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A C A D E M Y

A DIFFERENT THINKING



2019

ACCA & CAT

STUDENT HANDBOOK

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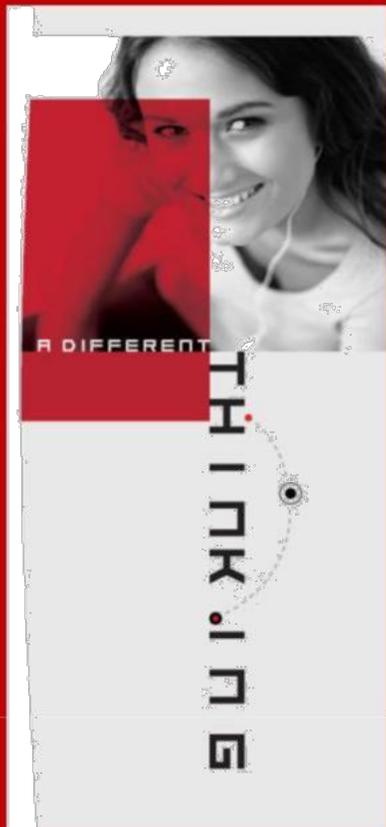


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WELCOMING SPEECH

WELCOME TO MALVERN INTERNATIONAL ACADEMY!

We are excited that you have chosen to allow us to help you achieve your educational goals. We believe you will enjoy your experience as part of the Malvern International Academy student body. We, the faculty, staff, and administration, are committed to the principles of access and opportunity, and we are available to help in any way possible.

In this student handbook you will find guidance on making the most of your experience here at Malvern International Academy. The necessary rules and regulations are included, and please refer to this handbook when you have questions about student organizations, admission and registration, academic and examination procedure, college facilities and policies, your rights as a person and a student.

Thank you.

Warm Regards,
Management Team.

COLLEGE BACKGROUND

Malvern International Academy (formerly known as *Kasturi College International*) was formed in the year 1988 for the purpose of delivering higher education in the areas of Accounting, Finance and Business. Tunku Dato' Seri Iskandar bin Tunku Abdullah, a member of the Royal Family in Malaysia, is the President/Chief Executive Officer of Malvern International Academy.

Driven by the growth in the education industry in the early 1980s, Tunku Dato' Seri Iskandar's vision was to build an educational institution that would develop professionals and scholars to drive the country forward as a knowledge-based society. This vision has become a reality as we have graduated more than 2000 students in various professional based programmes over the past 30 years.

In the early years as an educational institution, our focus was on the delivery of Professional qualification through Professional bodies from the United Kingdom such as ACCA, CIM, AEB, CAT, Professional bodies from USA such as Chartered Financial Analyst (CFA) and Professional bodies in Malaysia such as The Financial Planning Association of Malaysia (FPAM). Over the years, we have become a leader in the delivery of professional qualifications and till today still play a major role for members of the business community by providing access to quality management information, resources, practical education and business networking.

In the year 2006, we expanded our product portfolio by introducing Academic Programmes. These include home grown products, such as the Diploma in Business Studies, Diploma in Diploma in Computer Technology, Diploma in Accountancy, Diploma in Marketing, Foundation in Business, Certificate in Business Studies and Certificate in English Language.

We also expanded our product by introducing Vocational Programmes. We are an accredited training center by Ministry of Human Resource, *Jabatan Pembangunan Kemahiran (JPK)* to conduct a variety of vocational courses such as Culinary Arts and Food & Beverage – registered under Malvern International College (L02218); Multimedia, Information System and Computer System – registered under Kasturi College International (L02462). The vocational programme provides a career path and personal development comparable to exciting career path based on academic qualifications. SKM also produce skilled workers who trained and qualified to improve the competitiveness of local industries in the world market.

Moving on to deliver academic excellence, we partnered with the University of Wales (a member of the Royal Charter) to offer our students both the undergraduate and the

postgraduate programmes. The programmes are provided by Malvern International Academy related and fulfill the demands of business and industry. With the expertise in its specialized fields, Malvern International Academy is focused to meet the expectations of job the current job market.

Training, teaching, and learning facilities at Malvern International Academy are adequate and comparable to the demand of the market. Students are capable of facing the challenges and needs of industry and the job market. Students receive the necessary opportunities and time in the direct interface with academic staff, e-mail usage and the Internet. Trainees and students are guaranteed to gain all the preparation to align them with the industry and job market.

Higher education and learning experience gained while at Malvern International Academy has successfully changed students' fate and way of life towards more meaningful levels. Malvern International Academy is proud to be able to assist the students and play a part in making their life more complete as a **'One Stop Education Center'** and contribute towards the development of the nation and Vision 2020 for the Golden opportunities Global Possibilities.

MISSION & VISION STATEMENT

MISSION STATEMENT

Provide dynamic education and training, embracing creative qualities and capabilities by fostering:

- Academic Excellence
- Professionalism with Integrity
- Confidence with High Self-Esteem
- Responsible Global Professionals

VISION STATEMENT

TO BE A UNIVERSITY RECOGNIZED GLOBALLY, FORGING PARTNERSHIPS WITH BOTH PROFESSIONAL AND ACADEMIC BODIES.

MALVERN BRAND CONCEPT

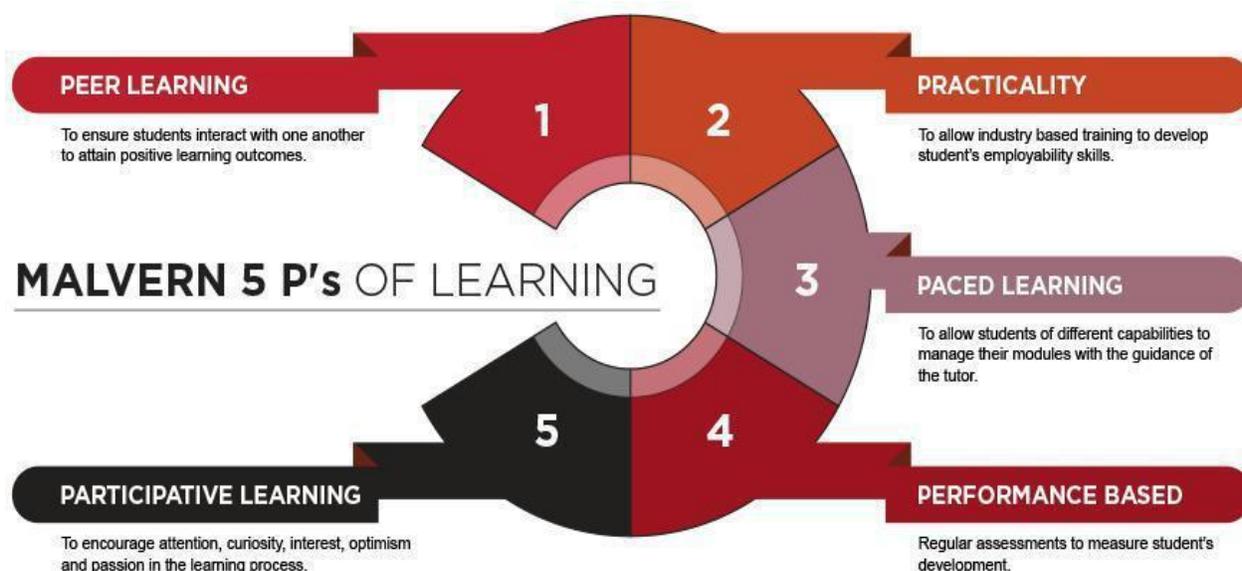
The education industry is characterized by the need for players within it to teach a curriculum, more often one not entirely set by itself. There isn't one educational institution in existence that doesn't want to claim itself absolutely unique, yet is encumbered by the curriculum issue.

The Malvern Brand takes on this issue from an entirely different angle – that it is the Malvern student that is uniquely different and that the Malvern environment and all its teaching staff and facilities are the “tools” that help the Malvern student find their own unique potential. Call it “creativity” or “out-of-the-box thinking – Malvern is where this elusive spark is discovered, nurtured and fanned into a glorious flame.

“A Different Thinking” is the line that sets Malvern apart from all others. It's a line – and a philosophy – that has consequences on both sides of the divide. For us, it means having the mastery and the flexibility to not merely encourage but guide an unorthodox approach. For the students, it means having the work ethic and imagination to see beyond what the book says. For both sides, it requires consistent application to constantly challenge conventional norms and existing frontiers.

“A Different Thinking” is a wonderful platform that isn't “size” dependent – it's all about the student's individual quality, not the size of your campus. It renews itself every time you apply it because to engender a “different” thought is to automatically look upon any subject in a new and refreshing way.

MALVERN 5 P's LEARNING



We are committed to provide a holistic curriculum which will develop individuals to become responsible citizens rising to the needs of their communities. Our team of dedicated lecturers and administrators will assist students to achieve success in their chosen academic pursuit. Our system of education develops graduates who embody Malvern's very own teaching learning methodology known as the 5P's (Performance-based, Paced Learning, Participative, Peer Learning and Practicality). Through our 5P methodology we endeavor to develop graduates to possess the key skills of employability – and the ability to stand out in the job market.

