



**Student Handbook  
(Procedures & Guidelines)  
for  
Undergraduate Programmes**

# ***VISION AND MISSION STATEMENT OF UCSI UNIVERSITY***

## **VISION STATEMENT**

To be an intellectually resilient praxis university renowned for its leadership in academic pursuits and engagement with the industry and community

## **MISSION STATEMENT**

- To promote transformative education that empowers students from all walks of life to be successful individuals with integrity, professionalism and a desire to contribute to society
- To optimize relationships between industry and academia through the provision of quality education and unparalleled workplace exposure via Praxis Centres
- To spearhead innovation in teaching and learning excellence through unique delivery systems
- To foster a sustainable culture of research, value innovation and practice, in partnership with industries and society
- To operate ethically at the highest standards of efficiency, while instilling values of inclusiveness, to sustain the vision for future generations

## Graduate Attributes

Getting a university degree is every student's ultimate dream because it opens doors to career opportunities anywhere in the world. A university degree is proof of one's intellectual capacity to absorb, utilize and apply knowledge at the workplace.

However, in this current competitive world, one's knowledge and qualifications alone are not enough to land that dream job or to sustain a meritorious career. Success takes more than intelligence. It requires a graduate to possess certain other personal attributes that would make you to stand out among others and be recognised as a person of substance.

We, at UCSI University, recognize the absolute importance of developing worthy personal attributes in our students that will make you very attractive to employers, or make you steadfast entrepreneurs on your own. Our Mission is to develop these characteristics in you.

Thus, we have developed a list of Graduate Attributes (below) which we endeavour to imbue in you throughout the course of your studies at UCSI University, through various activities, in and out of your lecture halls.

As our graduates, you will demonstrate the following attributes:

Attributes	Indicators
Effective Communication Skills	<p>The ability to present information in a highly coherent manner in different contexts:</p> <ul style="list-style-type: none"> <li>• To speak proficiently</li> <li>• To convey written information competently</li> <li>• To utilize various information technology skills</li> <li>• To present information precisely and accurately</li> </ul>
Creative and Critical Thinking Abilities	<p>The ability to analyse, assess, and utilize different thinking skills to determine the value of information and ideas:</p> <ul style="list-style-type: none"> <li>• To utilize analytical thinking skills in different contexts</li> <li>• To employ problem solving skills to resolve issues</li> <li>• To think creatively to generate new ideas</li> <li>• To use critical thinking skills to formulate alternative approaches to learning</li> </ul>
Ethical and Civic Responsibility	<p>The ability to function as responsible individuals with ethical values who are accountable to the local, national, and international community:</p> <ul style="list-style-type: none"> <li>• To strive for justice, equality, honesty, and integrity in all personal and professional pursuits</li> <li>• To acknowledge and accept the common responsibility to preserve the environment and its surroundings</li> <li>• To actively contribute to the development of societal concerns</li> </ul>
Knowledge of Disciplines	<p>The ability to demonstrate sound understanding of concepts, theories and skills with effective application in relevant areas:</p> <ul style="list-style-type: none"> <li>• To possess an in-depth knowledge of the discipline for effective decision-making</li> <li>• To transfer skills across different disciplines</li> <li>• To articulate pertinent interdisciplinary issues</li> <li>• To generate new knowledge in different disciplines</li> </ul>

Attributes	Indicators
Interpersonal Skills	<p>The ability to work effectively and productively as members of a group:</p> <ul style="list-style-type: none"> <li>• To interact and collaborate with others</li> <li>• To commit and focus on group task or decisions</li> <li>• To uphold the integrity and passion for individual and group work</li> <li>• To acknowledge and appraise the contribution of others</li> </ul>
Lifelong Learning	<p>The attitude of having a high regard for and commitment to continuous learning:</p> <ul style="list-style-type: none"> <li>• To actively seek new learning opportunities</li> <li>• To use reflective thinking to generate new learning</li> <li>• For continuous engagement in learning new knowledge</li> <li>• To learn independently</li> </ul>
Engaged Global Citizen	<p>The ability to function in an international context with a deep appreciation for diversity:</p> <ul style="list-style-type: none"> <li>• To develop greater appreciation for cultural and racial diversity</li> <li>• To communicate effectively in cross-cultural contexts</li> <li>• To think across national and international borders</li> <li>• To function in a global environment</li> <li>• To become more knowledgeable about international current issues</li> </ul>
Leadership	<p>The ability to lead in different contexts to innovate and create change:</p> <ul style="list-style-type: none"> <li>• To initiate responsible actions to create change for the common good</li> <li>• To adopt and adapt change to motivate others</li> <li>• To initiate the development of new ideas</li> <li>• To lead with a high regard for ethical standards</li> </ul>
Entrepreneurship and Management Skills	<p>The ability to create and restructure a context and/or an organization to innovate and generate business ideas:</p> <ul style="list-style-type: none"> <li>• To evaluate the context and viability of an organization or business</li> <li>• To optimize available resources in a constraint environment</li> <li>• To engage risk and reality in decision-making</li> <li>• To seek and network with different sources</li> <li>• To generate new ideas for a new business venture</li> <li>• To negotiate effectively</li> </ul>

# PREFACE

The Student Handbook (Procedures & Guidelines) is designed to assist you to be familiar with the practices of the University on matters relating to academic and general administration. However, for further clarification, on all the procedures or guidelines, you need to refer to the respective departments, or to the Student Affairs and Alumni Division. Hence, it is your responsibility to comply and abide by all the Procedures & Guidelines stated.

## Responsibilities of the University:

- To serve and provide you with a well-rounded education.
- To safeguard and protect all your private information, documents and other personal details and that of your parents/guardians within the university. Such information should enjoy total confidentiality within and outside the university at all times. However, the university reserves the right to reveal the details or any part of them to the 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 deal with complaints promptly.

## Obligations and undertakings of a student:

- ☐ To understand and comply with all the rules, regulations, procedures and guidelines stated in the **Student Handbook (Procedures & Guidelines)**.
- ☐ 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 University's properties.
- ☐ To attend all classes punctually and complete all assignments, class work and laboratory work as required.
- ☐ To maintain regular contact with your respective Centres/Faculties/Institutes/Schools, and duly notify them of any difficulties encountered to obtain the necessary advice.
- ☐ To adhere to all deadlines set by the University and/or by lecturers/staff of the University.
- ☐ To respond to reasonable requests from staff without any undue delay.
- ☐ To make full use of the resources and support services provided.

*The University has the right to amend or delete any part of this Handbook or its content in line with the University's policy as well as in compliance with the government regulations and requirements from time to time.*

*This Handbook contains extracts of the University policies, procedures, and guidelines deemed to be relevant to students. However, reference to the full policy is advised for comprehensive clarity. A separate list of policies (Policy for Undergraduate Programmes) is also available at the Student Affairs and Alumni Division for further reading. You may also find the softcopies of this Student Handbook and the Policy for Undergraduate Programmes on the University's website at <http://www.ucsioniversity.edu.my/orientation/services.aspx>.*

## ABBREVIATIONS

AR	Academic and Research
CBT	Computer-Based Training
CCTV	Closed Circuit Television Monitoring
CGPA	Cumulative Grade Point Average
CO-OP	Co-Operative Placement
CPU	Canadian Pre-University
CV	Curriculum Vitae
EC	Exam Centre
e.g.	Example
ECA	Extracurricular Activities
ELE	Extracurricular Learning Experience
EPF	Employees Provident Fund
etc.	Etcetera
F	Fail
GFO	Group Finance Office
GIRO	General Interbank Recurring Office
GP	Grade Point
GPA	Grade Point Average
IBT	Internet-based Test
ID	Identity
IELTS	International English Language Testing System
IHL	Institution of Higher Learning
i.e.	that is
IIS	Integrated Information System
IO	International Office
IST	International Support Team
IPTA	Institut Pengajian Tinggi Awam
ISP	Internet Service Provider
KUL	Kuala Lumpur
LOA	Letter of Admission
MID	Malaysian Immigration Department
MOHE	Ministry Of Higher Education
MQA	Malaysian Qualification Agency
MPU	Mata Pelajaran Umum
MUET	Malaysian University English Test
MUFY	Monash University Foundation Year
OPAC	Online Public Access Catalogue
P	Pass
IA	Internal Audit
RO	Registrar's Office
SAM	South Australian Matriculation
SAA	Student Affairs and Alumni Division
SDB	Student Disciplinary Board
SC	Student Council
SMS	Short Message Service

SDCD	Student Development & Counselling Department
SPM	Sijil Pelajaran Malaysia
SSL	Secure Sockets Layer
STPM	Sijil Tinggi Persekolahan Malaysia
SWK	Sarawak
TOEFL	Test of English as a Foreign Language
TRG	Terengganu
UEB	University Examination Board
UEC	Unified Examination Certificate
URL	Uniformed Resource Locator (the global address of documents and other resources on the World Wide Web)
VPU	Visa Processing Unit
WD	Withdrawn

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## ADMISSION AND REGISTRATION

### 1. Admission

#### 1.0 General

All applicants are to submit a duly completed Application Form or via UCSI University Online Registration site, enclosing a certified true copy of the relevant documents required.

An applicant is advised to complete the Application Form or online registration in detail and in legible handwriting (if Application Form submission is made). Please ensure the clarity of your name, correspondence address and contact number(s). Your name must be as printed on the identity card (for Malaysian students) or passport (for international students) for the legitimate name to be printed on the academic certificate issued and/or to facilitate processing of the visa/immigration-related matters.

Once admitted into the programme, you, the student, should ensure that your details are updated accordingly and regularly. All letters, official documents and correspondence shall be sent to the student's last known/recorded address. The University shall not be responsible for information not received due to submission of incorrect/incomplete data due to negligence/non-submission.

Admission to any programme offered by the University is subject to meeting the academic entry requirements and submission of the following:

- (a) A complete set of certified true copy of your previous academic achievements, certificates and/or transcripts, and
- (b) For Malaysian students
  - (i) A certified copy of your Malaysian National Registration Identity Card (NRIC)
  - (ii) One (1) copy of your passport-sized photograph with white background.

For International students:

#### a) **Colour passport-sized photograph of international students in JPEG format**

1 passport size photograph; white background; 45 millimetres (mm) high x 35mm wide (with students name and passport number written on the reverse side of the photograph) for visa application purposes.

#### b) **2. Colour copy of international student's passport**

All pages are to be photocopied (in PDF format) including the front and back covers. The passport must be valid for at least another 18 months. Page numbers and picture must be clearly visible.

All documents presented to the University for admissions purpose will not be returned to the students.

#### a) **No Objection Certificate (NOC) and Letter of Eligibility (LOE) for students from Sudan and Iran**

Please ensure that the **No Objection Certificate (NOC)** and Letter of Eligibility (LOE) are completed by the relevant authorities from the respective embassies.

An Admission Letter will only be issued upon you meeting the full conditions, including the required admission documents as stipulated by the University.

The Letter of Admission includes an Appendix 1 that stipulates the terms of the offer and Appendix 2 that shows the fee schedule for your first semester of your programme.

You are to read and understand the stipulated terms before returning a copy of the duly signed Appendix 1 to the Admission Office.

### **1.1 Entry Requirements**

Since entry requirements for all programmes may differ from one to another, applicants are advised to ascertain the exact entry requirements or assistance from the University's course counsellors from the Student Enrolment Centre prior to applying. Only applicants who meet the programme entry requirements may be admitted accordingly.

The programme entry requirements are governed by the Malaysian Ministry of Education and/or the relevant Professional Boards and/or authorities (e.g. the Nursing Board, Pharmacy Board, the Board of Engineers, the Malaysian Medical Council, etc.). For applications into Pharmacy and Medical programmes, an interview would be part of the application process.

For the Music programmes, in addition to meeting the programme's academic entry requirements, you will also be subjected to an audition for further assessment, before an offer is made to you.

### **1.2 Letter of Admission**

Applicants, who satisfy the programme's entry requirements and, where applicable, passed the interviews or auditions, will be issued with a Letter of Admission.

Fees stipulated in the Letter of Admission are to be paid within the stipulated time period. UCSI University reserves the right to increase the fees that are applicable and payable, and that the fees mentioned/stated in the letter of acceptance shall only apply to the time stipulated therein.

For the admission of the Medicine and/or Pharmacy programmes, as there is a limited seat in the Medicine and/or Pharmacy programmes, the delay or non-forthcoming payment of fees as stipulated in the Letter of Admission will result in not securing a seat in the programme. The Admission quota for these critical programmes is governed by the respective professional Boards. Therefore, payment of the required fees does not guarantee acceptance. Upon receiving the full payment of the fees as stipulated in the Letter of Admission, and the quota for the programmes have yet to be met, a Letter of Acceptance will be issued to you for admission into these critical programmes.

### **1.3 Conditional Letter of Admission**

A Conditional Letter of Admission may be issued to an applicant whose academic results or other certified true copy of the admission documents have yet to be received at the point of application or required to fulfil additional academic requirement prior to admission into/commencing the intended programme. In the case where certified true copy document is required, the documents must be certified by the authorised and approved authorities.

A Conditional Letter of Admission may also be issued under the following circumstances:

- a) International students intending to transfer from another Malaysian higher educational institution. Among others, the following documentations must be submitted and verified before the Letter of Admission is issued:
  - Release Letter from the former institution.
  - Attendance Record of the programme studied in the previous institution meets the minimum 80% attendance requirement as required by the Malaysian Immigration.
  - Academic result with a minimum CGPA 2.00 in the previous institution.
- b) Applications that require further verification of document(s) due to inconsistent information such as different names on various identification and/or admission documents.
- c) Applications with forecast results or academic entry requirements that is not listed in the programme entry list approved by the University and/or MOHE or Professional Bodies governing the programme.

The conditional admission is usually made by UCSI University on the terms and conditions that fulfil the entire entry requirements. It is your responsibility to fulfil all the requirements, failing which you will be prohibited from continuing in the programme or from graduating.

#### **1.4 Validity of Offer**

Letters of Admission (with or without conditions) are valid only for a period of **two (2) semesters or eight (8) months**; whichever is shorter. Applicants who have not accepted the offer at the point of application and still failed to do so within the offer validity period, will have your successful offers withdrawn and the registration/application fees forfeited.

When the period of offer has lapsed, and you are still keen to pursue the programme, you are required to re-apply for the programme. Such applications will then be considered under the programme entry requirements and fees applicable at the point of time of the re-application. For critical programmes (e.g. Pharmaceutical Science & Medicine), validity will be more restrictive and the offer validity period will not be applicable to these programmes.

All offers for international students are subjected to visa approval in accordance to the Malaysian Immigration rules and regulations.

#### **1.5 University English Language Requirements**

In addition to the University English language requirements, applicants are also required to meet the English Language requirements for their respective academic programmes. Both University and programme English Language requirements are to be fulfilled before graduation.

International applicants who do not meet the respective academic programme English Language requirements will need to improve their proficiency by enrolling in the English for Tertiary Education programme (R/KJP/00920-00929) which helps them prepare for attaining a band score required for the various academic programmes. Placement into the various levels of the English for Tertiary Education programme depends on the English Language qualification students have at the point of admission and/or the outcome of the English Placement Test.

The applicants who have fulfilled the academic requirements of their respective programmes (including transfer applicants from other higher learning institutions) must fulfil the University English Language requirements by completing Basic English and English Foundation courses for in-sessional academic enhancement. These two courses are to be taken in their first academic year, concurrently with their specialised courses; and students must pass these subjects before they are allowed to graduate. The passing score for Basic English and the English Foundation courses is 50%. Students who score < 50% in these courses are required to repeat the course. There are no supplementary examinations for these courses.

### 1.5.1 Exemptions for Local and International Students

Exemptions from the University English Language requirements can be granted for the following corresponding requirements as attached in Appendix A. When in doubt or in uncertain cases, students are required to sit for the English Placement Test.

### 1.5.2 No Exemptions

Applicants who fall within the guidelines below are **NOT** eligible for exemptions subject to entry requirements stipulated by the Programme standard:

- i. International students without any of the listed qualifications as stated in **Appendix A** must sit for the English Placement Test and be placed in the respective levels of the English for Tertiary Education programme. Applicants with a valid IELTS band score of 5.0, who have not fulfilled the English requirements of their respective programmes, will be placed directly at the Level 9 of the English for Tertiary Education programme. A required IELTS/MUET/TOEFL etc. band score at the end of the programme must be obtained before any student is allowed to take any academic course.
- ii. MUET < Band 3:
  - to complete Basic English and English Foundation\*
- iii. SPM < B+ in English:
  - to complete Basic English and English Foundation\*
- iv. UEC < A2:
  - to complete Basic English and English Foundation\*
- v. SPM English language 1119/ O-Level English / IGCSE < C:
  - to complete Basic English and English Foundation\*
- vi. Certificate holders from government polytechnics who have passed A1003, A2003 and A3005/A4001 with a minimum of 60% or equivalent CGPA are to complete the English Foundation\*
- vii. Applicants who have completed Level 109 from ELS are to complete the English Foundation\*

\* Students must enrol in and attend Basic English or English Foundation course in their 1st semester of the academic programme.

### 1.5.3 English for Tertiary Education Programme

The English for Tertiary Education Programme (previously known as English Enrichment Programme) is an intensive, 10 level English proficiency programme which immerses students in an interactive, lively and motivating environment.

Students are exposed to functional aspects of language learning. Particular attention is paid to grammar, vocabulary development, pronunciation, and the critical skills of reading, writing, listening, and speaking in an academic setting.

Courses are designed to provide students with maximum exposure to academic English through real life, interesting and current subject matters. Upon successful completion of Level 10 of the programme, students are expected to have reached the language competency of upper B2 on the CEFR, and at least to have the ability to attain band score of minimum 5.5 in the IELTS assessment.

The structure of the English for Tertiary Education Programme (ETE) is as follows:

**Table 1.0 Structure of the English for Tertiary Education Programme (2013-08 onwards)**

Level	Name of Level	Level Description
1	English for Tertiary Education Programme Level 1	Beginner I
2	English for Tertiary Education Programme Level 2	Beginner II
3	English for Tertiary Education Programme Level 3	Elementary I
4	English for Tertiary Education Programme Level 4	Elementary II
5	English for Tertiary Education Programme Level 5	Pre-intermediate I
6	English for Tertiary Education Programme Level 6	Pre-Intermediate II
7	English for Tertiary Education Programme Level 7	Intermediate I
8	English for Tertiary Education Programme Level 8	Intermediate II
9	English for Tertiary Education Programme Level 9	Upper Intermediate I
10	English for Tertiary Education Programme Level 10	Upper Intermediate II

### ENGLISH COMPETENCY REQUIREMENTS FROM MOHE FOR INTERNATIONAL STUDENTS (w.e.f. August 1, 2019)

Abiding by the Ministry of Higher Education Malaysia's (MOHE's) regulations and programme standards by the Malaysian Qualifications Agency (MQA) via circulars JPT/GS 1000-630 (9) dated **July 31, 2019** and JPT/GS 1000-630 (41) dated **December 9, 2019**, all new International students commencing their undergraduate or postgraduate programme studies at UCSI University from August 1, 2019 onward are required to fulfil the English language requirements of their respective programme by showing proof of the required band scores in any one of the following acceptable tests:

Bachelor/Master/Doctoral level\*:

1. IELTS band score 5.0, or above;
2. TOEFL IBT score 42, or above;
3. Cambridge English Qualifications and Tests score 154, or above;
4. PTE (Pearson Test of English) score 47, or above;
5. MUET (Malaysian University English Test) Band 3, or above.

