



# **UNDERGRADUATE HANDBOOK 2025 (University Level) Policies, Procedures & Guidelines**

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**Mr Iskandar Dzulkarnain bin Ahmad Junid**

BHuman Sc (English Lang & Lit) Hons (IIUM), MPA (Malaya)

**Mr Jacob Kulleh**

BPA Hons (UUM), MBA (UPM), FCMI

**Mr James Yeow Lai Hock**

BA (Music Therapy/Psych) *cum laude* (Western Illinois), MSc (Guidance & Counselling) (UPM), MA (Psych) *magna cum laude* (Southern California)

**Dr Jennifer Tan Poh Sim**

BEEd (TESL) Hons (Malaya), MA (English Lang Studies) (UKM), PhD (NUS)

**Mr John Rajkumar David**

BSc (CompSc) (Clemson), MSc (CompSysMgmt) (Maryland)

**Mr K Chandra Sakaran a/I K Kanan**

BEcon (Agr & Res Econ) Hons (UKM), MTechMgmt (HRD) (UTM)

**Mr K. Chandran a/I Karuppan**

BAcct Hons, MEd (Malaya)

**Mr Kamar Azman bin Kamaruzaman**

Dip Mass Comm (Advertising) (ITM), MSc (Journalism) (Ohio)

**Mr Kannan a/I Shanmugam**

BFin Hons, MSc (Fin) (UUM)

**Ms Kathleen Marie Nunis**

LLB Hons (London), CLP, LLM (Malaya), Advocate & Solicitor (High Court of Malaya) (Non-Practising)

**Ms Karen Lee Siew Yen**

BBus (Swinburne), MBA (E-Commerce) (CSturt)

**Ms Khor Khai Ling**

BSocSc (Psych) Hons (UTAR), MCounselling (USM)

**Dr Kishen Tulsidas Adnani**

BComp Sc (UPM), MBA (Info Sys) (Nottingham Trent), DBA (HELP)

**Mr Kok Chye Hock**

BSc (Math) Hons (UKM), MIT (CSturt), Certified IT Professional

**Mr Koon Kim Peh**

BComp Sc (Software Dev) Hons (UTeM), MComp Sc (UTAR)

**Ms Lai Ho Yan**

BPsych Hons (HELP), MSc (Cognitive Neuroscience) Distinction (Sussex)

**Mr Lau Liang Chuan**

BEEd (TESL) Hons (UKM), MEd (Guidance & Counselling) (UPM)

**Ms Lavanya a/p Selvaratnam**

BSc (Biomedical Sc) Hons (UPM), MManagerial Psych (HELP)

**Dr Liew Huey Min**

BBA (Mktg) (UPM), MBA (Fin) (Malaya), DBA (HELP), FCMI

**Ms Lim Cheau Yann**

BEcon Hons, MPA (Malaya)

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BSc TESOL Hons (UNIMAS), MEd (Malaya)

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BSc (Botany) Hons, MSc (CompSc) (UKM)

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BCompSc (Software Eng) Hons (Malaya)

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BSc (Hotel Mgmt) Hons, MHosp Mgmt (UiTM)

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BA (Acct & Fin) Hons (Abertay Dundee), Associate Dip Bus (Acct) (Northern Territory), DipEcon (London), Cert Bus Studies (Western Australian Dept of Training), MAF (HELP)

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BIT (Artificial Intelligence) Hons (UKM), MCompSc (Malaya)

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Cert (Teaching) (KPM), BEd (TESL) Hons (UPM), MEd (TESL) (Malaya), PhD (UNITAR)

**Mr. Ng You Ming**

BForestry Sc First Class Hons, MSc (Youth Studies) (UPM)

**Dr Norzayana binti Yusof**

BCom & Admin (Victoria), MBA, PhD (Bus Mgmt) (UiTM)

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BEd (TESL) Hons (MSU), MEd (TESL) (HELP)

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BA (Murdoch), MEarly Childhood Edu (Malaya), PhD (Mahidol)

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LLB Hons, LLM (Intl Legal Studies) (UEL)

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BEng (Electrical) Hons (Malaya), MBA (Henley), FCMI

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BSc (Psych) (Lancaster), MPsy (Clinical) (Curtin)

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BPsychSc & Bus (Monash), MSc (Bus & Psych) Distinction (Heriot-Watt), PhD (Applied Psych) (Nottingham)

**Mr R Murali a/I Rajaratenam**

BSc (Microbiology) Hons, MESL (Malaya)

**Mr Rajender Singh a/I Ajit Singh**

BA (History) Hons (USM), MA (Southeast Asian Studies) (Hull)

**Ms Rajesvare a/p K. D. Rada**

Dip (Tourism Mgmt), Adv Dip (Tourism Mgmt), BTourism Mgmt, Prof Master (Tourism & Hosp Mgmt) (Toulouse)

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LLB (Madras), MA (Sociology) (Annamalai), MA (Intl Criminology) (Sheffield), PhD (UKM), CELTA

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BSocSc (Mgmt) Hons (USM), MBA (Malaya), FCMI

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BA Edu (Early Childhood Studies) Hons (Edith Cowan), MEd (Teaching & Learning) (HELP)

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BA (Econs) (Lakehead), MBA, DBA (UTAR)

**Ms S Geetha a/p M Sivadasan**

DipEd, BA (Indian & Malay Studies) Hons, MEd (Malaya)

**Ms See Yee Chen**

BSc (Stats) Hons, MInstrTech (Malaya)

**Ms Seetha Letchumi a/p K Sukumaran**

BSc (CompSc) Hons, MSc (CompSc) (USM)

**Ms Selina Nalini a/p Richards**

BA Hons (Monash), BSc (Psych) (Upper Iowa), MCounselling (HELP)

**Mr Selvanadan Muniappan**

BCom (Madurai Kamaraj), MBA (Hull), FCMI

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BSc (CompSc) (IIUM), MEng (Telecommunication Eng), PhD (Malaya)

**Ms Sheena a/p Vajaindran**

BMassComm (UTAR), MMultimediaComm (OUM)

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BEd, BCom, MCom, Post Grad Dip (Journalism & Mass Comm), PhD (Com) (Madurai Kamaraj)

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BSc (Auckland), Dip TESOL (LTTC), MTESOL (Auckland), FCMI

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BSc (Comp & Info Sys) Hons (Oxford Brookes), NCC International Diploma (Comp Studies) (Stamford Exec Centre), MSc (Tech Mgmt) Distinction (Staffordshire)

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BA (Econ) Hons, MEcon (Malaya), PhD (UTAR)

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BEd (TESL) (UTAR), MEd (TESL) (Malaya)

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BMedSc (Aberdeen), MCounselling (HELP), Counsellor (Board of Counsellors)

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BSc (Econ) Hons, DipEcon (London), MSc (Fin) (Strathclyde)

**Mr Valliappan a/I Kasi**

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BPsych Hons (HELP), PhD (Applied Psych) (Nottingham)

**Dr Vimala a/p Kadiresan**

BMgmt Hons (MMU), MMgmt (Malaya), PhD (SEGi)

**Mr William Gualbert Quah Siew Beng**

BBA (Bus Econ), MBA (San Diego), FCMI

**Ms Winnie Leong Wai Ling**

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**Mr Yeo Kim Hong**

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BPsych (HELP), MSc (Social, Health & Organisational Psych) (Utrecht)

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**Mr Syamsulang bin Sarifuddin**

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**Teh Wee Leon**

Dip Int Hotel & Tour Mgmt (IMI), BSc (Int Tour & Hotel Mgmt) First Class Hons (Sunderland),  
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**Ms Tee May Ern**

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**Dr Thong Jun Zhou**

BBA Hons, MSc (Mgmt), PhD (Mgmt) (UNIMAS)

**Ms Umi Najiah binti Ahmad Razimi**

BSc (InfoSysEng), MSc (Info Tech) (UiTM)

**Dr Vignes a/l Gopal Krishna**

BEcon First Class Hons (UPM), PhD (Malaya)

**Dr Yip Tien Ming**

BEcon Hons, MApp Stats, PhD (Malaya)

(Management and Academic List are correct as at 2 Dec 2024)

## **1.0 General Information**

### **1.1 The University**

HELP University was founded in 1986 to provide affordable quality educational opportunities for Malaysians. It has since developed into a leading institution of higher learning in Malaysia with an international reputation among universities, research organisations, scholars, business, corporate leaders, and governments. HELP University offers a wide and diverse range of programmes covering business, law, management, economics, IT, the social sciences, and the humanities at undergraduate and graduate levels.