5P METHODOLOGY

- 1. PEER LEARNING** To ensure students interact with one another to attain positive learning outcomes.
 - 2. PRACTICALITY** To allow industry-based training to develop student's employability skills.
 - 3. PACED LEARNING** To allow students of different capabilities to manage their modules with the guidance of the tutor.
 - 4. PERFORMANCE BASED** Regular assessments to measure student's development.
 - 5. PARTICIPATIVE LEARNING** To encourage attention, curiosity, interest, optimism and passion in the learning process.
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ADMISSION AND REGISTRATION

1.0 INTRODUCTION TO REGISTRAR'S OFFICE

The Registrar's Office (RO) is the central body that evaluates applications and admits qualified candidates into their respective desired programmes. It is the authority that extends letters of acceptance and offers to applicants who wish to undertake the College's programmes.

With the admission, the issuance of student identity tags and numbers come with the process in order to formalize the entry of the candidate as a full-time registered student. Among the many administrative services it provides, the RO also administers policies governing admission, course selection, progression, records, completion as well as termination, to name a few.

2.0 ADMINISTRATIVE SERVICES

2.1 *Issue of Letters*

The RO provides a wide range of services to students. Such services mainly come in the form of provision of letters for the following purposes:

- EPF/KWSP, SOCSO
- Opening of bank account
- Travelling
- Withdrawal – for students who have withdrawn on valid grounds
- Release – for international students who wish to continue in another institution
- General acknowledgement

2.2 *Travels during Semester & Examination*

While travelling is allowed during the semester breaks or weekends, students are not encouraged to travel or tour during the semester or examination periods indicated in the academic calendar. The request for travel documents and letters from the RO will not be entertained unless and until it can be proven that the travel is on the serious grounds or extenuating circumstances such as a death in the family or the severe illness of a family member or war-related reasons all of which may allow the student to apply for a deferment.

If such reasons are given, the student would usually return to his / her home country (no travel letter is required) and not to another country (where a letter issued by Malvern International Academy is required). Leisure travel and tour during the semester will inevitably affect the accumulation of component marks, if not the studies of the student.

3.0 ADMISSIONS

3.1 General

All applicants are required to submit a duly completed copy of the Application Form together with the relevant documents required. Admission to any programme offered by Malvern International Academy is subject to the meeting of the academic entry requirements and full submission of certified true copies of previous academic achievements, certificates and / or transcripts, and three copies of the candidate's photograph (passport size).

Malaysian students are required to submit along certified true copies of their Malaysian identity cards, while *International students* are required to submit copies of their passports for visa application. Any other case would be subject to the requirement applicable at the point of application.

Successful applications will be issued a **Letter of Acceptance** and acknowledgement forms, on which the applicant would need to endorse with his / her signature, together with the payment of an application fee. With this, the process of application is completed and the applicant will be informed of the Orientation dates.

3.2 Entry Requirements

The entry requirements of all programmes may differ from each other and applicants are advised to ascertain the exact academic requirements or seek the assistance of Malvern International Academy counselors prior to applying.

Applicants who meet the minimum entry requirement of a particular programme may be admitted accordingly while those who do not meet so will be declined. The academic entry requirement of a programme is strictly governed by the Malaysian Ministry of Higher Education and in some peculiar cases, the relevant Boards and authorities.

3.3 Full Letter of Acceptance

Applications that have satisfactorily met the academic entry requirements and where applicable, passed the interviews or auditions will be issued a Letter of Acceptance. Such successful applications are granted full acceptance without conditions.

3.4 Conditional Letter of Acceptance

A Conditional Letter of Acceptance may be issued to an applicant whose academic results or other documents for application are not certified true copies yet at the point of application. Such documents must be certified by authorized and approved authorities.

3.5 Letter of Offer

A Letter of Offer is issued to Malaysian and International student intending to transfer from another Malaysian higher educational institution within the country. In this case, such a transferring student would have already met the Malvern International Academy academic entry requirements and duly submitted all documents, but pending the Release Letter from the former institution.

The issuance of a Letter of Offer serves to notify the latter that an offer has been made to the student and the leaving institution should be at ease to issue the Release Letter. Upon receiving the Release Letter, Malvern International Academy will then, where appropriate, issue a Letter of Acceptance.

3.6 Conditional Letter of Offer

In cases where the entry requirements are barely met or relevant documents are not submitted, the applicant will be issued a Conditional Letter of Offer. The conditional offer is usually made by Malvern International Academy on terms and conditions that lead to the fulfillment of the entire entry process eventually.

Relevant required documents not submitted will be followed-up until they are submitted to the RO. Where conditions stated in such letters are not fulfilled up to the completion of the programme, the student will be prohibited from graduating as the graduation requirement is not met.

3.7 Conditional Letter of Offer and Academic Probation

Where an applicant is issued a Conditional Letter of Offer on account of his / her weak academic results, the student might be subject to academic probation of one semester, achieving a minimum of a pass in all subjects undertaken in that first semester.

This requirement is essential to prove that the student is capable of pursuing the intended programme despite the element of weakness shown in his / her entry results. This revelation is also essential for Malvern International Academy to record as part of and support for the weakly fulfilled entry requirements.

However, should the condition be breached (i.e. failed one or more of the subjects in the first semester), the student under probation will be stopped from progressing further. His / her studies will be terminated and the fees payable will be restricted to the first semester only (if not already fully settled).

Where applicable, a student under Academic Probation but has failed a subject in the first semester may be allowed to continue his / her studies with the written support and advice from the Lecturer of the Faculty. The RO will then determine if a further probationary period is necessary and if so, the length of time.

3.8 Orientation

In-coming new students are required to attend an Orientation to familiarize with the environment, the Schools / Faculties, the premises, systems, understand the rules and regulations and other essential procedures prior to the commencement of their academic classes.

The Orientation serves to enable the new students to settle the administrative requirements on a guided basis. It is also an opportunity to exchange information and develop new friendships before the start of a hectic semester. Students have found the Orientation to be useful and beneficial when they first arrived at the campus and as such, all new students are strongly encouraged to attend.

3.9 Commencement of Classes

Students (new and existing) are required to attend the very first classes upon the opening of the semester to avoid missing important information that may affect the lessons for the whole semester. Students are requested to view, check and be guided by the Academic Calendar that been issued.

3.10 Deferment of Studies

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

Students are strongly not encouraged to defer their studies on tolerable grounds as it will prolong their length of studies. The usual deferment allowed at any one time of request is one semester. Request for subsequent deferment of semester is unlikely granted approval but may be considered on a case-by-case basis and depending on the circumstances. Absence of two semesters or eight months (whichever is longer) without notification will result in automatic termination of studies. Candidates in such situations may need to re-apply as new students.

ACADEMIC INFORMATION & EXAMINATION UNIT STANDARD OF PROCEDURE

4.0 ACADEMIC INFORMATION

4.1 *Test and Examination*

Students are required to attend all scheduled tests and examinations. Absentees must produce a medical certificate within 24 hours or doctor's letter. Students will not be awarded any marks for any test or examination that has been missed. When the absence is covered by a medical certificate, a make-up test may be given in exceptional circumstances or the result for the term work to date awarded. **This is not applicable for international exams.**

4.2 *Transcript*

The college issues transcripts at the end of the final semester. This will issued upon clearance of all outstanding payments and return of any college property (ies).

4.3 *Remedial Help*

If students have difficulty in understanding certain areas they are encouraged to discuss the matter with the respective subject lecturers.

4.4 *Repeating the Course*

In some programmes, student may repeat what they have failed, in the following semester. Students are advised to consult the advice of the course coordinator to ensure that the requirements are made. Any additional cost will be borne by the individual student together with the fee for the following semester. This is to be settled within 30 days upon enrollment.

4.5 *Homework and Assignments*

All assignments must be submitted by the due date. Extensions are at the discretion of each individual lecturer. Students who have not submitted assignments would be graded **Non-Compliance (NC)**.

4.6 *Government Requirements*

The Ministry of Higher Education through the Malaysian Qualification Agency (MQA) has imposed upon Malaysian students to undertake the certain compulsory subjects at both the Foundation level and the Undergraduate level. International students are exempted from the requirement.