Diploma level\*:

1. IELTS band score 4.0, or above;
2. TOEFL IBT score 30-31, or above;
3. Cambridge English Qualifications and Tests score 140, or above;
4. PTE (Pearson Test of English) score 36, or above;
5. MUET (Malaysian University English Test) Band 2, or above.

\*Students must also abide with each programme English Language requirement as the requirements vary from programme to programme. Both University and programme English language requirements are to be fulfilled before graduation.

International students not having proof of attaining any of the above test band scores may be issued a Letter of Conditional Offer allowing them to obtain the required band score through the pursuit of the English for Tertiary Education programme for up to 12 months. Students who fail to attain the required IELTS band score within 12 calendar months will not have their student visa extended. Those wishing to continue pursuing the English for Tertiary Education programme may apply for a new student visa to come back again. Students who successfully attained the IELTS band score must start their programme of study immediately and may not be allowed to change programme on the same student visa.

With effect from March 18, 2020, ETE Level 10 students who have not fulfilled the English requirements must repeat the course if their overall course mark is below 50 (applicable to students undertaking the Programmes which accept an entry English proficiency equivalent to IELTS 5.5 and below), or the overall mark is below 70 (applicable to students undertaking the Programmes which accept an entry English proficiency equivalent to IELTS 6.0 and above). A Certificate of Attendance will be awarded to students upon completion of Level 10. Failing to fulfil the English requirements within 12 months from the intake date may result in visa cancellation.

Local and international students must fulfil both University and programme English Language requirements before graduation.

## **1.6 English Requirements for Selected African Countries**

There is continuous effort to map the English equivalency of various countries to UCSI University's requirements. A set of equivalency tables (see **Appendix B**) has been established for selected African countries.

## **2. Orientation**

As in-coming new students, you are required to attend an Orientation to familiarize yourself with the environment, the Centres/Faculties/Institutes/Schools, the premise, the systems, to understand the rules and regulations and other essential procedures before starting your academic classes. The Orientation will help you to settle to the administrative requirements on a guided basis. It is also an opportunity to exchange information and develop new friendships before the start of your academic journey at the University. Students have found the Orientation to be useful and beneficial on first arriving at the Campus. Thus, all new students are strongly encouraged to attend it.



### 3. Commencement of Classes

Students (new and existing) are required to attend the very first classes at the beginning of the semester to avoid missing important information that may affect your lessons for the whole semester. The timetable is usually made available at the following areas:

- Notice boards of the respective Centres/Faculties/Institutes/Schools.

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

### 4. Deferments of Studies

#### 4.0 General

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 pass. The approved deferment must be accompanied with your confirmed air ticket to return to home country during the specific period of deferment.

You are strongly discouraged to defer your studies on tolerable grounds, as it will prolong your length of studies. **The norm allowable deferment period at any one time is one (1) semester.** In the case of students undergoing the English Enrichment Programme, the norm allowable deferment period at any one time is one (1) level/calendar month. Requests for subsequent deferment of semester are unlikely to be granted but may be considered on a case-by-case basis, depending on the circumstances. **Absence for two (2) semesters or eight (8) months (whichever is longer) without notification will result in automatic termination of your studies.** If you wish to continue with the programme, you need to re-apply as a new student.

#### 4.1 Procedure for Deferment

The request for deferment must be accompanied by a duly completed **Deferment Form**, and a confirmed air ticket indicating your departure date (for an international student). You must seek approval from the relevant Centres/Faculties/Institutes/Schools as stated in the form before submitting the duly completed form to the RO. In the event the deferment is on medical grounds, supporting documents from the respective medical centre is required.

The deadline for a deferment request is stipulated in the academic calendar. The request for deferment should be made and finalized by the stipulated deadline.

#### 4.2 Fees in Deferment Cases

When approval is granted for a deferment request made for the following semester, the tuition fees payable for the deferred semester will be exempted. However, if the deferment is for the existing active semester, the fees will be ascertained by the GFO and the rules governing the deferment.

### 5. Travels during Semester & Examination

While travelling is allowed during the semester breaks or weekends, you are not encouraged to

travel during the semester indicated in the academic calendar. Requests for travel documents and letters from the RO will not be entertained. It is only on valid grounds or extenuating circumstances that you may apply for a deferment. If approved, you would need to return to your home.

Leisure travel and tour during the semester will inevitably affect the accumulation of component marks, if not the studies of a student.

## **6. Transfer of Programme**

### **6.0 General**

A transfer of programme is defined as a switch from an existing programme of study to a new programme, effective in the next semester.

### **6.1 Eligibility and Procedure**

To initiate a transfer of programme, you must possess the following:

- Full acceptance into an existing programme
- Meeting of the entry requirements of the programme intended to transfer to
- Approval from the Dean of the accepting Faculty
- Approval from the Dean of the departing Faculty
- Approval from the VPU/IO for student visa purposes (International Students)
- Approval from the RO
- Approval from the GFO and the payment of the programme transfer fee of \*RM150.

\*The University reserves the right to change the amount from time to time without prior notice.

The duly completed **Programme Transfer Form** is to be submitted to the RO by the stipulated deadline as published in the Academic Calendar (with approvals from the Centres/Faculties/Institutes/Schools required).

In any case, the transfer cannot take effect immediately unless the transfer was promptly completed at the end of the semester, after the final examination. A sponsored student (especially by governments) is required to obtain prior approval from the sponsoring agency before the transfer request is considered.

As and when government new regulations and/or changes are enforced, the University is compelled to adhere to and execute such latest intervening rules without prior notice.

### **6.2 Courses Completed Previously**

You are to seek advice from the Head of Department of the new programme to ascertain the number of courses that can be transferred or exempted in the new programme.

## **7. Government Requirements**

### **7.0 General**

Through the **Malaysian Qualifications Agency (MQA)**, the Ministry of Higher Education (MOHE), Higher Education Sector has imposed the following requirements on programmes offered by all private tertiary education providers:

- (i) **Mata Pelajaran Umum (MPU)/General Courses**  
This requirement is applicable to all students who have been admitted from July 2013 onwards.

### 7.0.1 Mata Pelajaran Umum (MPU)

This requirement is only applicable to Diploma and Bachelor Degree programmes.

There are four (4) categories of MPU courses where a student must fulfil the MPU requirements. The courses can be a core or elective course of a programme (please refer to the respective programme structure).

Requirements for Diploma and Bachelor's Degree levels vary, as set out below:

Programme Level	Number of Courses and Credits				
	<input type="checkbox"/> Three (3) credits/ course for U1 courses <input type="checkbox"/> One (1) – two (2) credits/ course for U2 or U3 courses <input type="checkbox"/> One (1) credit/ course for U4 courses				
	U1	U2	U3	U4	Total Credits
Bachelor's Degree	2 (6 credits)	2 (3 credits)		3 (3 credits)	<b>10-14</b>
Diploma/ Advanced Diploma	1 (3 credits)	1-2 (2-3 credits)		2 (2 credits)	<b>8-11</b>

#### (a) MPU requirements for Bachelor's Degree programmes

Category	International Students	Malaysian Students
<b>U1</b>		
<i>Penghayatan Etika and Peradaban</i>	-	√
<i>Falsafah dan Isu Semasa</i>	√	√
<i>Bahasa Melayu Komunikasi 3</i>	√	-
<b>U2 / U3</b>		
<i>Kursus Integriti dan Anti-Rasuah (KIAR)</i>	√	√
<i>Bahasa Kebangsaan A</i>		√*
<b>Other MPU courses (refer to study plan)</b>	√	√
<b>U4</b>	√	√

\*It is **COMPULSORY** for Malaysian students who did not obtain a credit in Bahasa Malaysia in SPM to register for Bahasa Kebangsaan A as an additional U2 component for the programme.

**(b) MPU requirements for Diploma programmes**

Category	International Students	Malaysian Students
<b>U1</b>		
<b>Penghayatan Etika and Peradaban/ Falsafah dan Isu Semasa</b>	-	√
<b>Bahasa Melayu Komunikasi 2</b>	√	-
<b>U2 / U3</b>	√	√*
<b>Kursus Integriti dan Anti-Rasuah (KIAR)</b>	√	√
<b>Bahasa Kebangsaan A</b>		√*
<b>Other MPU courses (refer to study plan)</b>	√	√
<b>U4</b>	√	√

*\*It is COMPULSORY for Malaysian students who did not obtain a credit in Bahasa Melayu in SPM to register for Bahasa Kebangsaan A as an additional U2 component for the programme.*

## 8. Selection of Courses

### 8.0 General

UCSI University students should select the courses of your choice and/or according to the advice given by your respective Head of Programmes, Head of Departments, Director, Deputy Deans or Deans.

Students shall undertake the responsibility of registering for the appropriate courses offered in the programme enrolled including the course selection period and adhere strictly to the add/drop procedure and deadlines accordingly.

### 8.1 New and Existing Students

The guidelines for the online course selection process will be given during the Orientation and thus, you need to be familiar with the procedure. The semester's course selection period, usually scheduled on the 12<sup>th</sup> week of the semester, although variations could occur, is outlined in the academic calendar and often runs over five (5) working days. A new international student must undergo the briefing conducted by the International Office before being able to access the online course selection module.

At the beginning of the commencing semester, you will be given approximately 15 working days to add and/or drop the pre-selected courses.

Requests for Add/Drop courses after the stipulated Add/Drop period will be subject to:

- approval from the Dean of the Faculty/Director of the Centre/Institute or designated staff of the Faculties/Centres/Institutes/Schools and,
- Penalty charges (*refer clause 8.6*).

If you receive approval to Add/Drop course after the Add/Drop period, you will not be able to perform the online transaction via the *IIS2.0* and will be required to proceed to the RO for over-the-counter transactions.

## 8.2 Procedure

All students are required to complete the course selection online via the *IIS2.0* at <http://www.ucsiversity.edu.my/currentstudent/listing.aspx>. Approval for the chosen courses is dependent on class capacity and courses offered in the semester. Online course selections eliminate the need for physical presence on Campus to perform the task.

Lectures/tutorials/labs class capacity are set by the faculty. Students are to consult the faculty for alternative courses should the class you select be of full capacity.

Consequently, any delays in completing the course selection process will not be entertained except under special extenuating circumstances.

## 8.3 Credit Hours

In a long semester (January – April and May – August of each academic year), a full-time student is required to undertake four (4) to five (5) courses, or 15 credit hours, whichever is higher. The maximum credit hours that a full-time student is allowed to undertake is 20 credit hours.

In a short semester (September – October), a full-time student are expected to undertake approximately two (2) courses, or nine (9) credit hours or, whichever is higher. The maximum credit hours that a full-time student is allowed to undertake is 10 credit hours.

However, the Faculty/School/Centre/Institute reserves the right to approve additional credit hours per semester on a case-to-case basis. This regulation applies to all programmes except Nursing, Pharmacy and Medicine.

Total credit hours undertaken for an academic year must not exceed 50 credit hours.

## 8.4 Approval of Courses

Once the course selection has been completed, you are reminded to do regular checks online for the course selection approval status, as the courses you selected may not always be approved. Your course selection may be rejected on the following grounds:

- Incompletion of pre-requisites,
- Insufficient courses undertaken in the semester,
- Number of courses exceed the maximum courses limit,
- Courses are not required for the programme,
- Course is of a different academic level, or
- Any other reason(s) by the Dean or appointed Head.

Submission of course selection does not guarantee approval for the intended course(s). Rejection of course(s) should be addressed immediately and preferably in a face-to-face consultation with the Dean of the Faculty/Director of the Centre/Institute or designated staff of the Faculties/Centres/Institutes/Schools.

## 8.5 Changing the Courses Selected

You are allowed to change the courses selected if the course selection has yet to be approved. If the course selection has been approved, the changes (*refer clause 8.8*) can only be made in the early weeks of the commencing semester. There are deadlines given for the Adding and Dropping of courses and you are advised to note the period carefully.

To make the changes on the selected courses before the courses selected are approved, you may re-enter the *IIS* and re-do the course selection within the stipulated period as stated in the Academic Calendar.

## 8.6 Processing Fee for Late Course Selection

A charge of RM500 **per request** will be imposed on students who are completing the online course selection after the stipulated course selection due date but prior to the last day for the Add/ Drop course.

You are to proceed to GFO to settle the penalty payment before proceeding to the RO to request for activation of the grace period for the late course selection via *IIS2.0*.

Adding and/or dropping of courses after the stipulated Add/Drop period will subject you to a charge of RM500 **per course** being dropped and/or added at an over-the-counter transaction (course selection function in *IIS* will be deactivated).

## 8.7 Attendance Listing

Once the course selection has been approved, your name will appear on the attendance list of the commencing semester. This list will facilitate the lecturer to take attendance and to ensure that you are registered for the course. If your name is not listed, then you are required to report to the RO immediately. You will not be registered for final examination if your name is not listed on the *IIS* generated attendance list.

## 8.8 Adding and Dropping of Courses

As outlined above, students who wish to change the courses selected may do so within a given period of the next semester. The academic calendar should be consulted to determine the exact deadline. After the deadline, a penalty of RM500/ will be imposed on each course dropped and/or added.

The fees paid for the course dropped after the stipulated due date for dropping of courses can neither be brought forward to the next semester nor could they be refunded.

Hence, you are discouraged to add beyond the deadline as some courses may have already launched the first assignment or test and disallow late-add students to accumulate their component marks. Furthermore, a late-add student may have missed out important knowledge and lessons examinable in the final paper.

## 8.9 Modular Courses

At times and in certain programmes, courses could be offered on a modular basis. For such courses, students are restricted from dropping the modules. However, you may choose to defer

the modules by sending in a written request to both, the Centres/ Faculties/ Institutes/ Schools and the RO within one (1) month from the semester commencement date.

The list of modules offered will be provided by the Centres/Faculties/Institutes/Schools separately. The Centres/Faculties/Institutes/Schools may also vary the procedure slightly to accommodate certain situations that are essential to facilitate the operation of the modular courses.

### 8.10 Withdrawal of Courses

Withdrawal of courses is not encouraged but is permissible within a certain extent of time in each semester. You may have surpassed the Add/Drop deadline and attended many weeks of lessons before deciding to discontinue from the course. In such a circumstance, you may **withdraw** from the course within the due date given, i.e. on/before the deadline for course withdrawal (usually by the end of Week 8 of a semester).

The withdrawal request is subject to approval from the Dean of the Faculty/Director of the Centre/Institute or designated staff of the Faculties/Centres/Institutes/Schools. There will be a processing fee of RM500 imposed for each withdrawal per course.

The withdrawal will prohibit you from sitting for the final examination. The course will appear in your records with a “W” remark indicating that you had withdrawn from that course. A withdrawn course will not contribute to GPA and/or CGPA computation. The course fee paid can neither be brought forward nor refunded.

## 9. Course Components

### 9.0 General and Structure of Courses

A course may have several components that contribute towards the final grade. These components are categorized as either Continuous Assessments (CA) or Final Assessments (FA). You have to complete all components in CA and FA as prescribed for the course. Course components are spread over the entire semester for a better assessment and evaluation of your learning outcome at different points in time. The system is also aimed to enable you to gather marks throughout the semester instead of being evaluated on a concentrated 100% final examination/assessment.

Some of the common Continuous Assessment (CA) components are as follows, although not all components will be applicable to all courses:

- Assignments
- Tests
- Quizzes
- Laboratory work
- Projects

Some of the common Final Assessment (FA) components are as follows, although not all components will be applicable to all courses:

- Projects
- Presentations
- Quizzes
- Thesis / dissertation
- Final examination

Although the above components in CA and FA appear in most of the courses, there may be exceptions for certain programmes and Centres/Faculties/Institutes/Schools. The composite components are determined by various factors such as appropriateness of component assessment, relevance of component evaluation, adherence to approval given by the Malaysian Qualification Agency (MQA), and/or synchronisation with common academic practices worldwide.

## 9.1 Cumulative Marks

Marks will be awarded to all components assessed throughout the semester. You have to attempt all components in any particular course. These marks are cumulative and will be added to the marks obtained in the final examination/assessment for an overall result. Thus, you should keep a record of the marks you obtained in each component for an overall self-assessment of your academic performance before the final examination/assessment. Once the final examination/assessment is conducted, the total marks compiled by lecturers and Centres/Faculties/Institutes/Schools will undergo a stringent evaluation by the School Examination Board of the respective Centres/Faculties/Institutes/Schools before further verification by the University Examination Board, and subject to the review and endorsement by the Senate. The results are usually released on the first day of the following semester, although there are circumstances in which a handful of results could be released earlier (e.g. Foundation level) or later (e.g. final year courses). A pass for both the Continuous Assessment component and a pass for the Final Assessment component is required to pass every course.

Students are required to meet the following conditions to pass a course:

A minimum 40% of continuous assessment (CA),

A minimum 40% of final assessment (FA), and

A minimum 50% of the overall marks (OM) - total for continuous and final assessment.

**Kindly refer to the various scenarios for guidance.**

Scenario	a. Continuous Assessment (CA)	b. Final Assessment (FA)	c. Overall Marks (OM)	Final Grade	Supplementary Examination	Remarks
Student A	30/60 (50%)	30/40 (75%)	60%	B	NA	Met all the conditions: a, b and c.
Student B	45/60 (75%)	14/40 (35%)	(59%) capped to 45%	C-	Eligible	Met the conditions for a but not b.
Student C	24/60 (40%)	20/40 (50%)	44%	D	Eligible	Met the conditions for a and b but not c
Student D	21/60 (35%)	18/40 (45%)	39%	F	Not eligible	Did not meet the condition for a.



Student E	24/60 (40%)	14/40 (35%)	38%	F	Not eligible	Not met the minimum 40% for c for supplementary eligibility.
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**Reference (UCSI University Grade legend):** 0 - 39, F; 40 - 44, D; 45 - 49, C-; 60 – 69, B.

Please refer to **Section 13.6 Computations and Capping of Marks**, for more information.

