



STUDENT 2018

HANDBOOK

A Reference to Student Procedure & Guidelines



PREFACE

The Student Handbook (Procedures & Guidelines) is designed to assist students at the college to be familiar with its practices on matters relating to academic and general administration. However for further clarification, in respect of all procedures or guidelines, students must refer continuously in respect to the same to their respective departments, failing which to the Student Affairs Office. Hence, it is the student's responsibility to comply and adhere to the Student Procedures & Guidelines.

Responsibility of the College:

- to serve and provide its students with a well-rounded education.
- to safeguard and protect all private information, documents and other personal details of students and that of their parents / guardians within the College. Such information should enjoy total confidentiality within and outside the College at all times. However, the College reserves the right to reveal the details or any part of them to approved government authorities upon their request and in compliance with the law.
- to seek continuous improvement and setting high attainable standards of education and services.
- to take prompt action to deal with any complaints.

Obligation and undertaking of student:

- to understand and comply with all its rules, regulations, procedures and guidelines as stated in the Student Handbook (Procedures & Guidelines) and policies.
- to behave and act in a responsible and orderly manner at all times and avoid engagements in actions which will disrupt the academic environment.

- to use the facilities provided responsibly and not cause damage to the college's properties.
- to attend all classes punctually and complete all assignments, class work and laboratory work as required.
- to maintain regular contact with the respective School/Faculty, and duly notify them of any difficulties encountered and also to obtain the necessary advice.
- to adhere to all deadlines set by the college and/or by lecturers.
- to respond to reasonable requests from staffs without any undue delay to make full use of resources and support services provided.

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GENERAL INFORMATION

In welcoming you to Jesselton College, we would like to clarify certain points which will enable you to follow your studies with effectiveness and success.

Attendance

Attendance to classes at Jesselton College is obligatory. The course outlines provided to you in the Study Guides will state any exceptions, if there would be such. Lecturers keep attendance sheets for each class. At the end of every class, students are required to sign on the attendance sheet.

Punctuality

IT IS EXTREMELY IMPORTANT TO BE ON TIME FOR CLASSES FOR THE FOLLOWING REASONS:

- It is unprofessional to be late;
- Lecturers often give instructions/introductory pointers and outlines in the first 10 minutes of class for completing cases / exercises / team discussions under their guidance - you miss these when you arrive late;
- You inconvenience other students when you have to borrow their notes to proceed.
- You miss handouts/notes/explanatory or interpretative materials.

Due to these reasons, students that enter the class within the first 10 minutes after the class starts

will be marked "**Late**".

Students that enter the class after the first 10 minutes will be marked "**Absent**".

Students marked with TWO "Late" will be considered as ONE "Absent".

Students will be barred from the Final Examination of a particular subject if he/she is unable to meet the 70% attendance.

Medical Certification

Students who were absent for classes must submit a medical certification or report to an administration staff within 2 working days after the last date of MC.

Leave Application

A leave form must be filled and submitted 2 (two) weeks before the actual leave date. Leave form can be obtained from the reception counter.

Attire

Every Monday in line with the culture at Jesselton College, students are encouraged to adhere to a formal business dress code. We believe it is a good practice in order to cultivate a proper attire mindset into our future graduates. This is to prepare our students to groom themselves professionally as they enter their career life.

Students at all times should dress with decency and respect. Singlet, slippers and sandals are not allowed at all times in the College.

General Behaviour

Drinking, smoking, and eating are not allowed during lessons.

Jesselton College is required by law to provide a healthy learning and working environment for the students and staffs. Due to this, a "NO SMOKING" policy has been adopted, valid for the premises of the college including the classrooms and general areas (*around any of the staircases*). Under these rules, students are permitted to smoke only outside the building. Please make sure to place the cigarette butts in the ashtrays provided for this reason. Sanctions will be taken against students who do not respect these rules.

RM50 will be fined upon each time a student is caught smoking in a non-smoking area.

Telephone Calls

No messages will be taken for the students, except in case of emergency. Students are not allowed to use their portable telephone while in class; please take measures to avoid incoming calls as well, but they may switch their phones on "silent mode".

Photocopies

Students are not allowed to use the photocopy facilities without attention by any staff member of the college. Students will need the assistance of the receptionist and photocopy fees will be charged.

COMPUTER ROOM

Study Materials

Depending on the subject, a student's notes, assignments and tutorials can be obtained at D:/ drive under the folder "Education".

