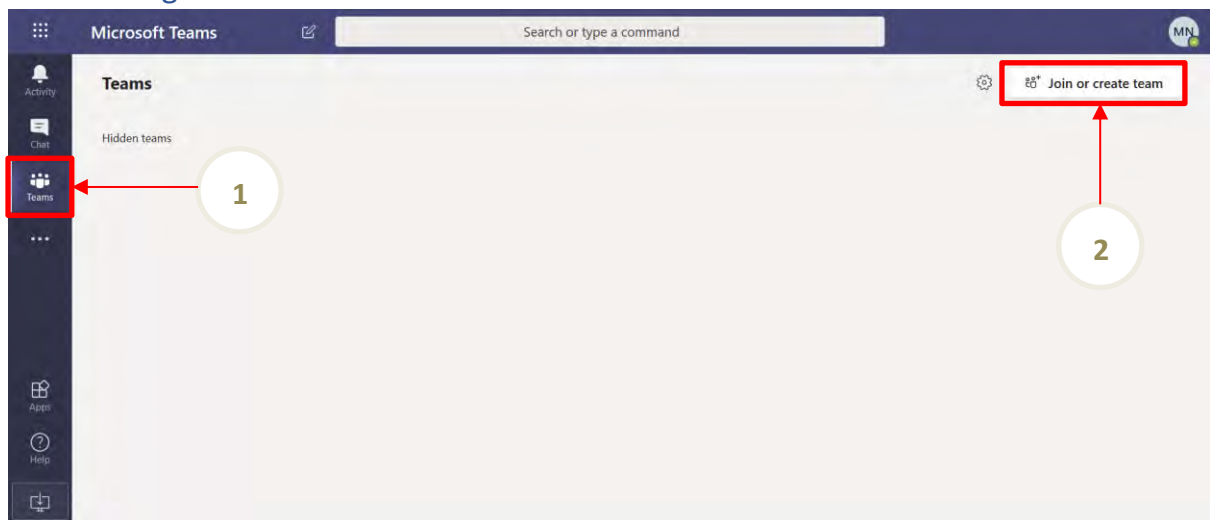
Step	Action
1.	Select Teams at the side navigation menu.
2.	Click on the 'Join or create team' button.
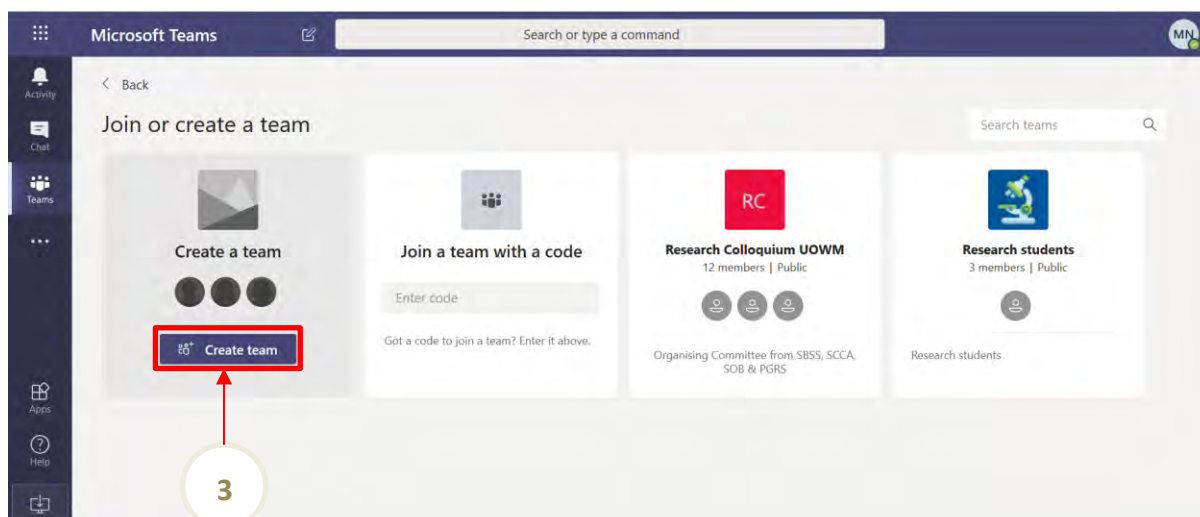
Step	Action
3.	Click on 'Create team' button.
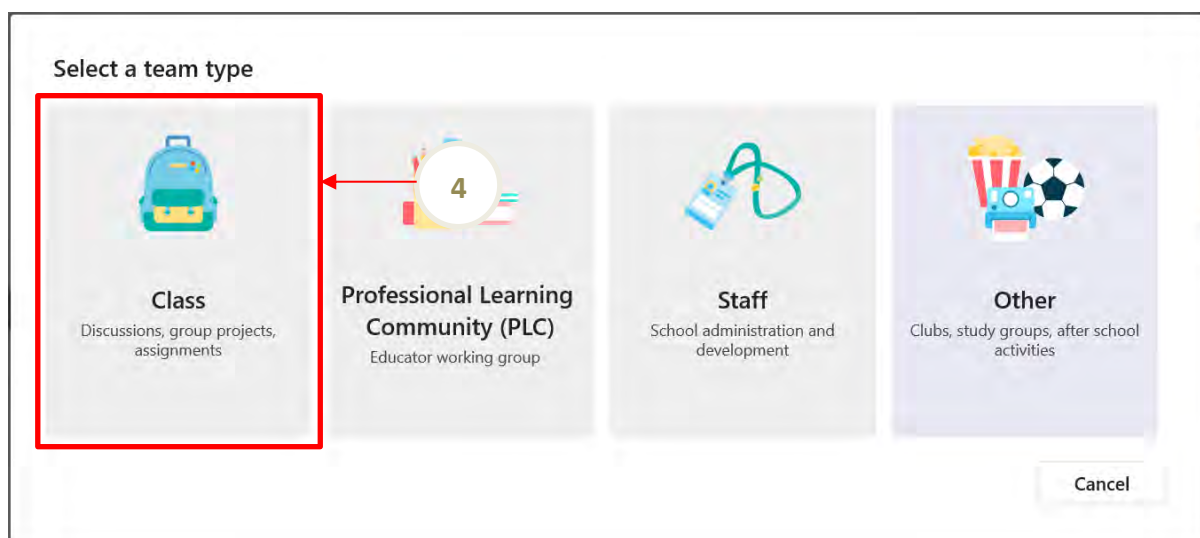
Step	Action
4.	In this example, we will create a team type for a 'Class' to allow students to communicate with the lecturer. Click on Class.

Step	Action
5.	Name your team and provide a brief description (optional) on what the team is about.
6.	Click on the 'Next' button to create your team.

Step	Action
7.	If your students or lecturer's campus/organization email addresses exist in your organization Azure Active Directory/Office 365, you will be able to enter their email address in the field provided to add them to your team.
8.	If your students campus/organization email address were not found when you enter it in the provided field, please click on 'Skip' button to skip .