4.7 *Current Courses Offered*

The current courses which are offered include:

- i) ACCA
- ii) CERTIFIED ACCOUNTING TECHNICIAN(CAT)

4.7.1 *Certified Accounting Technician (CAT)*

Subjects:

	ACCA Diploma in Financial and Management Accounting (RQF Level 2)
FA1	Recording Financial Transactions
MA1	Management Information
	ACCA Diploma in Financial and Management Accounting (RQF Level 3)
FA2	Maintaining Financial Records
MA2	Managing Costs and Finance
	ACCA Diploma in Accounting and Business (RQF Level 4)
FAB	Accountant in Business
FFA	Financial Accounting
FMA	Management Accounting

4.7.2 *ACCA*

Subjects:

	Applied Psychology
AB	Accountant in Business (F1)
MA	Management Information (F2)
FA	Financial Accounting (F3)
	Applied Skills
LW	Corporate and Business Law(F4)
PM	Performance Management (F5)
TX	Taxation (F6)
FR	Financial Reporting (F7)
AA	Audit and Assurance (F8)
FM	Financial Management (F9)
	Strategic Professional – Essential (All two)
	Strategic Business Leader (SBL)
	Strategic Business Reporting (SBR)
	Strategic Professional – Options (Any two)
	Advanced Financial Management P4 (AFM)
	Advanced Performance Management P5 (APM)
	Advanced Taxation P6 (ATX)
	Advanced Audit and Assurance P7 (AAA)

4.8 MPU Subject

4.8.1 Malaysian Students

This group of student is required to undertake the following subjects. Students are required to attend classes and pass the examination.

Certificate /Foundation	Diploma
<ul style="list-style-type: none">• *Bahasa Kebangsaan A / **Critical And Creative Thinking Malaysian Studies 1• Arts, Customs and Beliefs of Malaysians	<ul style="list-style-type: none">• *Bahasa Kebangsaan A / **Thinking Skills• Malaysian Studies 2• General Psychology• Co-Curriculum

*Student need to take this subject if fail in Bahasa Melayu SPM.

**Student need to take this subject if pass in Bahasa Melayu SPM.

4.8.2 International Students

This group of student is required to undertake the following subjects. Students are required to attend classes and pass the examination.

Certificate /Foundation	Diploma
<ul style="list-style-type: none">• Critical and Creative Thinking• Bahasa Melayu Komunikasi 1• Arts, Customs and Beliefs of Malaysian	<ul style="list-style-type: none">• Thinking Skills• Bahasa Melayu Komunikasi 2• General Psychology• Co-Curriculum

5.0 EXAMINATIONS RULES

5.1 Final Examination Component

Students are required to sit for a mock examination towards the end of each course, if the course being undertaken requires this assessment.

The format and duration of the mock examination will follow actual ACCA examination depending on the course. The venue of the final examination is usually at the Examination Hall but could be located elsewhere depending on the capacity and the logistics of the entire examination.

5.2 Mock Examination Timetable

Mock exam will be conducted early May for June examination and early November for December examination. Students will be informed in due course about the mock examination mid-way through the course.

EXAMINATION REGULATIONS

6.1 *Examination Slip*

As mentioned, every student is required to obtain an examination slip approximately two to three weeks before the final examination. The slip, together with the student matric card, represents the combined ticket to enter the Examination Hall.

Without either one, the student is required to approach the RO to obtain temporary exam slip and / or identification tags after a penalty payment. The examination slip will outline all the subjects that the student is undertaking for the particular semester. Where the student has been barred from a final examination, a line will be drawn across the subject and the student is urged to act swiftly to unbar him or herself.

6.2 *Prohibited Items in the Examination Hall*

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

This is notwithstanding that the examination has commenced or not, and whether the prohibited items brought in intentionally or otherwise. The onus to check that these prohibited items are not brought into the examination hall rests with the students. Such prohibited items include materials borrowed from someone else (e.g. friend, classmate, house mate, family member, and so forth).

The onus to check whether such items borrowed contained prohibited writing, engraving, carving, markings and so forth, rests on the student. Items that are allowed into the examination hall will be checked by proctors when suspicion arises. Examples of such items are outlined below:

6.2.1 *Prohibited Items to be checked*

- *Papers of any size*

- *Coats, jackets, pockets, pants*
- *Rulers (where allowed)*
- *Caps*
- *Calculators (where allowed)*
- *Books (where allowed)*
- *Books or notes*
- *Calculators covers (on the floor)*
- *Examination tokens*
- *Electronic devices*
- *Pencil cases / boxes (on the floor)*
- *Wallets and purses*
- *Bags of any kind*
- *Spectacles casings*
- *Dictionaries (where allowed)*
- *Others*

Prohibited items found in the examination hall will be confiscated and used as evidence in the College Examination Board meeting and will never be returned to the student, on certain circumstances. This regulation must be strictly adhered to and the onus to do so rests on each student. Students are advised to seek alternative avenues to safeguard their mobile phones and other valuable belongings, if they insist on bringing these items to the examination.

Lockers are provided by Student Affairs Office at daily rental rate or on shared basis. Malvern International Academy shall not be held responsible for the loss of any item within the premises if the student does not heed the advice of not bringing valuable items to examination.

6.3 Mobile Phone in the Examination Hall

The mobile phone when brought into the examination hall must be switched off and placed on the floor under the student's chair, at all times clearly visible for the proctors to note and observe. If the mobile phone is found in silent mode or rings during the examination, the mobile phone will be confiscated.

Student will then be required to pay the penalty of RM 50/- in order to retrieve both the SIM card and the mobile phone. Notwithstanding whether there was intention or not, mobile phone found to be used as a cheating tool in the examination hall will be confiscated and used as evidence in the College Examination Board meeting.

Students are advised to seek alternative avenues to safeguard their mobile phones and other valuable belongings, if they insist on bringing these items to the examination.

6.4 *Washroom Procedures*

Students who wish to go to the washroom may raise their hands for permission to proceed to the washroom. When consent is given, the student is required to sign a washroom control booklet outside the restrooms to indicate when and who had been to the washroom during a particular paper.

Students are not allowed to go to the washroom immediately after entering the examination hall and within the first 30 minutes of the examination. This security measure is highly confidential and is best left followed accordingly. For the same reason, students are not allowed to visit the washroom towards the last 15 minutes before the examination ends.

However, this regulation is flexible and can be relaxed upon the advice of the Chief Proctor of the particular session. Students are advised to visit the washroom before any examination session. Where appropriate, students deemed may be subject to a body search by proctors.

6.5 *Seating Arrangements*

At each examination session, students are given special seat arrangements that are totally different from other sessions. Such seating arrangements will be posted onto the nearest notice boards to the examination hall 15 minutes before each session. Students are therefore encouraged to proceed to the examination hall early to check their respective seat numbers. The arrangement is fixed according to the attendance logistics and unauthorized movement is strictly prohibited, unless instructed or requested by the proctors.

6.6 *Absenteeism from Final Examination*

Absenteeism in final examination entails a serious consequence and procedure. Malvern International Academy defines absenteeism as not physically present in the examination hall during the stipulated time and day of the paper in question, under whatever reasons, conditions or circumstances.

Unlike other Colleges who may not accept absenteeism, Malvern International Academy has taken a more lenient view and accepts certain absenteeism provided that the reasons and documented proofs and procedures are fully complied with.

Absenteeism may be due to two common reasons: medical or non-medical. Students who are unable to attend the final examination are required to submit a medical certificate issued by the doctor from either a government or private hospital within five calendar days from the date of the missed examination (inclusive of the examination day). Such medical certificates must be promptly submitted to the RO, and not to the lecturer / School / Faculty. **Where records reveal that a student had submitted medical chits for being absent consecutively for three semesters or more, the College reserves the right to reject future medical certificates and disallow the student from attempting the supplementary examination, unless strong medical reports by doctors from public hospitals can verify the nature and severity of the recurring illness in each examination period.**

Medical certificates from private clinics are not allowed and will not be accepted. The same is true for dental certificates as dental problems could be addressed before the examination period or after the three-hour paper, not necessarily being absent.

6.7 *Cheating and Misconduct*

6.7.1 *Definition of Cheating*

Malvern International Academy views cheating seriously and considers both intentional actions of cheating and failure to prevent unintentional actions of cheating as a grave offence. This item will be emphasized again under Misconduct.

6.8 *Before the Examination*

- Be at the designated examination room at least 30 minutes before the start of the examination.
- Students are not allowed to enter the examination hall/ room until the invigilator gives the instructions.
- All textbooks, notes, bags and belongings must be placed at the designated area usually within the examinations room. Hand phones or any other unauthorized electronic devices are prohibited in the examination hall.
- Students may take into the examination room pens, pencils and erasers.
- Pencil cases should be transparent. You must write in blue or black ink. Color pencil or ink may be used only for diagrams, maps, charts and etc.