The computer lab provides students with the necessary supporting software tools and it is expected to be used by the students for their assignments.

Students are also allowed to use the computer lab for recreation purposes during his or her free time but not during lecture hours.

Others

All personal files and folders will not be stored in the server when a student logs out of their account. Therefore, it is crucial that students ensure all important documents and files are stored in pen drives or portable hard disk before logging off.

Rules and Regulation

Students are not allowed to bring outside food or drinks into the computer lab at any time. In the event that you are caught doing so, The Management will deduct 50 hours of access time from your account every time you are caught committing this offence.

Cleanliness of the computer lab will be the responsibility of the students. Hence if there is rubbish found on the table of the computer, the last user of the particular computer will also be penalized. Please ensure that there is no rubbish left on the computer before you leave.

Students are not allowed to leave their computers on "away" mode. You are required to log out of your account whenever you leave the computer lab. The Management has the rights to log off your computer without prior notice.

Transferring of account or sharing of account is prohibited. The Management reserves the right to suspend accounts that are being shared or borrowed.

TUITION FEE PAYMENT POLICY

Students are required to make payment on their outstanding tuition fees before/on the due date set by the college. (Due dates of tuition fee payments are shown in the invoices given to every student)

***Failing in doing so, a 5% monthly interest will be charged on top of their outstanding balance.**

Types of Tuition Fee Payment

Tuition fees can be paid by installments or in full payment. For students who pay their tuition fee by installment are required to apply from the Administration Office 1 week before the due date.

Invoice

To find out the payable amount, you must collect the invoice from the college ONE WEEK before the commencement of each semester. Failing to do so may cause the late payment.

Late Payment

Any late payment will be charged a 5% monthly interest.

Due Dates

Invoice amount issued including tuition fee and sundry fee must be cleared before the commencement of each semester.

Please be reminded that it is your responsibility to keep track on the due dates.

Refund Policy

Student's default:

Any registration fee paid is not refundable.

If you are unable to commence your course after paying your tuition fees, you may request a refund for the fees. The college will refund all or part of your fee on the following basis:

- If you cancelled your place at least 28 days (4 weeks) before your course begin, all tuition fees paid are refundable less an administrative fee of 10% for all Courses.

- If you cancelled your place less than 28 days (4 weeks) before your course started or withdrew before census date, 70% of tuition fees paid are refundable.
- If you withdraw after census date NO refund is payable.

Any such refund will be paid within 28 days (4 weeks) after receipt of your completed Request for Fees Refund Form. Form can be obtained by contacting the information counter.

College's default:

College will refund all of your fees if:

- The course does not start on the agreed starting day; or
- The course ceases to be provided at any time after it commences but before its completion; or
- The course is not provided in full because a condition has been imposed on the registration of the college, or the registration has been suspended or cancelled,
- And the student has not withdrawn before the happening of any one of the events as stated above.

Any such refund will be paid within 14 days (2 weeks) after receipt of your completed Request for Fees Refund Form.

STUDENT EVALUATIONS

Cumulative Marks

Marks will be awarded to all components assessed throughout the semester. Students are required to attempt all components in any particular subject. These marks are cumulative and will be added to the mark obtained in the final examination to provide an overall result. Students are also encouraged to keep records of their own marks for each component in order to have an overall assessment of their personal academic performance before the final examination.

Once the final examination is conducted, the total marks compiled by lecturers and Schools / Faculties will undergo a stringent evaluation by the School Examination Board. The results are usually released on the week before commencement of the next semester.

Should the overall result of the student fall between the marginal pass / fail category (in which he / she will sit for a supplementary examination), his / her existing marks from all course components will be maintained and re-used in the computation of the new total mark, together with the new mark obtained in the supplementary paper.

A student's performance is assessed continuously throughout the program. The final mark in each subject is a reflection of the total coursework: assignments, projects, evaluations and examinations (written, oral and practical) completed. The approach to assessment is described in the **course outline**, which is included in the Study Guide of the course.

Result Indicators

The grading scheme is based on Grade Point Average (GPA).