HELP University has over a period of 37 years established itself as a premier institution of higher learning in Malaysia with over 8,000 students and 570 staff. Its programmes are especially strong in majors such as Psychology, Law, Accounting, Business, and IT. It also offers graduate programmes from Master to Doctorate level.

HELP is an international university with a large foreign student population from various countries such as Maldives, India, Indonesia, China, South Korea, and Vietnam to name a few reflecting the prestige and recognition that HELP has gained in the international arena. The presence of these students contributes to a rich and

fascinating cultural mix on campus and helps foster an open and global frame of mind for all students.

HELP is internationally recognised for its high and uncompromising standards which is evident from its partnerships with renowned universities in the world such as The University of Leeds, University of Liverpool, School of Oriental and African Studies, Cardiff University, and Derby University in the UK; top Australian universities such as the University of Queensland, University of Adelaide, University of Melbourne, University of Sydney, Australian National University and University of Western Australia; US universities such as the University of Maine, American University (Washington DC), and Université Francois Rabelais de Tours in France.

HELP has a distinguished and dedicated faculty. In addition to local faculty members, HELP retains numerous international scholars and academics, drawn from top universities from around the world who serve as lecturers, academic advisors, examiners or moderators, and who not only add an international flavour to the campus, but also disseminate cutting edge knowledge to the HELP community. This international cohort has grown over the years, forming a large and valuable network (both in human and geographic terms) which HELP is able to tap for the benefit of its students.

A unique achievement by HELP students is the large number of distinctions and awards that they receive every year, placing them among the best in the world. Students of HELP consistently attain outstanding results from, and win prestigious scholarships to, universities like Cambridge, Oxford, LSE, Stanford, Princeton, Harvard, Chicago, Queensland and HKUST.

Malaysia has gained a reputation in the Asia-Pacific region as a centre of educational excellence that offers students the opportunity to earn internationally recognised degrees and diplomas from sought after universities in Australia, Canada, UK and USA. Many international students from Europe, China, the Middle East, Indonesia, Korea, Africa, India and other countries choose Malaysia as an education destination for its high quality internationally-recognised programmes, competitive tuition fees, relatively low cost of living and a conducive living and learning environment.

HELP University was the pioneer of twinning programmes in Malaysia. It offered 3+0 or 4+0 degree programmes in Malaysia for UK and US universities. The benefit of such arrangements is the significant cost savings without any compromise in the quality and recognition of the degrees attained. In addition, students also have the option to transfer to universities in Australia, New Zealand, the UK and US for one or two years to complete their degree studies.

HELP's strategic location in the affluent suburb of cosmopolitan Kuala Lumpur gives students access to the best sporting and recreational facilities, as well as exposure to, and networking opportunities with, top corporations.

The HELP Group has won numerous awards. It was recognised by Forbes Asia in 2011 as one of the top 200 Top Performing companies in Asia Pacific with capitalization below USD 1 billion. It also won the KPMG Shareholder Value Award in 2010 and was ranked 43 among 1,000 public listed companies on the Malaysian Stock Exchange. HELP was also included in the Malaysian Corporate Governance Index by MSWG, and



won the Brand Laureate Award for Best Brand Award for Private Tertiary Education in 2012. In 2011, Group CEO, Datin Chan-Low Kam Yoke, was named Woman Entrepreneur of the Year by Ernst & Young.

### **Business Analytics and Technology Innovation Centre (BATIC)**

To prepare for the future we are transforming to become the Analytics-Driven Entrepreneurial University. Our effort is recognised by MDEC which conferred us the Premier Digital Tech University Award. We also received the MDEC Recognition for Certificate Training in data science for students.

To support this transformation HELP invested RM25 million in the Business Analytics and Technology Innovation Centre (BATIC), which will be used to innovate and incubate techno-entrepreneurship.

## **1.2 Mission, Vision & Values**

### **Mission**

To help people succeed in life and to live a life of significance through education.

### **Vision**

- a) To be a university with a strong culture of quality and leadership that focuses on sound academic standards, continuous improvement, and the talent development of students and staff
- b) To be a university that offers a learning experience that enhances career development, lifetime values and personal fulfilment
- c) To be a university with a strong research focus in key areas of excellence
- d) To be a university that shares our success with the stakeholders and the communities we serve

### **Corporate Values**

The educational and corporate philosophy of HELP University is:

- a) Pride of Achievement
- b) Sharing Success
- c) The Courage to Be
- d) To be Compassionate
- e) To be Significant

## **1.3 Teaching Philosophy & Pedagogy**

### **Teaching Philosophy**

At HELP University, we focus on:

- a) The Skill of Conceptualisation
- b) The Science of Organisation
- c) The Art of Articulation

#### d) The Practice of Application

### **Pedagogy**

HELP's success lies in its unique educational philosophy and pedagogy. Firmly believing that education is an opportunity for an individual to realise his fullest potential in order to reach the pinnacle of his vocation and to lead a meaningful and fulfilling life, we utilise our faculty's impeccable academic credentials and vast experience in all levels and modes of education to design and deliver programmes that live up to the highest standards.

Moreover, the quality of instruction and delivery is benchmarked against the highest standards and criteria, and is guaranteed by an elaborate system of quality assurance imposed by examining boards, external examiners, peer evaluators and statutory regulations.

Our educational philosophy is holistic. On campus, there are sophisticated and unique programmes and services offered by qualified and experienced counsellors and psychologists for pastoral care and personal development of students to enable them to undertake their rigorous studies in the best psychological and emotional frames of mind for maximum achievement.

### **1.4 4 Brand Promises**

Our mission is to help every student succeed in life and live a life of significance. To accomplish this we have developed 4 pillars that will encapsulate your university experience at HELP.

#### **1. Academic Excellence**

Our dedicated team of educators will ensure you have an engaging and meaningful learning experience.

#### **2. Life and Career Preparation**

Our enhanced curriculum will give you the advantage you need to thrive and succeed in your career and your life.

Our curriculum integrates these 8 attributes for students to develop these qualities: Digital Agility, Social Intelligence, Strategic Communication, Mental Agility, Environmental and Global Literacy, Moral Courage, Resilience and Wellness, Clarity of Purpose.

#### **3. Vibrant Student Life**

Our full and exciting campus experience will help you find your joy of life and passion.

#### **4. Wellness and Community**

Our caring community of students and staff will make you feel welcome, safe and well.

## **1.5 Quality Assurance**

### **Driving Quality through Unity in Diversity**

Quality is everyone's job. It is the shared responsibility of every member of HELP University. The University has put in place a robust internal quality assurance mechanism to develop and nurture a quality culture. Quality enhancement requires programmes to be regularly monitored, reviewed, and evaluated. These include the responsibility of the department and faculty to monitor, review, and evaluate the procedures and processes, curriculum components, student progress, student performance, completion of study, and graduate employability.

Soliciting feedback from a diversity of sources, including students, alumni members, faculty members, members of professional bodies, members of the industry, and experts from other universities, contributes to enhancing the quality of the programme and student outcomes.

The availability of high-quality data, including average study duration, assessment scores, examination pass rates, progression and attrition rates, timely completion, and student evaluation of the course and teaching staff, also contributes to enhancing the quality of the programme and student outcomes.