2.1.1 Update Teams details
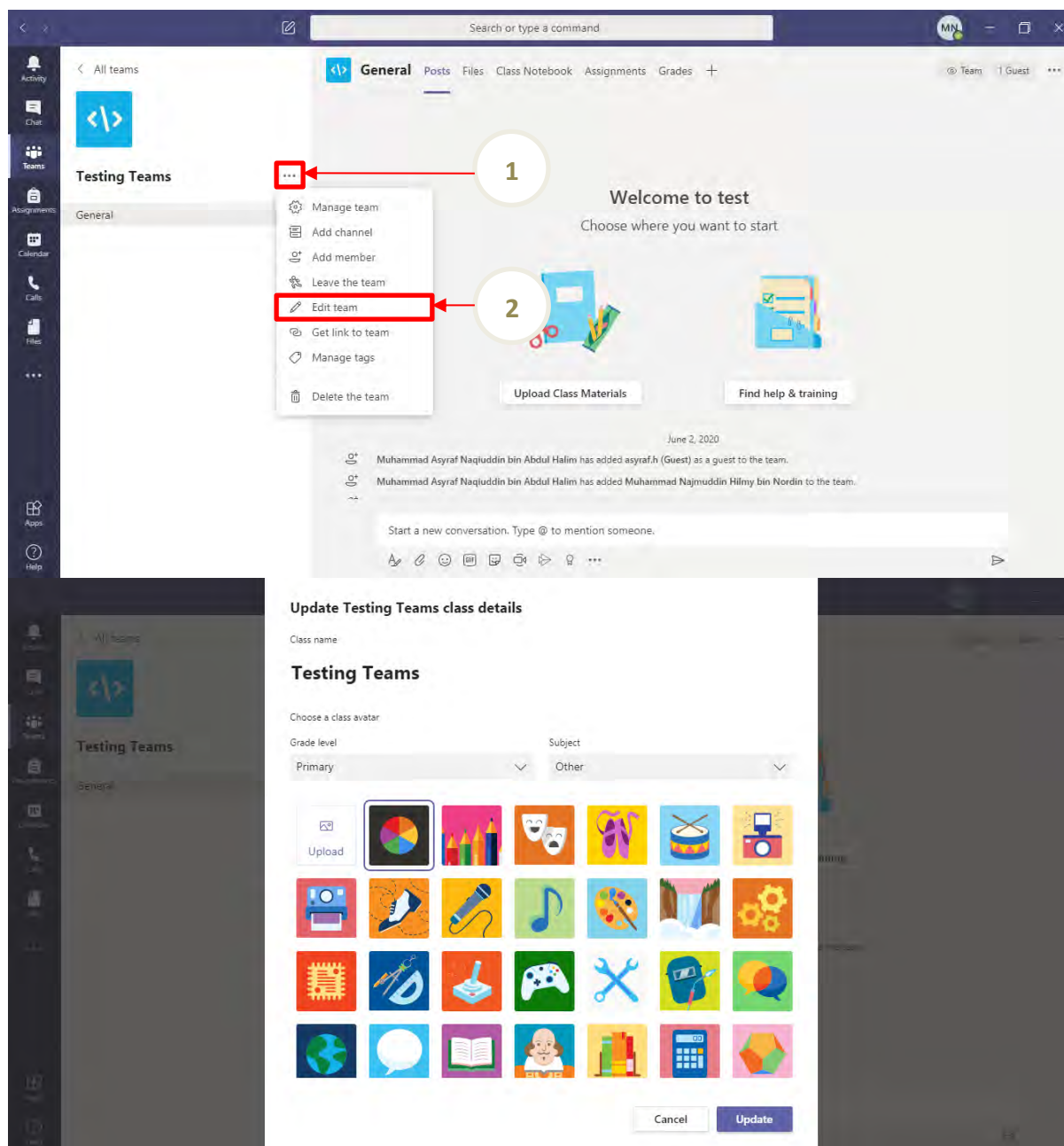
2.1.2 Adding a new Channel (Privacy – Standard)
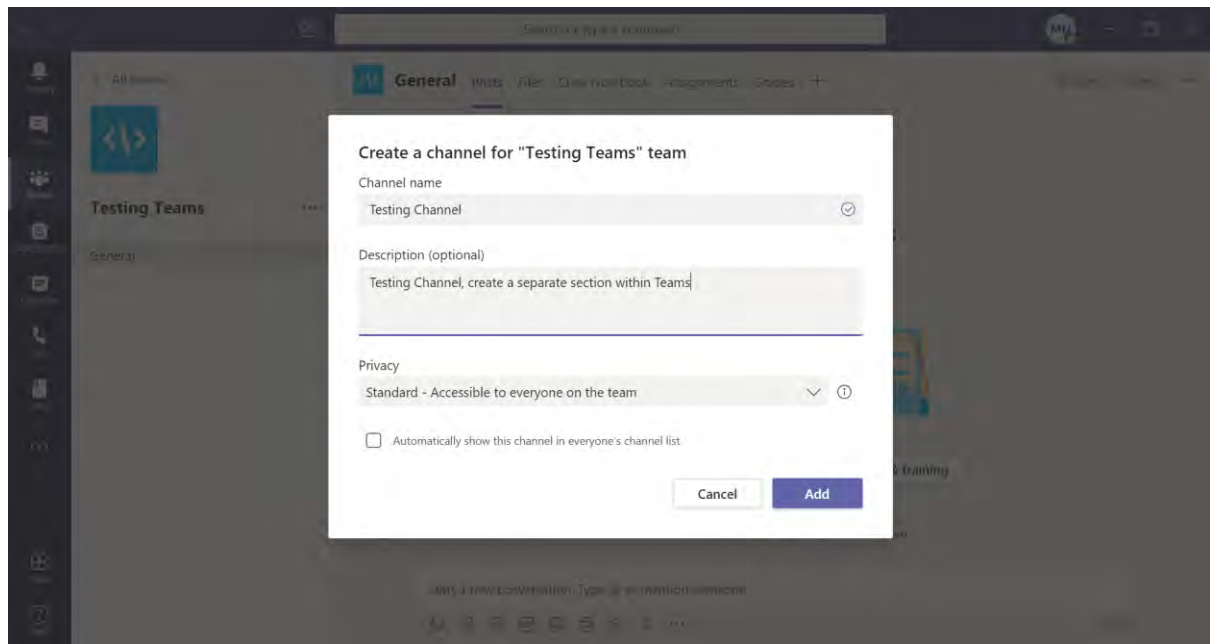
2.1.3 Adding a new Channel (Privacy – Standard)
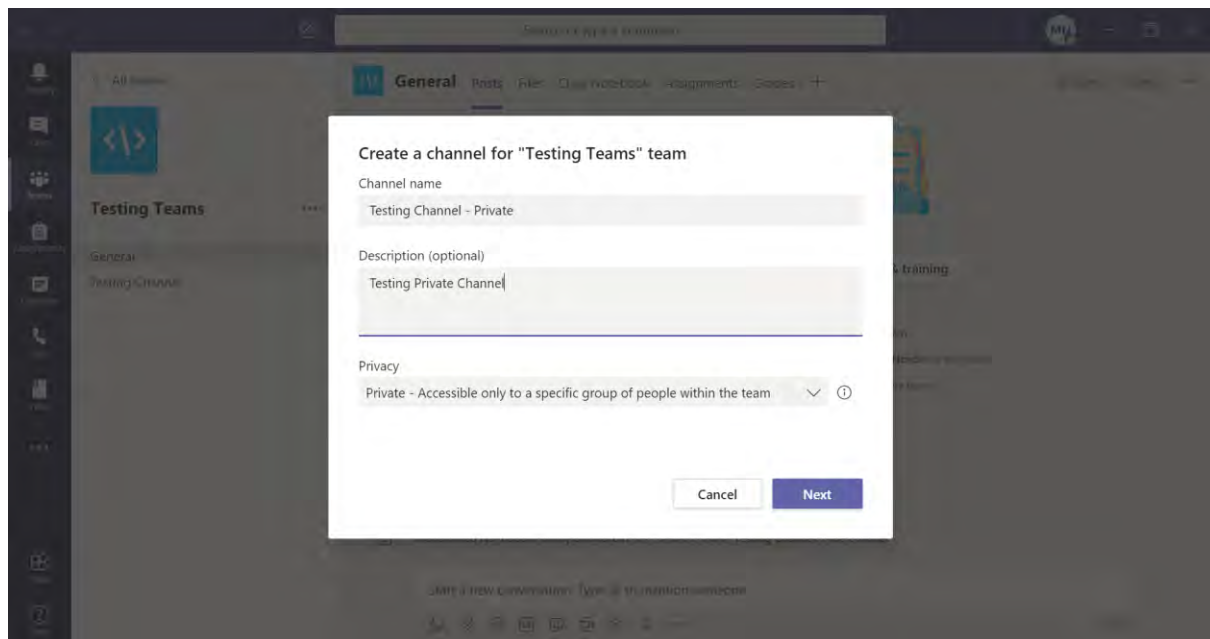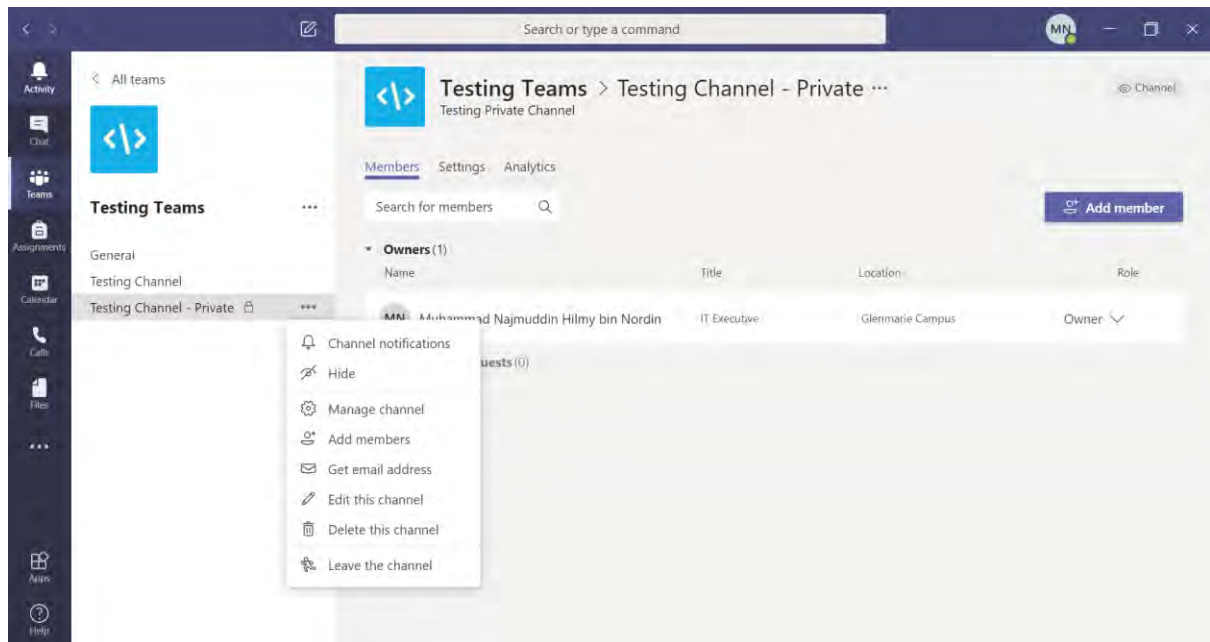
2.2 Inviting external users to Teams

You are able to invite external users (users who's not present in the organization Azure Active Directory/Office 365) to Microsoft Teams by entering their email addresses (campus/organization).
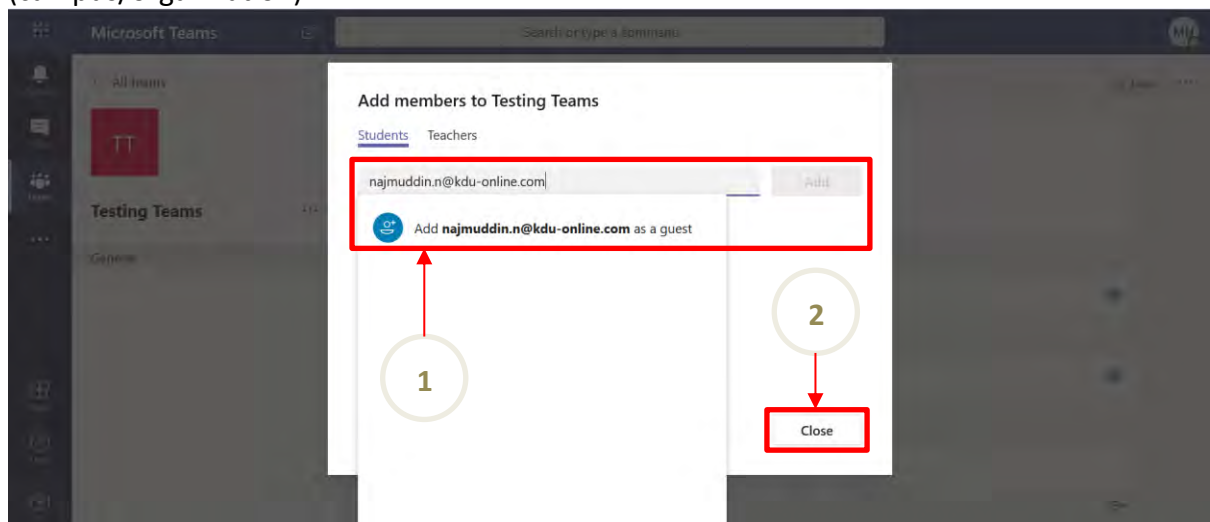
Step	Action
1.	Enter the email address of the user you wish to invite into your teams in the provided field.
2.	After the email address was added, click the 'Close' button.