The grading scheme follows the 4.00 grade point systems. Grade points for each letter grade, percentage and literal descriptors are as follows:

Cumulative Grade Point Average are calculated as followed:

GR	DE		GP	STD MARKS
A+	=	HIGH DISTINCTION (HD)	4.00	90 - 100
A	=	HIGH DISTINCTION (HD)	3.75	80 - 89
B+	=	DISTINCTION (D)	3.50	76 - 79
B+	=	DISTINCTION (D)	3.25	72 - 75
B-	=	DISTINCTION (D)	3.00	68 - 71
C+	=	CREDIT (CR)	2.75	65 - 67
C	=	CREDIT (CR)	2.50	60 - 64
C-	=	CREDIT (CR)	2.00	56 - 59
D+	=	PASS (P)	1.50	50 - 55
D	=	PASS (P)	1.00	45 - 49
F	=	FAIL	0.00	0 - 44

ABBREVIATIONS

SEM = SEMESTER
GP = GRADE POINT
N/A = NOT APPLICABLE
PC = PASS CONDITIONAL
PS = PASS AFTER

SUPPLEMENTARY

GPA & CGPA Calculations

GPA Formula

$$\frac{\text{Sum over Courses in Semester (Course Credit Hours x Grade Points Earned)}}{\text{Total Semester Credit Hours}}$$

CGPA Formula

$$\frac{\text{Sum over all Taken Courses in All Semester (Course Credit Hours x Grade Point Earned)}}{\text{Total Credit Hours Taken in All Semester}}$$

Retake Session

At the end of the Academic Year, students with a grade “Supplemental” will have the retake session in order to address their exam/work. Students with “Fail” will not be authorized to the session, as they will have to retake the subject. Every subject is limited to **3 TIMES** of retaking the subject for the whole course. **Please note that retake subjects are not included in the tuition fees.**

Transcripts

Official transcripts documenting academic performance at Jesselton College are available from the Administration Office.

Academic Policies and Procedures - Special Circumstances

Re-admission following failure of a course or semester

A student who has failed or withdrawn from the program may apply for re-admission to the program. Re-admission is not automatically granted. The Dean will review the written request for re-admission. If re-admission is granted, the Dean will determine with the student the best combination of subjects to achieve success in the program.

Withdrawal from the Program

A student who is considering withdrawing from a program is strongly urged to consult with his/her head of program to ensure that all alternatives are considered before formalizing the decision. A student may withdraw from the program without academic penalty prior to the midpoint of a semester.

Ceasing to attend classes and college visits do not constitute an official withdrawal. A student who wishes to withdraw from the program must contact their lecturer or the Administration Office. **A withdrawal form authorizing a refund, if eligible, must be completed.** The effective date of withdrawal is the date on which the lecturer agrees to the student’s withdrawal of that subject.

EXAMINATIONS & ASSESSMENTS

Examinations are held in the Lecture Hall and are administered by Board of Examiner. The faculty manages all mid-semester examinations and some end of semester assessment. Students should ensure that they do not make any travel plans during the end of semester examination period. If you are not available to sit a scheduled examination you may receive a fail grade. Travel plans are not valid grounds for granting a deferred examination.

Examination Timetable

The examination timetable is generally published two weeks before the examination. Please check the academic calendar for the specific key dates.

It is the students' responsibility to check the examination timetable for the day and start time of their examinations. Students who are late for **30 minutes** or more will be **barred** from the examination. Students who are late should immediately consult the Head of Departments for further directions.

Scheduled end of semester examinations usually commence on Week 14 and end on Saturday of that week. The number of days required to schedule all examinations can vary depending on the number of subjects being examined.

Proof of Identity

Students should bring their Student ID card to examinations as proof of their identity, as the invigilator may want to check.

Items Prohibited in the Examination Room

Students who are sitting for an examination paper are not allowed to keep any unauthorised material with them for the whole period. Students who are caught with unauthorised material during an examination will be charged with cheating. Unauthorised material would include items such as written notes, crib sheets and annotated textbooks.

Before the start of an examination, all bags or briefcases must be left in front of the examination room or in a location as instructed by the invigilator.

Mobile phones are not permitted in the examination room. Students have the options to turn off their mobile phones (not silent nor flight mode) and (i) leave it in their bags, (ii) on the desk of the invigilator or (iii) on their desk or below their seats, facing up. Otherwise the mobile phones will be confiscated.

Laptops, programmable calculators, electronic dictionaries and other electronic devices are not permitted in the examination room. Students who are found to have an electronic device on them during an examination will be charged with cheating.

Examination Process

Students should be familiar with the requirements and obligations relating to examinations. For example, students are not permitted to bring bags into the examination venue, certain written materials and electronic equipment might be prohibited and there are restrictions on when students can be permitted to enter and leave the venue.