- Students are not allowed to borrow anything from another candidate during the examination. Do not bring into the examination room any operating instructions or prepared programs.
- Student must not use a dictionary or computer spell-checker
- Student has to make sure to have an ID card, Examinations Entrance Slip (EES) IC before entering the examination room. Self-sponsored students will have to clear all outstanding payments to A&R before being issued with EES.
- If student arrive late for an examination, report to the chief invigilator. No extra time will be allocated for the lost time.
- Student will not be allowed to enter the examination room 30 minutes after the examination has started

6.9

During the examination

- Follow all instructions given by the chief invigilator
- Maintain silence at all times while in the examination room
- Student has to place the student ID,EES and IC at the top left hand corner of the desk
- Student has to to inform the invigilator immediately:
 - If not been given the right question paper
 - If not been given all the materials as listed on the front of the paper
 - If the question paper is incomplete or badly printed
- Read carefully the instructions printed on the question paper and/or on the answer booklets/sheets
- Fill in the details on the answer booklet/paper and question paper(if applicable)
- Student has to do the rough work on the examination stationary provided.
- If student have a problem and is in doubt about what should do or need more paper, student have to raise hand for attention.
- Student must not ask for and will not be given any explanation of the questions

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- Students are discouraged from using the toilet during the examination, but if the need arises, students have to obtain permission from the invigilator who will then make arrangements for the student to be accompanied to the toilet
- Should a situation arise during the examination that necessitates the temporary stoppage of the examination, or the relocation of candidates to another venue, student must remain quiet at all times and follow the instructions of the invigilator. Stoppage time will be noted and added onto the previously agreed duration of the examination.
- Students are allowed to bring drinking water into the examination room. If students have health problem and need to eat during examination, please inform the Chief Invigilator and get his/her permission.
- Students must NOT do the following during an examination:
 - Have any possession any book or blank paper (other than that issued for that particular examination) or any other means which would indirectly help you in your work.
 - Directly on indirectly give help to any other candidate
 - Directly on indirectly accept help from any other candidate
 - Share writing materials or other items
 - Talk move or look around
 - Be guilty of any breach of good order or property

Note: Students who are caught copying or cheating during an examination will be considered as failed for the complete paper / or the entire examination of the particular semester.

6.10 End of examination

- If student have used more than one answer booklet and/or any loose sheets of paper, student must place them in the correct order. Remember to fill in the necessary information on these answer booklets / sheets before the end of the examination.

- Students are not allowed any extra time to continue writing once the invigilator has made the announcement to stop writing

- Students have to fasten the answer sheet together with the string or stapler provided.

- Students must not leave the examination room until the invigilator instruct to do so

- Students must not take from the examination room any examination stationary, used or unused papers, rough work or any other materials provided for the examination.

COLLEGE FACILITIES & POLICIES

7.0 COMPUTER LABORATORY

7.1 *Rules and Regulations*

Students are accessible to the computer laboratories either through classes held or by personal use. The following are rules and regulations pertaining to the use of the computers in the laboratories and students are advised to adhere to them.

- Students are allowed to use the computer laboratories during the operation hours only.
- Students must bring along their student matrix card when using any of the computer laboratories.
- Students are required to log off after using the computer to avoid unnecessary complications.
- Students are required to bring their own papers for printing in the computer laboratory.
- Students will be held responsible for damage (intentional or otherwise) inflicted upon any equipment in the laboratories

7.2 *Prohibitions*

The following items and actions are prohibited in the computer laboratories:

- Use of mobile phones. Mobile phones brought into the lab should either be switched off or placed on silent mode.
- Food and drinks and general littering and smoking
- Loud and distracting behaviour, including group activities of any sort
- Locking of workstations
- Internet chat, web-phone, video streaming, etc.
- Playing games
- Using facilities to earn income in any form
- Abuse of printing facilities (e.g. printing of whole document)
- Hacking and contaminating the computers with virus of any kind
- Giving others authorized access or password
- Swapping of keyboard or mouse or computer processing unit

- Downloading and storing obscene materials
- Sending messages obscene, slanderous, threatening or annoying messages
- Installation of unlicensed software or use of unauthorized copies of any software
- Tampering with hardware and / or software configurations

7.3 Disciplinary Actions

Disciplinary action taken against students who are found violating any of the above may include:

- Verbal warning
- Formal written warning
- Fine up to RM200/-
- Withdrawal of user account / access
- Further actions may be taken against repeat offenders, including:
 - Restriction
 - Suspension
 - Expulsion

8.0 HEALTH & SAFETY POLICY

8.1 Purpose

Malvern International Academy is committed to provide a safe environment by integrating the best practices of policing for all health and safety matters in accordance to the Occupational Safety and Health Act 1994, by creating and maintaining a healthy and safe environment, securing the health and safety of all staff, students and public within the College community. The purpose of this document is to recognize and comply with the health and safety, ensuring a high quality and standard of health and safety are being practiced and achieved.

8.2 Scope This Policy applies to all staff, students, school / faculty, departments and public within the College community.

8.3 Policy

8.3.1 Organization and Arrangement for Implementation

Malvern International Academy acknowledges with its corporate responsibility for all health and safety matters, as set out in the Occupational Safety and Health Act 1994. Malvern International Academy will maintain a working environment where the health and safety of our staff and students is assured. Malvern International Academy will not only comply with the relevant legislation, but will take positive action to prevent ill health, injury and loss and to promote good health and good practice.

Malvern International Academy will take all relevant steps to promote and maintain a positive safety culture and high standards of safety throughout its premises, paying particular attention to achieve the following objectives:

- ✓ To ensure all significant risks arising from the activities are assessed and appropriate control measures are implemented, with relevant retrievable records retained;
- ✓ To provide and maintain plant, structure, fabric, equipment and working environment that is safe and without risk to health; To base the design, operation and maintenance of safe systems of work, on sound risk management principles;
- ✓ To provide information, instruction, training and supervision that is relevant and appropriate to its activities;
- ✓ To provide and maintain safe access and regress to and from all sites and places of work;
- ✓ To monitor, evaluate and audit the effectiveness of health and safety plans and strategy;

8.4 Responsibility

Effective health and safety management depends on commitment, co-operation and effort by all. The identification of responsibility and accountability for health and safety, within the College Campus, is a key part of both the safety management system and the development of a positive

9.0 INFORMATION & COMMUNICATION TECHNOLOGY (ICT) POLICY

9.1 Purpose

The purpose of this policy is to ensure the proper use of Malvern International Academy (hereinafter referred to as the International College) ICT facilities, software,

services and systems (hereinafter collectively known as ICT resources) by its employees (academic and administrative), guests and students (hereinafter collectively they are known as the community) in an appropriate, responsible, and ethical manner. This policy also applies to the use of privately owned computers or notebooks connected to the College network.

9.2 Scope

This ICT policy supports, supplements and facilitates the College usage of ICT facilities in administration, communication, research, teaching and learning endeavors within the scope of existing laws of Malaysia; and it requires that the community do the same.

9.3 Policy

9.3.1 Electronic Communications

All electronic communications (email, data, associated attachments, objects, graphics, videos, and any other related communication which is eusdem generis) transmitted or received by the Malvern International Academy networks are subject to the provision of this policy, regardless of whether the communication was sent or received on a private or the College owned computers. When faced with evidence of violations of the College policies and/or procedures, of contractual obligations, or of the existing laws of Malaysia, the College may consider the electronic communication and its associated stored on or transmitted by the College 's computer equipment to be property of the College and may inspect them without notice.

9.4 Responsibilities, Privacy & Confidentiality

Electronic communication is a privilege and should be used in a responsible manner which conforms to privacy and confidentiality.

Individual users using the College's ICT facilities must assume full responsibility for their acts. Individuals making use of electronic communications are cautioned that they may willingly or unwillingly receive or discover electronic or hardcopy material they find offensive. The College assumes no responsibility for the initiation and/or transmission of such material, whether or not such material originates inside or outside the College. Most electronic communication users may intend their message to be private communications between themselves and another party; the privacy and

confidentiality of electronic communication cannot be guaranteed by the College, inter alia for the following reasons but not limited to:

- Electronic communications may be saved indefinitely on the receiving computer.
- Copies of electronic communication can be forwarded electronically or printed on paper.
- Electronic communications can be intentionally or accidentally forwarded to others.
- Electronic communications may be sent to incorrect addresses or be improperly delivered by an e-mail system or Internet Service Provider (ISP).
- It may be impossible to find out who sent a message, especially if it is passed on by many people.
- It may be possible for other people to read and/or change messages that you sent by forwarding it to others.

All students are permitted to use electronic communication for business, private and confidential communications and he/she must assume full responsibility and accountability for their actions.

The College reserves the right to examine material stored on, received and/or transmitted through its communication infrastructure.

However, the College will examine such material only when, and to the extent that, reasonable business needs require official intervention for the protection and maintenance of the communication infrastructure.

This includes but not limited to the monitoring of electronics communications and retrieval of information and data for the purpose of investigation under the instruction of the Programme Director, and such information obtained shall be admissible as evidence in a court of law if required. The community of the college should be aware that privacy cannot be guaranteed in electronic communications, even for information or communication that has been deleted.

There are situations and matters not controlled and covered by any law or policy, the College expect members of its community to exhibit ethical conduct in the use of ICT resources. Electronic communication can be ambiguous and is less personal in nature as compared to other tools and form of interaction. Individuals are expected to exercise good judgment to ensure that their electronic communications reflect the high ethical standards of the academic community and display mutual respect. While the College will not restrict access to and/or filter any form of information, individual using

computer workstations or displays in public areas or labs are encouraged to maintain an appropriate level of common civility and courtesy in viewing information content that could be identified as offensive or causing embarrassment to a passer-by or casual observer.