Should your overall result (CA and FA marks) fall between 40% to 49%, you may be eligible to sit for a supplementary examination (for examination-based FA). Please refer to **Section 13.11 Supplementary Examination**, for more information.

## 9.2 Submission of Coursework

Whether assignments or projects, students undertaking courses are academically bound by the compulsory submission of coursework required in those courses. You are advised to be aware of the respective due dates and deadlines for submission, as well as the penalties for late submission. You are also advised to adhere to the stringent format required of each course/lecturer to avoid marks being deducted for non-compliance.

## 9.3 Attendance and Absenteeism

UCSI University regards class attendance highly and policies developed repeatedly emphasize the importance of achieving 80% attendance for each course undertaken. Students who are unable to meet the 80% attendance will be issued with a Poor Attendance Report and will subsequently be barred from sitting for the final examination by their lecturers. The barred list will be submitted by a lecturer in week 11 for a long semester, and in week 6 for the short semester.

Where courses consist of quizzes, tests and/or mid-term tests, you are required to ensure attendance in all assessments. At times, the marks of a missed component may be spread or added to other components. Absenteeism is to be reported immediately to the lecturer concerned for consideration for another assignment or a replacement test as deemed fit by the concerned lecturer.

Absenteeism may be acceptable on medical grounds and if supporting documents are presented to the lecturer. Unlike absenteeism from final examination, the decision for absences in quizzes, tests and mid-term tests, and the remedial actions to be taken is entirely within the jurisdiction of the respective lecturers and/or Centres/Faculties/Institutes/Schools.

Students who arrive late will be admitted to the class at the lecturer's discretion. If admitted, the onus is on you to ensure that attendance is taken. Habitual offenders may be referred to the SDB for action. Also, students who are caught marking attendance on behalf of others will both be barred from the examination and/or referred to the SDB.

## 10. Transcripts and Examination Results

The semester's examination results are available to students and parents (via IIS2.0). An academic transcript is a document that indicates your cumulative academic performance during your tenure at UCSI University in the programme you are enrolled in. The official academic transcript is issued for students who has officially Completed or Withdrawn from a programme. To request for a transcript, the existing students are required to approach the RO to complete a form or via email at least three (3) working days before the desired receipt of the academic transcripts.

The first academic transcript of a programme issued by UCSI University is complimentary with the subsequent copies to be charged at a normal fee of RM10 per set of the academic transcript. For Co-Op placement, the existing student is advised to self-generate the semester's examination results via IIS, and may request for Certify True Copy from the RO for future perusal. .

With effect from 01 May 2008, all academic transcripts will adopt the grade point (GP) format with the final computation of grade points being represented by a cumulative grade point average (CGPA).

## CESSATION OF PROGRAMMES

### 11. Policies Governing Discontinuation of Studies

#### 11.0 General

The cessation or discontinuation of studies by an existing student may arise from voluntary withdrawal or termination.

#### 11.1 Withdrawal

You must fill up the “**Online Submission of Withdrawal Form**” and get approval from the relevant Centres/Faculties/Institutes/Schools as stated in the online checklist.

You may voluntarily withdraw from your studies prior to completing the programme. The reasons for the withdrawal may vary from going to another institution to financial difficulties. Such withdrawals will be processed in accordance with the procedure and requirements outlined by the GFO (please refer to Appendix C). This will include the completion of the “**Online Submission of Withdrawal Form**” which includes obtaining the approval from all relevant departments and/ or persons as stated in the online checklist.

Tuition fee refunds (if any) are guided by the University's Refund Policies and Procedures and you are advised to ascertain the procedure. It is imperative that all rules and regulations are strictly adhered to, including settling the outstanding tuition fee (if any), failing which, the Refundable Deposits shall be forfeited.

The approval for withdrawal of an International student must be accompanied by, apart from, a duly completed “**Online Submission of Withdrawal Form**”, also a confirmed air ticket indicating your departure date. A Letter of Offer from the acceptance institution is also required for transfer cases.

## 11.2 Termination of Studies

When and if you are found guilty of any serious disciplinary offences and your prolonged stay in the country (international students) affects the peace of the country or tarnishes the image of the University, your studies will be terminated immediately.

Apart from the above, reasons for termination of studies may include any one or a combination of the following:

- Poor academic performance for two (2) or more consecutive semesters.
- High absenteeism in classes (i.e., less than 80% attendance).
- Non-response to warning letters issued.
- Unacceptable reasons in reply to warning letters.
- Advised by Dean of the Faculty/ Director of the Centre/ Institute or designated staff of the Faculties/ Centres/ Institutes/ Schools
- Submitting forged/ tampered documents.
- Rejection of student visa renewal by the MID.
- Exceeding maximum duration allowed to complete a programme.
- Disciplinary issues.

For poor academic and attendance performances, you will be issued a warning letter and may be referred to the SDCD of SAA for the necessary support and guidance. If the poor performance continues, a second warning letter will be issued. A termination letter will follow if the poor performance persists. For termination involving international students, you will be requested to surrender your passport to the International Office for cancellation of your student visa.

Where and when the causal factors for termination appear to be too severe (as deemed by the University), a termination letter may be issued without notice or warning letters. Such incidents usually relate to offences that are criminal in nature or that places the University's name at stake.

Tuition fee refunds (if any) are guided by the University's Refund Policies and Procedures and you are advised to ascertain the procedure. It is imperative that all rules and regulations are strictly adhered to, including settling the outstanding tuition fee (if any), failing which, the Refundable Deposits will be forfeited.

## 11.3 Appeal Process

The appeal board is set up for purpose of having a final avenue for students to appeal to. The process of appeal will be discussed and decided by an appeal board for the termination based on submitting fake documents and committing serious offences.

The Appeal Board shall comprise of the following members:

- (i) Deputy Vice-Chancellor, Academic and Internationalisation
- (ii) Deputy, Vice Chancellor (SAA)
- (iii) Registrar
- (iv) GFO
- (v) Legal Officer

The Appeal Board will attend appeal against termination due to the following circumstances:

- Consecutive poor academic performances
- Poor attendance record
- Rejection student pass renewal by MID

#### **11.4 Cessation of Academic and Administrative Services**

Upon termination of studies, all academic and administrative services previously extended to you will be curtailed and ceased with immediate effect. Students whose studies have been terminated are required to comply with the exit procedures immediately and refrained from entering the University and its premises thereafter.

#### **11.5 Deportation**

Where resistance is encountered, deportation may be exercised whereby you will be escorted to the airport to board the next flight home. Refundable deposits and surplus tuition fees may be utilized to bear the costs of your deportation.

### **DRESS CODE & GENERAL PROHIBITIONS**

#### **12. Rules & Regulations**

##### **12.0 General**

UCSI University promotes a consistent professional image throughout the University to help staff, students and customers to feel safe, confident and comfortable at our University.

##### **A. Student Identification Card**

Students must at all times worn and display their student identification cards appropriately while on campus.

##### **B. Clothing**

Clothing **MUST NOT** be excessively short, tight, or revealing.

##### **1. Shirts**

- i. No sleeveless shirt or blouse
- ii. No spaghetti straps shirt
- iii. No shirts with offensive words, terms, logos, pictures, cartoons or slogans

##### **2. Pants, Slacks and Skirts**

- i. No shorts, No  $\frac{3}{4}$  pants
- ii. No mini-skirts and no tight skirts and pants.
- iii. Dress and skirts length should not be shorter than 2 inches above knees
- iv. Pants/ Jeans should be ankle length
- v. Female students are not allowed to wear veils on campus

**C. Foot wear**

No flip flops, No Japanese slippers as well as No house slippers

**D. Jewellery**

No excessive jewellery

**E. Specific Dress Code Requirements**

Student is required to adhere to specific dress code requirements of their faculties or in the laboratories as specified in the respective Faculty Student Handbook or the Lab Safety Guides.

**F. No Smoking, including electronic cigarettes (e- cigarettes)**

Students are not allowed to smoke any kind of cigarettes, including e-cigarettes inside the University, smoking is allowed in designated smoking area only, RM50 fine and/or disciplinary action will be taken against the student who has violated this rule.

**G. Review and Revision**

The University may amend the student's dress code & general prohibitions at any time.

**Warning:** University authorities may take action on students who do not comply to the dress code, including denying entry to campus and its facilities and may be subjected to disciplinary action.

Students who are inappropriately dress will NOT be allowed to sit for examinations.

**H. Submission of forged or fake medical certificates**

Medical certificates submitted to the University must be issued and signed by a registered medical practitioner with the Malaysia Medical Council (MMC). Students are not sternly warned not submit forged information on the medical certificate, or submit a fake/false medical certificate which is not issued by a registered medical practitioner. Students who submit forged or fake/false medical certificate(s) will be referred to the Student Disciplinary Board for disciplinary action.

Please note that forging/falsifying any official document such as a medical certificate is a criminal offence and can lead to a report being made to the police for appropriate action to be taken, accordingly.

**EXAMINATIONS****13. Final Examination Component****13.0 General**

You are eligible to sit for a final examination towards the end of each semester if the course undertaken requires this assessment.

The duration of the final examination may vary between 1.5 hours to 3 hours, depending on the requirement of the programme and the course. The venue for the final examination is usually in the Examination Hall but could be located elsewhere depending on the capacity and the logistics of the entire examination. Students are to refer to Appendix D for Examination Rules and Regulations.

### 13.1 Examination Timetable

The examination timetable is electronically computed and will rarely result in clashes of papers. However, if and when there is a clash, the affected students are duty bound to report the clash to the EC ([examcentre@ucsiuniversity.edu.my](mailto:examcentre@ucsiuniversity.edu.my)) immediately upon the publication of the first draft of the examination timetable. As the examination periods have been stipulated in the Academic Calendar published ahead from the commencement of the academic year, you are forewarned to avoid scheduling of any activities during these periods. Therefore, the University will not entertain requests to relocate examination slots if clashes occur for personal reasons, i.e., travelling plans, other external examinations registered on your own accord, recreation/extracurricular activities, travelling for exchange student programmes, etc. A second draft of the timetable will be published in a week's time. Should there be no request for changes, the final timetable will then be released in one (1) weeks' time and thereafter, no amendments will be entertained.

You are required to check the final examination timetable published on-line. Incorrect information recorded by you will not be entertained and absenteeism on such grounds will lead to re-registration of the said course with attendance in the future semester offered.

The examination timetable is scheduled after taking into account the entire examination papers of the University and the number of days allocated for the examination period. At times, some papers are scheduled within the same day to avoid clashes of students undertaking other courses. Negotiations will not be entertained as the examination is regarded as an assessment to gauge the knowledge, principles, concepts, theories and/or practice a student has already learnt and acquired throughout the semester.

At times, the examination period may fall within the festive seasons. While sensitive care is taken into account to rest the festive day, particularly if it is religiously inclined, the examination nevertheless will proceed thereafter. In line with universities worldwide, pleas to take leave will not be accepted.

### 13.2 Eligibility, Barring and Un-Barring

To meet the eligibility to sit for the final examination, you have to meet the 80% attendance requirement in the semester. If this requirement is not met, the system will bar you from the course and you will be prohibited from taking the examination.

Students are responsible to check their status (if status is barred) in the system two (2) weeks before the final examination period and take the necessary remedial actions. E.g. engaging discussions with the lecturers concerned to clarify the reason(s) for your high absenteeism, or to work out the various options to lift the bar status. Should the lecturer accept the justification, they will update your status (unbar) in the system.

Ineligibility to sit for the final examination may also be due to long outstanding and unsettled tuition fees. The GFO will check your payment record and withhold the examination token if you have outstanding tuition fees.

Students who failed to settle the outstanding fees by the last day of classes will be barred from the final examination sitting. Settlement of outstanding fees after the examination day/period will not entitle you for a re-sit and/or supplementary examination. As such, you will receive an “F” grade for the course registered and you are required to repeat the course in the next offering semester.

You are required to settle your tuition fees before the semester commences. Finance charges will be incurred for fees settled after the stipulated due date for payment but prior to the commencement of the examination period. While delays in fee payment may be tolerated on valid grounds, the onus is on you to approach the GFO to discuss an alternative and acceptable pattern of payment.

The Exam Centre will not entertain any verbal barring or unbarring of students without the receipt of the supporting documents from the lecturers and/or Centres/Faculties/Institutes/Schools and/or GFO.

### **13.3 Quarantine**

Where and if there is a clash of examination time or unreported undertaking of different levels of courses during the semester, candidates may either be quarantined and/or merged the two (2) papers into four (4) hours or at a duration that the University deems fit.

In order to avoid clashes, you are strongly advised to select courses of the same level during the semester. Undertaking courses at different levels will subject you to the risk of clashes in the final examination timetable. The clashes in the class timetable during the semester are already an indication of a possible clash in the final examination timetable.

### **13.4 Examination Regulations**

#### **13.4.1 Examination Slip**

As mentioned, you are required to print an examination slip approximately three (3) days prior to the final examination, Exam Centre will not be responsible for any delay in entering the examination hall should the students failed to print their examination slip on his/her examination day. Your student ID and examination slip are required to enter the Examination Hall. Without either one, you will need to approach the Finance Counter to obtain a new examination slip and/or identification tag after a penalty payment of RM5 for each item needed.

The examination slip will outline all the courses that have the final exam component, and you are undertaking for the particular semester. Where a student is barred from the final examination, a line will be drawn across the course and you are urged to act swiftly to be unbarred from the examination.

### 13.4.2 Prohibited Items in the Examination Hall

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

This is notwithstanding whether the examination has commenced or not, and whether the prohibited items were brought in intentionally or otherwise. The onus is on the student to check that prohibited items are not brought into the examination hall. Invigilators will check items that are allowed into the examination hall when suspicion arises. Examples of such items are outlined below:

**Table 13.0: Prohibited Items in the Examination Hall**

Prohibited Items	Items to be Checked	
<ul style="list-style-type: none"> <li>• Papers of any size</li> <li>• Caps</li> <li>• Books or notes</li> <li>• Electronic devices (smart watch, bluetooth handsfree)</li> </ul>	<ul style="list-style-type: none"> <li>• Coats, jackets, pockets, pants</li> <li>• Calculators</li> <li>• Calculator covers (on the floor)</li> <li>• Pencil cases/boxes (on the floor)</li> <li>• Spectacle casing (on the floor)</li> <li>• Dictionaries (where allowed)</li> </ul>	<ul style="list-style-type: none"> <li>• Rulers</li> <li>• Books (where allowed)</li> <li>• Examination Tokens</li> <li>• Wallets and purses</li> <li>• Others</li> </ul>

Prohibited items found in the examination hall will be confiscated and used as evidence in the Student Disciplinary Board (SDB) meeting and may not be returned to you. If you want to bring your personal and valuable belongings into the Examination Hall, you are advised to seek alternative avenues to safeguard your items. Coin lockers are provided by the Student Affairs and Alumni Division located outside of the examination hall. UCSI University will not be held responsible for the loss of any item within the premises if you fail to heed the advice of not bringing valuable items to the examination.

### 13.4.3 Mobile Phone in the Examination Hall

Mobile phones *may* only be brought into the examination hall **on the condition** that students keep their mobile phones **in their bags** and the bags must be placed **at the front of the examination hall or in the lockers** located outside the examination hall. All mobile phones must be switched off (including any alarms) throughout the examination.

If a mobile phone is found in your possession (pockets, clothing, on your desk / chair / on the floor) or rings in your bag during an examination, the mobile phone will be confiscated. A penalty of **RM100** will be imposed to redeem both the SIM card and the mobile phone from RO counter.

Students are advised to take proper precaution with regards to safeguarding their own mobile phones or other valuable items. UCSI University will not be held responsible for the loss or theft of any items within the premises.



#### **13.4.4 Washroom Procedures**

To safeguard the integrity of the examination, you are prohibited to go to the washroom immediately upon entering the examination hall within the first 30 minutes of the examination, and towards the last 30 minutes before the examination ends. However, the Chief Invigilator on duty is authorised to exercise his/her discretion to act accordingly on needs arising under special circumstances.

You are advised to visit the washroom before any examination session. Where deemed appropriate, you may be subject to a body search by Invigilators (of the same gender). When consent is given, you are required to sign a washroom control booklet outside the restroom to indicate when and who has been to the washroom during a particular paper.

#### **13.4.5 Seating Arrangements**

At each examination session, you will be given designated seat arrangements that differ by sessions. The seating arrangements will be made available at the nearest notice boards to the examination hall, 15 minutes before commencement of the examination session. You are advised to be at the examination hall early to check your respective seat numbers.

The arrangement is fixed according to the attendance logistics. Unauthorized movement is strictly prohibited, unless otherwise instructed or requested by the Invigilators.

#### **13.4.6 Attendance Slips and Waiting Period**

If you enter the examination hall early, you have the advantage of completing the attendance slips and the details requested on the answer booklets and other documents before the examination commences. The announcement to start the examination will be made only when the hall has been put in order and/or it has reached the scheduled time to commence the examination.

The announcement pertaining the rules and regulations will be briefed by the Chief Proctor before the beginning of each session, and you are required to listen attentively and abide by the instructions and examination regulations announced.

The attendance slip should be completed prior to attempting the questions. It will be collected at the end of the first 30 minutes for attendance affirmation. As such, you are not allowed to leave the hall within the first 30 minutes when the examination commences.

#### **13.4.7 Examination Materials**

All materials distributed to candidates at any examination session, used or unused, are to be returned to the examiner. Taking materials out of the examination hall is regarded as an offence. If you are caught bringing out the examination material from the examination hall, you will be subject to penalty as deemed appropriate by the SDB.

### 13.4.8 Time Keeping

As a reminder, you are advised to adhere to the following practice:

- Arrive early to check the seat number.
- Remain seated until the examination starts.
- Remain in the examination hall within the first and the last 30 minutes of the examination. Any movements within the examination hall during this period, including leaving the hall or visiting the washroom, are restricted.

The adherence to the above practice is in compliance with the time management of the examination. If you arrive after the first 30 minutes, you will not be allowed into the examination hall unless authorised by the Chief Invigilator. The delay will be regarded as absenteeism, especially if there were students who had left the hall or visited the washroom.

### 13.5 Absenteeism from Final Examination

The University defines absenteeism as not physically present in the examination hall during the stipulated date and time of the paper in question, under whatever circumstances.

Absenteeism in the final examination entails a serious consequence amounting to an 'F' grade awarded. However, absenteeism due to extenuating circumstances may be considered for a supplementary exam if supporting documents justifying the absenteeism are acceptable to the UEB. Examination absenteeism form and all the relevant documents must be submitted to the Exam Centre within five (5) calendar days inclusive of the scheduled examination day. Misreading or misunderstanding the final timetable cannot be accepted as a reason for failure to attend an examination.