Step	Action
3.	The user that you invited will then receive the following email address stating that they have been added a guest.

Please note:

1. Inviting guests (external users) in this case is to invite students to your Microsoft Teams.
2. Refer to Chapter 1, section 1.4 for details on how external users (guests) access Microsoft Teams.

Chapter 3: Microsoft Teams Class & Training
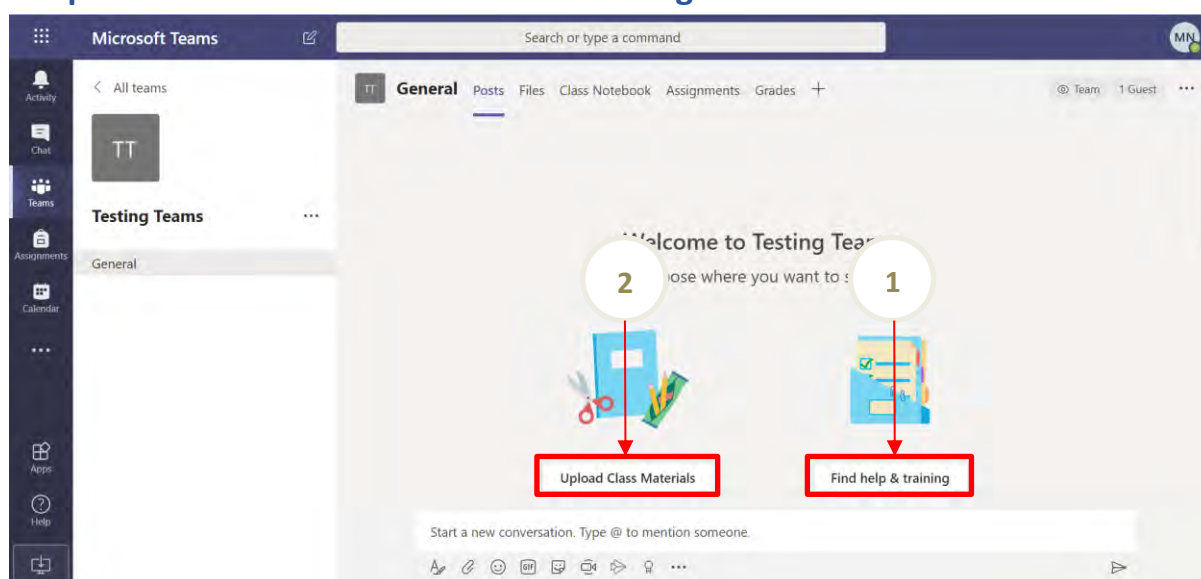
Step	Action
1.	Click on 'Find help & training' button to access Teams training by Microsoft. Please refer to section 3.1 for more information.
2.	The 'Upload Class Materials' option direct you to the 'Files' tab where you are able manage your files in Teams. We will cover more on this topic in section 3.2.

3.1 Help & Training
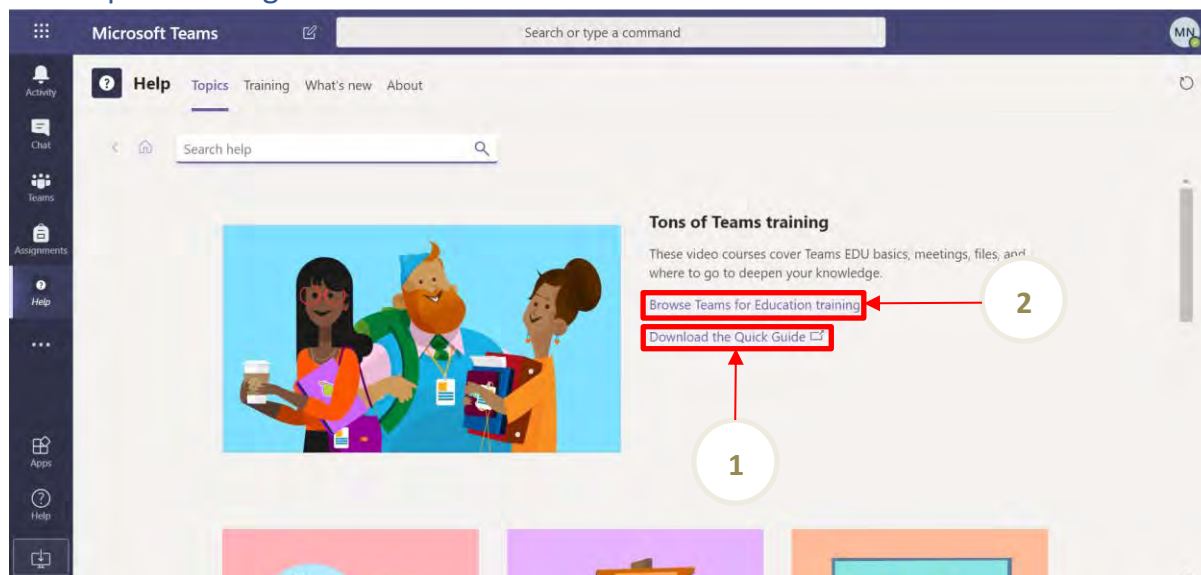
Step	Action
1.	In help & training, Microsoft have provided their version of comprehensive user training and guide. You can explore the links provided in this page to gain more knowledge on how to operate Microsoft Teams. For starters, please click on 'Download the Quick Guide' for a .pdf copy of the Quick Start Guide.

Step	Action
2.	The 'Browse Teams for Education training' option direct you to the 'Training' tab where you are you will be able to find training videos by Microsoft on navigating and operate Teams.
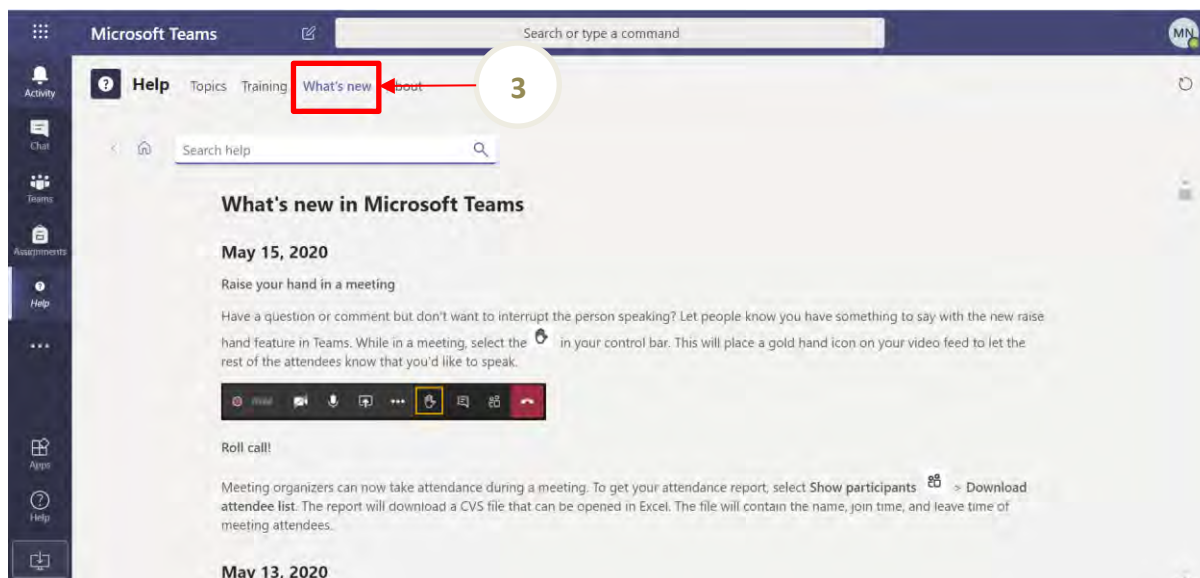
Step	Action
3.	The *What's new* tab as the name suggest, shows what's new on Teams. Here you can find latest information on Microsoft Teams features and updates.