9.5 Disclaimer and Confidentiality Notices

Electronic communication has many hidden dangers especially when it is used for external electronic communication and sent outside of the University. Electronic communication can be admissible as evidence in a court of law if required. It is good practice to insert the following message into all external e-mails:

a) Electronic communications via the Internet are not secure and therefore the University does not accept legal responsibility for the content of this message. Any views or opinions presented are solely those of the author and do not necessarily represent those of the University. Or

b) This e-mail and any attachments transmitted with it are private and confidential to the named recipients. Any information provided is given in good faith. It may not be disclosed to or used by anyone other than the recipient (s), nor copied in any way. The College accepts no liability for the content of this e-mail, or for the consequences of any actions taken on the basis of the information provided, unless that information is subsequently confirmed in writing. If you have received this e-mail in error, please advise the sender, and then delete it from your system

9.6 Prohibited Practices

Members of the community are prohibited from engaging in any of the practices described below on the college's ICT infrastructure. The college through the Computer Services Department may suspend or revoke such privileges of any individual who abuse them. In addition to that, the college may impose through the Group Human Resource Department, if found guilty, appropriate disciplinary action(s) in respect of the following:

- Sending obscene, offensive, provocative or causing embarrassment electronic communication without the consent of the recipient;
- Sending intimidating, threatening, harassing or abusive electronic communication to another user;
- Intercepting, disrupting, or altering an electronic communication without proper authorization;

- Attempts to read, delete, copy or modify electronic communication of other users without permission;
- Electronic communication should not be read or sent from another user's account except under proper delegated arrangements;
- Forgery (or attempted forgery) by misrepresenting the identity of the source of an electronic communication;
- Allowing another user (known or unknown to the College) to use one's e-mail account for any criminal purposes;
- Using electronic communication to interfere with the ability of the others to conduct the college's business;
- Sending unsolicited electronic communication, —for profit|| messages, or mass electronic mails without a legitimate college business purpose;
- Using electronic communications infrastructure (accessing web based e-mails and search engines) for commercial purposes unrelated to college's business;
- Reproducing or distributing copyrighted materials without appropriate authorization; Unauthorized exchange or selling of propriety information, trade secrets or any privileged,
- Confidential or sensitive information that belongs to the college;
- Registration to list servers without proper authorization from your supervisor, such service subscription can result in an overload of received messages directly impacting the performance of the electronic communication system;
- Users cannot compromise the privacy of their password by giving it to others or exposing it to public view;
- Using electronic communications infrastructure for any purpose, which violates the laws of Malaysia as well as the college policy. Using electronic communications infrastructure with illegal and/or unauthorized software, for any purpose which violates the laws of Malaysia as well as the College policy.

The above list is just an illustration and by no means exhaustive.

9.7 *Anti-virus & Anti-spam Protection*

The College will provide its community adequate protection from computer virus, unsolicited and unwanted electronic communication from internal or external sources by investing and deploying anti-virus and anti-spamming software where appropriate on ICT infrastructure owned or leased by the College and ICT services provided by the College. This is intended to:

- a) Ensures its community is protected from virus, spy ware, malicious attacks, phishing and not inconvenienced through the receipt of unsolicited emails
- b) Ensures its community do not use the ICT resources in the manner that is illegal against others
- c) Seeks to minimize any misuse or illegal use of email communications

The College will install anti-virus software to ensure that all networked computer servers, computers and notebooks owned by the College are protected against virus infection. The effectiveness of these polices within the community is dependent on individual due to the fact that anti-virus and anti-spam software can be turn OFF and ON by the individual user and filter options can be adjusted. These software(s) are updated on regular basis.

9.8 Backup of Data and Information

The Computer Services Department is responsible to backup necessary and relevant data for the entire College which is located at the servers. Individual users and staff will be responsible to backup their own data which is on their own desktop and notebook computers. The College provides the necessary storage and backup media to staff who request for it in order for them to perform the backup process.

10.0 LIBRARY

10.1 Rules & Regulations

The library is accessible to all full time and part time students officially enrolled in any of the programmes offered by Malvern International Academy. The use of the library however, is governed by its rules and regulations set forth herewith.

The operating hours of Malvern International Academy library are:

Monday – Friday 09.00am – 07.00pm

Saturday & Sunday 09.00am – 01.00pm

Public Holidays - Closed

Students are advised to note the operating hours.

***subject to change at discretion of the College management ***

10.2 General Requirements

To enable the library to carry out its function effectively and for the benefit of other users in the library, students are required to adhere to the following requirements when using the library:

- Wear or accompanied by student **Matric Card** upon entering the library.
- Users must be decently dressed and conduct themselves properly in the library.
- Reservation of seats is not permitted.
- The library staff may remove books and other articles left for any length of time on chairs and tables.
- The discussion rooms must be used strictly for group discussions only.
- The library staff on duty has the right to request users to leave the premises if they are found to be violating any of the library rules.
- An announcement will be made ten minutes prior to closing time and all users must vacate the premise punctually.
- The library will not accept responsibility for the loss or misplacement of personal belongings.
- The Librarian is empowered to withhold library facilities for any infringement of these rules.
- The Management may amend the Library Rules and Regulations as and when necessary.

10.3 General Prohibitions

The following items and actions are prohibited in the Library:

- Smoking
- Consumption of food and drink
- Pets of any kind, living or non-living
- Talking excessively loud, shouting or chatting noisily with other users or through mobile phones.

10.4 Loss or Damage

Borrowers will be fully held responsible for library materials on loan. If the material is lost, an immediate report should be made to the librarian to enable appropriate action to be taken. A borrower is allowed to either replace the material lost / damaged by directly purchasing or by requesting the library to replace it. If the latter alternative is chosen, the borrower will have to pay twice the market price of the book

as a penalty. All books replaced in this manner must be of the latest edition. If the book is one of a set series, the borrower may be called upon to replace the whole set or series.

10.5 Fines

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

11.0 MISCONDUCT

11.1 Policies Governing Misconduct

Students are reminded that the Malvern International Academy regards academic misconduct as a very serious matter. Some examples of the misconduct have been discussed above and will be repeated in this section to emphasize the gravity of the matter. Students found guilty of misconduct can be subjected to serious academic penalty.

Malvern International Academy defines Misconduct as a host of unacceptable actions and behavior that can be broadly categorized into academic misconduct and offence, and indiscipline. In practice, certain actions and /or behavior may overlap and the Senate shall be the main and final body to define the incident in conjunction with other relevant Boards who will mete out appropriate and commensuration penalties.

11.2 Academic Misconduct and Offences

An academic misconduct or offence is defined as seeking to obtain an improper advantage in Malvern International Academy processes of assessment, as evidenced by a breach or an attempted breach of its regulations governing the conduct of assessment or process of assessment. When a penalty for an academic misconduct or offence is imposed, it is a principle that the student's assessment outcome will be less favorable than if he / she had not committed the offence. This clause also attempts to outline the common categories of offences but they are by no means exhaustive. The following are some examples of academic misconduct and offences defined by Malvern International Academy.

- Taking unauthorized materials into an examination venue.
- Cheating in final examination, tests, quizzes, assignments, and / or equivalent.
- Repeated cheating in any of the said component(s) consecutively or otherwise.
- Submitting work of another person for personal assessment, intentionally or otherwise.
- Failing to acknowledge the source of material in an assignment or term paper.
- Intentional falsification of information in any academic work.
- Obtaining prior knowledge of an examination paper and possessing the intention to use that knowledge in the examination.
- Challenging academic staff on appropriate progression paths.
- Intentionally abetting and / or assisting another student to commit an act of academic misconduct.

Due to the circumstances of individual cases the penalty levied can range from requiring the student concerned to re-submit the piece of work to suspension or expulsion from Malvern International Academy. If the student is dissatisfied with the penalty, an appeal may be lodged in writing to the Student Affair Department of Malvern International Academy University. The Student Affair Department may decline to take action in cases where insufficient or unfounded reasons have been given by the student and therefore shall inform the student accordingly.

11.3 Further Inclusion

An academic misconduct or offence is extended to include the following offences that are defined further.

- **Impersonation:** A student who is substituted by another person in an examination or who submits by substitution the work of another person as his or her own is guilty of deception by impersonation. The offence of impersonation can be applied both to the student and the accomplice.
- **Collusion:** Where students in a class are instructed or encouraged to work together in the completion of an assignment, such group activity is regarded as approved collaboration. There may be a requirement for each student to identify his / her own contribution. However, where there is a requirement for the submitted work to be solely that of the individual, collaboration is not permitted. Students who improperly work collectively in these circumstances are guilty of collusion.
- **Plagiarism in Assessed Coursework:** The academic offence of plagiarism is committed when a student submits as his or her own work of which he or she is

not the author. A special section on Plagiarism is outlined in Section 24 and its subsidiary clauses. All sources should be cited and all quotations from the works of other authors clearly identified as such. A student is liable to be found guilty of plagiarism if any work presented for assessment is found to contain the unacknowledged work of some other person or persons. If a student's work is found to contain verbatim (or near verbatim) quotation from the work of other authors (including other students past or present) without clear acknowledgment, then plagiarism has been committed whether or not the student intended to deceive the examiners.