If you are unable to attend the final examination due to a medical condition, you are required to submit a medical certificate issued by a doctor from either a government or private hospital, private clinic or from UCSI University's clinic/hospital. A Medical Attestation Form duly completed by the doctor who attended to the illness must be enclosed with the medical certificate(s) should the medical certificate(s) be issue by a government or private hospital, private clinic or from UCSI University's clinic/hospital.

The medical certificate(s) must be submitted to the Exam Centre within five (5) calendar days inclusive of the scheduled examination day. Late submission of medical certificate must be supported by justification from doctors from the same clinic/hospital where the student obtained the medical certificate. Acceptance of the late submission is subject to decision of the SDB.

In the case of a student who had submitted medical certificate(s) for being absent in examination for three (3) consecutive semesters or more, the University reserves the right to reject future medical certificate(s) and to disallow the student from attempting the supplementary examination.

Medical certificate(s) will not be accepted if you are found to have fees owing to the University prior to and/or during the final examination period.

Students who submit medical certificate(s) for absenteeism may apply to attempt the

supplementary paper at the beginning of the next semester. The Supplementary Examination application can be made online via the IIS2.0 Student Portal.

The marks awarded after supplementary examination will be capped at 50% (if > 50%). Please refer to *clause 13.11* for more details on supplementary marks. However, if it involves special medical condition(s), special consideration, on a case-to-case basis, will be made for non-capping of marks if it is supported by sufficient convincing medical reports to substantiate the gravity of the medical condition. If the UEB is satisfied with the gravity of the medical condition, which you suffered during the time, and date when the paper was examined, your accumulated component marks may be added to the marks obtained in the supplementary paper. Time off slip is not acceptable for reasons of absenteeism in final examinations.

Submission of forged and tampered medical certificates will be referred to the SDB for further action. Depending on the degree of the severity of the act, the penalties imposed could be one or more of the following actions:

- Recorded warning letters.
- Award of an “F” grade.
- Suspension of a semester or more.
- Termination of studies at UCSI University.

### 13.6 Computations and Capping of Marks

Component marks obtained throughout the semester will be accumulated and taken into account in the computation of the final marks. This total mark will be moderated by the respective Centres/Faculties/Institutes/Schools or second examiner prior to submission to the UEB for approval, endorsement and release. The final grade will be released to the student on the commencement week of the new semester.

Students must pass both the Continuous Assessment (CA) and Final Assessment (FA) to pass the course. In the event the student only fails the Final Assessment (FA) component, the final marks shall be capped to a fail grade (F, D, or C-). The following table illustrates several examples of the capping as well the eligibility for supplementary exam:

**Table 13.1: Examples of the Capping of Marks**

Components	Student A			Student B			Student C			Student D		
	Marks Obtained	Full Mark	Supplementary Exam Marks	Marks Obtained	Full Mark	Supplementary Exam Marks	Marks Obtained	Full Mark	Supplementary Exam Marks	Marks Obtained	Full Mark	Supplementary Exam Marks
Continuous Assessments (CA)												
Assignment 1	5	10	Not applicable	5	10	-	8	15	-	5	10	Not Eligible
Mid term	10	20		15	20	-	8	15	-	5	20	
Assignment 2	15	30		20	30	-	17	30	-	5	30	
Total CA marks	30	60		40	60	-	33	60	-	15	60	
Final Assessment (FA)	20	40		10	40	20	10	40	10	30	40	
Total marks	50	100		<del>50</del>	100	<del>60</del>	<del>43</del>	100	<del>43</del>	45	100	
				grade capping		50% capping						
Final Marks (Grade)	(C)			(C-)		(C)	(D)		(D)	(C-)		
Remarks	Supplementary exam does not apply to this student as student has passed both the CA and FA and total marks is 50			Student fails the final assessment. Grade is capped at C-. Passes the supplementary exam but the final mark is capped at grade (C) even if the computed marks after supplementary exam are higher than 50			Student fails the final assessment and supplementary exam, hence the final mark remains at (D) (Fail)			Not eligible for supplementary exam as the student has not passed the CA. Final grade is C- (Fail)		

## Student A

<b>Continuous Assessment (CA)</b> Assignment 1 + Mid-term + Assignment 2	$= 5+10+15 = 30/60 (50\%) \geq 40\%$
<b>Final Assessment (FA)</b> Total CA+FA	$= 20/40 (50\%) \geq 40\%$ $= 30+20$ $= 50 \geq 50\%$
Student met all conditions. Final grade is C.	

## Student B

<b>Continuous Assessment (CA)</b> Assignment 1 + Mid-term + Assignment 2	$= 5+15+20 = 40/60 (66.67\%) \geq 40\%$
<b>Final Assessment (FA)</b> Total CA+FA	$= 10/40 (25\%) \leq 40\%$ $= 40+10$ $= 50$
<b>Final marks</b>	$= 45; C-$
Final marks capped at 45% with C- grade as student failed the final assessment. Student is eligible to take the supplementary examination.	

## Student C

<b>Continuous Assessment (CA)</b> Assignment 1 + Mid-term + Assignment 2	$= 8+8+17 = 33/60 (55\%) \geq 40\%$
<b>Final Assessment (FA)</b> Total CA+FA	$= 10/40 (50\%) \leq 40\%$ $= 33+10$ $= 43 \leq 50\%$
<b>Final marks</b>	$= 40; D$
Final marks is below 50%. Final marks capped at 40% with grade 'D'. Student is eligible for supplementary.	

## Student D

<b>Continuous Assessment (CA)</b> Assignment 1 + Mid-term + Assignment 2	$= 5+5+5 = 15/60 (25\%) \leq 40\%$
<b>Final Assessment (FA)</b> Total CA+FA	$= 30/40 (75\%) \geq 40\%$ $= 15+30$ $= 45 \leq 50\%$
<b>Final marks</b>	$= 40; D$
Student failed the continuous assessment. Not eligible for supplementary exam. Final mark is capped to 40% with grade 'D'.	

Student A

<b>Continuous Assessment (CA)</b> Assignment 1 + Mid-term + Assignment 2	$= 5+10+15 = 30/60 (50\%) \geq 40\%$
<b>Final Assessment (FA)</b> Total CA+FA	$= 20/40 (50\%) \geq 40\%$ $= 30+20$ $= 50 \geq 50\%$
Student met all conditions. Final grade is C.	

## Student B

<b>Continuous Assessment (CA)</b> Assignment 1 + Mid-term + Assignment 2	$= 5+15+20 = 40/60 (66.67\%) \geq 40\%$	
<b>Final Assessment (FA)</b> Total CA+FA	$= 10/40 (25\%) \leq 40\%$ $= 40+10$ $= 50$	
<b>Final marks</b>	$= 45; C-$	
Final marks capped at 45% with C- grade as student failed the final assessment. Student is eligible to take the supplementary examination.		

## Student C

<b>Continuous Assessment (CA)</b> Assignment 1 + Mid-term + Assignment 2	$= 8+8+17 = 33/60 (55\%) \geq 40\%$
<b>Final Assessment (FA)</b> Total CA+FA	$= 10/40 (50\%) \leq 40\%$ $= 33+10$ $= 43 \leq 50\%$
<b>Final marks</b>	$= 40; D$
Final marks is below 50%. Final marks capped at 40% with grade 'D'. Student is eligible for supplementary.	

## Student D

<b>Continuous Assessment (CA)</b> Assignment 1 + Mid-term + Assignment 2	$= 5+5+5 = 15/60 (25\%) \leq 40\%$
<b>Final Assessment (FA)</b> Total CA+FA	$= 30/40 (75\%) \geq 40\%$ $= 15+30$ $= 45 \leq 50\%$
<b>Final marks</b>	$= 40; D$
Student failed the continuous assessment. Not eligible for supplementary exam. Final mark is capped to 40% with grade 'D'.	

## 13.7 Cheating and Misconduct

### 13.7.1 Definition of Cheating

UCSI University views cheating seriously and considers both the intentional action of cheating and failure to prevent the unintentional action of cheating as a grave offence.

UCSI University adopts a broad definition of cheating as any acts, intentional or otherwise, that would provide an opportunity to enhance the performance of the students in the examination, with the use or unused, of relevant or irrelevant tools, materials and/or actions. Examples of such incidents are:

- 13.7.1.1 Copying, in part or whole, from an examination paper, mathematical analysis, formulae, research or creative project or equivalent sources that belongs to another person;
- 13.7.1.2 Submission of a piece of academic work that has been purchased, borrowed, stolen; or fabricated data;
- 13.7.1.3 Use of notes, sources, materials from items and/or electronic devices not authorised in the examination or by the examiner;

- 13.7.1.4 Collusion or making arrangements with another student to cheat, including employing a surrogate to sit for an examination or any form of academic assessment mode, in part or whole, or agreeing to be that surrogate aiding and abetting the dishonest act;
- 13.7.1.5 Bringing any other unauthorised items into the Examination Hall, whether relevant or not, whether used or not, and irrespective of the ownership.

The penalties imposed on students who are caught cheating may vary between a recorded warning letter; a Fail grade being awarded, suspension of a semester, or even termination of studies at the University. The type of penalty will depend on the degree of severity of the act.

### **13.7.2 Recurring/Consecutive Cheating**

Students with recurring/consecutive cheating offences will be suspended for one semester or more or termination of studies depending on the degree of severity of the act.

Recurring/consecutive cheating is defined as follows:

- 13.7.2.1 Being caught cheating in one paper on a particular day and again in another paper a few days after the first incident;
- 13.7.2.2 Being caught cheating in course work components (such as test, mid-term test, quiz, and other reported incidents) and again in the another assessment component or final examination;
- 13.7.2.3 Being caught cheating in any form of assessment in one semester and again a repeat of the incident in another semester.

Records of any cheating incidents will be recorded and kept in the respective students' files and Student Database records. These incidents will be referred by authorities to determine the future services to be provided to you and in the provision of character references requested by your future employers.

International students, who are being suspended due to a cheating offence, will have their student visas shortened or cancelled. As such, they will be asked to return to their home country for that suspended semester(s). If their visa is extended over a considerably long period, then they may maintain their visa but it will be made mandatory for them to present their homebound air ticket to the RO. Upon returning to Malaysia to resume their studies, they will be asked to show the pages in their passport to certify their departure and arrival. The University is duty bound to report to the MID any students who fail to adhere to the above regulations.

Students (local or international) who are suspended will not be allowed to:

- 13.7.2.4 Transfer programmes or complete their course selection.
- 13.7.2.5 Sit for any supplementary, if any. They will be required to repeat the course again.

### 13.7.3 Misconduct during Examination

Misconduct, which may include the act of cheating or attempting to cheat, is taken to include a broader definition. Examples of actions that constitute misconduct include the following, but are not limited to:

- 13.7.3.1 Incessant talking in the examination hall.
- 13.7.3.2 General disobedience of examination instructions.
- 13.7.3.3 Unruly and rowdy behaviour shown towards invigilators /lecturers.
- 13.7.3.4 Inability to adhere to, as well as aloofness towards examination procedures.

All academic misconduct cases are presented to and considered by the UEB. Where required, the students involved will be required to attend an interview for further clarification. Where appropriate, the cases may be referred to the SDB for further actions.

### 13.8 Passing Marks and Grades

You are expected to be familiar with the grading system of your respective programmes in your Centres/Faculties/Institutes/Schools. While a 50% passing mark may generally be adopted, you are advised to re-confirm with your Dean of the Faculty/Director of the Centre/Institute or designated staff of the Faculties/Centres/Institutes/Schools. However, you shall pass both Continuous Assessment and Final Assessment components to pass the respective course.

The overall grading system at UCSI University, which applies to all programmes excluding A Levels, Pharmaceutical Sciences & Medicine, is presented as follows:

**Table 13.2: Grade Legend and GPA (September 2017 onwards)**

UCSI University Grade Legend		GPA
A	80-100	4.00
A-	75-79	3.67
B+	70-74	3.33
B	65-69	3.00
B-	60-64	2.67
C+	55-59	2.33
C	50-54	2.00
C-	40-49	1.67
D+	35-39	1.33
D	33-34	1.00
D-	31-32	0.67
F	0-30	0.00

**Table 13.3: Grade Legend and GPA (January 2024 onwards)**

UCSI University Grade Legend		GPA	Level of Achievement
A+	90-100	4.00	Excellent
A	80-89	3.75	High Distinction
A-	75-79	3.67	Distinction
B+	70-74	3.33	Very Good
B	60-69	3.00	Good
C+	55-59	2.50	Merit
C	50-54	2.00	Satisfactory
C-	45-49	1.5	Conditional Pass
D	40-44	1.00	Conditional Pass
F	0-39	0.00	Fail

## **13.9 Results**

### **13.9.1 Release and Publication**

Your results will usually be published on the first day of the commencing semester. You are advised to proactively check the academic calendar for the schedule dates.

The results are published online to enable borderless access. Results enquiry via phone calls will not be entertained. Access for parents to view their children's academic performance is granted with a valid email address.

### **13.9.2 Withholding of Results**

Results will be withheld under the following circumstances:

- 13.9.2.1 On-going investigations in Cheating/Misconduct during the examination.
- 13.9.2.2 Outstanding tuition fees.

## **13.10 Appeals and Re-Evaluation of Marks**

### **13.10.1 General & Definition**

If you are confident of an arithmetic error in the marks computed by the examiner and/or have other valid reasons, you could submit appeals for your examination scripts to be re-evaluated. However, appeals can only be made to review the final examination answer scripts or final assessment components (for fully coursework/non-final examination courses). Anomalies or disagreement in marks obtained in the continuous assessment components (example tests, quizzes, mid-term tests, assignments, projects and/or other course components) will not be entertained. The appeals are only applicable for that particular semester and within the stipulated time set according to the Academic Calendar. Backdated appeals will not be accepted.

### **13.10.2 Re-Evaluation Procedure**

You may online apply to re-evaluate the mark by the stipulated due date as published in the Academic Calendar together with the payment of the processing fee. The payment of the re-evaluation fee does not in any way construe that the marks will be adjusted upwards. There may be instances where the second examiner may downgrade the marks if proven that the marks had been incorrectly given.

### **13.10.3 Outcomes of Appeals and Re-Evaluation**

You will be notified the outcome of your appeals through email before the supplementary examination. Where marks are upgraded to a supplementary band, you may be allowed to sit for the supplementary examination. The outcome of the appeals is final and further appeals will not be entertained. There are no supplementary examinations for fully coursework/non-final examination courses.



### ***13.11 Supplementary Examinations***

#### **13.11.1 General and Eligibility**

The supplementary exam serves as a second but final attempt for a single course enrolment for students who scored a total combined Continuous Assessment (CA) and Final Assessment (FA) mark of **40% to 49%** with a requirement that they must have passed the total CA component.

For courses with marks ranging from 40% to 49%, students may choose to sign up for the supplementary examination or forgo the opportunity given and re-register the course with full attempt for all components with the minimum 80% attendance.

If you choose to exercise your claim for the given opportunity, apart from signing up for the supplementary examination, you are also strongly advised to immediately **Add** the same course(s) as a fresh attempt for the course(s) during the Add/Drop period. This is to enable you:

- 13.11.1.1 Not to be subjected to the late Add/Drop penalty that would otherwise be charged if you only register for the course(s) after failing the supplementary examination. The results of the supplementary examinations are usually released after the stipulated Add/Drop deadline.
- 13.11.1.2 To accumulate marks for course components launched (e.g., Test 1, Assignment 1, and so forth) simultaneously while waiting to attempt the supplementary examination for the same course(s). Therefore, you would not be disadvantaged from any course(s) component even if you failed the supplementary examination.

Students who failed the supplementary examination are required to re-register and attempt full components of the failed course with a minimum 80% attendance in the same active semester the supplementary examination was attempted. In the event that a retake course conflicts with another new course, the priority will be given to retaking the failed course. Exception to this will be on a case-to-case basis.

When you have successfully passed the supplementary examination, the same course may be dropped without penalty, provided the dropping of the course is done within the stipulated deadline scheduled for students with supplementary examinations. Therefore, it is crucial for you to approach the RO immediately upon the release of your supplementary examination results.

Supplementary examinations must be attempted during the scheduled period as published in the Academic Calendar. Requests for the examination to be brought forward or postponed will not be entertained. The same applies to students (local/international) completing your Co-op placement. Similarly, requests for a backdated supplementary exam will not be approved.

Approval for supplementary exams will be considered if:

- you have passed the Continuous Assessment component. (see Examples, Table 13.3 below), and
- you have settled all fees due including the supplementary exam fees.

The regulations governing the supplementary exam and computation of marks stated herein are of a general nature and may not apply to all programmes. For programmes where the computation of marks are also governed by external regulations (e.g. Architecture, A Levels, Nursing and Medicine programmes), the external requirements will prevail. Therefore, you are advised to consult your respective Dean of the Faculty/Director of the Centre/Institute or designated staff of the Faculties/Centres/Institutes/Schools on the specific requirements for such programmes.

Supplementary examination is not applicable for full coursework courses, and to those programmes offered by collaboration partners outside Malaysia.

### **13.11.2 Computation of Supplementary Marks and Capping at 50%**

The component marks for supplementary examinations are as per the component marks of the final examination. The score will replace the one obtained in the final examination. The marks achieved in the supplementary examinations, together with the aggregate Continuous Assessment components marks will contribute to the final mark. However, if the marks obtained in the supplementary paper are lower than the previous achieved in the final examination, the higher mark will be recorded in the transcripts (*see Student E below*). If marks computed after the Supplementary exam are higher than 50% (e.g. 60%), the Supplementary results will be capped at 50% instead of 60% (*see Student C below*).

**Table 13.4: Examples of Treatment of Supplementary Marks**

Components	Student A			Student B			Student C			Student D		
	Marks Obtained	Full Mark	Supplementary Exam Marks	Marks Obtained	Full Mark	Supplementary Exam Marks	Marks Obtained	Full Mark	Supplementary Exam Marks	Marks Obtained	Full Mark	Supplementary Exam Marks
Continuous Assessments (CA)												
Assignment 1	5	10	Not applicable	5	10	-	8	15	-	5	10	Not Eligible
Mid term	10	20		15	20	-	8	15	-	10	20	
Assignment 2	15	30		20	30	-	17	30	-	13	30	
Total CA marks	30	60		40	60	-	33	60	-	15	60	
Final Assessment (FA)	20	40		10	40	20	10	40	10	30	40	
Total marks	50	100		<del>50</del>	100	<del>60</del>	<del>43</del>	100	<del>43</del>	45	100	
				grade capping		50% capping						
Final Marks (Grade)	(C)			(C-)		(C)	(D)		(D)	(C-)		
Remarks	Supplementary exam does not apply to this student as student has passed both the CA and FA and total marks is 50			Student fails the final assessment. Grade is capped at C-. Passes the supplementary exam but the final mark is capped at grade (C) even if the computed marks after supplementary exam are higher than 50			Student fails the final assessment and supplementary exam, hence the final mark remains at (D) (Fail)			Not eligible for supplementary exam as the student has not passed the CA. Final grade is C- (Fail)		

### 13.11.3 Procedure and Fees

To apply for a supplementary examination, you:

13.11.3.1 Must meet the eligibility criteria (*refer Clause 13.11*).

13.11.3.2 Register online within the stipulated duration of supplementary examination application in accordance with the academic calendar.