Deferred Examinations

Students may apply for a deferred examination if they are unable to sit for an exam, usually due to genuine medical reasons. Applications for Deferred Examinations must be lodged with Student Administration prior to the commencement of the examination or within 48 hours after the examination.

Releasing of Results

Students will be able to view their results on Student Forum after 2-3 weeks of the examination. If a sanction is preventing you from accessing your results, contact the relevant department. For all sanctions contact Student Administration.

Re-sitting and Retaking

In order to maintain the standard and grades of students, the Academic Board has implemented the system of re-sitting and re-taking of subjects for students who failed in their final marks.

For all faculties except the Arts School:

For overall final marks between 40% and 44%, you are required to re-sit this subject(s) in the next immediate semester. The exam fee for supplementary paper is RM100.00 for EACH subject. The most that you will be awarded in a supplementary subject(s) is a Pass grade.

However, please take note that for EACH level of your studies (namely Foundation, Diploma and Advanced Diploma), you will be allowed to claim TWO subjects as Conditional Pass, if you managed to get between 40% - 44%, similar to item (d) below.

For overall final marks below 39% to you are required to retake this subject(s) in the next immediate semester (if the same subject is offered). Otherwise, you will have to retake whenever it is offered in other future semesters. Whenever you are retaking a subject(s), you are required to pay the full fee for the particular subject(s) and attend lessons according to the timetable. However there is no ceiling mark set for retake subjects.

For the Arts School:

For final marks between 0% and 39% - you are required to retake the subject (please refer to item (b) above).

For final marks between 40% - 44% - you are required to re-do the subject. The fee is RM250.00 for each subject. However there is no ceiling mark set for redo subjects.

For final marks between 45% and 49% - you will be given a Conditional Pass, where there is no requirement for re-sitting or retaking. (Please refer to item (a) above)

Exam on Demand (EOD)

EOD is primarily implemented to cater for students who, for whatever reason, are unable to sit for their Mid-Term or Final Examination according to the examination timetable fixed.

The details of this system are as follows:-

- The **maximum marks awarded** to students who sat for their examination under the EOD system is only **80%**.
- EOD will be held on the **Saturday** and **Sunday** immediately before the exam week (For example: Exam dates are from 20-24 June 2011. The EOD will be held on 18-19 June 2011.)
- Students who request for this exam must inform their particular lecturer at least **TWO (2)** weeks ahead of the EOD dates. The relevant lecturer(s) will then set examination questions that are different from the original examination questions for the EOD student(s).
- Approval to any request received less than two weeks before the EOD dates (i.e. late request) is at the sole discretion of the lecturer of the relevant subject(s). No reasons will be assigned for disapproval of late request.
- The examination fee under the EOD system is **RM100.00** per paper (subject).

Student Appeal Process

Student has the right to appeal against the results of an examination if he/she is dissatisfied with the results. Intending appellants should read the following information prior to submitting an appeal (**including graduation project/dissertation**). The appeal procedure is described as follow:-

Board of Examiners has determined valid grounds for submitting an appeal. These guidelines also apply to appeal against graduation project/dissertation students, with the additional guideline that alleged inadequacy of supervision is not a valid ground of appeal.

In accordance with the College Legislation, students intending to submit an appeal must be concise in there and aim to keep it as 2-3 pages. In instances where additional information is required – a limit of 10 pages will apply.

Where students have concerns about the teaching and/or assessment, students must raise these with the Head of School prior to submitting an appeal.

As the Appeals Committee in Board of Examiners does not uphold all appeals, students should be realistic in evaluating whether their appeal is likely to be successful.

Initial screening of all appeals is undertaken by the Deputy. The Deputy Principal will identify appeals that do not state grounds, where the grounds stated are unacceptable or where additional information is required. These appeals will be returned to the student who will be given 7 calendar days to resubmit and/or provide additional information. In all cases of uncertainty, the matter will be referred to the Chief Executive for final decision.

It is not possible to appeal against a grade of supplementary assessment, as that is not a final grade.

The appeals process is a thorough one and may take up to 8 weeks to process. In instances where the unit is part of a highly prescriptive course, eg. Unit with major (basis) status, priority will be given to these appeals.

Students are required to submit the appeal form.