The University has a suite of policies and procedures to assure the quality of our programmes. The Centre for Quality Assurance (CQA) is committed to developing a culture of quality ownership and continuous quality improvement across the academic faculties and administrative units. The CQA is also committed to supporting the University in ensuring all students exhibit the HELP Graduate Attributes upon completion of their studies.

## **1.6 Accreditation**

All courses and programmes offered by HELP University are approved and recognised by the Malaysian Ministry of Higher Education (MOHE). Further, all our programmes are accredited by the Malaysian Qualifications Agency (MQA). Through our partner universities in Australia, New Zealand, the United Kingdom, and the United States of America, we provide students with a wide selection of mobility opportunities that are designed to broaden their horizons and enrich their learning experience.

Many of our programmes are accredited and recognised by local and international professional bodies for professional qualifications and membership. Students in our accounting degrees can aspire to obtain maximum exemptions from global professional bodies such as the ACCA, CIMA, CPA Australia, and ICAEW for the professional papers enroute membership.

We also offer a wide range of coursework and research-based Master and Doctoral degrees to provide students with continuous and lifelong learning opportunities that are designed to equip them with the attitude and skills to navigate an evolving global economy.

## 2. Admission

Prior to registering, please ensure that you are aware of the programme details, entry requirements, commencement date and fees before submission.

### 2.1 Malaysian Student Admission Procedure

**Application:** Please log in to our website <https://applications.help.edu.my/hu-app2/>

#### Undergraduate Courses

##### Procedure:

Download and complete the application and enclose the following:

- Admission Fee of RM1,800 (non-refundable)
- 1 set of certified photocopies of all academic certificates
- 1 passport-size photographs (non-returnable)
- A photocopy of identity card (NRIC), both sides
- A certified copy of your previous qualification to claim for exemption (if applicable)
- Bank in slip/transaction slip as proof of payment (if paid online)

All completed forms together with the required documents are to be sent to:

Admission Officer  
Customer Marketing Department  
HELP University  
ELM Business School  
No. 15, Jalan Sri Semantan 1,  
Off Jalan Semantan, Bukit Damansara  
50490 Kuala Lumpur

For further enquiries, email [marketing@help.edu.my](mailto:marketing@help.edu.my)

### 2.2 International Student Admission Procedure

**Application:** Please log in to our website <http://applications.help.edu.my/>

#### Undergraduate Courses

**Procedure:**

Download and complete the application form and enclose the following:

- Initial payment of USD776 (RM3,104) as Application Fee, EMGS Visa Processing fee, EMGS Medical Screening & EMGS Medical Insurance to be made payable to **HELP University Sdn Bhd** by bank draft or telegraphic transfer to

**Account Name** : HELP University Sdn Bhd  
**Account Number** : 359-010303-101  
**Address** : HSBC Bank Malaysia Bhd  
Level 1, Annexe Menara Millennium  
Jalan Damanlela, Pusat Bandar  
Damansara  
50490 Kuala Lumpur  
Malaysia

**Bank Switch/Branch Code** : HBMBMYKL

- **Payment of Application fee**
- **1 recent passport-type photos (35mm X 45mm) - with a white background**
- **One (1) set of colour photocopies of your passport, all pages, 2 pages in A4 size paper including blank pages.**  
(Passport validity should be more than 20 Months upon intake date.)
- **Certified copies of academic transcripts and certificates (with English translation if the original is not in English)**
- **(Incomplete applications cannot be processed)**
- **Health Declaration Form**
- **Self-Declaration Form**
- **For Oman, Iran and Sudan, Non-Objection Certificate (NOC) or eligibility letter from relevant embassy,**

All completed forms together with the required documents are to be sent to:

Customer Marketing Department (International Marketing)  
**HELP University**  
ELM Business School  
No. 15, Jalan Sri Semantan 1,  
Off Jalan Semantan, Bukit Damansara  
50490 Kuala Lumpur

For further enquiries, email [marketing@help.edu.my](mailto:marketing@help.edu.my)

### **2.2.1 International Student Admission Requirements**

#### **(i) STUDENT PASS / VISA PROCESSING**

All international students are required to apply for a Student Pass to study in Malaysia. HELP University will apply for the Student Pass in Malaysia with the documents submitted along with the application form and the necessary fees.

As soon as the Student Pass is approved (approximately 1.5 to 2 months after the offer letter is issued), the university will send to the approval letter from the Malaysian Immigration Office to the student.

Students are required to check with the nearest Malaysian Consulate/High Commission/Embassy if they require an Entry Visa before they enter Malaysia. If required, students will need to apply for it nearest Malaysian Consulate/High Commission/Embassy or online, together with the Visa Approval Letter which will be sent to the students once their visa is approved.

## **(ii) ENGLISH LANGUAGE REQUIREMENT**

All international students from a country in which English is not used as medium of teaching in formal education are required to sit for an English Placement Test before embarking on their pre-university, undergraduate and postgraduate programmes at HELP University.

The MUET Preparatory Course (MPC) is divided into core, elective and enrichment courses. To gain entry into our academic programmes, students need only do the core courses, which have 2 levels in total. Depending on the results obtained in the English Placement Test, students are required to enrol for the appropriate level of MUET Preparatory Course (MPC). Thus, students need not necessarily go through all levels.

Upon successful completion of 2 Levels of the MUET Preparatory Course (MPC), students are required to take the MUET, or any other equivalent examination as soon as possible in order to become eligible for enrolment into an academic course.

The Oxford Online English Placement Test that is conducted at the start of the MUET Preparatory Course (MPC) is a test assessing students' English proficiency in terms of their reading, writing, listening and speaking skills.

Students who have attained the following test of proficiency in English are exempted from taking any English Language/MUET Preparatory Course (MPC) courses:

- a) Test in English as a Foreign Language (TOEFL) with a score of 510 -587 (PBT) or 183 -240 (CBT) or 64 - 79 (iBT), depending on the programme applied for.
- b) International English Language Testing System (IELTS) with an overall band of at least 5.0 to 6.0 depending on the programme applied for.

- c) Malaysia University English Test (MUET) with an overall band of at least band 3.0 to band 5.0 depending on the programme applied for.

### **3. Financial Information**

The Registry (603-2716 2000)

#### **3.1. Financial Requirements**

- 3.1.1** All administrative and course fees are payable in full upon enrolment. If fees are to be paid by a financial sponsor other than a parent/guardian, then students should produce documentary evidence of financial aid/ sponsorship or study loans when enrolling.
- 3.1.2** Course fees are normally charged on an annual basis (for linear courses) and on a semester basis (for modular courses). In the event of a student discontinuing the course or in the event of suspension and/or expulsion, fees shall still be charged in full up to and including the end of the semester/term from which the student is withdrawing.
- 3.1.3** Students are advised that for course fee charged on an annual basis, they may opt for an instalment fee payment scheme. However, this scheme is not available for modular courses and all such fees are payable at the beginning of each semester.
- 3.1.4** Students are required to pay the subject / course fee based on the fee schedule of the respective faculty.
- 3.1.5** Students are required to make full payment of all fees within the stipulated dates, failing which their HLMS will be blocked, subjects dropped / de-enrolled, or they may not be allowed to attend any classes or be assessed in any of the assessment items. Please refer to Section 4.2 on Subject Enrolment Regulations.
- 3.1.6** Students who cause damage to or loss of HELP University property, assets or funds may be required to pay for such damage or loss.
- 3.1.7** Students should ensure that sufficient funds are available to honour any personal cheques presented as payment to HELP University.
- 3.1.8 Subject / Course Fee Payment**
- 3.1.8.1** Students are given two weeks (up to the 2<sup>nd</sup> Friday, for the long semester) or one week (up to the 1<sup>st</sup> Friday for the short semester) from the semester commencement date to pay their fees.
- 3.1.8.2** If payment is not made by the due date, the HLMS will be blocked and the subjects enrolled for the semester will be dropped.