13.11.3.3 Are required to make the supplementary exam processing fee payment at GFO, once approval to attempt the supplementary examinations granted.

13.11.3.4 Must submit the Form to the Exam Centre for registration of the supplementary paper within the stipulated deadline as published in the Academic Calendar. Payment of the supplementary exam fee does not construe registration of the supplementary exam until and unless approval is granted and the registration of the paper is completed.

### 13.11.4 Absenteeism in Supplementary Examination

Absenteeism from the supplementary exam is not acceptable. Payments made for the supplementary paper are not refundable. If you missed your supplementary papers, you are required to re-take the course in the current semester or in the following semester.

### 13.11.5 Appeals and Re-Evaluation of Supplementary exam Results

Appeal to review results is not applicable for the supplementary examination. The results of the supplementary exam are final and appeals or re-evaluation will not be entertained.

### 13.12 Courses without the Final Examination Component

In general, the supplementary examinations are not applicable to courses without a Final Examination component.

However, if the final take-home project assignment is used solely as a final assessment component, then that component may be regarded as an equivalent of the Final Examination.

If you failed that component, it is of the discretion of the Centres/Faculties/Institutes/Schools to allowing you to re-submit it (within a reasonable length of time). If re-submission is approved, you are required to pay the fee as per the amount imposed on the Supplementary Examination. This practice is highly dependent on the structure of the course and the weightage of the final project.

### ***13.13 Improvement of Grades***

Students can repeat a passed course with grade C+ or C to improve the course's grade, subjected to the approval of the Faculty/Institute/School and within the study duration of the respective programme or in accordance with the professional board requirements.

Student can only repeat the course **ONCE** to achieve a better grade. The better course grade will be taken into account in the calculation of CGPA.

Improvement of grade is **ONLY** applicable for taught or exam-based courses and **NOT** for final year projects/ELE/Co-Op/Industrial training/ Lab and practical based courses.

However, repeating a course does not retroactively change their prior status of the student. Even if a student achieves a GPA of 3.67 or higher, they are not eligible for the Dean's List in the specific semester during which the course is repeated.

Improvement of grades would **NOT** be possible for student classification changes (e.g. Second- Class Upper to First-Class Honours).

Students would have to pay the fees for each

course repeated. This comes into effect from the

January 2024 semester onward.

### ***13.14 Exam guidelines for students with disabilities***

Disabled students, including but not limited to those with a chronic medical or mental health condition, autism, sensory or mobility impairment, or learning difference (such as dyslexia) should contact the Faculty no later than the 8<sup>th</sup> week of the semester or 8 weeks before the start of the final exam period, whichever is earlier, to allow adequate time for a needs assessment, and for lecturers to make reasonable adjustments to a student's teaching and assessment. Students are asked for evidence of disability and a diagnostic assessment containing recommendations for examinations support to inform and speed the process of implementing support.

The Faculty is required to make a case-by-case assessment of students' disability-related support needs in relation to programme requirements. For this reason, there can be no fixed inventory of standard/allowable adjustments, as all adjustments which do not compromise genuine competence standards, and which the Faculty may reasonably be capable within its institutional resource of providing, must be available. Where implementing the adjustments a disabled student requires may present significant resource, practical or pedagogical difficulty is expected, lecturers must discuss the

adjustments with the Faculty before finalizing them. Where the proposed adjustments raise issues in relation to regulatory requirements and/or academic standards, the University Academic Management Committee (AMC) and University Senate is to be consulted.

## **RANGE OF PROVISIONS**

### **2.1 Examples of examination arrangements include:**

- extra time;
- separate invigilation on own or in a smaller room apart from main exam hall with small group of other students;
- use of a scribe;
- use of a reader;
- use of a computer or large monitor screen;
- enlarged print exam paper, digital exam paper or exam paper in Braille.

#### **2.1.1 EXTRA TIME TO SIT AN EXAMINATION**

2.1.1.1 Depending on their support needs, disabled students may receive extra time as a reasonable adjustment in examinations.

2.1.1.1(a) for qualitative examination papers, essays and structural questions:

- Students with vision disability = 30% (18 minutes) for each hour
- Students with learning disability = 30% (18 minutes) for each hour
- Students with mental health disability = 30% (18 minutes) for each hour
- Students crippled in both arms / have limited hand movements = 50% (30 minutes) for each hour
- Deaf blind / blind deaf students = 50% (30 minutes) for each hour
- Students who have more than one disability listed above = 75% (45 minutes) for each hour.

2.1.1.1(b) for exam papers involving calculations, complex tables and diagrams:

- Students with vision disability = 50% (30 minutes) for each hour
- Students with learning disability = 75% (45 minutes) for each hour
- Students with mental health disability = 75% (45 minutes) for each hour
- Students crippled in both arms / have limited hand movements = 50% (30 minutes) for each hour
- Deaf blind / blind deaf students = 75% (45 minutes) for each hour
- Students with more than one disability listed above = 75% (45 minutes) for each hour.

#### **2.1.2 SEPARATE INVIGILATION TO SIT AN EXAMINATION**

2.1.2.1 An arrangement to provide separate invigilation to sit an examination may be required to meet the needs of some disabled students, for example, when the use of a scribe or a reader is recommended or when medical or other evidence recommends this provision.

#### **2.1.3 USE OF A SCRIBE**

2.1.3.1 A scribe may be employed when recommended in a needs assessment by the Faculty.

2.1.3.2 Organizing a scribe. The student is not involved in the selection of the scribe for their examinations. Faculties are responsible for the sourcing of a scribe who:

- is familiar with the subject(s) concerned;
- has no personal interest in the success of the candidate;
- is not a relative of the candidate;
- is not a teacher who is involved in the candidate's study of the subject;
- is not a student taking the same course as the candidate;
- is of good hearing;
- has clearly legible handwriting;
- should be selected in good time prior to any examination.

#### 2.1.3.3 Duties of a scribe

- The scribe's duty is to transcribe only what is dictated or written by the candidate.
- The scribe may exercise discretion regarding spelling, punctuation etc.
- The scribe may read back the candidate's responses to the candidate, as requested.
- The scribe should converse with the candidate only insofar as this is necessary to clarify their instructions.
- If it is deemed necessary, the scribe may be instructed by the candidate to draw maps, diagrams, graphs, etc., but in such instances, the scribe should do no more than follow the student's explicit instructions.
- The scribe's purpose is to ensure that the candidate is not disadvantaged in relation to any impairment, while conferring no unfair advantage.

#### 2.1.3.4 Practice with the candidate

- It is advisable for the scribe and the candidate to have the opportunity to practise answering a question paper under examination conditions. Scribes should be selected sufficiently far in advance of the examination to allow for this.

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#### 2.1.3.5 Payment of a scribe

- The Faculty is responsible for the payment of scribes for disabled students. The Faculty can employ and pay their own Graduate Teaching Assistants (who are already registered on their payroll) as scribes.

### 2.1.4 USE OF A READER

2.1.4.1 In some circumstances, a reader may be employed in place of a scribe or as well as a scribe. The scribe and reader can be the same person. In such circumstances similar arrangements to those above will apply.

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### 2.1.5 USE OF A COMPUTER IN AN EXAMINATION

2.1.5.1 A computer cluster is arranged by CSD for use in examination diets. Computers are non-networked standalone machines. Invigilation for the computer cluster is provided and arranged by Faculties. Students are not permitted to use their own computer equipment in an examination except where authorised by the Faculty.

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### 2.1.6 ANONYMOUS MARKING OF SCRIPTS

2.2.1 The overriding principle is fairness to all candidates. This requires that, as far as possible, a uniform and consistent approach be adopted in the marking of anonymous scripts in credit-bearing examinations.

2.2.2 The answer booklets used by disabled students for whom examination arrangements have been approved should not be identifiable in any way. Sometimes, though, as when the use of a computer has been approved, breaking of anonymity may be unavoidable.

### 2.3 SCOPE OF PROVISION

2.3.1 Reasonable adjustments to assessment should be provided across the full range of assessment – to include any assessment outwith the formal exam format, such as class tests, or assessment regimes unique to specific programmes. It may be necessary, for example, to implement reasonable adjustments for students required to give assessed presentations, or who will be assessed in a viva.

2.3.2 Students with memory disability may be recommended one of the following modes to be decided by the Faculty:

- (a) Open-book final exam for all students in the course. Extra time will be given to the disabled student. Books and notes are allowed in the exam hall.
- (b) One set of open-book final exam format for the disabled student, where books and computer with the internet access are allowed in the exam venue with separate invigilation, and another set of regular closed-book final exam format for other students in the course. The two sets of final exams with equivalent difficulty and achievement of course learning outcomes will be prepared by the course lecturer and moderated, in the same way as currently prepared for final exam and supplementary exam.
- (c) A portfolio of assessments such as mind-maps and graphic form given at the start of study week until the date of the final exam will be used to replace the conventional final examination. In total, the portfolio must cover the same weightage, learning outcomes and assessment levels as those of the regular final exam.

## **PLAGIARISM**

### **14. Policies Governing Plagiarism**

#### **14.0 General**

UCSI University regards plagiarism as an academic misconduct and treats such incidents with a high degree of severity and attention.

Plagiarism is defined as the act of submitting academic work (e.g. assignment, project, thesis, dissertation, essays, or other equivalent written assessment) with the use of academic work publicly published and produced by another person for the purpose of obtaining credit or fulfilling requirements, without the acknowledgement and consent of that person. Specifically, UCSI University further defines plagiarism as:

- The inclusion of ideas, words or sentences, paragraphs, in whole or in parts, from other sources into your work without the appropriate acknowledgement;
- The use of another person's intellectual work, including musical composition (tune or lyrics), computer programme, photographs, drawing or sketches, sculpture or research and other equivalent forms into your own work, attempting intentionally or otherwise to represent it as your own work.

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

### 14.1 Plagiarism in Course Work Components

The course work components are taken to mean any take-home written assignments between the percentages of 5% to 25%. If sufficient evidence of plagiarism is found in a student's work, the following procedure shall take place:

- 1) The lecturer/examiner of that piece of work is to gather the evidence for documentation;
- 2) Confirmation with the Dean or Deputy Dean of Faculties, Director of the Centre/Institute and member of Centres/Faculties/Institutes/Schools that the piece of work does indeed contain plagiarized work. These "members" will form the immediate committee to address this incident until the matter is resolved;
- 3) Request for you to attend a scheduled meeting with the lecturer/examiner, the Dean or Deputy Dean and members of Centres/Faculties/Institutes/Schools. This is to be completed within three (3) days from the date of discovery and with the meeting agenda extended to you. Failure to be present at the meeting may add on penalty to the case, unless proven that the absenteeism is due to extenuating circumstances;
- 4) During the meeting, you will be explained on the allegation of plagiarism and requested to clarify and respond. The Committee would allow you to admit the offence and where possible, resolve the matter informally.
- 5) You are to sign the Admission to Plagiarism Form at the meeting witnessed by the committee members (who will also be required to acknowledge the discussion with their signatures);
- 6) The penalties for such an incident are:
  - An award of a Fail grade in that particular component, where the committee members are of the opinion that the case is severe OR
  - A re-submission of the assignment within a suitable duration determined by the committee and agreed by you, where the committee members are of the opinion that the case is less severe AND
  - A stern warning letter issued by the Dean of the Faculty/Director of the Centre/Institute or designated staff of the Faculties/Centres/Institutes/Schools and recorded in your student file with the RO.
- 7) If the objectives of the meeting are unfulfilled as in:
  - Your absenteeism without notification/acceptable reasons; or
  - Your non-cooperation, or
  - Adamant denial on your part without valid evidence.

The following actions shall be executed immediately:

- An award of a Fail grade in that particular component, where the committee members are of the opinion that the case is severe; and
- A stern warning letter issued by the Dean of Faculty and recorded in your student file with the RO.

### 14.2 Plagiarism in a Major Project /Thesis/Dissertation

Plagiarism could occur at a higher level or in a component that carries a heavier weightage in the total assessment of the module. A heavy weightage is denoted by the contributing mark of above 25% in a take-home written component within that module.

Allocation of higher marks in such a component invariably places higher importance for that



learning component. Thus, the offence of obtaining credits through dishonest means by using another person's academic work is correspondingly higher in such an attempt. Plagiarism in this context takes the similar broad definition given in 14.0 (above) and will be dealt with accordingly to the processes outlined above.

The aim of the discussion with you also entails providing the necessary counselling to prevent future recurrence. The penalty however, is still severe and will be as described in 14.1 (6). The penalty allowing re-submission, if recommended, will cap the re-submission mark to a Pass mark, while non- re-submission will result in a Zero (0) mark for that component. If you were absent from the meeting, the incident shall be recorded as such.

### **14.3 Plagiarism in Group Work**

Where an assignment is worked on by a group of students (i.e. more than one individual), the process of administering the incident and the corresponding penalties will be similar to those described in items 16.1 and 16.2. The exception is that the number of students will be more than one and each has to sign the same Admission to Plagiarism Form.

### **14.4 Repeated Plagiarism (Second Time)**

Where a student is found to have committed the plagiarism offence again in whatever weighted component, similar procedures as outlined in 14.1 (1) to 14.1 (5) will apply. The members will be alerted that this is a repeated plagiarism.

In the discussion session with a student, the student would be informed of the repeated offence. The aim of the discussion is to inform the student of the severity of the repeated offence and to serve a verbal warning.

The penalty for such level of plagiarism, if proven with documented evidence is an automatic Fail grade in that module and a stern final warning letter issued by the Dean of the Faculty/Director of the Centre/Institute or designated staff of the Faculties/Centres/Institutes/Schools to be recorded in your Student File and student record database system.

Whether the objectives of the meeting are fulfilled or not, the Fail grade will be imposed. You will also be barred from sitting for the Final Examination. Thereafter, it is your decision whether to continue with the class attendance if the semester is still actively on going.

### **14.5 Repeated Plagiarism (Third Time)**

When a student is caught plagiarizing after the second time, the inquiry meeting as stipulated in 14.2 will be convened.

The matter is reported in writing to the RO within the immediate two (2) days, and the following penalties will take effect:

- You will be suspended for a semester. A suspension letter from the RO with a copy extended to the Dean of the Faculty/ Director of the Centre/ Institute or designated staff of the Faculties/ Centres/ Institutes/ Schools will be issued to you;
- The suspension shall take immediate effect, i.e. in the current, un-ended semester in which you are at, plus the following semester; you may be subject to fee & financial

- policy.
- You will be barred from all Final Examinations if it is an on-going semester and the courses selected for the following semester will be void.

Appeal will be forwarded to the Centres/Faculties/Institutes/Schools for the remote possibility of consideration. The Dean of Faculties/Director of the Centres reserves the right to choose whether the appeal should be responded to or not.

#### **14.6 Repeated Plagiarism (Beyond the Third Time)**

When a student is caught plagiarizing after the third time, an inquiry meeting will be convened accordingly.

The matter will be reported in writing to the RO within two (2) days, and the following penalties will take effect:

- Your study at UCSI University will be terminated. A termination letter from the RO with a copy extended to the Dean of the Faculty/Director of the Centre/Institute or designated staff of the Faculties/Centres/Institutes/Schools will be issued to you.
- The termination shall take immediate effect, i.e. in the current, un-ended semester in which you are at, irrespective of whether Final Examinations have been sat;
- The courses selected for the following semester shall be void. All academic and administrative services will be ceased and in the case of an international student, your visa will be cancelled immediately. You may be subject to fee & financial policy.

Appeals will be not be entertained nor responded to.

#### **14.7 Plagiarism at Foundation Level**

The process of handling plagiarism at the Foundation Level is similar to that of the process described in all the clauses mentioned above. However, as it involves recent school leavers who may not have been taught proper citation, referencing or bibliographical techniques, (Deans/Deputy Deans/Director/lecturers) will moderate the situation and offer soft counselling, in addition to the procedures outlined.

#### **14.8 Plagiarism at Undergraduate**

In the case of plagiarism occurring at the Undergraduate Level, the process of handling is similar to that of the process described in all the clauses mentioned above.

### **PROGRESSION AND AWARDS**

#### **15. Policies Governing Progression and Awards**

##### **15.0 General**

You have to pass all the courses prescribed by the programme of study before being considered for graduation. Any failures must be re-attempted until a Pass is obtained (with the exception of the final year projects of certain degrees where these projects are generally only submitted once).

The duration of study with UCSI University may vary from time to time depending on the availability of the courses being offered, thus UCSI University shall not be held liable for any unforeseeable extension of time for programme completion. It shall be the onus of the student to plan his/her studies accordingly to the courses offered.

The maximum duration to complete a programme is:

- 2 years for Foundation (1 year)
- 4 years for Diploma (2 years)
- 5 years for undergraduate Degree (3 years)
- 6 years for undergraduate Degree (4 years)
- 7 years for undergraduate Degree (5 years)

If you have exceeded the duration of study of the programme you have registered for, you are required to submit an application to the university/faculty for the extension of your studies.

Any other conditions and requirements over and above the aforementioned will be decided by the respective Centres/Faculties/Institutes/Schools (e.g. conditions for year-to-year progression, or entry to the Final Year, etc.).

### **15.1 Classification of Honours Degrees**

The computation of Honours classification is based on the Cumulative Grade Point Average (CGPA) obtained throughout the duration of study of a programme at UCSI University. Thus, it takes into account the grades earned for each module/course completed in the programme. The credits accompanying the grades will determine the classification at the completion of your study.

The following courses are excluded from the computation of CGPA:

- i. MQA/JPT compulsory courses
- ii. Courses without a grade point
- iii. English Requirement courses
- iv. Course(s) with credit(s) transferred from other institutions
- v. Failed course(s) which has been replaced and subsequently passed

Formula for the calculation of CGPA is as follows:

$$\frac{\sum (\text{course credit} \times \text{grade point})}{\sum \text{course credits}}$$

The grade points are in accordance to the Grade Legend as stated in clause 13.8.

The following table serves as a guide in equating classification to CGPA grades.