- **Forging, Fabricating or Tampering of Results:** A student who is caught fabricating academic results of previous qualification and / or of Malvern International Academy results (transcript or result slips) or tampering with part of the official results issued by authorities is deemed to have committed an act of gross misconduct. The offence carries a grave and serious penalty, and depending on the field of study, expulsion is usually the outcome with appeals un-entertained.
- **Forging of Signatures in Official Letters:** A student who is caught creatively fabricating letters with the intention of deceiving readers that the letters were issued by Malvern International Academy and / or forging official signatures has committed an offence that may be of criminal in nature. Where appropriate, offence will be reported to the police authorities and the penalty imposed is usually expulsion.
- **Other Forms of Deception:** A student who seeks in any way to gain an unfair advantage in assessment by deceiving the examiner(s) is deemed guilty of an academic offence, whether or not such an offence matches exactly any of the above categories.

11.4 *Beyond Definition*

Without limiting the generality of the definition, misconduct SHALL also include:

- i. Disobeying or failing, without reasonable cause, to observe any provision of the College constitution.
- ii. Disobeying or failing, without reasonable cause, to observe any provision of any written rules or regulations of the College or any resolution of the Senate and / or College Council of which students have been duly notified.
- iii. Contravening any rules made by the Senate in relation to the conduct of written assessment.

- iv. Acting dishonestly or unfairly with respect of:
 - a. Presentation of any essay, project, thesis or other work to be assessed by the College; or
 - b. Any examination conducted by the College.
- v. Withholding relevant information or furnishing false or misleading information for purposes connected with academic progression or enrolment or proposed enrolment as Student, whether such withholding or furnishing of information takes place before or after the person becomes a Student of the College.
- vi. Disrupting any teaching, study, assessment, research or activities of the College or the administration of the College.
- vii. Contravening any rules of the instruction of the College librarian or a member of the College library in relation to the use of library books or facilities.
- viii. Obstructing any Staff of the College in the performance of his / her duties.
- ix. Disobeying, without reasonable cause, any instruction of an Officer or employee of the College, including failing to leave any building or part of a building when directed to do so.
- x. Damaging or wrongfully dealing with or using any College property or any property under the control of the College or on College premise or on a location where a Student is present under the auspices of the College.
- xi. Entering prohibited places or areas within the College.
- xii. Willfully defaming or discrediting the College, employee of the College or other Student.
- xiii. Making unauthorized representation or communication to the press or the public on matters concerning the College.
- xiv. Unlawfully or without obtaining prior written consent of the College, organizing or participating in any assembly, talks or seminars.
- xv. Making unauthorized disclosure or using of, or having unauthorized access to official College documents, computer resources or information, or confidential information.
- xvi. Being involved or abetting in activities, which are deemed subversive or tantamount to conviction in the criminal court or the syari'ah court.
- xvii. Being involved in any form of gambling, consumption of alcohol or sexual misconduct, within or outside College premise.
- xviii. Using or having unauthorized possession of intoxicants, controlled or illegal substances or materials dangerous to public health and safety, within or outside College premise.
- xix. Smoking within College premise.

- xx. Having in possession or distributing obscene materials, within or outside College premise.
- xxi. Assaulting, threatening or intimidating a person, within or outside College premise.
- xxii. Violating any provision of any written laws of the country.
- xxiii. Being engaged in any undesirable occupation, employment, business, trade or activity.
- xxiv. Any other misconduct that the College will establish from time to time whether written or otherwise.

11.5 *Types of Penalties*

Penalties imposed vary according to the seriousness of the misconduct or offence. A student found guilty of misconduct may be liable to any one or a combination of two or more of the following punishments:

a. **Admonition.** A written reprimand from the Student Affair Department to the student.

b. **Warning probation.** Further violations will result in severe disciplinary action and can include conditions related to the misconduct, such as counseling, educational seminars, or unpaid work assignments. Failure to meet the condition(s) shall be considered an additional violation. The student may be placed on probation during this period. Expulsion or suspension may result if the conditions are not fulfilled satisfactorily.

c. **Disciplinary probation.** Student is required to comply with specified terms and conditions that include not engaging in further conduct in violation of these Rules, and can include conditions related to the misconduct, such as counseling, educational seminars, or unpaid work assignments. Failure to meet the condition(s) shall be considered an additional violation. The student may be placed on probation during this period. Expulsion or suspension may result if the conditions are not fulfilled satisfactorily.

d. **Withholding Results.** Withholding of grades or official transcript or diploma, or denial of diploma. Shall be imposed for scholastic dishonesty.

e. **Revocation or Withdrawal of diploma.** This penalty may be imposed when the violation involves scholastic dishonesty or otherwise calls into question the integrity of the work required for the Diploma.

f. **Award of Fail Grade.** A fail grade for an examination or assignment or course and / or cancellation of all or any portion of prior course credit may be given to a student who is found to have breached the examination and assessment rules.

g. **Barring from Final Examination.** Students may be barred from entering into classrooms and lecture theatres, especially for the violation of rules pertaining to finance and fee related matters.

h. **Fine.** In the event of multiple instances of misconduct, multiple fines may be imposed; the fine for each instance shall not exceed RM500.00; in addition, in the event of a misconduct relating to a breach of the constitution, that the student be fined not exceeding RM1,000.00.

i. **Restitution or Reimbursement of Damages.** A student may be made to reimburse or reinstitute damages or misappropriation of College property. The student maybe charged for the costs incurred in replacing or repairing the property or in redressing any other results of the misconduct.

j. **Suspension.** Suspension of rights and privileges, including participation in athletic or extracurricular activities for a limited period, or suspension from the College for a specified period of time, especially found committing offence of repeated cheating or consecutive cheating.

k. **Expulsion.** Student may be expelled from the College.

Other penalties may apply as deemed appropriate under the circumstances.

11.6 Sexual Harassment

The College considers all allegations of sexual harassment to be extremely serious matters and shall not be tolerated under any circumstance. Every complaint of sexual harassment submitted to the College will be reviewed and investigated. Engaging in sexual harassment will lead to disciplinary actions, up to and including expulsion from the College. On the other hand, the submission of false or frivolous claims, however, will result in the immediate consideration of disciplinary action, up to and including suspension or expulsion. Sexual harassment is defined by Malvern International Academy as any visual, verbal, psychological or physical unwelcome conduct of a sexual nature against an individual which affect his/her dignity. Where in doubt and locked in conflict, the view adopted by the relevant Boards shall be conclusive.

12.0 REFUND POLICY

Students requesting a refund must fill up the Refund Form (to be obtained from Finance department) and must ensure that all sections of the form are completed before submission.

12.1 *Conditions for Refund of Fees*

- All administration fees paid (such as application fee, registration fee, resource fee) are not refundable.
- In the event that students are expelled or suspended or discontinues the program due to misconduct or any disciplinary matter, there will be NO REFUND of fees paid.
- If the course is cancelled by the college prior to / after the commencement of class, 100 % of the course fee is refundable.
- In all other cases, course fee paid are refundable where written notice of withdrawal is received by the Registry Department and the amount of fees refundable is subject to the following :-
 - i. Notice received 30 days or more before the commencement of course, 50% of the course fee paid is refundable.
 - ii. Notice received less than 30 days before the commencement of the course, 20% of the course fee paid is refundable.
 - iii. Notice received after the commencement of class, there will be no refund of the course fee paid.

12.2 *Payment of Refund*

- The College will take a minimum of 2 weeks to process the refund upon receipt of the Refund Form from the student. Student refund will be in the form of cheque or cash.
- In all circumstances, students are advised to collect the cheque within 6 months from the date of submission of the Refund Form, failing which, the cheque shall be forfeited by the College.

13.0 TEACHING AND LEARNING FACILITIES

LIBRARY

The Library is located at Level 11, Plaza First Nationwide. Students are required to apply and obtain library card with the librarian. Library provides access to a collection of over 3,624 book titles including academic main resources and thesis / dissertation. 56 titles interactives CD-ROM for Audio Visual Learning. Library also provides Online Public Access Catalogue (OPAC), for exposing library users to experiencing international standards of information searching and information retrieval (lifelong learning purposes). The library also provided with 7 computers for browsing the internet and assignment purposes. Reference Librarian Service also provided in the library.

COMPUTING AND IT SERVICES

The College has 5 computer laboratories, two at 11th floor plaza first nationwide one at 2nd floor Sunway branch. Each lab occupied with 25 computers. They are used for teaching purpose only. These computer laboratories are equipped with PCs and comprehensive range of software. There are other computer laboratories equipped with specialized hardware and software for teaching programmes related to multimedia, networking and language.

Wi-Fi-ready: The College campus is covered by a 24-hour wireless access to the Internet. The entire floor in every building are Wi-Fi-ready. Wi-Fi username and password stick on the noticeboard of each floor. For more information, contact staff at (Rahul : 016-684 4863 / 0320323001 Ext 119)

CLASSROOM FACILITIES

MALVERN has an auditorium of 280 seats with projector and PA System. Wide events and meetings are held in the auditorium as well as conference and large public events. It's located at 11th Floor Plaza First Nationwide, KL. Our student lounge located at 12th floor for the students to do group discussion. All the classrooms at each branch facilitated with projector and large seating rooms with PA system.