**3.1.8.3** If the students wish to reinstate their enrolment within the 3<sup>rd</sup> & 4<sup>th</sup> week (for the long semester) or the 2<sup>nd</sup> week (for the short semester), they have to obtain approval from the Academic Department and a late enrolment penalty fee will be charged at RM150/- per subject for modular courses and at RM150/- per instalment for linear courses.

**3.1.8.4** If reinstatement of subject is sought, fee payment must be made before reinstatement of dropped subject(s) is allowed. Reinstatement of subject(s) is subject to the Academic Department's approval.

**3.1.8.5 Payment of Fees**

Enrolment is not complete until all fees associated with enrolment have been paid, which include:

- a) Registration and enrolment fees
- b) Subject enrolment or course/tuition fee
- c) Any fees/charges outstanding from previous semesters
- d) Late fee if enrolling late
- e) All other fees as payable unless exempted

**3.1.8.6 Payment Due Dates**

All fees associated shall be paid by the due date for payment.

**3.1.8.7 Late Fees**

A student who does not enrol by the due date must, subject to prior approval to enrol late being first obtained, pay a late enrolment fee.

**3.1.8.8 Course Fees for Programme**

The latest course fees shall apply for admission into all programmes. In the event that there is a revision in the course fees during the student's period of study, he/she will be subject to the revised course fees.

**3.1.8.10 Course fees for Degree students who progressed from Foundation**

The latest course fees of the Degree programme at the point of progression/admission shall apply.

**3.1.8.11 Liability for additional costs**

Costs incurred by HELP in seeking to collect fees associated with enrolment shall be charged to the student and shall become, for that student, an additional cost associated with the student's enrolment.



### 3.1.8.12 Refund of Fees

There shall be no refund of fees if a student withdraws from a subject he/she has enrolled for after the due date for payment.

### 3.1.8.13 Repeat Fees

A student who repeats or retakes a subject must pay the full fee regardless of subject requirements previously completed.

## 3.2 Fees – What are refundable and what are not refundable

Types of fees (General)	Malaysian Students (RM)	International Students (RM)	Remarks
Application Fee	-	1,000	Not refundable
Admission Fee	1,800	6,000	Not refundable
EMGS & Immigration Fee	-	Fees vary, subject to the latest EMGS & Immigration Fee Policy	Not refundable
Insurance/Medical	-	Already included in the EMGS visa processing fees. For alternative visa, own insurance is required	Not refundable
Course/Subject	Based on programme	Based on programme	Not refundable
International Student Processing Fee (ISPF)	-	ISPF is standard fee	Not refundable

### 3.2.1 Visa application fee (applicable to international students only)

**3.2.1.2** There is no refund for the visa application fee if the visa application is not successful.

If the visa application is not successful, only the medical screening fee and medical insurance will be refunded. However, these refunds are subject to the policies of the EMGS and the Malaysian Immigration.

The refund policies are available on the EMGS website.  
Please refer to the link:

<https://visa.educationmalaysia.gov.my/legal/refund-policy.html>

### 3.3 General Guidelines for HELP University Programmes Subjects Enrolment and Payment/Fee Refund Policy (Normal Semester)

#### For Modular Programmes

Period	Scenario 1: Full Payment made	Scenario 2: Payment not made
Week 1 & 2 (from course/semester commencement date)	<ul style="list-style-type: none"> <li>To drop subject(s), approval is not required</li> <li>Full refund granted</li> </ul>	<ul style="list-style-type: none"> <li>To drop subject(s), approval is not required</li> </ul>
Week 3 & Week 4	<ul style="list-style-type: none"> <li>Request to drop subject(s) is allowed with HOD's approval.</li> <li>Penalty of RM150/subject</li> <li>50% of subject fees is refundable (after full payment has been made only)</li> </ul>	<ul style="list-style-type: none"> <li>Subject(s) will be auto-dropped due to non-payment.</li> <li>Reinstatement is allowed, but subject to HOD's approval.</li> <li>Penalty of RM150/subject. (Penalty of RM150 for linear programmes)</li> <li>Full payment to be made once subjects are reinstated.</li> </ul>
Week 5 onwards	<ul style="list-style-type: none"> <li>Dropping of subject (s) is NOT allowed.</li> </ul>	<ul style="list-style-type: none"> <li>Subject (s) will be auto-dropped at Week 3 or Week 4 due to non-payment.</li> <li>Reinstatement is NOT allowed</li> </ul>

Note: The Fee Refund is NOT applicable if subjects' fees have not been paid in full

#### For Linear Programmes

Period	Scenario 1: Full Payment made	Scenario 2: Payment not made
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Term 1	<u>Single Payment</u> <ul style="list-style-type: none"> <li>• Full payment made in Term 1.</li> <li>• Request to drop subject(s) allowed with HOD's approval.</li> <li>• Refund subject to Registrar's discretion</li> </ul>	<u>Single Payment</u> <ul style="list-style-type: none"> <li>• Subject(s) auto-dropped due to non-payment.</li> <li>• Reinstatement allowed subject to HOD's approval.</li> <li>• Penalty at RM150 for linear programmes</li> <li>• Full payment due upon reinstatement.</li> </ul>
Term 1	<u>Term Payment</u> <ul style="list-style-type: none"> <li>• 1st installment due within 2 weeks of commencement of Term 1.</li> <li>• Request to drop subject(s) allowed with HOD's approval.</li> <li>• Refund subject to Registrar's discretion</li> </ul>	<u>Term Payment</u> <u>Term 1</u> <ul style="list-style-type: none"> <li>• Subject(s) auto-dropped due to non-payment.</li> <li>• Reinstatement allowed subject to HOD's approval.</li> <li>• Penalty of RM150 for linear programmes</li> </ul>
Term 2	<ul style="list-style-type: none"> <li>• 2nd installment due within 2 weeks of commencement of Term 2.</li> <li>• Dropping of subject (s) is NOT allowed.</li> </ul>	<u>Term 2</u> <ul style="list-style-type: none"> <li>• Subject(s) auto-dropped due to non-payment.</li> <li>• Reinstatement allowed subject to HOD's approval.</li> <li>• Penalty of RM150 for linear programmes</li> </ul>

\* Note: This does not apply to the HELP University programmes - Short Semester.

### 3.4 General Guidelines for HELP University Programmes Subjects Enrolment and Payment/Fee Refund Policy (Short Semester)

#### For Modular Programmes

Period	Scenario 1: Full Payment made	Scenario 2: Payment not made
Week 1 (from course/semester commencement date)	<ul style="list-style-type: none"> <li>• To drop subject(s), approval is not required</li> <li>• Full refund granted</li> </ul>	<ul style="list-style-type: none"> <li>• To drop subject(s), approval is not required</li> </ul>
Week 2	<ul style="list-style-type: none"> <li>• Request to drop subject(s) is allowed with HOD's approval.</li> <li>• Penalty of RM150/subject</li> <li>• 50% of subject fees is refundable (after full payment has been made only)</li> </ul>	<ul style="list-style-type: none"> <li>• Subject(s) will be auto-dropped due to non-payment.</li> <li>• Reinstatement is allowed, but subject to HOD's approval.</li> <li>• Penalty of RM150/subject. (Penalty of RM150 for linear programmes)</li> <li>• Full payment to be made once subjects are reinstated.</li> </ul>

From week 3 onwards	<ul style="list-style-type: none"> <li>• Dropping of subject (s) is NOT allowed.</li> </ul>	<ul style="list-style-type: none"> <li>• Subject (s) will be auto-dropped at Week 2 due to non-payment.</li> <li>• Reinstatement is NOT allowed</li> </ul>
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Note: No further extension will be allowed for short semesters.