3.2 Class Materials
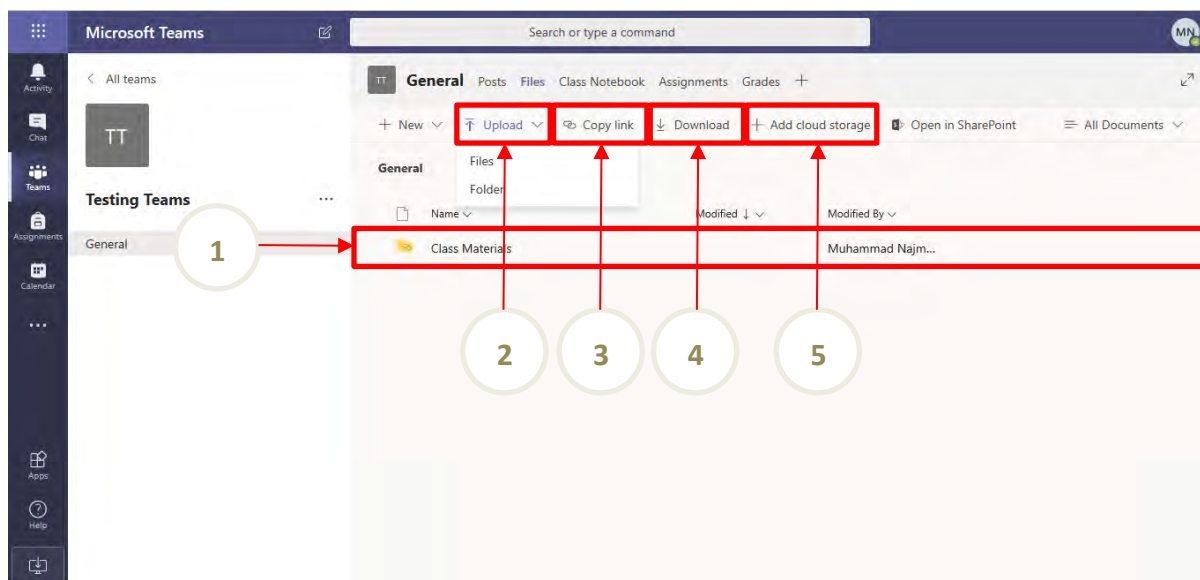
Step	Action
1.	When you first created the teams, a folder named 'Class Materials' will be created by default. The folder has a read only access for students, which is why certain action may exclude the folder.

Step	Action
2.	The 'Upload' option allow you to either upload a file or a folder to your files repository in Teams.
3.	The 'Copy link' feature helps you to copy your folder path URL link which you can share to students/colleague.
4.	The 'Download' option allows you to download the files contains in the folder you specified in Teams. Please note that as we are currently in *General,* when we click on 'Download', we will download all files and folder from *General* except for 'Class Materials' folder as it is set to read-only. To download contents from 'Class Material', click and enter the folder then click on 'Download'.

Step	Action
5.	'Add cloud storage' option allows you to add folder from your SharePoint or Google Drive to the repository.
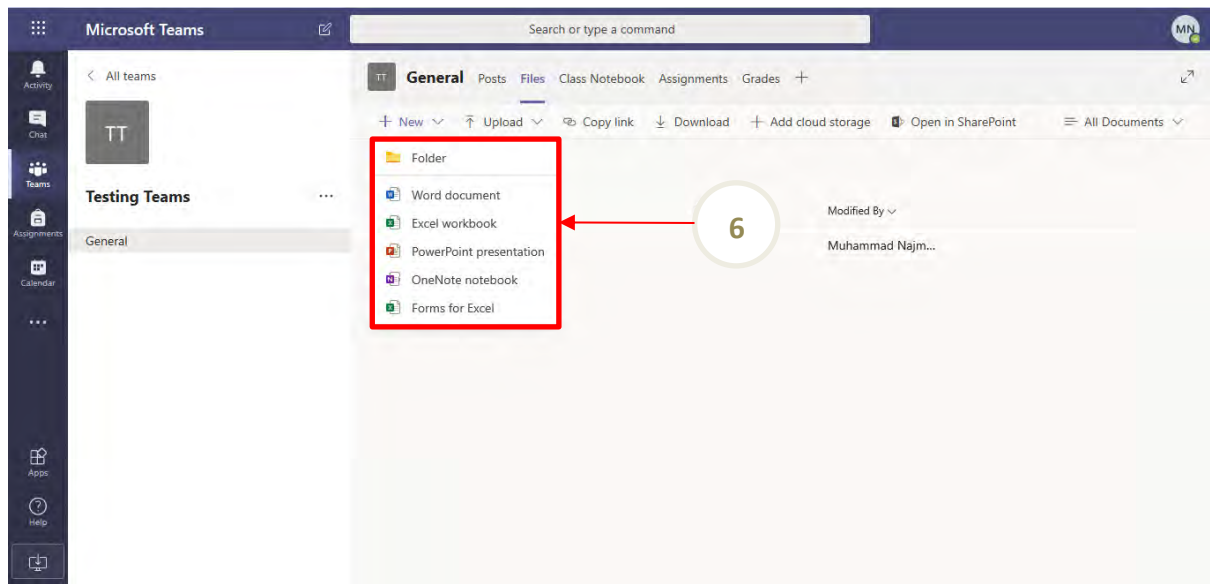
Step	Action
6.	When you click on 'New' it will drop down a list of options for you to choose. You can create a new folder to manage your file or create a new Word, Excel, PowerPoint, OneNote or Microsoft Forms file.

Chapter 4: Communicating through Microsoft Teams
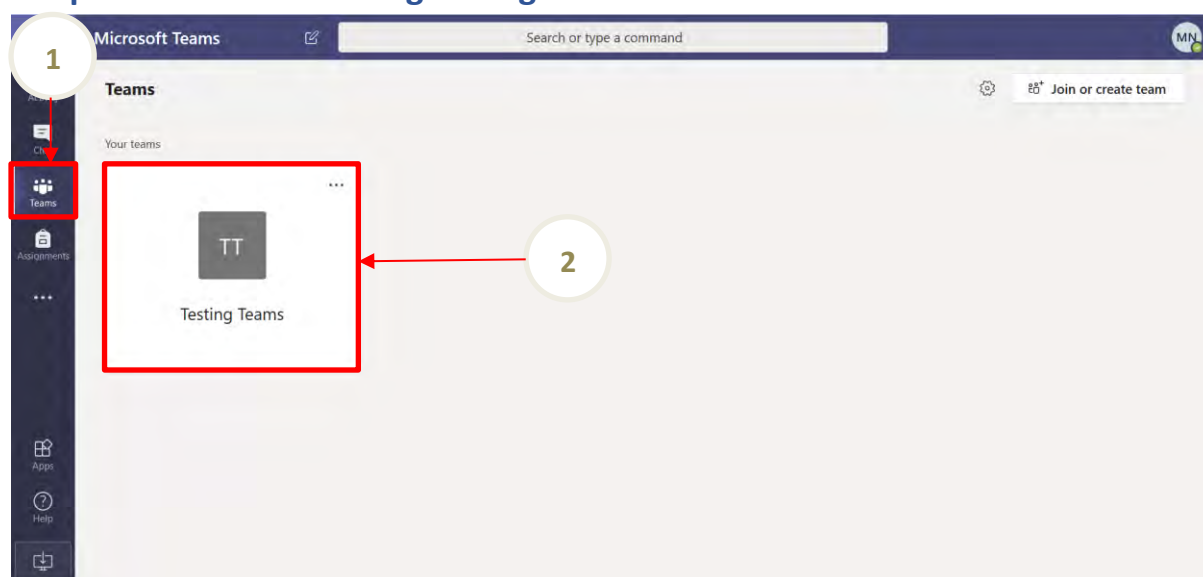
Step	Action
1.	Navigate to the 'Teams' icon at the side navigation menu.
2.	Click on the Teams you wish to communicate with.
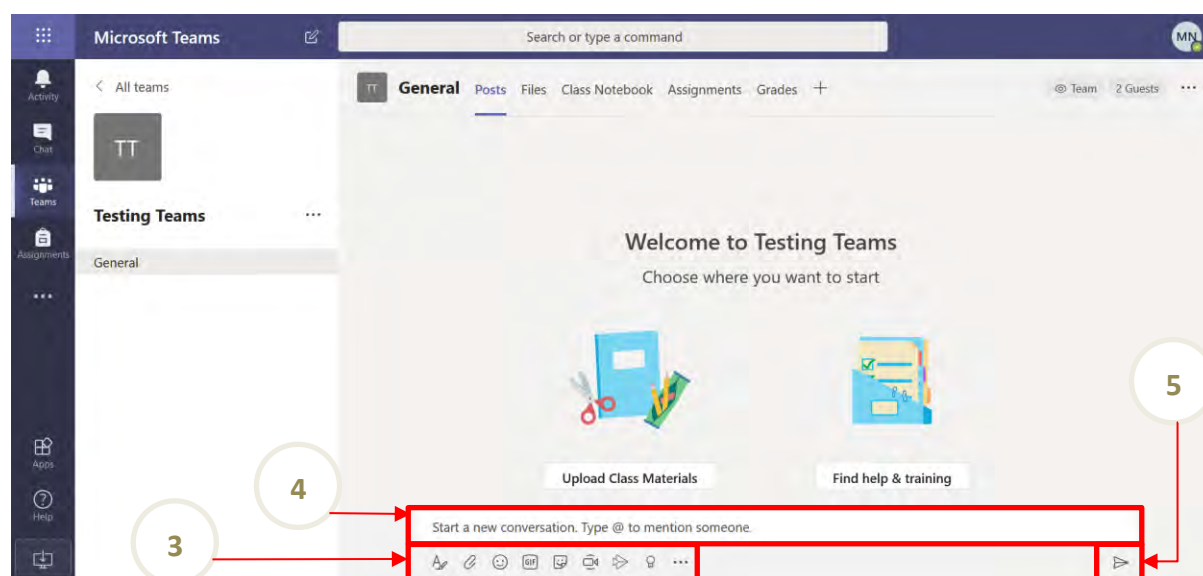
Step	Action
3.	The menu at the bottom provides various options such as chats, video conference and etc...
4.	Enter what you wish to convey in the message field provided.
5.	Click on the 'Send' icon to send your message.