In addition to that, Sunway campus at 4th floor facilitated with kitchen and restaurant type for Vocational program.

14.0 COMPLAINTS AND GRIEVANCES POLICY

If you believe that you have been treated unfairly or if you have a complaint, you can seek explanation and/or help from us. Such issues may concern an academic or administrative decision, the behaviour of staff, the quality of teaching, the provision of services in the College, facilities and etc. While some issues may take time to resolve, most of them can be resolved immediately.

This Policy guides you in solving your grievances and complaints:

Step # 1: You are required to talk to your fellow student or a staff member of the College about your concerns to see if your issue can be resolved. If such a discussion is not appropriate or you feel uncomfortable about approaching the person, you may direct the complaint to the staff member from relevant department. (Please refer to [Appendix 1](#)).

Step #2 : If the matter is not resolved within **five (5) working days**, you are required to complete the Grievance/Complaint Form and send it to the Manager or senior staff of the relevant department who will investigate and attempt to conciliate the matter.

Step #3 : If the matter is not resolved within **five (5) working days**, you may refer your grievance to the International Students Office Manager by sending him an e-mail with all the details.

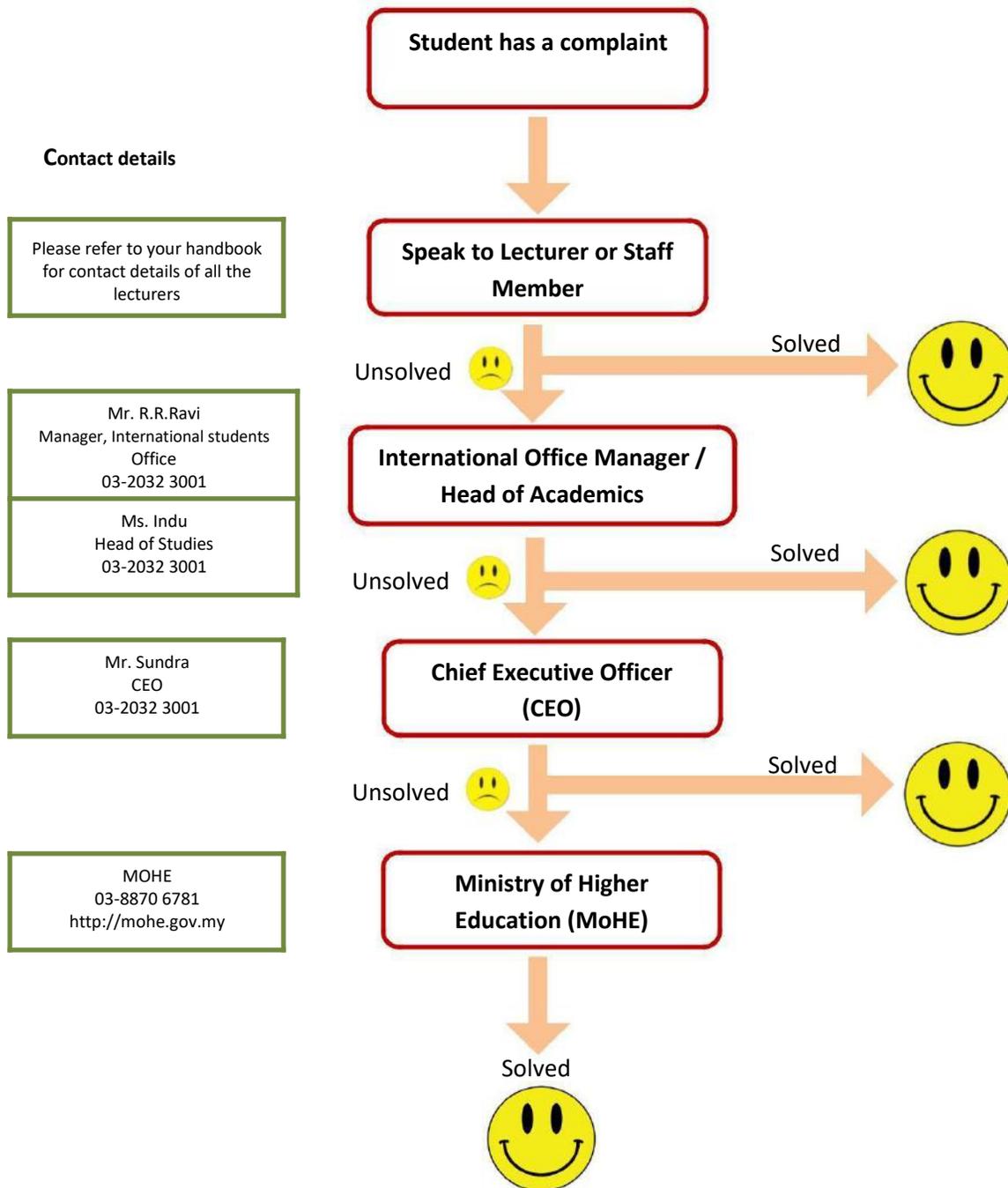
The Manager may meet you to seek further clarification on your grievance and you are required to provide him with the details and evidences. You are advised to always keep 1 set of the evidences yourself.

Step #4 : If the matter is still not resolved within **five (5) working days**, you may refer your grievance to the CEO of the college by forwarding him the email sent to the International Students Office Manager together with updates on the matter. At this stage, the CEO will usually meet the student for further clarification and also gather further evidences if need to be. You are advised to always keep 1 set of the evidences yourself. The CEO will, unless the matter is covered by an agreed policy or procedure, investigate and respond within **fourteen (14) days** upon receipt of your grievance/complaint. Any decision by the CEO shall be final and no further appeal shall be entertained.

Appendix 1

Issues	Departments
Financial matters	Accounts department
Academic issues (Lecturers, subjects, classes)	Academic department
Admission, Enrollment, attendance, student cards	Registry office
Library, Facilities, Accommodation	Administration office
Examination result, re-sit, exam docket	Examination unit

14.1 COMPLAINT/GRIEVANCE PROCEDURE



15.0 STUDENT APPEAL PROCEDURE

Right of Appeal against College Decisions

If you are not satisfied with college decisions in areas such as student pass refusal, fee refund, inaccurate results, termination of visa, passport, attendance issues, disciplinary issues etc.,

Why do you believe that an incorrect decision has been made?

When submitting your, you must explain why you believe that the first decision you received was not acceptable to you or incorrect. You must provide new information or supporting documents in your case. If you do not, your appeal will most likely be rejected.

Who can appeal?

You can either submit your written appeal yourself (a student pass holder) or through a family member, employer or friend to whom you have given an authorization or a power-of-attorney.

When is the deadline for appealing?

You must submit your appeal within 7 working days from the date on which you or your authorised representative received the decision or when you have become aware of the decision.

How do you appeal?

You are to complete the Appeal Form stating the college decision you are appealing and explaining why you believe the decision you have received is not acceptable or incorrect. The form must be completed in English or Bahasa Malaysia. If you have any new information or supporting documents, you must enclose it.