**Note:**

**For Linear Programmes, the short semester is not applicable.**

### 3.5 HELP University Study Awards

Deadline for Study Award Application:

- 2 weeks after commencement of programmes OR
- 2 weeks after the release of actual results

Since its establishment in 1986, HELP has granted a study award to encourage Malaysians and international students who demonstrate academic excellence and display leadership qualities to pursue their tertiary education at the university. Many of these recipients have completed their courses and have embarked on successful careers.

HELP welcomes both new and continuing students of merit to apply for study awards.

If you meet the minimum criteria, you are required to do the following:

1. Complete a HELP Study Award Application Form and attach certified copies of your academic results.
2. New students are required to submit a HELP Application Form to apply for the chosen programme and pay the Student Application Fee and Administration Fee before submitting the study award application form.
3. New students will submit the respective forms and attachments to the person in charge in the Registry before the specified deadline. Late applications will not be considered for selection.
4. For consideration by the Study Award Committee in May and October of each year, study award applicants must be registered students at HELP University. Your form will be forwarded to the Study Award Committee for consideration when the Committee meets, which is in May and October.
5. The decisions of the Study Award Committee will be announced by the third week of May and October and the decisions are not subject to appeal.

**Important Notes:**

1. As the study award are limited and competitive, only candidates who meet the minimum criteria specified in this brochure are eligible to apply.
2. Meeting the minimum criteria does not automatically guarantee the applicant a study award.

3. All the study award applicants will be evaluated and short-listed by the Study Award Committee of HELP University. The Study Award Committee reserves the right to revise the criteria from time to time without prior notice. The decision of the Study Award Committee is final.
4. Students are only entitled to one study award at any one time.
5. All study awards are awarded on a first come, first served basis.

If you require further study award details, please email

Marketing Department  
Email: [marketing@help.edu.my](mailto:marketing@help.edu.my)  
Tel : 603-2716 2000  
Fax: 603-2094 7495

#### **HELP University Study Award Criteria:**

<https://university.help.edu.my/admissions-study-awards/study-awards-financial-aid/>

## **4. ACADEMIC POLICIES AND PROCEDURES**

HELP University constantly strives to create and maintain a conducive environment for excellent teaching and learning for all students. It recognizes the rights and freedom of students in their pursuit of academic and non-academic activities. Whilst students in HELP University are regarded as responsible adults, they are expected to comply with the rules and regulations of HELP University and to maintain discipline at all times, within and outside HELP University premises. They must therefore assume full responsibility for their actions and behavior.

Detailed regulations relating to academic matters and examinations are handled separately by the respective Faculties/Departments.

Students are advised to be familiar with all regulations governing their status as students of HELP University and with any amendments and/or updates made to these regulations from time to time.

### **4.1 Academic Requirements**

*(Please refer to your academic department's Programme Handbook for more details)*

Students are responsible for notifying the Head of Academic Department and/or the Registrar, without delay, of any prolonged absence due to illness or other unavoidable causes and should provide any necessary documentary support for such absence.

### **4.2 Progress Through Programme**

#### **4.2.1 Maximum Duration for Programme Completion**

The maximum time allowed for a student to complete a programme is eight (8) years for all programmes except the Bachelor of Law (Hons) for which the maximum time allowed is six (6) years.

#### **4.2.2 Calculating the Maximum Time for Non- Bachelor of Law (Hons) students**

Approved leave of absence shall not be counted when calculating the duration the student takes to complete the programme.

#### **4.2.3 Calculating the Maximum Time Bachelor of Law (Hons) students**

Any leave of absence, whether approved or not, shall be counted when calculating the duration the student takes to complete the programme.

#### **4.2.4 Leave of Absence**

A student may apply to be granted leave of absence from the programme. Application must be made in writing:

- a) Specifying the duration of the leave sought
- b) Giving reasons for the application
- c) Attaching all necessary documents as evidence to support his/her application

The application for leave of absence will be decided by the Faculty.

### **4.3 Academic Progression and Performance**

#### **4.3.1 Review**

A review of a student's academic progress shall be conducted after the conclusion of each semester.

Refer to the Monitoring of Students' Academic Standing guidelines.  
<https://help.edu.my/wp-content/uploads/2023/10/Monitoring-of-Students-Performances-Policy.pdf>

#### **4.3.2 Restriction to academic progression**

The student must complete all Year 1 subjects before attempting any Year 3 subjects.

#### **4.3.3 Exceeded the maximum duration allowed for course completion**

The student should re-register for the programme and begin the programme all over again from Year One if he/she wishes to stay on the same programme. The student may opt to re-register for a different specialization.

#### **4.3.4 Fees payable on Re-registration**

If the student opts to re-register for the same programme he will be exempted from payment of the registration fees. If the student withdraws from HELP University and subsequently returns and wishes to re-register for a programme at HELP University, he/she will be required to pay the full registration fees.

#### **4.4 Subject Enrolment Regulations**

##### **4.4.1 Eligibility**

A student may enrol in a course provided an offer of a place in the relevant programme has been made to him/her and which he/she has accepted in the prescribed manner and all enrolment conditions have been met.

##### **4.4.2 Correct Enrolment**

**4.4.2.1** The student is responsible for ensuring that he/she is correctly enrolled each semester.

**4.4.2.2** The student must ensure that information required on the Subject Registration Form or online subject enrolment through *myPride* is complete and correct.

**4.4.2.3** The student must ensure that the subjects are entered correctly by subject code and must be part of the course the student is enrolled on.

**4.4.2.4** Pre-requisites - The student may enrol for a subject only if the pre-requisites for the subject have been met, except if waived under section 4.4.7.2 below.

**4.4.2.5** All other enrolment conditions, including payment of fees, must be met by the dates specified.

##### **4.4.3 Subject Enrolment**

Students are encouraged to enrol for subjects online using the new *myPride* portal.

##### **4.4.4 Subject Enrolment Period**

**4.4.4.1** Students are given two (2) calendar weeks from the date of commencement to enrol for subjects for long semesters and one (1) calendar week for short semesters. However, in some circumstances, the deadlines may differ from semester to semester and by programme. Students are advised to confirm

the deadlines at the beginning of each semester with the Registry or Academic Department concerned.

**4.4.4.2** Students are required to enrol during the official registration periods determined by HELP University as stated on 4.3.4.1 above, failing which they may not be allowed to attend any classes or be allowed to be assessed in any of the assessed items. Each student shall be given an invoice at the point of enrolment and he/she is required to pay the fees promptly.

**4.4.4.3** Students are responsible for ensuring that they have fulfilled all subject pre-requisites.

**4.4.4.4** A student may be allowed to enrol for a subject during the 3<sup>rd</sup> and 4<sup>th</sup> week of a long semester or during the third week of a short semester, but this is subject to the written approval of the Head of the relevant Academic Department being first obtained. A late enrolment penalty fee is payable by the student in accordance with HELP University's Financial Requirements Policy.

**4.4.4.5** Subject enrolment will not be allowed after the 4<sup>th</sup> week from the commencement date of the semester.

#### **4.4.5 Null and Void Enrolments**

An enrolment is null and void if:

- a) The pre-requisites are not met
- b) The student has reached the maximum number of subjects enrolled for the semester.
- c) The student has not entered for the minimum number of subjects for the semester without approval from the Academic Department.
- d) There are fees owing to HELP University. Students who have fees owing to HELP University and who have failed to make payment after receiving reminders will not be enrolled
- e) Expelled Students

##### **4.4.5.1 Selection of Subjects and Responsibility for Selection**



The responsibility for the correct enrolment of subjects lies with the student.

#### **4.4.5.2 Restriction on Subject Enrolment**

Maximum Subject/Credit Load -The student can enrol for up to a maximum of 20 credit hours in each of the long semester and up to a maximum of 10 credit hours in each short semester.

#### **4.4.6 Pre-requisites**

##### **4.4.6.1 Prior completion of Pre-requisites**

All pre-requisites must have been met before a student can enrol for a subject.