4.1 Conversing on Microsoft Teams
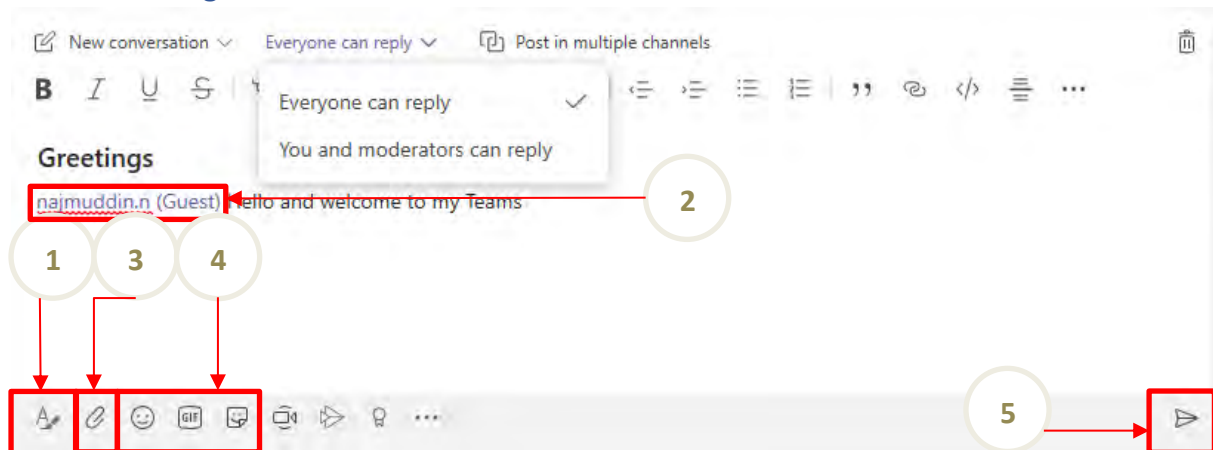
Step	Action
1.	Continuing from the previous topic, when you clicked on 'Format' it will expand the message filed to allow you to format your message.
2.	Use @ symbol to specifically mention someone in your message. When you expanded the format, there will be an option for you to add a subject for your message.
3.	Use the *paper clip* icon to add attachments to your message.
4.	The emoji, gif and stickers option allow you to make your message more colorful and expressive. The praise badge feature is way to show gratitude to your peers.
5.	Click on the 'Send' icon to send your message.

4.1.1 Praise Badges
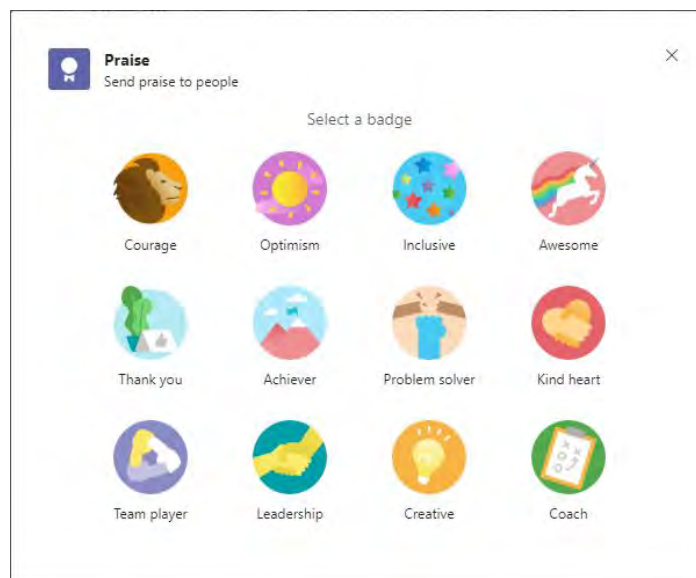
c	Action
1.	To use the *Praise Badges,* use the praise icon at the bottom of the conversation field. It will opened up the following window where you can select from a variety of badges.
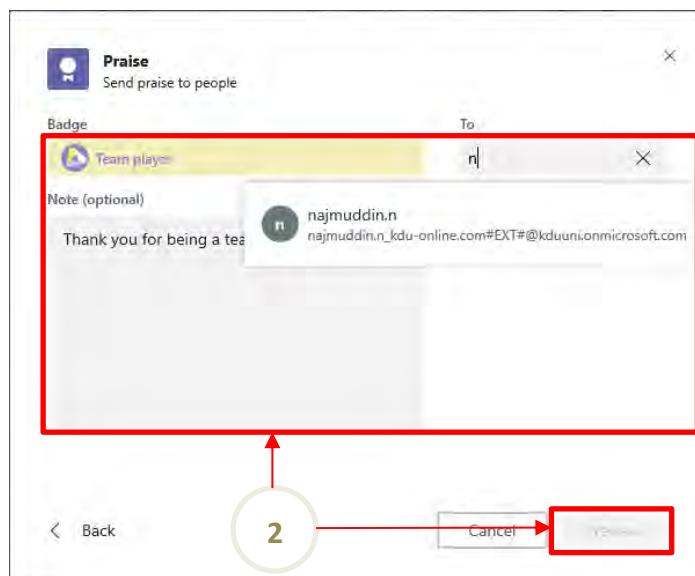
Step	Action
2.	Type in your message and the person you want to show gratitude to. Then click on 'Preview'.
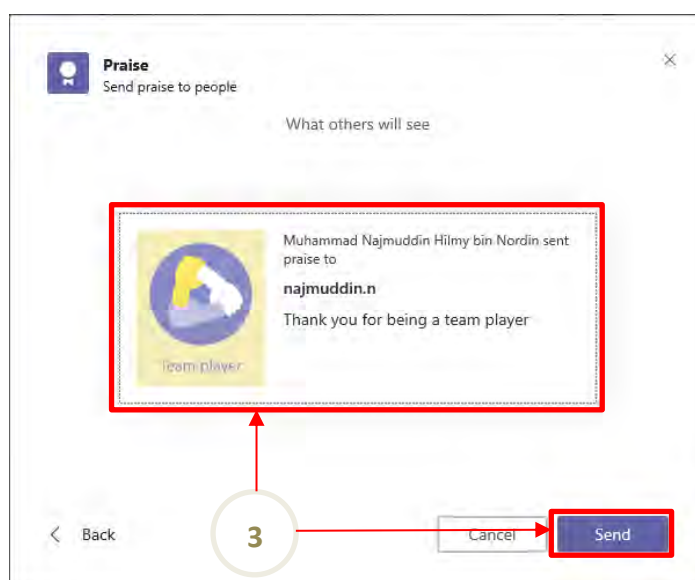
Step	Action
3.	It will display a preview of the badge that will be see by others. Click 'Send' to send the *Praise Badges.*

4.2 Video Conferencing (Meet now) in Microsoft Teams
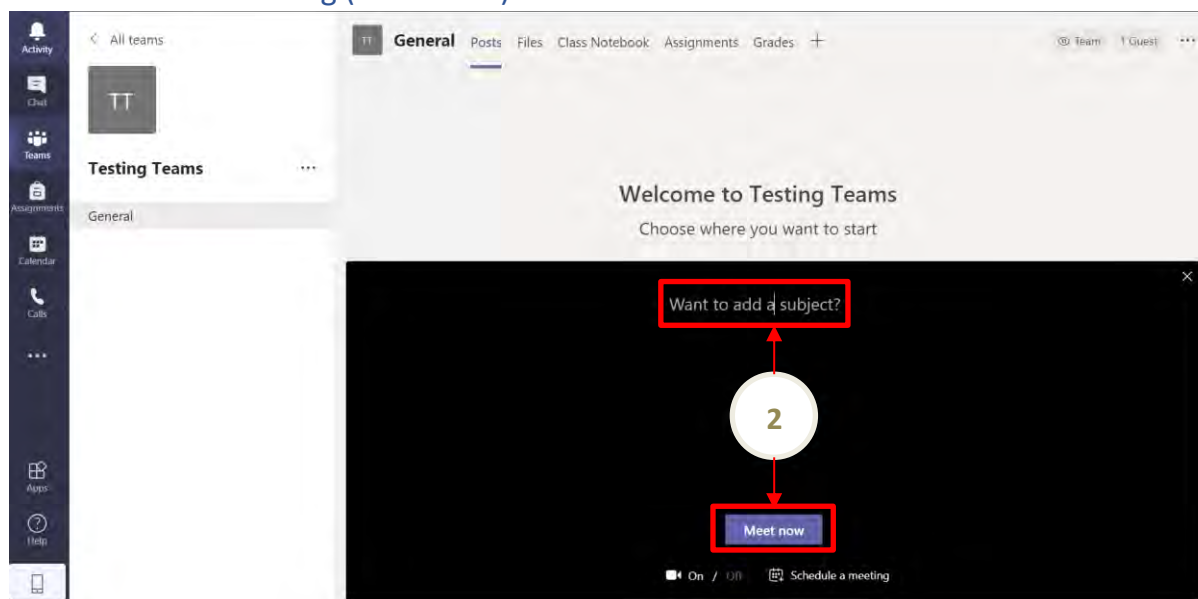
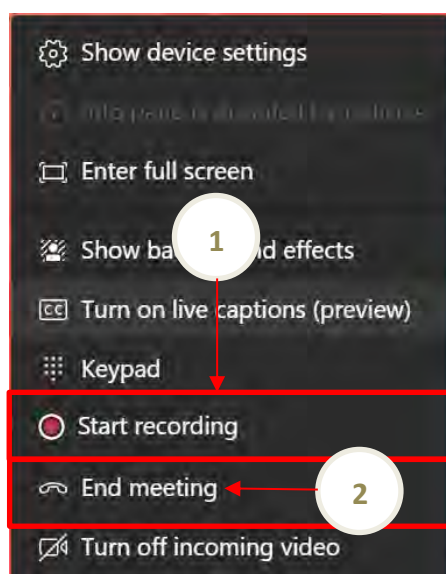| Step	Action	
1.	Click on the 'Meet now' icon to open video conference app.	
2.	You can add a subject for your meeting. Click on 'Meet now' to begin video conference.	
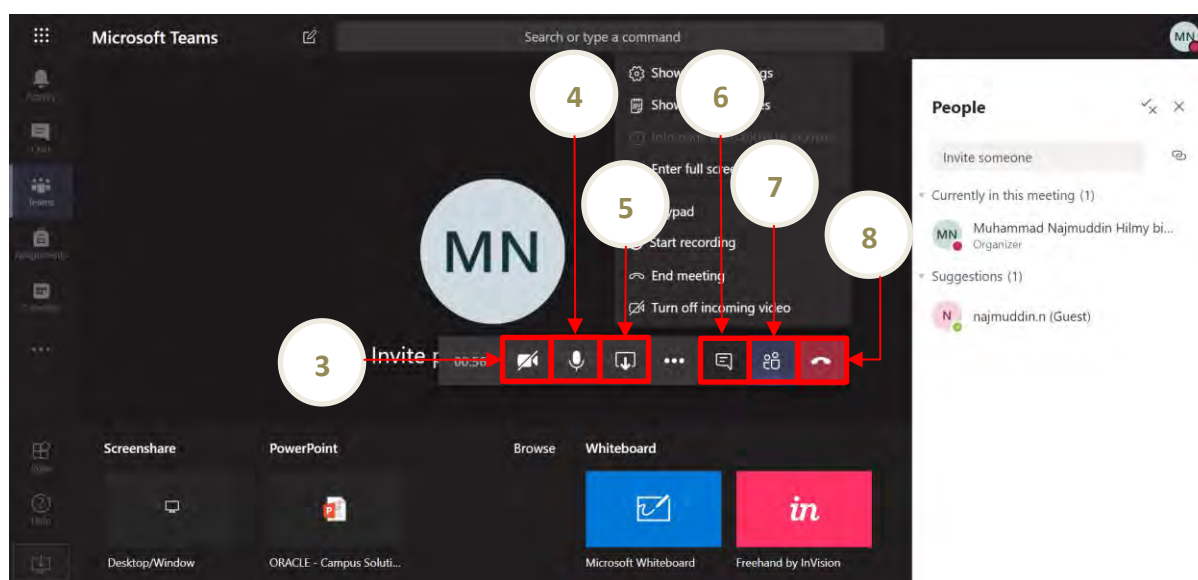
Step	Action
3.	Click on the 'Camera' to enable/disable camera.
4.	Click on 'Microphone' mute/un-mute during video conferencing (Meet now).
5.	Click on 'Share' to share your Desktop screen or other apps. Please refer to 4.3 and 4.3.1 for more on screen sharing.