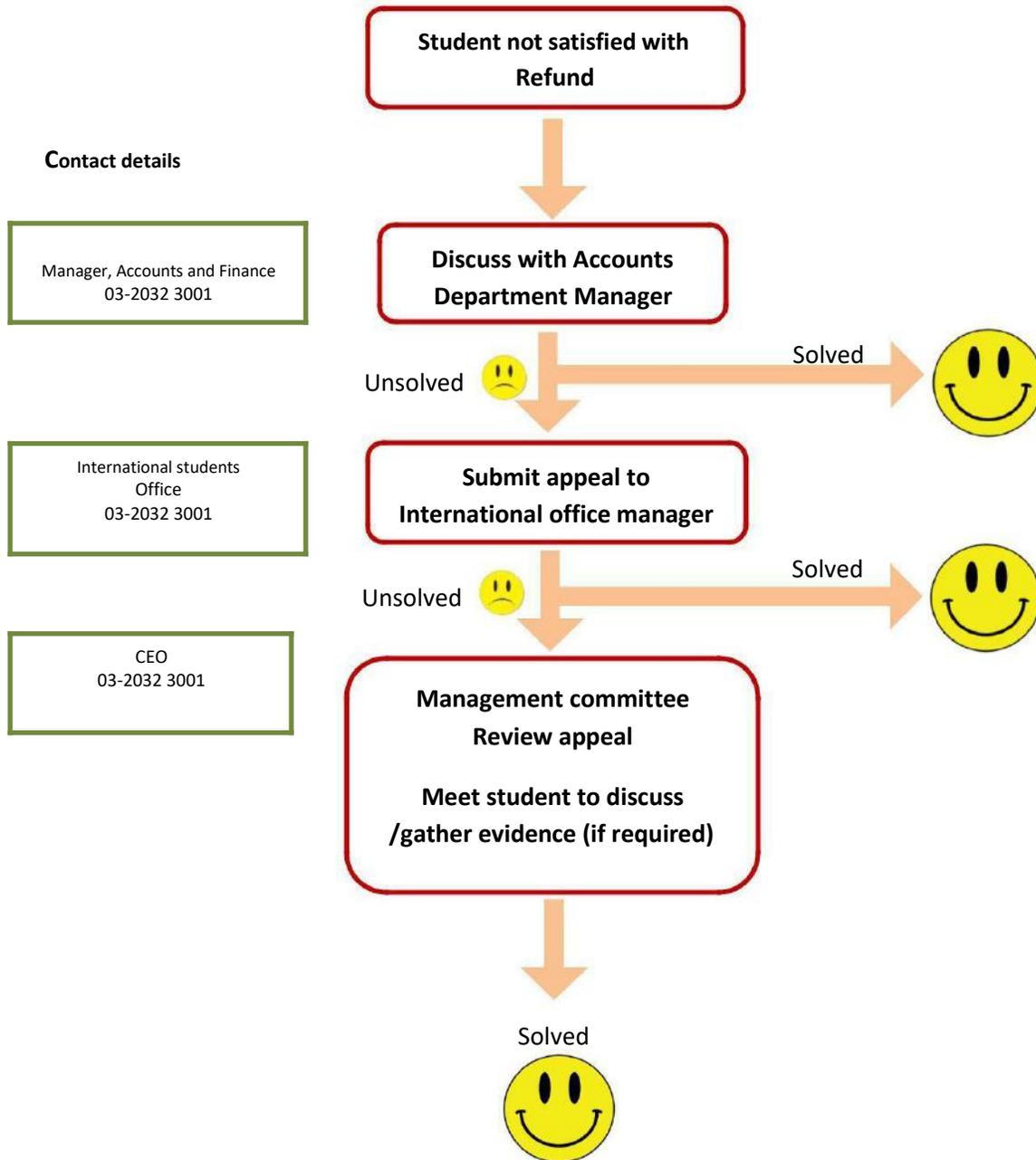
What happens when you appeal a decision?

The Management will then reconsider your case, and will either reject or grant your appeal.

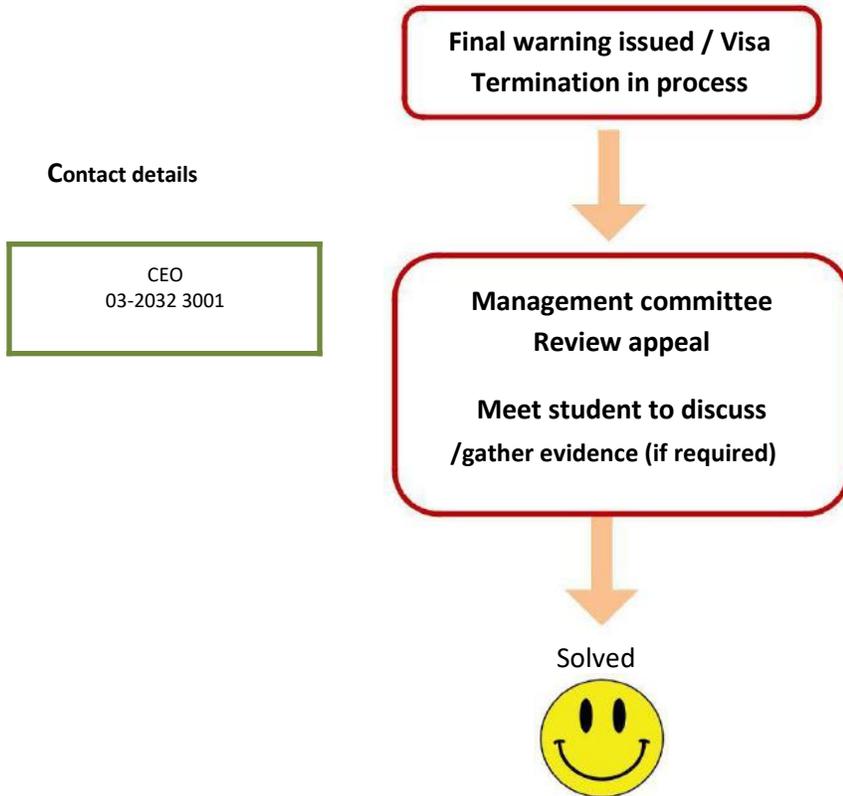
You will be notified of the management decision by phone or email within 10 working days from the submission date of your appeal. The decision shall be final and no further appeal is allowed.

Please refer following pages for various appeals and the processes.

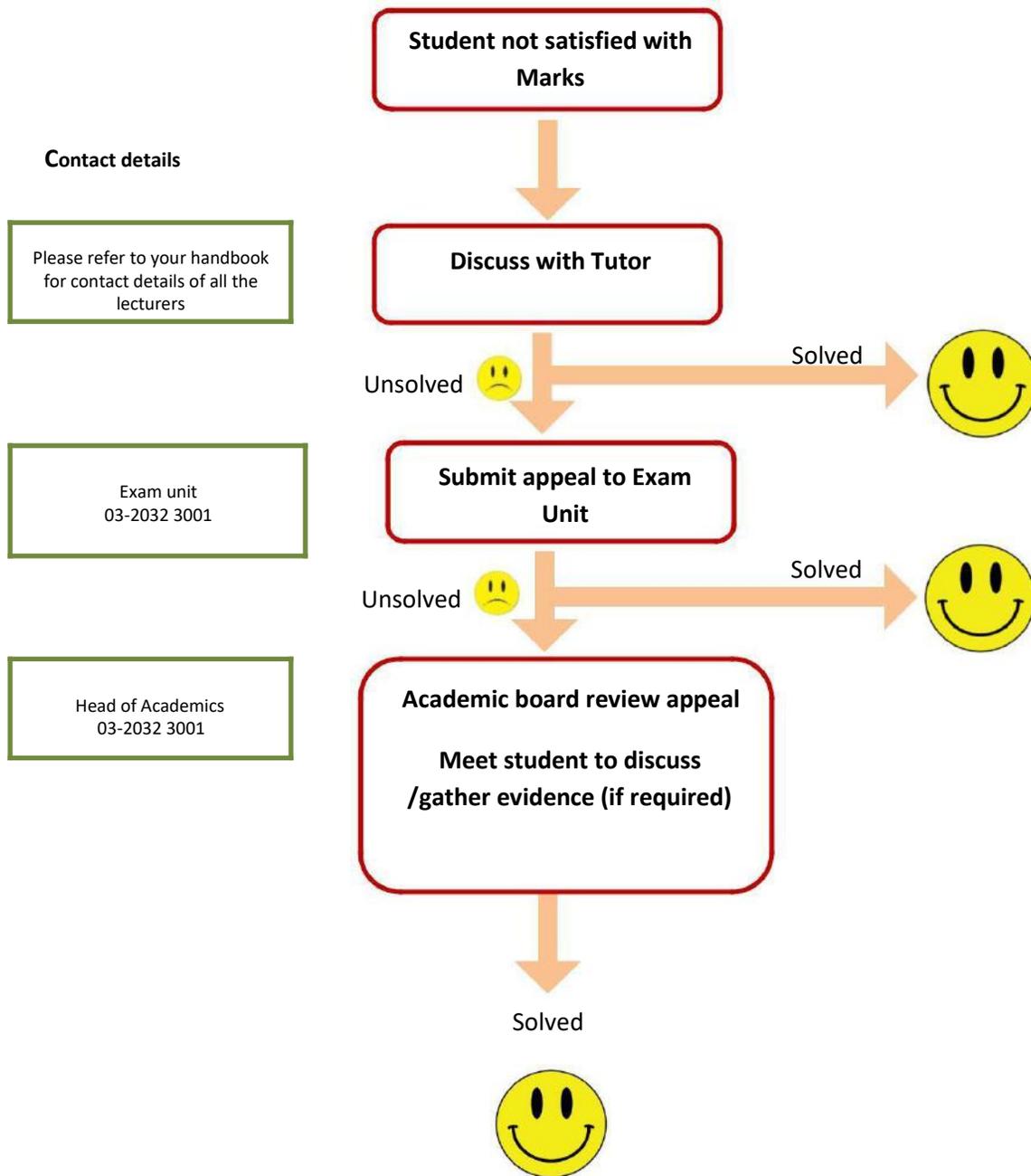
15.1 REFUND APPEAL PROCEDURE



15.2 ATTENDANCE, DISCIPLINARY AND VISA TERMINATION APPEAL PROCEDURE



15.3 EXAM AND ASSIGNMENT MARKS APPEAL PROCEDURE



16.0 ACCA contacts

Students are advised regularly to visit ACCAGLOBAL website for latest update and information,
www.accaglobal.com/gb/en/student.html

ACCA connect contact information :

ACCA connect
110 Queen street
Glasgow, G13BX,
United Kingdom

T: +44(0) 1415822000

E: info@accaglobal.com