#### **4.4.7 Waiver of Pre-requisite**

The Head of the Academic Department may approve a student's enrolment in a subject:

- a) If the student has completed another subject or subjects deemed to be equivalent to the pre-requisite.
- b) If the student can demonstrate prior experience which indicates that the student will be able to successfully complete the subject.

The approval of the Head of the Academic Department in writing must first be obtained by the student.

#### **4.4.8 Credit Transfer**

- a) Students who have acquired formal learning or qualifications from previous institutions can apply for credit transfer.
- b) The following conditions stipulated by the Malaysian Qualifications Agency (MQA) are adhered to when processing the credit transfer application:
  - (i) Course(s) that can be considered for credit transfer must be from an accredited programme (provisional or full) /recognised by the regulatory body in the country.
  - (ii) Credit value of the course must be equivalent to the credit of the course applied for credit transfer.
  - (iii) There must be at least 80% content mapping between the course undertaken in the previous qualification and the course currently applied for credit transfer.
  - (iv) The course undertaken in the previous qualification must achieve at least a C grade (30% of the total credits).
  - (v) For Diploma (MQF Level 4) to Bachelor Degree (MQF Level 6), the credit transfer may be increased to 50% from the 30% limit

provided the course in the previous qualification undertaken achieves at least a B grade (31% to 50% to total credits)

- c) Once the application for credit transfer has been submitted to the academic department, the academic department will conduct a course content mapping assessment and matching credit value.
- d) Students must refer to their academic department to obtain the necessary information and documents for the application for credit transfer.
- e) The outcome of the application for credit transfer will be made known to students within 10 working days.
- f)

#### **4.4.9 Free Electives**

A student may opt for only HELP University subjects for free electives.

#### **4.4.10 Withdrawal from Subjects**

Unless an AW grade has been granted, a student who withdraws from a subject he is enrolled for will receive a failed grade in the subject.

### **4.5 Approved Withdrawal**

#### **4.5.1 Grounds for Approved Withdrawal**

A student may apply to the Head of Department for Approved Withdrawal only when misadventure or extenuating circumstances apply.

#### **4.5.2 Crediting Refund of Fees**

Subject to 4.5.3 below, the fees which the student has paid will be credited to the student's account to be utilized towards payment of future enrolment fees.

#### **4.5.3 Inability to Continue on Programme**

If the student is unable to continue on the course due to misadventure or extenuating circumstances, the student may apply to the Head of Academic Department for a proportionate refund of fees.

#### **4.5.4 Time Limit for Approved Withdrawal Applications**

All applications for Approved Withdrawal must be made by the end of Week 5 of a long semester or Week 3 of a short semester.

### **4.6 Registering for More Than One Programme or for a Different Programme**

Students are advised to seek advice and/or counselling from the respective academic departments before deciding to change programmes. A change in major is considered a change of programme and the Transfer Policy section as stated in 5.14 applies.

#### **4.6.1 Registering for a Degree the second time**

A student who has successfully completed a HELP University degree may opt to return to HELP University to register for the same degree. However, he will not be allowed to transfer any credits and grades from his previous degree.

#### **4.6.2 Transfer of Registration from one programme to another**

A student may midway during his studies transfer his registration from one programme to another in the University. Subject to his having fulfilled all MQA and course requirements, all his successfully completed subjects which are relevant to the new programme will be transferred as exemptions, except those subjects required for the computation of his Honours Classification under the Best 7/3 Subjects Rule as contained in Rule 4.15.2. The student will be required to re-enrol for these subjects, if any.

#### **4.6.3 Registering for a different programme after unsuccessful completion of another**

A student who has not been successful in one programme and wishes to pursue a different programme at the same level may do so. However, he will not be allowed to transfer any credits and grades from his earlier programme. This includes all grades and credits received for MPW/MPU/LAN subjects.

#### **4.6.4 Resuming studies on a new programme after having earlier withdrawn from another programme**

A student who has withdrawn from a programme at HELP University may later return to resume his studies on a different programme at the same level. Subject to his fulfilling all MQA and programme requirements, a transfer of all his credits from the earlier programme may be allowed provided that these credits were not obtained more than 5 years previously.

### **4.7 Malaysian Qualifications Agency (MQA) Requirements**

#### **4.7.1 Introduction**

A requirement to offer compulsory subjects is laid out in the Private Education Act 1996. With effect from September 1, 2013 all Malaysian and International students enrolling for post-secondary programmes in private higher institutions or colleges are required to take the MPU (Mata

Pelajaran Pengajian Umum) subjects courses, in addition to their existing programme.

#### 4.7.2 Required MPU subjects for Malaysian and International students

##### Degree Students

MPU Structure from August 2025 onwards (NEW)						
Mata Pelajaran Pengajian Umum bagi peringkat pengajian Ijazah Sarjana Muda						
No	Subject name	Code	Credit Hours	Local	International	Subject Requirement
MPU1	Penghayatan Etika dan Peradaban/Appreciation of Ethics and Civilization	MPU3182	2	√		Compulsory for all local students
	Falsafah dan Isu Semasa/Philosophy and Contemporary Issues	MPU3192		√	√	Compulsory for all local and international students
	Bahasa Melayu Komunikasi 2/Malay Language for Communication	MPU3142			√	Compulsory for all international students
MPU2/MPU3	Bahasa Kebangsaan A/National Language	MPU3212	2	√		Local students <b>without a Bahasa Melayu credit in SPM</b> or who took Bahasa Melayu/Malay Language at <b>UEC or IGCSE</b> , <b>must take Bahasa Kebangsaan A</b>
	Kursus Integriti dan Anti Rasuah (KIAR)/Integrity and Anti -Corruption Course	MPU3382		√		Local students <b>with or without a Bahasa Melayu credit in SPM</b> , those who <b>took Bahasa Melayu/Malay Language</b> at <b>UEC or IGCSE</b> , students who have <b>completed Bahasa Kebangsaan A</b> , and <b>all international students must take KIAR</b>
	A * Gen Careers in Malaysia and Beyond	MPU3372				Certificate students who <b>completed KIAR (2 credits)</b> may transfer the credit to the Diploma level, and are exempted from KIAR at the Degree level but <b>must take MPU3372</b> to fulfill credit requirements.
MPU4	Co-curriculum - Sports 2	MPU3412	2	Select 1		Compulsory for all local and international students
	Co-curriculum - Event Management 2	MPU3432				
	Total credit hours for Mata Pelajaran Pengajian Umum (MPU)			8	8	
General Elective	Communication and Leadership Skills	GEN3513	3	√		Must be taken to fulfill the total credit hours unless replaced by an elective offered by the academic department. Compulsory for all local and international students.
HELP Graduate Attribute (HGA)	Discovering Oneself	HGA101	2	√		Compulsory for all local and international students
	Engaging the World	HGA201	1	√		<b>Prerequisite: HGA101.</b> Compulsory for all local and international students
	Total credit hours for Mata Pelajaran Pengajian Umum (MPU), General Elective and HELP Graduate Attribute (HGA)			14	14	

Updated 14 Aug 2025

## Diploma Students

MPU Structure from August 2025 onwards						
Mata Pelajaran Pengajian Umum bagi peringkat pengajian Di						
No	Subject name	Code	Credit Hours	Local	Foreigner	Subject Requirement
MPU1	Penghayatan Etika dan Peradaban/Appreciation of Ethic and Civilization	MPU2182	2	Select 1		Compulsory for all local students
	Falsafah dan Isu Semasa/Philosophy and Contemporary Issues	MPU2192				
	Bahasa Melayu Komunikasi 1/Malay Language for Communication	MPU2132			√	Compulsory for all international students
MPU2/MPU3	Bahasa Kebangsaan A/National Language	MPU2212	2	√		Local students <b>without a Bahasa Melayu credit in SPM</b> or who took Bahasa Melayu/Malay Language at <b>UEC or IGCSE, must take Bahasa Kebangsaan A</b>
	Kursus Integriti dan Anti Rasuah (KIAR)/Integrity and Anti - Corruption Course	MPU2382		√		
MPU4	Co-curriculum - Sports 1	MPU2412	2	Select 1		Compulsory for all local and international students
	Co-curriculum - Community Service 1	MPU2422				
Total credit hours for Mata Pelajaran Pengajian Umum (MPU)				6	6	
General Elective	Communication 1	GEN2513	3	√		Must be taken to fulfill the total credit hours unless replaced by an elective offered by the academic department. Compulsory for all local and international students.
HELP Graduate Attribute (HGA)	Discovering Oneself	D2HGA101	2	√		Compulsory for all local and international students
Kursus Integriti dan Anti Rasuah (KIAR)*/Integrity and Anti -Corruption Course				11	11	

Updated 14 Aug 2025

Students seeking exemption for the MPU required subject(s) can submit the exemption request enclosing the academic transcript and course syllabus to the Registry.