**\*Effective from May 2016 intake**

	<b>Honours Classification</b>	<b>CGPA</b>
1	First Class	3.67 and above
2	Second Upper	3.00 – 3.66
3	Second Lower	2.50 – 2.99
4	Third	2.00 – 2.49
5	Fail	0.00 – 1.99

The above classification applies to all programmes Centres/Faculties/Institutes/Schools with the exception of the Faculty of Medicine and Health Sciences and the Faculty of Pharmaceutical Science. The final awarding classification may differ accordingly to the discretion of the University with the advice from the Centres/Faculties/Institutes/Schools staff in their process of reviewing the performance of each student throughout the entire programme. Extenuating factors of material significance may be taken into account in determining the classification if found to be appropriate by UEB. Likewise, other behaviours and conduct recorded throughout and during your study may be taken into account in the classification.

All decisions for classification of Honours are final upon submission by the UEB through the Senate for endorsement. CGPA scores outside the range indicated above will automatically be rounded off to the next higher score, unless otherwise advised by the Centres/Faculties/Institutes/Schools.

## **15.2 Graduation Certificate**

The graduation certificate is issued to the graduates after the convocation ceremony. The release of the graduation certificate is upon the following conditions:

- (i) Graduates has successfully filled up the Online Completion Form at <https://apps.ucsiuniversity.edu.my/StudentPortal/>
- (ii) Graduates has successfully completed the MOHE Tracer Study
- (iii) Graduates has zero-outstanding fees

## **15.3 Progression of Study**

The progression of studies occurs at three (3) levels:

- (i) Foundation/Diploma programme to undergraduate programme;
- (ii) Each year/level within the undergraduate programme; and
- (iii) The undergraduate programme to post-graduate programme.

The conditions for each level of progression are outlined below:

### **15.3.1 Progression from Foundation Programme to Undergraduate Degree Programme**

Students are restricted to register a mixture of modules for the Foundation and Year 1 Degree. You must successfully complete the UCSI University Foundation Programme before progressing onto the undergraduate programmes (such progression is subject to having met the entry requirements of the selected programme).

Progression from the Foundation Programme to the Degree programme is not subject to

completing all MOHE *Matapelajaran Wajib* (compulsory course) (unless you wish to exit immediately with a Certificate from the Foundation Programme upon completion of the Foundation Programme).

Students are often anxious to proceed to the next higher level in the course of their studies. The rush may often result in more harm than good to their learning process. To ensure the smooth progression of your studies, Diagrams 15.0 and 15.1 are set to guide and illustrate the different scenarios that may occur for your to continue with a partial progression while in your final semester of your foundation studies. Permutations that are not outlined below will be determined on a case-to-case basis and separately.

Partial progression is not applicable to international students. Completion of the foundation programme is required for the application of visa of the progression undergraduate programme.

### 15.3.2 Progression within the Undergraduate Degree Programme

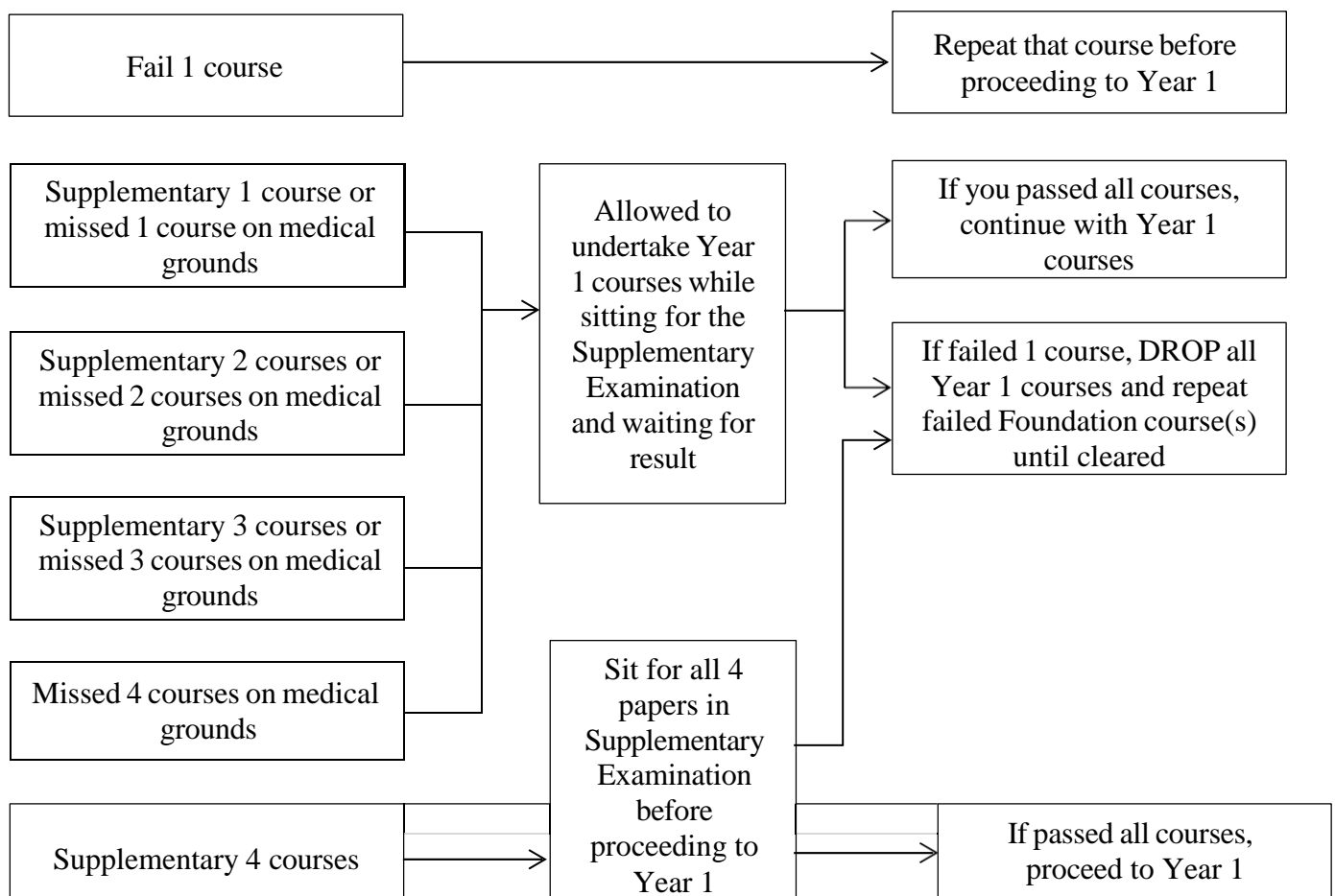
Progression from one year to the next is governed by the respective Centres/Faculties/Institutes/Schools with their own internal policies and requirements. Generally, you must clear all *Matapelajaran Umum* (compulsory course) before you are allowed to embark on your Final Year study.

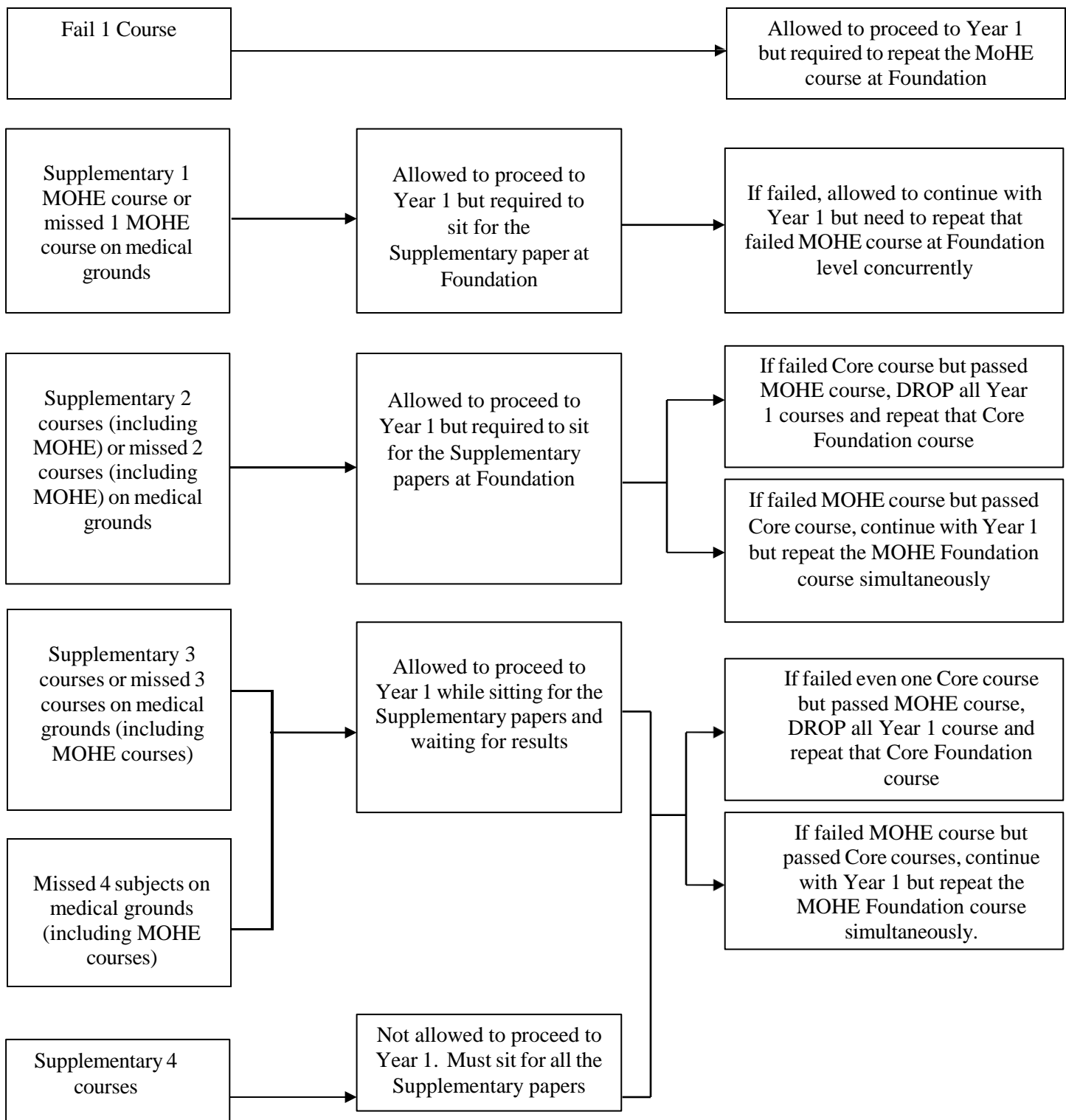
### 15.3.3 Progression from Undergraduate to Postgraduate Degree Programme

Progression of the above is subject to meeting the entry requirements of the postgraduate degree programme as outlined in the brochures of the intended programme.

**Diagram 15.0**

#### CORE Foundation Courses



**Diagram 15.1****Progression involving MOHE Foundation Courses (For Malaysian Students Only)**

## **INTERNATIONAL STUDENTS**

### **16. Policies Governing International Students**

#### **16.0 General**

An international student is defined as a student:

- Whose citizenship is NOT Malaysian;
- Who is NOT a permanent resident in Malaysia;
- Who enters UCSI University, Malaysia on a student visa permit solely and purely for the purpose of pursuing his/her education.

International students form a sizeable portion of UCSI University's total student population. You may consider the same variety of options as Malaysian students but caution must be made in your subsequent admission to and recognition by professional governing bodies in Malaysia as well as in your home country. UCSI University's efforts may be restricted in the admission of international students to such Boards as they may be governed by certain authorities, ministries, statutes and/or professions. Examples of such bodies are the Malaysian Pharmacy Board, Malaysian Medical Council, Nursing Board and the Board of Engineers. International students are urged to seek advice and guidance from the respective Centres/Faculties/Institutes/Schools for the most current and updated rules.

#### **16.1 Registration and Admission**

The registration procedures for international students are as follows:

- Submission of the Application Form or Online Application together with payment for the Application Fee
- These fees paid are non-refundable even if you fail to obtain a Student Visa from the respective Malaysian Government agencies.
- The submission must be accompanied with the relevant certified true copies of previous academic documents, i.e. certificates, transcripts and other relevant documents, for admission into the University as well as for student visa application purposes.
- Upon approval of the student visa, remittance of the other fees and initial tuition fees in full as stipulated in the Letter of Acceptance.

The offer to international students, except for programmes with admission quota as regulated by professional bodies is valid for two (2) semesters or eight (8) months, from the intake offered for admission. In the event that you failed to commence the programme after the offer's validity period, you are required to re-apply and re-initiate the application procedures mentioned above.

#### **16.2 General Requirements**

International students studying at UCSI University are required to adhere to and comply with the following requirements and rules:

- International students who are absent for three (3) consecutive classes will receive a first warning letter, followed by another warning letter for three (3) consecutive days of absence thereafter. After the third warning letter, the matter will be reported to the Education Malaysia Global Services (EMGS) and Embassy (if it required).

- It is compulsory to maintain a **minimum of 80% attendance** in all scheduled classes and achieve a **CGPA above 2.0** for academic performance. Failing to meet these requirements may result in your student pass being revoked.
- Students are responsible in monitoring the expiry dates of passports and student passes
- Penalties may be imposed by the Immigration Department of Malaysia in event of late submission for renewal or submission after student pass has expired. All costs will be borne by the student
- For completion, withdrawal or deferment of study, you are required to inform **VPU four (4) weeks** before you leave the Country or University. This is to ensure that your current students pass with the University is cancelled accordingly.
- Possess sufficient funds to cover the tuition fees and expenses for at least one (1) year.
- Be admitted into a full-time programme (as opposed to part-time courses).
- Prohibited from being gainfully employed beyond the stipulated hours allowed by Malaysian Immigration.

Apart from the above, all academic and administrative rules and regulations stated in this Handbook are also applicable to you, as international students.

### 16.3 Withdrawal

Once you withdraw from the University, the University will no longer be rendering any form of service to you and the withdrawal will be reported accordingly to the relevant authorities.

### 16.4 Withdrawal and Student Visa

The handling of student visas or student passes is appended below:

#### 16.4.1 Cancellation

A student's visa will be cancelled under the following circumstances and conditions:-

##### 16.4.1.1 Withdrawal

- a. You are required to complete the “**Online Submission of Withdrawal Form**” and obtain clearance from all the relevant departments and Centres/Faculties/Institutes/Schools
- b. To submit to the IO, a copy of your passport and booking air ticket bearing your departing date and flight.

##### 16.4.1.2 Completion of the programme

- a. You are required to complete the “**Online Submission of Completion Form**” and obtain the clearance from all the relevant departments and Centres/Faculties/Institutes/Schools
- b. To submit to the IO, a copy of your passport and booking air ticket bearing your departing date and flight.

##### 16.4.1.3 Termination of Studies

- a. You may be terminated from your study at the University on the grounds of poor academic performance and/or attendance record or other reasons related to indiscipline or academic misconduct
- b. Your student visa will be cancelled and you are expected to make immediate



arrangements to return to your home country as soon as possible. Failure to do so may result in your status being regarded as illegal by the Immigration authorities.

#### **16.4.1.4 Transfer of Institution**

- a. International students who wish to transfer to another institution will need to have your student visa for studies with UCSI University cancelled. The new institution will then be expected to apply for the new visa on your behalf. The procedures and conditions of transferring to another institution are:-
  - Approval from the Centres/Faculties/Institutes/Schools.
  - A copy of the Letter of Offer from the receiving institution.
  - A fulfilment of 80% class attendance in general (where this is not met, the Release Letter will state the actual percentage).
  - Settlement of outstanding fees.

UCSI University reserves the right to issue the Letter of Release to students.

#### **16.4.2 Renewal**

Your Student Pass will be renewed or extended when and if you have not completed the programme yet on the date of visa expiration. The extension or renewal may be granted for the period of time you require to fulfil any uncompleted graduation requirements.

Where a renewal of visa is sought, the following procedures are to be followed:

- Attainment of clearance from GFO.
- Submission of renewal application document and fee for Student Pass renewal application can be submitted to the respective Faculties as early as FOUR (4) MONTHS before the expiry date of the Student Pass.
- However, it MUST be submitted to the respective Faculties latest by THREE (3) MONTHS before the expiry date of the Student Pass. Failing to do so would result in a penalty being imposed amounting to RM30 per day. (If the student pass has less than 3 month's validity).

The renewal of Student Pass will not be processed by VPU:

- If there are any Outstanding Fees and did not acquire clearance form from GFO
- If there is no course selection in the current semester or following semester whichever is applicable

The renewal will not be supported by EMGS and Immigration Department of Malaysia if you have any of the following:

- Poor class attendance (less than 80%); and/or
- Academic result below CGPA 2.0; and/or
- Exceeds studies duration; and/or
- Did not fulfil English requirement within the first year of studies nor prior to joining main programme; and/or
- Any other requirement(s) subject to change by EMGS and/or Malaysia Immigration Department.

#### **16.5 Medical and Health Insurance**

It is mandatory by the Ministry of Higher Education (MOHE) that all international students have a medical and health insurance while studying in any of the listed Private Higher Educational Institutions (IPTS) in Malaysia.

The medical and health insurance guideline covers Personal Accident & Death, In-patient Services, Repatriation and Outpatient Services.

All new students who have entered Malaysia with a valid Visa Approval Letter will have Medical coverage upon entry under the EMGS systems.

However, the students will only receive their medical card within 14 working days of submitting their passports to EMGS. Students can notify IST if they have not received their medical card.

All International students are reminded that it is compulsory for them to have a valid medical insurance plan throughout the period of study. The International students will not be able to make any claims under the expired policy. Therefore, all International students are required to collect the medical insurance card IMMEDIATELY upon receiving the email notification.

The University shall not be responsible for any medical claims due to expired medical insurance policy.

## **16.6 I-Kad as Student Identification**

The usage of i-Kad as International student identification has been gazetted by the Immigration Department Malaysia to all International students in both Public and Private Higher Institutions. Therefore, all International students are required to provide the i-Kad upon requests by the authorities.

### **16.6.1 Loss or Damage**

- International students will be held fully responsible for the i-Kad and are required to pay for replacement charges of the i-Kad either lost or damaged
- International students MUST notify VPU immediately if the i-Kad is lost
- International students will be required to submit a police report to VPU for i-Kad replacement application.

### **16.6.2 Returned i-Kad**

International students whose i-Kad is expired, and who completing / withdrawn from the programme will be required to return the i-Kad to VPU.

UCSI University reserves the right to collect the i-Kad from International students.

## **16.7 Passport**

- International students are required to collect the passport upon receiving an email notification from VPU.
- International students must ensure to have active course selection during passport collection at VPU.
- International students must avoid long-distance travelling at the absence of a passport

## **LIBRARY**

### **17 Rules & Regulations**

#### **17.0 General**

The Library is accessible to all full-time and part-time students officially enrolled in any of the programmes offered by UCSI University. The use of the Library, however, is governed by its rules and regulations set forth herewith.

The operating hours for the UCSI University Library is available at UCSI University website.