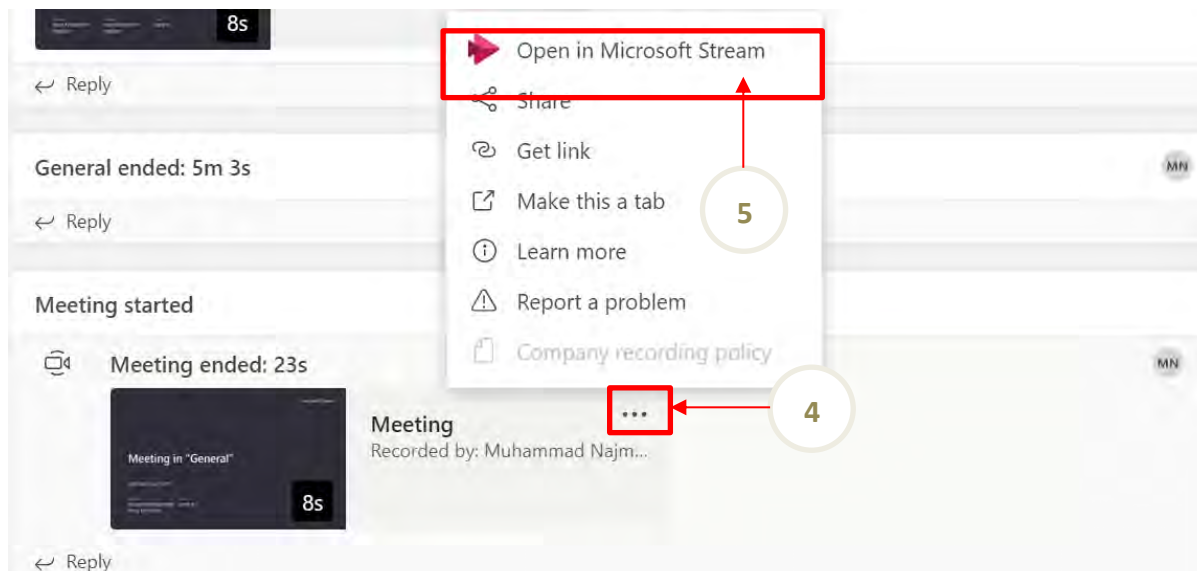| Step	Action
6.	Click on 'Chats' to open chat window so that you can communicate with other users.
7.	Click on 'Participants' to display all the participants in the video.
8.	Click on 'Hang up' to hang up on the video conference (applicable to you only).

4.2.1 Video Conference Recording for Guests

While recording a meeting is convenient, guests are unable to experience those benefits as the recording will be saved and play in/via Microsoft Stream. To work around this the owner can download the recordings and upload it in Microsoft Teams so that guests are able to view the recordings.
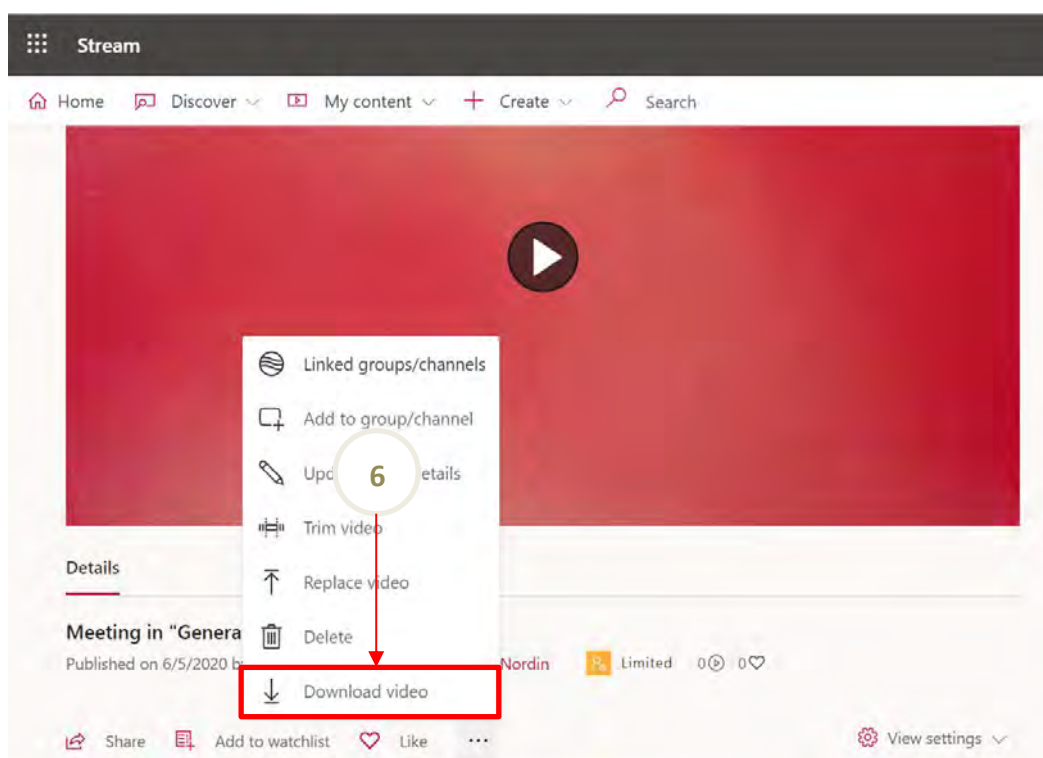