### 4.7.3 Grading for MPU subjects

The grading scheme for MPU subjects effective from 2024-08 Intake is the same as for all HELP University programmes as laid out in 4.14 below.

### 4.7.4 MPU subjects results in the calculation of CGPA

Effective from January 2013 intake, all MPU subjects will be taken into consideration in the calculation of a student's CGPA for all programmes.

#### **4.8 Examinations**

Students are required to bring their HELP University Student ID into the examination hall for identification purposes. Students must not be involved in any unfair or dishonest practice in any part of the examination.

Only authorized materials and equipment are allowed in the examination hall. Unauthorized materials or equipment which might give an unfair advantage such as notes, calculator cases/instruction leaflets, bags, pencil cases, dictionaries, electronic devices, such as mobile phones, smart watches, smart glasses, wireless Bluetooth, e-diaries, e-dictionaries, iPods and iPads are restricted in the examination hall.

Any attempt at unfair practice, or violation of rules in any way, would cause disqualification from one or all subjects. Please refer to Section 5.2 Code of Conduct

##### **4.8.1 Medical Certificates**

- a) All students are required to submit an original Medical Report, duly signed by a registered medical practitioner from a physical registered clinic or government hospital, with the completed HELP University prescribed form. The submission must be lodged at the Examination Centre within three (3) working days from the date of assessment of the subject.

An Electronic Medical Certificate (E-MC) obtained through means such as medical websites, telephone calls, Health Apps or any method apart from consulting a human doctor at a physical medical facility will not be considered valid for submission for any special considerations or a deferment in relation to examination or assessment matters.

The University reserves the right to contact any individual listed in the MC slip for further verification, if necessary.

- b) A student is not permitted to submit a second medical certificate (MC) for the same course. The acceptance of a second medical certificate (MC) submitted by a student is at the discretion of the examination board.

##### **4.8.2 Supplementary/ Re-sit Examination**

Supplementary examinations may be granted for absences in examinations with medical reasons or on grounds of extenuating circumstances.

**Procedures for supplementary examinations:**

- a) Submit the prescribed form duly completed together with the original Medical Certificate to the Examination Centre within three working days from the date of the examination. It is to be noted here that the submission of a medical certificate does not automatically qualify the student for a supplementary examination. Whether a supplementary examination is offered is subject to the discretion of the Examination Board.
- b) Whether a supplementary examination has been granted shall be made known to the student when the examination results are released via *newmyPride*.
- c) Students shall be automatically invoiced for the supplementary examination fees (RC/RF GRADE) of RM300. Payment of the supplementary examination fees shall be paid within two (2) calendar weeks from the date of release of the results. Non-payment of the prescribed supplementary examination fee within the set time means non-acceptance of the offer of a supplementary examination and the students' grades will be automatically converted to a failed grade.
- d) Students shall sit for the supplementary examination at the following semester. A fail (FL / F) grade shall be awarded if students do not attempt the supplementary examination.

#### **4.9 Appeals against examination results**

Students may appeal against results awarded on grounds stated as in 4.9.1 below. All appeals must be submitted to the Examination Centre through [exams@help.edu.my](mailto:exams@help.edu.my) within five (5) working days from the date the results were officially released via *newmyPride* or posted on the notice board.

Procedure for Appeal against examination result:

- a) Students are to complete a "Review of Grade" Form (downloaded from the LMS).
- b) A letter stating reason of appeal must be enclosed
- c) Duly completed form to be submitted to [exams@help.edu.my](mailto:exams@help.edu.my) for invoicing of appeal fee RM200 for each subject.
- d) Payment to be made at the Bursary.
- e) Appeal results shall be published on the notice board and a letter confirming the appeal result shall be sent at a later date.
- f) Appeal fee shall be credited back to the student's account should the grade for the appealed subject be improved.

##### **4.9.1 Grounds of Appeal**

Appeals which question the academic judgment of examiners will not be allowed.

Appeals will be allowed on grounds such as the following:

- a) There has been a breach of assessment regulations or a major administrative mistake that has affected the assessment process;
- b) A clerical error had occurred in the computation of the grade;
- c) Due regard was not paid to evidence of illness or misadventure submitted. Only evidence that had been submitted when the application of illness or misadventure was submitted will be considered. New or additional evidence will not be considered;
- d) The assessment requirements as specified in the subject outline had been varied in an unreasonable way; and
- e) Notwithstanding that the academic judgment of an examiner cannot be questioned, an appeal can be made if a student believes their grading was inconsistent with the marking scheme, or the marking scheme was unfairly applied compared to other students, or the marking was influenced by bias or discrimination based on inappropriate factors such as race, religion, or personal bias. In this regard, the student is required to give evidence of the above in their appeal form.

#### **4.9.2 Prescribed Form**

An application for review of grade should be made by the student on the prescribed form and submitted at [exams@help.edu.my](mailto:exams@help.edu.my) together with a letter of appeal in writing by the student.

#### **4.9.3 Prescribed Fee**

Each application for a review of grade should be accompanied by the prescribed fee of RM200 which is refundable if the application is successful.

#### **4.9.4 Separate Applications**

A separate application shall be lodged for each subject.

#### **4.9.5 Notification of Outcome of Appeal**

The student will be notified of the outcome of his application for review of grade by letter in writing.



## **4.10 Examination Periods**

The examination periods will be specified each year in the academic calendar. Examinations may be held during this period on a Saturday and in the evenings.

### **4.10.1 Examination Timetables**

The Academic Departments shall publish an examination timetable for all subjects in which there is a final examination, by posting it on *newmyPride* as well as on the notice boards in the various academic departments.

At times, a revised examination timetable may be published. For this reason, students should check their final examination timetable close to the time of the first examination.

### **4.10.2 Examination Clashes**

A student who has an examination clash is required to notify the Academic Department to resolve such clashes. Such notification shall be in writing on the prescribed form and must be submitted not later than five working days from the date of the posting of the exam timetable.

If there is an examination clash, arrangements may be made such that the student affected can take both exams on the same day. If required, the student will be quarantined and supervised during the break between the examinations.

### **4.10.3 Strict Observance of Timetable Required**

Students shall take a final examination on the day and at the time it is scheduled. A student sitting for an examination in a centre with a different time zone to Malaysia will commence the examination at a time approved by the Examination Centre.

### **4.10.4 Examination Venues**

#### **a) HELP's Examination Venues**

Students are expected to attend their examinations at HELP's designated examination centres.

#### **b) Non-HELP Designated Venues**

A student may request to be allowed to sit for an examination at a non-HELP Designated Centre. Such request is to be made in writing to the Head of Academic Department giving the reasons for the request. The student will be required to meet all costs (including invigilation costs) associated with the examination.