#### **17.1 General Requirements**

For the Library to carry out its function effectively, as well as for the benefit of other library users, UCSI University Library requires all visitors to comply with the following general rules and regulations:

- Display your student identification nametags upon entering the library.
- You must be decently dressed and should conduct yourself properly in the Library.
- All library users must observe silence in the library at all times.
- As seating in the library is limited, 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 are to be used strictly for group discussions only.
- The Librarian on duty has the right to request you to leave the premises if you are found to be violating any of its rules.
- An announcement will be made ten minutes prior to closing time and you must vacate the premise punctually.
- The Library will not be held responsible for the loss or misplacement of personal belongings.
- The Librarian is empowered to withhold the library facilities for any infringement of these rules.

The Management may amend the Library Rules and Regulations as and when necessary.

#### **17.2 General Prohibitions**

The following items and actions are prohibited in the Library:

- Smoking, including electronic cigarettes (e- cigarettes)
- Consumption of food and drink.
- Playing games or any non-academic related activities.
- Pets of any kind, living or non-living.
- Talking excessively loud, shouting or chatting noisily with other users or on mobile phones.
- Any person who causes a disturbance in the library or who refuses to abide by library rules may be directed by the librarians or security personnel to leave the library.

### **17.3 Circulation Services**

You may borrow general books for normal loan at the circulation counter or using self-check machine. Borrowing privileges for the various categories of user are as follows:-

#### **17.3.1 Books**

- Full-time students may borrow a maximum of five (5) books for two (2) week.
- The Red Spot collection may be borrowed for 24 hours.

#### **17.3.2 Journals/Magazines**

- You are allowed to borrow journals and magazines for a maximum of two days only.

#### **17.3.3 Reference Materials**

- Reference materials are to be used only in the Library such as dictionary.

#### **17.3.4 Audio Visual Materials**

- Certain audio-visual materials, however, could be on loan to all users for a period of two (2) days. Request to use audio-visual materials should be directed to the Librarian on duty.

#### **17.3.5 Students' Project Reports**

- These project reports may be borrowed for reference within the Library only. Photocopies of these project reports can only be made with a permission from the Librarian on duty.

#### **17.3.6 Other Library Materials**

- Other library materials may or may not be accessible to you. Thus, you are requested to consult the respective librarian at the circulation counter.

### **17.4 Rules on Borrowing**

You are required to abide by the following rules and regulations:

- Borrowers are to produce their staff/student identification nametags or offer letter when borrowing library materials.
- Books or library materials may NOT be brought out of the library until the loan has been recorded. Unauthorised removal of library materials is regarded as a very serious offence.
- Borrowers are responsible for the safekeeping and return of library materials issued under their name.
- Library materials borrowed must be promptly returned on or before the due date.
- Library books must be returned via electronic (book drop) or manually at the circulation counter located at the library.

- The normal loan period for books is two weeks. The library, however, may fix varying loan periods for the different types of materials or users as it deems fit.
- All borrowers must settle their overdue loans before they are permitted to borrow again.
- Users may borrow library materials up to 30 minutes before the library closing time.
- Borrowers are fully responsible for the materials checked out. It is also the borrower's duty to ensure that the materials are returned before or on the due dates.
- Failure to receive any notice sent does not relieve a borrower from their responsibility to return library materials by the due date.
- Borrowers are prohibited from borrowing on behalf of other users.

### **17.5 Renewals**

Library materials that have been borrowed may be renewed. The following are some other guidelines on renewals applicable to both staff and students:

- Renewals can be done twice at the Circulation Counter or via online renewal.
- Any items that have been requested/hold by another user may not be renewed.
- You are allowed to renew one (1) day before or on the due date.
- Online renewals for library books are available via e-Library/My Account.
- Your fines must be paid before you can renew reserve or borrow a book.

### **17.6 Loss or Damage**

- Borrowers will be held fully responsible for the library materials in their possession and are required to pay for the value of the book, overdue charges (if any) plus administration fee if the materials are lost or damaged.
- Borrowers are responsible for ensuring that the books are in good condition they borrow, otherwise, they will be held responsible for and will be charged for the damage.
- If the material is lost, an immediate report should be made to the Librarian to enable appropriate actions to be taken. The borrower may replace the material lost/damaged either 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.
- Any attempt to steal library properties is a serious offence and will result in disciplinary procedures and other appropriate actions.

### **17.7 Discussion Rooms**

You are required to abide by the following rules and regulations:

- Users are required to use the Discussion Room for group study and discussions only.
- Use of the room is limited to a maximum of 2 hours. Please refrain from loud or disruptive behaviour when using these rooms.
- Users must register at the Circulation Counter with their Student ID card. The ID card will be returned at the end of the session.
- Use of the rooms is on a first come first served basis. No reservations are allowed.

The following are prohibited inside the discussion rooms:

- Food is not permitted.
- Loud noises.
- Playing of cards/games/gambling.
- Leaving personal belongings unattended.
- Bringing in additional chairs/other pieces of furniture.

## **17.8 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 would be determined by the library staff at the service counter.

Overdue library materials, including reserved materials, are subject to fines. This Policy applies to all categories of borrowers. The fines for all categories of books and audio-visual materials are assessed at the rates below:

- RM0.50 per day.
- Hour- RM 0.50 per hour (red spot collection).
- Reminder will be automatically generated by the library system and sent to you for the late returning.

Persistent repetition of this offence may result in you being barred from registration for the following semester and eventually non-conferment of your degree/diploma/certificate and the forfeiture of your deposits.

As soon as a fine is incurred, all library-borrowing privileges will be suspended. Overdue notices are generated which is clearly marked as FINAL NOTICE. All recorded fines must be settled before borrowing privileges will be reinstated. Overdue books may be subject to replacement costs, accrued fines and a RM20.00 per item processing fee.

Appeals should be directed to the Chief Librarian.

## **17.9 Accessing Library Gate**

- Display your student/staff identification card or offer letter upon entering the library.
- The student/staff identification cards are not transferable, and cards found in the ownership of unauthorized persons will be confiscated.
- Misuse of the card will also result in the card being suspended and confiscated.
- The student/staff identification card need to be shown upon request.
- Allowing visitors/outsider accesses through the security gate library are strictly not allowed without permission.
- UCSI University Library staff have the right to refuse access to any card holder who breaks the rules and regulations of the library policies.
- All student identification card that facing a difficulty in accessing gate need to check the status of the card at computer in front of the library to avoid any issue whenever to entering the library.

## PERSONAL DATA PROTECTION

### 18 Disclosure of Personal Data

Pursuant to the Personal Data Protection Act 2010, the University shall **not** disclose any Personal Data to any party including parents and/or guardians without the approval of the student with the exception to those parties clearly stated in the Personal Data Protection Act 2010 or permitted with consent from the student.

#### 18.0 Notices and Correspondence

All notices and correspondence official or otherwise shall at all times strictly be between the student and the University, except for any matter which shall include but not limited to financial matters that the university may provide notice in a written manner and/or form the discretion is totally with the university.

## COMPUTER SERVICES

### 19. COMPUTER LABORATORY

#### 19.1. General

The computer labs are designated for use by students of the University. By using any computer in the computer labs at University, you agree abide by this policy.

#### 19.2. Purpose

This policy is intended to ensure the University general-purpose computer labs provide computer equipment and software in a secure, respectful environment to help students be productive.

#### 19.3. Responsibility

Appropriate Use of Computing Resources

The computing resources provided by University are primarily intended for teaching, educational, research and administrative purposes, and may generally be used only for authorized University related activities. Use of the computing resources is governed by all applicable University policies, including, but not limited to, sexual harassment, copyright and student and employee disciplinary policies.

#### 19.4. Rules and Regulations

The following rules are put into place to ensure availability and maintain a positive user experience in Computer Labs. Use of computer labs implies consent to these rules. For more information, contact Computer Services Department.

19.4.1. IT resources provided by the University (computer labs equipment, software, services etc.) must only be used for academic purposes.

19.4.2. Use of computer labs for hacking, cracking, spamming, scamming or any action that may lead to criminal charges is strictly prohibited.

19.4.3. IT resources should always be used by authorized users, that is the students

themselves (not by people not associated with UCSI, such as friends or relatives). Users should provide their student identification card or any other proof of their UCSI University student status when asked by the UCSI University staff.

19.4.4. You are not allowed to use a computer lab when a class (you are not attending) is taking place. If you plan to use the computer lab, consult the classes timetable.

19.4.5. Priority is given to students who are working on University-related projects. If you are chatting, checking e-mail, surfing the internet, etc., you may be asked to give up your computer to another student who is waiting to work on a school project.

19.4.6. Students not allow to watch movies, drama or any videos not related to academic matter in all computer lab.

19.4.7. It is strictly prohibited to share your login ID and password with other students or friends. If you are caught doing this, your account may be suspended for the rest of the semester.

19.4.8. Downloading, copying or communicating illegal or copyright protected material is strictly prohibited.

19.4.9. Each user may only use one computer at a time.

19.4.10. With the exception of headphones, digital cameras, and USB thumb drives, no external hardware may be connected to a computer without the assistance from the Computer Services Department.

19.4.11. Hardware and software are not to be moved or reconfigured without approval. Consult with the Computer Services Department before connecting a USB device that requires installation of driver software (like personal audio/video players or PDA/Smartphones).

19.4.12. No hardware, software, equipment or manuals are to be removed from any computer.

19.4.13. All software installations and updates on computers are applied by the Computer Services Department. If you have a question regarding specific software that you need to use, contact Computer Services Department.

19.4.14. Food, drinks (unless in a no-spill, covered container), and the use of tobacco products are strictly prohibited in the Computer Labs. Be considerate of others and pick up after yourself when you leave.

19.4.15. Do not display or print sexually explicit, offensive or inappropriate material (e.g. profane language, discriminatory content etc.).

19.4.16. Behaviour and activities that disturb other users or disrupt the operations of the computer lab are not allowed. This includes, but is not limited to: physical activities, loud music, talk or laughter, using computer areas and chairs for socializing, etc.

19.4.17. With the exception of service animals assisting individuals with disabilities, no animals are allowed in a computer lab at any time.



19.4.18. Computer games other than those installed for educational purposes (e.g., simulation games) are prohibited at all hours.

19.4.19. Specific computer labs may have additional rules.

19.4.20. The door of computer lab should be always open unless the lab is used for a lecture published in the computer lab timetable. Computer labs must not be considered private places.

19.4.21. If you notice any equipment malfunctions, please report them immediately to the Computer Services Department.

19.4.22. Logout of any site visited before leaving the computer lab or your session may remain active for the next student who uses the computer lab.

19.4.23. Store any personal data on a removable device. Do not leave files on computers. The Computer Services Department does not accept any liability for loss of data that was left behind or inadequately stored.

19.4.24. The use of computer labs may be monitored at any time to ensure compliance with the above mentioned rules.

19.4.25. Keep the computer labs clean, tidy and free of hazards at all times.

## **19.5. Violations**

Violations or suspected violations of the policies and principles enumerated above should be reported promptly to the Computer Services Department or [helpdesk@ucsiuniversity.edu.my](mailto:helpdesk@ucsiuniversity.edu.my) or to the appropriate department of University.

## **19.6. Sanctions**

Responses for violation of this policy may include, but are not necessarily limited to the following:

### **19.6.1. Notification**

Alerting a user to what appears to be an inadvertent violation of this policy in order to educate the user to avoid subsequent violations.

### **19.6.2. Warning**

Alerting a user to the violation with the understanding that any additional violation will result in a greater penalty.

### **19.6.3. Loss of Computer and/or Network Privileges**

Limitation or removal of computer and/or network privileges either permanently or for a specified period a time.

### **19.6.4. Restitution for Damages**

Requiring reimbursement for the costs of repair or replacement of computer-related material, equipment, hardware, software, data and/or facilities. In addition, such reimbursement shall include but not necessarily be limited to the cost of additional time spent by University employees due to the violation.

Violations may be subject to criminal or civil penalties as they apply.

The University considers any violation to be a serious offense in its efforts to preserve the

privacy, data and services. In the case an investigation is begun related to policy and/or legal violations, the University officials reserve the right to access, examine, intercept, monitor and copy the files, network transmissions, and/or on-line sessions of any user. The University may choose to suspend a user access to its resources in connection with investigation of (but not limited to) any of the following:

- Violations or suspected violations of security and/or policies.
- Activities that may be contributing to poor computer performance.
- Computer malfunctions.

The Student Affair may be notified of the violation and provided information and materials relating to the investigation and/or violation.

In connection with investigations, files, data, or communications may be shared with the appropriate investigating officials. In general, the University will exercise discretion as far as is appropriate given the case.

## **20. WIRELESS NETWORK**

### **20.1. Purpose**

This policy is intended to ensure the University general-purpose computer labs provide computer equipment and software in a secure, respectful environment to help students be productive.

### **20.2. Responsibility**

#### **Appropriate Use of Computing Resources**

The computing resources provided by University are primarily intended for teaching, educational, research and administrative purposes, and may generally be used only for authorized University related activities. Use of the computing resources is governed by all applicable University policies, including, but not limited to, sexual harassment, copyright and student and employee disciplinary policies.

### **20.3. Rules and Regulations**

The following rules are put into place to ensure availability and maintain a positive user experience in Computer Labs. Use of computer labs implies consent to these rules. For more information, contact Computer Services Department.

20.3.1. IT resources provided by the University (computer labs equipment, software, services etc.) must only be used for academic purposes.

20.3.2. Use of computer labs for hacking, cracking, spamming, scamming or any action that may lead to criminal charges is strictly prohibited.

20.3.3. IT resources should always be used by authorized users, that is the students themselves (not by people not associated with UCSI, such as friends or relatives). Users should provide their student identification card or any other proof of their UCSI

University student status when asked by the UCSI University staff.

20.3.4. You are not allowed to use a computer lab when a class (you are not attending) is taking place. If you plan to use the computer lab, consult the classes timetable.

20.3.5. Priority is given to students who are working on University-related projects. If you are chatting, checking e-mail, surfing the internet, etc., you may be asked to give up your computer to another student who is waiting to work on a school project.

20.3.6. Students not allow to watch movies, drama or any videos not related to academic matter in all computer lab.

20.3.7. It is strictly prohibited to share your login ID and password with other students or friends. If you are caught doing this, your account may be suspended for the rest of the semester.

20.3.8. Downloading, copying or communicating illegal or copyright protected material is strictly prohibited.

20.3.9. Each user may only use one computer at a time.

20.3.10. With the exception of headphones, digital cameras, and USB thumb drives, no external hardware may be connected to a computer without the assistance from the Computer Services Department.

20.3.11. Hardware and software are not to be moved or reconfigured without approval. Consult with the Computer Services Department before connecting a USB device that requires installation of driver software (like personal audio/video players or PDA/Smartphones).

20.3.12. No hardware, software, equipment or manuals are to be removed from any computer.

20.3.13. All software installations and updates on computers are applied by the Computer Services Department. If you have a question regarding specific software that you need to use, contact Computer Services Department.

20.3.14. Food, drinks (unless in a no-spill, covered container), and the use of tobacco products are strictly prohibited in the Computer Labs. Be considerate of others and pick up after yourself when you leave.

20.3.15. Do not display or print sexually explicit, offensive or inappropriate material (e.g. profane language, discriminatory content etc.).

20.3.16. Behaviour and activities that disturb other users or disrupt the operations of the computer lab are not allowed. This includes, but is not limited to: physical activities, loud music, talk or laughter, using computer areas and chairs for socializing, etc.

20.3.17. With the exception of service animals assisting individuals with disabilities, no animals are allowed in a computer lab at any time.

20.3.18. Computer games other than those installed for educational purposes (e.g., simulation games) are prohibited at all hours.

20.3.19. Specific computer labs may have additional rules.

20.3.20. The door of computer lab should be always open unless the lab is used for a lecture published in the computer lab timetable. Computer labs must not be considered private places.

20.3.21. If you notice any equipment malfunctions, please report them immediately to the Computer Services Department.

20.3.22. Logout of any site visited before leaving the computer lab or your session may remain active for the next student who uses the computer lab.

20.3.23. Store any personal data on a removable device. Do not leave files on computers. The Computer Services Department does not accept any liability for loss of data that was left behind or inadequately stored.

20.3.24. The use of computer labs may be monitored at any time to ensure compliance with the above mentioned rules.

20.3.25. Keep the computer labs clean, tidy and free of hazards at all times.

## **20.4. Violations**

Violations or suspected violations of the policies and principles enumerated above should be reported promptly to the Computer Services Department or [helpdesk@ucsiuniversity.edu.my](mailto:helpdesk@ucsiuniversity.edu.my) or to the appropriate department of University.

## **20.5. Sanctions**

Responses for violation of this policy may include, but are not necessarily limited to the following:

### **20.5.1. Notification**

Alerting a user to what appears to be an inadvertent violation of this policy in order to educate the user to avoid subsequent violations.

### **20.5.2. Warning**

Alerting a user to the violation with the understanding that any additional violation will result in a greater penalty.

### **20.5.3. Loss of Computer and/or Network Privileges**

Limitation or removal of computer and/or network privileges either permanently or for a specified period a time.

#### **20.5.4. Restitution for Damages**

Requiring reimbursement for the costs of repair or replacement of computer-related material, equipment, hardware, software, data and/or facilities. In addition, such reimbursement shall include but not necessarily be limited to the cost of additional time spent by University employees due to the violation.

Violations may be subject to criminal or civil penalties as they apply.

The University considers any violation to be a serious offense in its efforts to preserve the privacy, data and services. In the case an investigation is begun related to policy and/or legal violations, the University officials reserve the right to access, examine, intercept, monitor and copy the files, network transmissions, and/or on-line sessions of any user. The University may choose to suspend a user access to its resources in connection with investigation of (but not limited to) any of the following:

- Violations or suspected violations of security and/or policies.
- Activities that may be contributing to poor computer performance.
- Computer malfunctions.

The Student Affair may be notified of the violation and provided information and materials relating to the investigation and/or violation.

In connection with investigations, files, data, or communications may be shared with the appropriate investigating officials. In general, the University will exercise discretion as far as is appropriate given the case.

## **21. PASSWORD POLICY AND GUIDELINES**

### **21.1. General**

Students are responsible for safeguarding their system access login and password credentials and must comply with the password parameters and standards identified in this policy. Passwords must meet the complexity requirements outlined and must not be shared with or made available to anyone in any manner that is not consistent with this policy and procedure.

### **21.2. Purpose**

Assigning unique user logins and requiring password protection is one of the primary safeguards to restrict access to the UCSI University network and the data stored within it to only authorized users. If a password is compromised, access to information systems can be obtained by an unauthorized user, either inadvertently or maliciously. Users are responsible for safeguarding against unauthorized access to their account, and as such, must conform to this policy in order to ensure passwords are kept confidential and are designed to be complex and

difficult to breach. The parameters in this policy are designed to comply with University policy, legal and regulatory standards.