ACADEMIC MISCONDUCT

Jesselton College believes that the development of self-discipline and acceptable standards of academic honesty are important aspects of the learning process. Individual students must assume responsibility for the measure of discipline and academic honesty appropriate to his/her role as a student in a health care profession.

The following are considered acts of academic dishonesty that warrant disciplinary action:

Acts of Plagiarism

Submission of work as one's own, when it has been prepared by someone else is a serious academic misconduct. This includes directly quoting from a text or paper without identification of the source.

Impersonation

It is academically dishonest to have a student delegate another individual to represent himself / herself during any evaluation, examination or assignment. Any student of Jesselton College involved in such an act will be expelled.

Cheating

Cheating is an attempt to gain an improper advantage in an academic evaluation. This can take various forms including:

- obtaining a copy of an examination before it is officially available;
- copying another person's answers to an examination question during an examination;
- consulting an unauthorized source during an examination;
- bringing an unauthorized source specific to the subject into the examination.

Any student involved in cheating will be expelled.

Expulsion from the Program

The following are considered as grounds for expulsion:

- Unethical, immoral or unprofessional behavior will be subject to disciplinary action. Repeated occurrences documented through incident reports will lead to expulsion from the program.
- Students found guilty of cheating or plagiarism will be immediately expelled from the program.
- Students found possessing or using illicit drugs or being intoxicated by drugs or alcohol during class.
- Students found exhibiting unsafe practice in the classroom, computer room or other Jesselton College facilities, which jeopardizes the safety of fellow students, faculty or staff will be expelled from the program.
- Inadequate academic performance.

Jesselton College reserves the right to refuse future admission to its programs, courses, or services to any student who is expelled for the mentioned reasons.

LIBRARY RULES & REGULATIONS

- Order and silence must be maintained at all times in the library.
- Lingering is discouraged while in the library.
- Smoking, eating, and sleeping in the library is prohibited. Water bottles should be disposed at the baggage area.
- Use of mobile phones or any devices likely to cause disturbance in the library is prohibited.
- Ink bottles, paint and other electronic gadgets which may accidentally damage library material and other facilities are not allowed in the library.
- Any lost or mutilated information materials on loan will be replaced at the full cost of the material (current cost) plus 20 per cent administrative charges.
- The right to borrow may be withdrawn until all books have been returned and any outstanding fines have been paid.
- There is a copyright protection law on most of the library materials. Deliberate infringement on this law e.g. unauthorized copying, is a criminal offence.

GOVERNMENT REQUIREMENTS

The Ministry of Higher Education through the Malaysian Qualification Agency (MQA) has imposed upon Malaysian students to undertake certain compulsory subjects at Foundation, Diploma and the Undergraduate levels.

Students must undertake these subjects arranged by the college. Students who have completed the whole degree but have not undertaken these subjects with a minimum pass are deemed to have not met the graduation requirement and thus, will not be able to graduate. This category of courses is classified as General Course (Mata Pelajaran Pengajian Umum):

Compulsory Courses for Malaysian Students

Foundation & Certificate: MPU1153 Malaysia Studies

MPU1233 Entrepreneurship

MPU1383 Multicultural Studies

Diploma Level: MPU2113 Malaysia Studies

MPU2213 English I

MPU2313 Constitution and Society

MPU2412 Co-curriculum

Undergraduate Level: MPU3113 Ethics Studies

MPU3123 Tamaddun Islam & Tamaddun Asia

MPU3213 English 2

MPU3323 Small Business Management

MPU3412 Co-curriculum

* Bahasa Kebangsaan A are compulsory for all Malaysian students who failed to score Credit in SPM Bahasa Melayu

Compulsory Courses for International Students

Foundation & Certificate:	MPU1133 Bahasa Melayu Komunikasi 1 MPU1233 Entrepreneurship MPU1383 Multicultural Studies
Diploma Level:	MPU2143 Bahasa Melayu Komunikasi 1 MPU2213 English I MPU2313 Constitution and Society MPU2412 Co-curriculum
Undergraduate Level:	MPU3133 Bahasa Melayu Komunikasi 2 MPU3213 Malaysia Studies MPU3213 English I MPU3323 Small Business Management MPU3412 Co-curriculum

The graduation requirement of the college is therefore added with the successful completion of the above subjects on top of the completion of the core program modules. Failure to comply with the requirements would result in the non-attainment of the graduation requirement, notwithstanding that the core modules are completed.

For further information, students are advised to visit the government website at <http://www.mqa.gov.my>