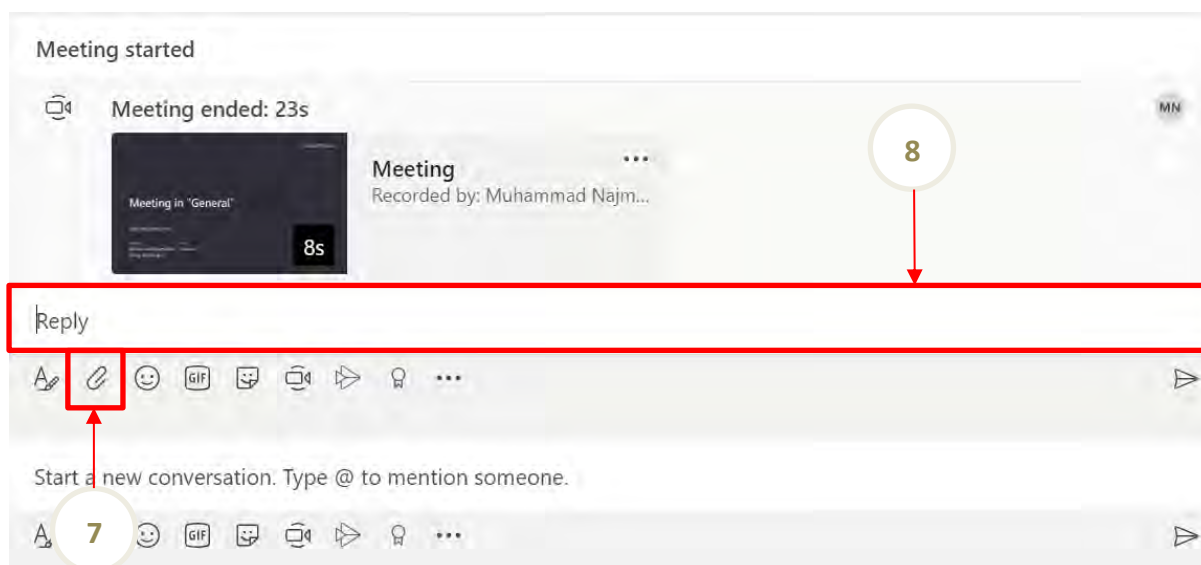| Step	Action
1.	To record your meeting, please click on 'Start recording'.
2.	After you have finish the meeting, click on 'Stop recording' then 'End meeting'.
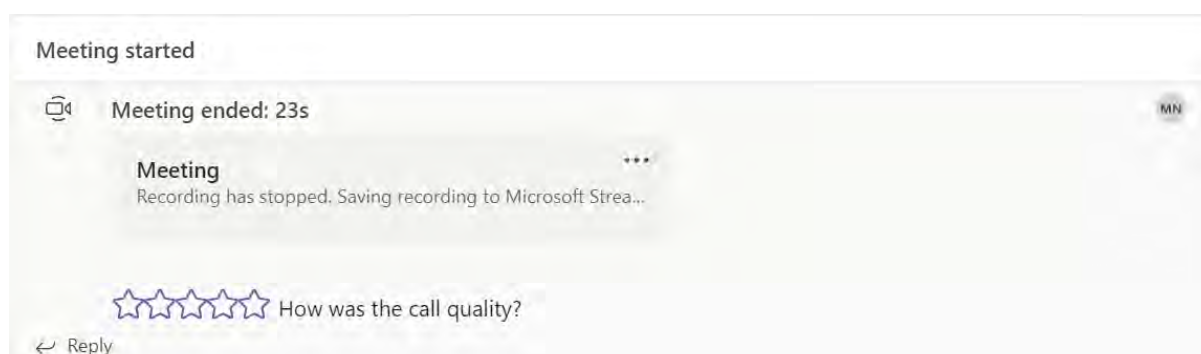
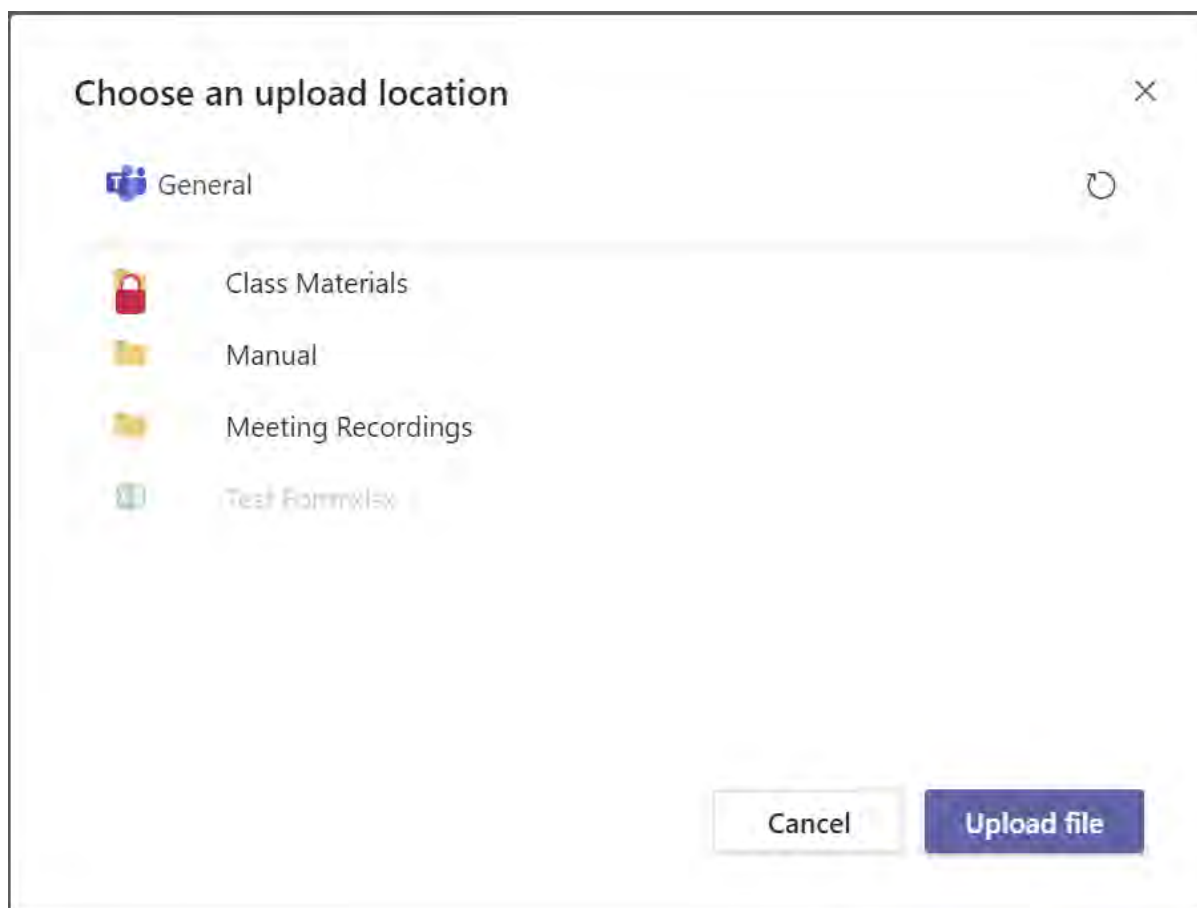| Step	Action
3.	After you have exit the meeting, you will be able to see a message indicating that your meeting *Recording has stopped. Saving recording to Microsoft Stream…* Wait for it to finish saving.

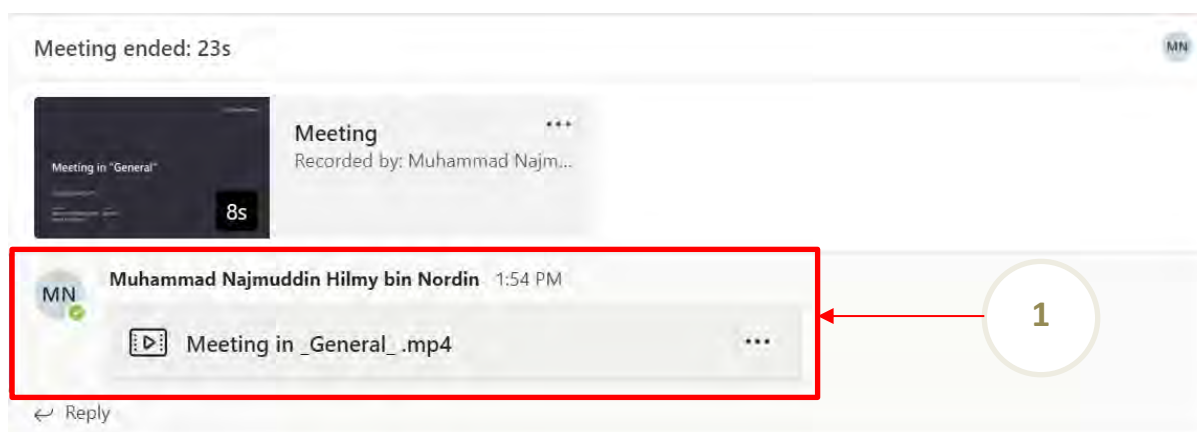| Step	Action
4.	For normal tenant (kdu.edu.my), they are able to view by just clicking on the thumbnail however guests are unable to. To overcome this, the Teams owner can download and upload it in Teams. To do this, click on …
5.	Click on 'Open in Microsoft Stream'.

Step	Action
6.	Click on … then 'Download Video'. If a pop-up appear prompting to either open or save the video, select save.

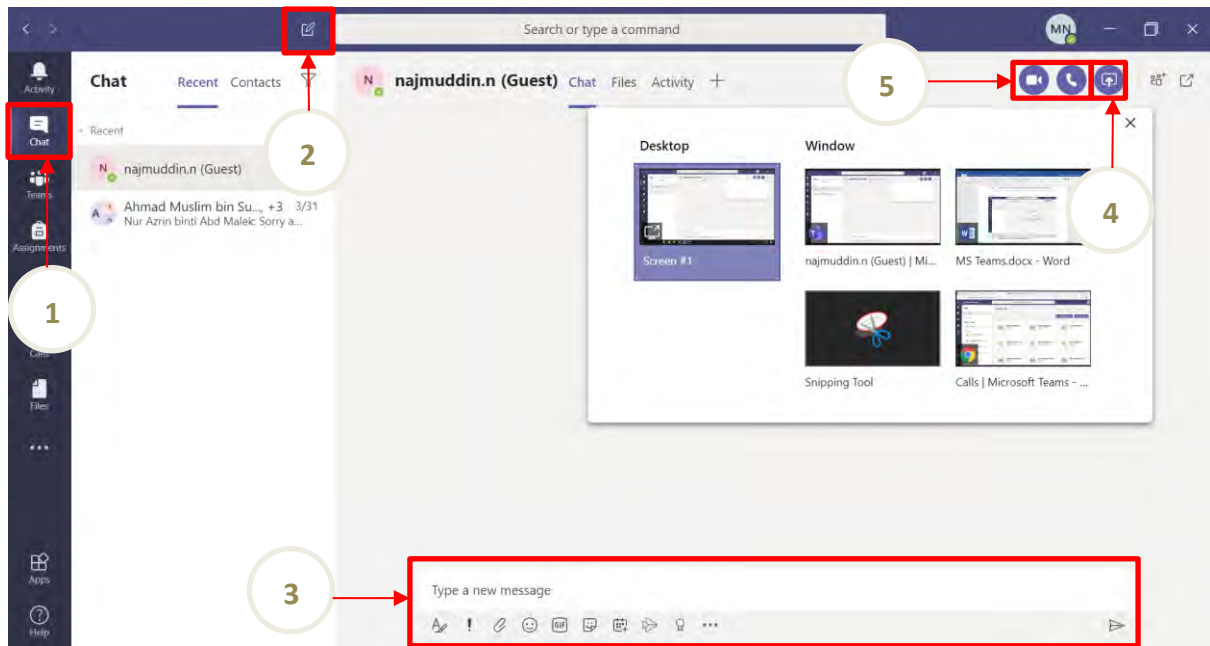| Step	Action
7.	You can upload the video by using on the 'Attachment' icon. Locate your file and upload it.
8.	Another method to upload the file is to drag and drop the video in the conversation.