### **21.3. Responsibilities**

Students are responsible for keeping passwords secure and confidential. As such, the followings principles must be adhered to for creating and safeguarding passwords:

21.3.1. Passwords must be changed immediately upon issuance for the first-use.

21.3.2. Passwords must never be shared with another student for any reason or in any manner not consistent with this policy. A shared or compromised password is a reportable Computer Services Department.

21.3.3. Students and other University personnel, must never ask anyone else for their password. If you are asked to provide your password to an individual or sing into a system and provide access to someone else under your login, you are obligated to report this to the Computer Services Department using one of the methods outlined in the Procedures section below.

21.3.4. Passwords must never be written down and left in a location easily accessible or visible to others. This includes both paper and digital formats on untagged (unsupported) devices. Passwords should not be stored in a web browser's password manager on an untagged device.

21.3.5. Students must never leave themselves logged into an application or system where someone else can unknowingly use their account.

21.3.6. Passwords must be unique and different from passwords used for other personal services (e.g. banking).

21.3.7. Passwords must meet the complexity requirements outlined in this policy.

21.3.8. Passwords must be changed regularly, as outlined in this policy, at the regularly scheduled time interval or sooner if there is suspicion of a compromise.

21.3.9. In the event a breach or compromise is suspected, the incident must be reported to Computer Services Department immediately using one of the methods outlined in the Procedures section below.

### **21.4. Password Requirements**

The following parameters indicate the minimum requirements for passwords for all individual accounts where passwords are:

21.4.1. At least seven (7) characters.

21.4.2. Not based on anything somebody else could easily guess or obtain using person related information (e.g. names, telephone numbers, dates of birth, identification card numbers, etc.).

21.4.3. Not vulnerable to a dictionary attack (see Recommendations for Creating Compliant Passwords section).

21.4.4. A combination of at least one character from each of the following four listed character types (older password require at least one character from three of the following four types).

21.4.4.1. English uppercase letters (A-Z).

21.4.4.2. English lowercase letters (a-z).

21.4.4.3. Base 10 digits (0-9).

21.4.4.4. Non-alphanumeric (such as `~!@#\$%^&\*()\_+{ }|\.:"';'<>,.?/ and space).

## **21.5. Recommendations for Creating Compliant Passwords**

In order to create a password that is compliant with the parameters specified in this policy, use one of the three methods below.

### **21.5.1 Use a Passphrase**

A passphrase is similar to a password, but it is generally longer and contains a sequences of words or other text to make the passphrase more memorable. A longer passphrase that is combined with a variety of character types is exponentially hardware to breach than a shorter password. However, it is important to note that passphrases that are based on commonly referenced quotes, lyrics, or other sayings are easily guessable. Passphrases should be unique to you.

21.5.1.1 Use at least seven (7) characters.

21.5.1.2 Incorporate the four (4) character types (a space or special character can be used to separate words or phrases in in order to add complexity).

21.5.1.3 Use a phrase that is easy to remember.

21.5.1.4 Abbreviate most of the words in the phrase to increase complexity.

21.5.1.5 Example:

21.5.1.5.1 Phrase: “When I was five, I learned how to ride a bike”.

21.5.1.5.2 Password: When I was 5, I learned to ride a bike.

21.5.1.5.3 Phrase: “When I was five, I learned how to ride a bike”.

21.5.1.5.4 Password: Whe1was5,Ilear2ridabik.

## 21.5.2 Use an Acronym

An acronym can be used to constitute a strong and compliant password by taking the first letter of each word in a phrase to form the password.

21.5.2.1 Incorporate the four character types (forming your phrase in sentence case with punctuation can be used to meet the requirements).

21.5.2.2 Use phrase that is easy to remember

21.5.2.3 Example:

21.5.2.3.1 Phrase: “When I was five, I learned how to ride a bike”.

21.5.2.3.2 Password: WIw5,Ilhwrab.

## 21.5.3 Use a Secret Code

A secret code can be used in conjunction with the previous methods simply by substituting letters for other numbers or symbols. Combining these methods will make it easy to incorporate the four character types in order to meet the password complexity requirements.

21.5.3.1 Use a phrase that is easy to remember.

21.5.3.2 Capitalize the first letter of every word.

21.5.3.3 Substitute letters for numbers or symbols.

21.5.3.4 Incorporate spaces or substitute with a different character.

21.5.3.5 Example:

21.5.3.5.1 Phrase: “When I was five, I learned how to ride a bike”.

21.5.3.5.2 Password: WhenIwa\$5,Ilh0wt0rab1k3.

A secret code can also be generated by using a keyboard pattern. Patterns can be generated by using geometric patterns, such as diagonal lines, series of lines, etc.

21.5.3.6 Use a pattern that is easy to remember.

21.5.3.7 Incorporate letters, numbers, and/or symbols.

21.5.3.8 Enter passwords with caution as patterns may be easily visible.

21.5.3.9 Examples:

21.5.3.9.1 Pattern: a triangle starting with ‘z’ and incorporating an uppercase letter.



21.5.3.9.2 Password: Zse4rfvcx

21.5.3.9.3 Pattern: the third, sixth, and ninth keys of each row, with one row of uppercase letters.

21.5.3.9.4 Password: 369eyoDHLcn.

21.5.3.9.5 Pattern: a series of lines, starting with %, r, d, and b, with one row of uppercase letters.

21.5.3.9.6 Password: %^&rtyDFGbnm.

## 21.6 Password Reset Options

Various options are available to assist users with changing a forgotten or expired password. The preferred and fastest method is through the use of the password management system. Personalized security questions must be setup in order to use this system to reset your password.

### 21.6.1 Password Self Service

Login to UCSI IIS portal with your Login ID and current password. If you have forgotten your password, you will be required to validate your identity by answering security questions. Click “Request” in the middle of the screen. Create a new password that complies with the parameters on the screen and in this policy. Use one of the methods described above to create a compliant password. Once your password has been changed, your password will synchronize across any service that is controlled by the authentication system (e.g. Email, Window Logon, IIS Portal, LMS and etc.).

In the event your password cannot be reset via the IIS portal, you must contact CSD support using one of the methods below:

- In Person

Contact CSD support during normal business hours. Present your student identification card alongside your face to verify your identity. The agent will provide your temporary password to you over the phone and assist you with resetting it for future use.

## 21.7 Reporting a Suspected Compromise or Breach

If you believe your password has been compromised or if you have been asked to provide your password to another individual, promptly notify any of the following support teams:

- CSD Support

Phone: 03-91018880, Extension No: 3209

Email: [helpdesk@ucsiuniversity.edu.my](mailto:helpdesk@ucsiuniversity.edu.my)

## APPENDICES

### APPENDIX A

Exemptions from the University English Language requirements can be granted if the following corresponding requirements are fulfilled:

- i. London or Cambridge Boards A-level qualifications
- ii. MUET with minimum of Band 3
- iii. SPM English with minimum grade of B+
- iv. SPM English language 1119/ O-Level English / IGCSE with minimum grade of C
- v. UEC with minimum grade of A2 in English
- vi. Canada Pre-university studies conducted in English - Ontario Secondary School Diploma
- vii. Monash University Foundation Year (MUFY) Certificates
- viii. Australian High School Certificates

Australian Capital Territory

- ACT Year 12 Certificate

New South Wales (NSW)

- Higher School Certificate (HSC)

New South Wales (NSW)

- Higher School Certificate (HSC)

Northern Territory

- Northern Territory Certificate of Education (NTCE)

Queensland

- Queensland Certificate of Education

South Australia

- South Australian Certificate of Education (SACE)

Tasmania

- Tasmanian Certificate of Education (TCE)

Victoria

- Victorian Certificate of Education (VCE)
- Victorian Certificate of Applied Learning (VCAL)

Western Australia

- Western Australian Certificate of Education (WACE)
- ix. Test of English as a Foreign Language (TOEFL)
  - TOEFL IBT score 42, or above (for Degree)
  - TOEFL IBT score 30-31, or above (for Diploma)
- x. International English Language Testing System (IELTS) with minimum of band score 4.0 for Diploma and 5.0 for Degree programme (depending on programme standard requirement)
- xi. International Baccalaureate
- xii. Secondary School Diploma (American Curriculum)
- xiii. Holders of diplomas from government polytechnics who have passed A1003, A2003, A3005/A4001 and A5001 (or Levels I, II, III and IV) with a minimum of 60% or equivalent CGPA.
- xiv. Internal transfer applicants who have already fulfilled the University English Language requirements.
- xv. Applicants who have an academic qualification from a higher learning institution which uses the English Language as a medium of instruction.

**APPENDIX B****English Equivalent Requirements for Selected African Countries**

<b>Countries</b>	<b>English Grade</b>	<b>English Level at UCSI University</b>
<b>Nigeria</b> <b>Uganda</b> <b>Zambia</b> <b>Tanzania ( CSE)</b>	1, 2 (A)	Exempted from English Foundation
	3 (B)	English Foundation
	4 (C)	Basic English English Foundation
	5, 6 (D)	Basic English English Foundation
	7, 8 (E)	Basic English English Foundation
	9 (F)	To sit for UCSI's English Placement Test for placement

<b>Countries</b>	<b>English Grade</b>	<b>English Level at UCSI University</b>
<b>Kenya (KCSE)</b> <b>Tanzania ( ACSE)</b>	A (A-, A+)	Exempted from English Foundation
	B (B-, B, B+)	English Foundation
	C (C-, C, C+)	Basic English English Foundation
	D (D-, D, D+)	Basic English English Foundation
	E	Basic English English Foundation
	F	To sit for UCSI's English Placement Test for placement

**APPENDIX C****Refund Policies and Procedures****A. APPLICABLE TO ALL STUDENTS**

1. I hereby agree that the Registration Fee paid is strictly, NON-REFUNDABLE under any circumstances.
2. I hereby agree that once the initial fees are fully utilised, fees will be charged based on the Approved Course Selection.
3. I hereby agree that in the event I drop all the courses before the ADD/DROP deadline and subsequently follow up with a withdrawal from UCSI University, the University will charge back the full fees based on the initial Approved Course Selection.
4. I hereby agree that UCSI University will refund the following: Caution Fee; Library Deposit; International Student Deposit and Security Bond. However, this is provided that no rules or regulations have been breached and I do not have any outstanding fee with the University.
5. I hereby agree that in the event of graduation or in the event of a withdrawal, the respective forms must be submitted within a maximum of 2 semesters from the event for the Refundable Deposits as per paragraph 4 above.
6. I hereby agree that at all times, it is imperative that all rules and regulations are strictly adhered to, failing which UCSI University shall forfeit all Refundable Deposits and the said deposits may be required to be paid once again, where applicable.
7. I hereby agree that in the event that I fail to settle my fees in accordance with the respective due date, I shall be liable to pay late payment charges that will be levied accordingly by UCSI University.

**B. APPLICABLE TO MEDICAL AND PHARMACY DEGREE APPLICANTS ONLY**

1. I acknowledge, understand and accept that to confirm my acceptance into either the UCSI University Medical or Pharmacy degree programme within the stipulated deadline (as well as to book a seat for myself in the relevant programme), I need to pay all fees outlined in the Letter of Offer/ Conditional Letter of Offer within the date provided. I agree that failure to pay the fees by the stipulated date will result in a seat not being reserved for me. Due to limited seats available as well as taking into consideration other eligible candidates, I further agree to abide by the Policy that all payments made to confirm a seat are strictly non-refundable and this is regardless of whether classes have begun.
2. If I am not a Malaysian citizen, I am made to understand that in the event I am not able to obtain the relevant visa from the Malaysian authorities (and strictly and solely for this reason alone), I may apply to UCSI University for a refund of the tuition fees paid (but any fees paid towards the Registration Fee and International Student Services Fee are strictly not refundable).

**C. APPLICABLE TO MALAYSIAN STUDENTS ONLY**

1. In the event that a refund is requested, a 50% refund of initial tuition fees (new students) or Approved Course Selection (existing students), provided withdrawal from the programme is made/submitted before the commencement of the classes, with the exception of Saturday, Sunday and Public Holidays. In the event I have not paid the fees, 50% of the fees based on the initial tuition fees or Approved Course Selection is chargeable. UCSI University has every right to use the Refundable Deposits to offset the outstanding due to the University.
2. In the event that a refund is requested, a 30% refund of tuition fees provided withdrawal from the programme is made within seven (7) days from the commencement of the classes. In the event I have not paid the fees, 70% of the fees based on the initial Approved Course Selection are chargeable. UCSI University has every right to use the Refundable Deposits to offset the outstanding due to the University.
3. There shall be NO refund of tuition fees if the withdrawal is done, anytime later and/or not in compliance with the fore-going conditions.

**D. APPLICABLE TO INTERNATIONAL STUDENTS ONLY**

1. I hereby agree that all initial tuition fees paid as stipulated in the Letter of Acceptance/Conditional Letter of Offer/Conditional Letter of Acceptance are strictly NON-REFUNDABLE.
2. In the event that a refund is requested, once the initial fees are fully utilised, a refund amounting to 50% of the Approved Course Selection tuition fees for the IMMEDIATE semester will be allowed, if the application for the said refund is strictly made BEFORE THE COMMENCEMENT OF THE SAID SEMESTER. It is important that you comply with this deadline, failing which UCSI University will not entertain any requests for refunds.
3. All applications should be duly submitted using the prescribed form and not any other. In the event I have not paid the fees, 50% of the fees based on the Approved Course Selection are chargeable. UCSI University has every right to use the Refundable Deposits to offset the outstanding due to the University.
4. In the event that a refund is requested, once the initial fees are fully utilised and after the commencement of the semester, a refund amounting to 30% of the Approved Course Selection tuition fees for the IMMEDIATE semester will be allowed, provided that the application for the said refund is made WITHIN SEVEN (7) DAYS FROM THE COMMENCEMENT OF THE SAID SEMESTER. It is important that you comply with this deadline, failing which UCSI University will not entertain any requests for refunds.
5. All applications should be duly submitted using the prescribed form and not any other. In the event I have not paid the fees, 70% of the fees based on the Approved Course Selection are chargeable. UCSI University has every right to use the Refundable Deposits to offset the outstanding due to the University.
6. I hereby agree to submit my Application Form, Registration Fee and International Student

Services Fee and agree that in the event I am not able to obtain the relevant visa from the Malaysian authorities; all the cash paid will not be refunded.

7. I hereby agree to remit with immediate effect all initial tuition fees to UCSI University, upon my visa being approved and I am notified of the same, prior to arriving at UCSI University, Malaysia.
8. For applications into the University degrees of Medicine and Pharmacy, I acknowledge that I am bound by Section B above.

## **APPENDIX D**

### **Examination Rules and Regulations**

#### **A. Before the Examination**

1. Candidates must bring along their student ID and examination slip. They must show their student ID and examination slip to the Invigilators at the entrance before being allowed into the Examination Hall.
2. Candidates who do not have their student ID will need to obtain a replacement of temporary ID form from the RO. A penalty of RM5 will be charged for each form of replacement temporary ID.
3. Candidates who do not have their examination slips will need to obtain replacement examination slip from the Exam Centre after they pay a penalty of RM5 from the Finance Office, or print it from their IIS Portal.
4. Candidates may not be allowed into the Examination Hall if their examination slips indicate that the paper that they are sitting for has been barred/dropped (for financial or attendance reasons)

#### **B. During the Examination**

1. Candidates will need to refer to the seating arrangements published on the IIS2.0 portal and posted on the notice board within the precinct of the Examination Hall and be guided to the appropriate row in the Examination Hall. Invigilators have the right to re-arrange student seating.
2. Candidates are NOT allowed to enter the examination hall 30 minutes after the commencement of the examination.
3. Candidates will NOT be allowed to leave the Examination Hall until 30 minutes have lapsed after the commencement of the examination, and 30 minutes prior to the end of the examination.
4. If there are suspicions of cheating, invigilators have the authority to perform a physical search of the candidates.
5. The use of surrogates to take exams on behalf of candidates is strictly prohibited. Severe penalties will be imposed on both the candidates involved.

6. Candidates are NOT allowed to give or receive assistance or to communicate by word of mouth during the examination.
7. Prohibited items in the Examination Hall include unauthorised books, papers, notes, dictionaries, electronic dictionaries, all programmable electronic devices (including programmable calculators), except those authorised by the examiner.
8. Mobile phones may only be brought into the examination hall on the condition that students keep them in their bags and the bags must be placed at the front of the examination hall or in the lockers located outside the examination hall. All mobile phones must be switched off (including any alarms) throughout the examination. If a mobile phone is found in candidate's possession (pockets, clothing, on your desk/chair/on the floor) or rings in candidate's bag during the examination, the mobile phone will be confiscated. A penalty of RM100 will be imposed to redeem both the SIM card and the mobile phone.
9. Candidates are advised to exercise caution in safeguarding their personal mobile phones, as UCSI University will not assume liability for any loss or theft of mobile phones while on campus.
10. Candidates are NOT allowed to receive/borrow any item or material from another candidate while in the Examination Hall.
11. No passing of any kind of materials is allowed.
12. Candidates are required to raise their hands if they want to communicate with the invigilator.
13. Candidates who misbehave may be asked to leave the Examination Hall.
14. Cheating in any form will not be tolerated.
15. Candidates who leave the Examination Hall for various reasons must register their names if they intend to return to the Hall. They will remain under close supervision throughout their absence. Leaving the Hall is only permitted if they wish to visit the washroom or retrieve forgotten relevant and permitted items from their bags in the foyer. They are not allowed to wander away from the premises and return to the examination.
16. Invigilators reserve the right to restrict the number of times candidates visit the restroom.
17. Candidates who finish their examination ahead of the stipulated time are responsible for handing in their answer scripts to the Invigilators. This can be done by walking to the front desk of the Hall. They are not allowed to leave the Hall without the knowledge of the Invigilators.

### **C. After Examination**

1. A candidate or lecturer may complain to the Exam Centre if he/she feel that an examination has been improperly conducted. The UEB shall then verify whether the



allegations are true, and if they are, an investigation will be carried out and appropriate actions taken.

2. Any candidate found to, or attempting to cheat, will be called up by the SDB for further investigation.
3. Where the SDB is satisfied that a candidate has committed a breach of any provision of the Examination regulations, he/she will be deemed to have committed an offence and the SDB may:-
  - i. authorize to give public notice of the fact that such an offence has been committed candidate, or to give candidate a private notice; and/or
  - ii. fine the candidate an amount that the SDB may decide; or
  - iii. award of an “F” grade; or
  - iv. suspension of a semester or more; or
  - v. termination of studies at UCSI University; or
  - vi. act in all or any of these ways deemed appropriate by the SDB.