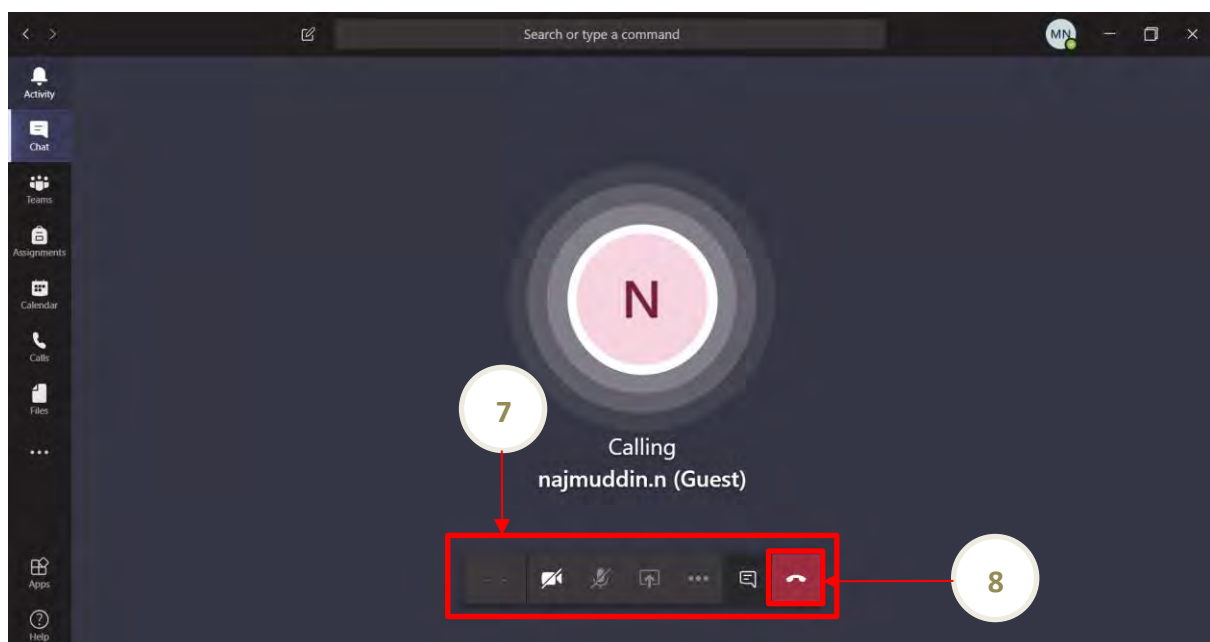| Step	Action
9.	It will prompt you to choose an upload location, select the location that you wish then click on 'Upload file'. Wait for the upload to finish then click on enter key or 'Send' button to post the video.

Step	Action
10.	Your guests are now able to view the recording that you post by clicking on it.

4.3 Chats & Calls
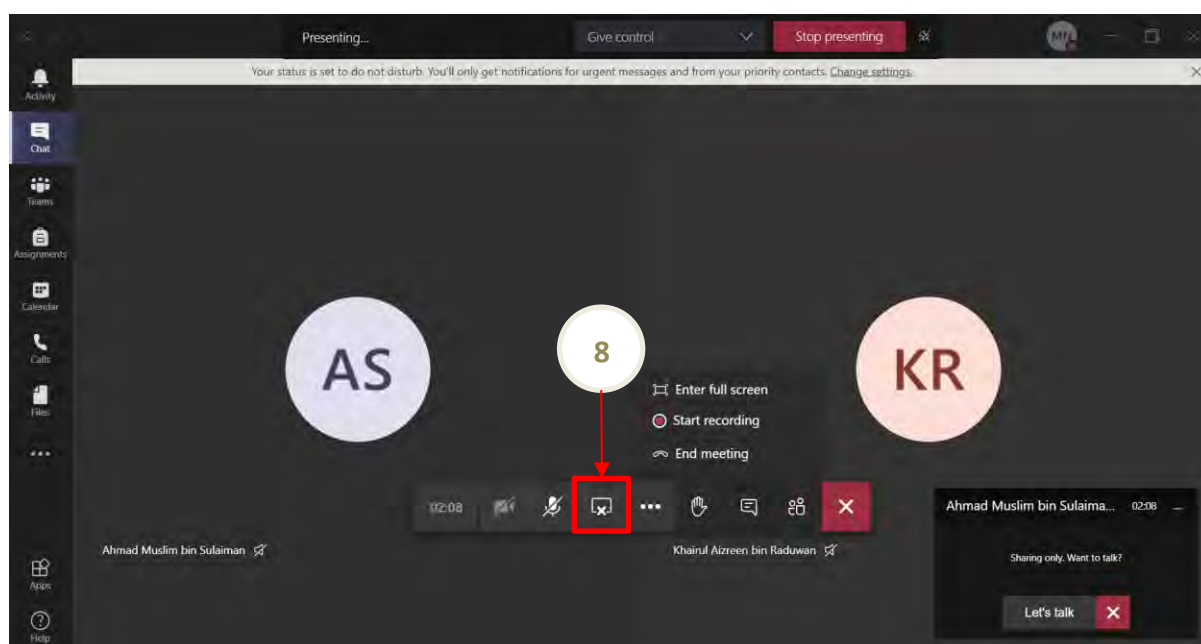

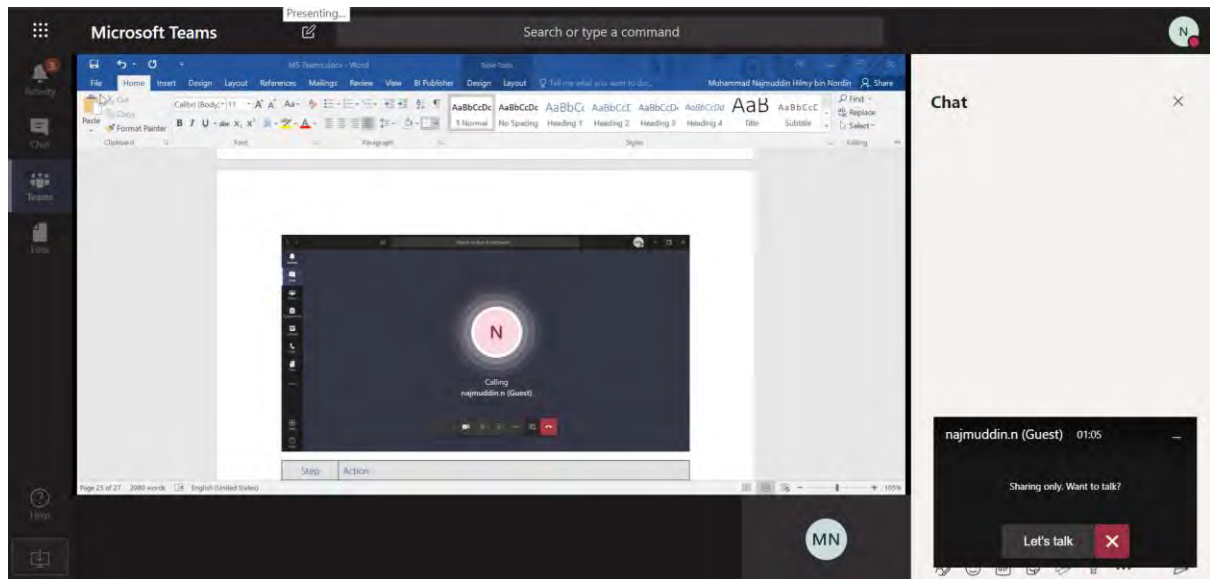| Step	Action
1.	Navigate to 'Chat' at the left side navigation bar.
2.	Click on 'New Chat' to start a new conversation.
3.	You can see the message field at the bottom. Please refer back to 4.1 on how to create and send messages.
4.	The 'Screen Share' option allows you to screen share either your desktop or apps that are listed in the drop down. When clicked it will open up a presentation screen which is similar to the video conference in 4.2.
5.	Click on the 'Call' or 'Video Call' to contact your team members. These options requires your team members to be online.

Step	Action
6.	You will see that the 'Call' and 'Video Call' controls are similar. Please refer back to 4.2 on what the controls does.
7.	Click on 'Hang Up' to end the call.

4.3.1 Screen Share

Step	Action
1.	Here we have an example for the 'Screen Share', where the host is able to view the members who participate in the sessions.
2.	To view what you are currently presenting to your teams, toggle the 'Screen Sharing'.
3.	Below is an example of what your teams are seeing when you screen share. In this example we shared a Word document.

Useful Links
- Demo: https://discover.microsoft.com/digital-education-demo/#/personalize-learning
- Blog: https://educationblog.microsoft.com/en-us/2018/10/class-notebook-in-microsoft-teams-create-and-connect-all-in-one-space/