### **4.10.5 Conduct of Examinations**

**4.10.5.1** The Examination Centre is tasked with the proper running of final examination in HELP University, which can be held either in an online mode or on a face to face mode. This is applicable for both the Damansara and Subang2 Campuses.

**4.10.5.2** Final examinations are held at the end of each semester. There are three (3) main semesters each academic year.

**4.10.5.3** The Examination Centre would have sent out examination docket to all candidates three (3) weeks before the scheduled start of the examinations to inform them of the dates and times of the examinations for the subjects they have enrolled for in that semester, and the venues where the examinations will be held. Students are to familiarise themselves with the date, the time and the location of all relevant examination.

#### **4.10.5.4 Materials allowed in an examination**

The student is to provide his/her own writing instruments and may bring in with them only materials which have been approved for the subject.

#### **4.10.5.5 Materials not normally allowed**

This applies regardless of whether the examination has started and whether the unauthorized materials were brought in intentionally or unintentionally. It is the student's responsibility to ensure that no unauthorized materials are brought into the examination hall. Invigilators may inspect items permitted in the examination hall if there is suspicion.

Unless otherwise advised under specific instructions for a particular examination, the following items/materials shall not be brought into an examination:

<b>Unauthorized Materials</b>
<ul style="list-style-type: none"><li>• Writing, blotting, or any other size of paper</li></ul>
<ul style="list-style-type: none"><li>• Dictionaries</li></ul>
<ul style="list-style-type: none"><li>• Electronic devices including smartwatches, smart glasses, Bluetooth handsfree, iPads, iPods, diaries, organizers, laptop or palm top, computers;</li></ul>
<ul style="list-style-type: none"><li>• Caps</li></ul>
<ul style="list-style-type: none"><li>• textbooks and others reference material</li></ul>
<ul style="list-style-type: none"><li>• Mobile telephones or others communication devices</li></ul>

<b>Items subject to inspection</b>
<ul style="list-style-type: none"><li>• books (where allowed)</li></ul>

<ul style="list-style-type: none"> <li>• Calculators (where allowed)</li> <li>• and calculator cases/instruction leaflets (on the floor)</li> </ul>
<ul style="list-style-type: none"> <li>• Pencil cases/boxes (on the floor)</li> </ul>
<ul style="list-style-type: none"> <li>• Jackets, hoodie, coats</li> </ul>
<ul style="list-style-type: none"> <li>• Others</li> </ul>

#### **4.10.5.6 Unauthorized Materials**

##### **a) Checking for unauthorized materials**

All materials taken into an examination room shall be subject to checking which shall commence when students enter the examination room. The Chief Invigilator will request students to check if they have any unauthorized materials on them and if they have to raise their hands so that an invigilator can collect it from them.

##### **b) Students found with unauthorized materials**

If any student is subsequently found with any unauthorized materials, the student will be dealt with as stated under the Academic Misconduct and Breaches of Discipline in an Examination.

#### **4.10.5.7 Identification**

A student sitting for an examination shall bring with him/her to the examination room his/her HELP Student ID card

#### **4.10.5.8 Bags and Personal Effects**

Briefcases, bags, and other property or personal effects must not be taken into the examination room but must be left at the owner's risk in an area set aside for such items.

#### **4.10.5.9 Hand phones and Valuables**

Mobile phones and other electronics devices (e.g., palm tops, electronic diaries, smartwatches, smart glasses etc.) are strictly prohibited in the examination venue. These items should be switched off and placed with your personal belongings in the area designated by the Chief Invigilator / Invigilator at your own risk.

If a hand phone is found to have been switched on or in the student's possession (pockets, clothing, faced-down on your desk / chair / faced-down on the floor), the student will be required to immediately leave the examination hall and he/she will not be allowed to continue with the examination, which may result in him/her failing the examination.

#### **4.10.5.10 Late Admission**

A Student may be admitted late up to a maximum of one (1) hour to an examination room. The student will, however, not be given any extension of time to complete the examination. A student will not be admitted if he/she is more than One (1) hour late.

#### **4.10.5.11 Communication in the Examination Room**

Students are not to communicate with one another during the examination. If a student wishes to communicate with the invigilator the student is to raise his/her hand and wait for the invigilator to come to him/her.

#### **4.10.5.12 Instructions to Candidates**

The student is to observe all instructions issued by the invigilators and those printed on the question papers, answer booklets, answer sheets and examination dockets.

#### **4.10.5.13 Departing from the Examination Room**

A student shall not leave an examination room within the first one (1) hour of the examination, nor in the last 30 minutes of the examination.

#### **4.10.5.14 Removal of materials from Examination Room**

A student is allowed to remove from the examination room only items which the student brought into the examination room. Removal of any item not allowed is deemed an academic misconduct in an examination and may be dealt with accordingly.

#### **4.10.5.15 Leaving the Examination Room during an examination**

If a student needs to leave the examination room temporarily during an examination the student should raise his/her hand and an invigilator will accompany and supervise the student. If a student leaves the room on his own accord without accompaniment and supervision the student shall not be permitted to re-enter the examination room.

#### **4.10.5.16 Conclusion of examination**

An announcement will be made by the Chief Invigilator to indicate when thirty (30) minutes of examination time remains. The Chief Invigilator will announce "Stop

Writing” at the end of the examination time. Students should stop writing immediately and remain seated until all answer booklets and papers have been collected by the invigilators.

#### **4.10.6 FACE TO FACE EXAMINATIONS**

##### **4.10.6.1 Pre-Examination Preparation**

**4.10.6.1.1** The Academic Department administrator will download all the attendance sheets for all the subjects under examination and print hard copies thereof; and will deliver these hard copies to the Examination Centre at least four (4) clear working days before the scheduled date of the examinations.

**4.10.6.1.2** The Examination Centre will prepare the Chief Invigilator’s Report form for the Chief Invigilator to use during the examination.

**4.10.6.1.3** The Examination Centre will also set aside the requisite number of answer booklets required, together with continuation answer booklets, and MCQ forms (if required) for use by the students during the examination. The main answer booklet will have an attendance slip on the back cover page of the answer booklet which can be perforated out. The answer booklets also come in different colours. A different colour is used for the various subjects that are being examined. This is a precautionary measure to thwart any attempt by any student to bring in an answer booklet which they may have obtained, with pre-written answers.

**4.10.6.1.4** The Examination Centre will prepare a “stationery box” for use the examination, which will contain the following;

- Whiteboard markers
- Whiteboard eraser
- Two ball point pens
- Rubber bands

- Strings for tying answer booklets together should any student use continuation answer booklets

**4.10.6.1.5** The Examination Centre will also set aside three (3) copies Academic Misconduct form for use should the Chief Invigilator detect any misconduct case.

The responsibilities of the invigilator have been specified by the Examination Centre. The invigilators' responsibilities can be found in the [Invigilators' Handbook](#)

## **4.10.7 ONLINE EXAMS**

### **4.10.7.1 Pre-Exams**

- 4.10.7.1.1** An online exam may be a closed book (proctored) or open book (non-proctored) exam.
- 4.10.7.1.2** Students are to check the details of their online exam date and time for their respective examinations on the LMS.
- 4.10.7.1.3** The LMS supports only the google chrome browser; and students are to clear all their browser's cache prior to sitting for the examinations.
- 4.10.7.1.4** Students will be reminded to ensure they have access to a reliable internet connection and a suitable device such as a desktop computer or a laptop for the exam. The use of mobile devices, tablets, iPads, and phones is NOT ALLOWED (with the exception of certain courses which would deem it necessary for the completion of the examination).

### **4.10.7.2 Uploading of Question Paper**

- 4.10.7.2.1** The Course Leader will upload the finalized question paper onto their own assigned LMS portal.

### **4.10.7.3 Proctored Exams**

- 4.10.7.3.1** Course Leaders will proctor the examinations for their own subjects.
- 4.10.7.3.2** The student is required to turn on the Microsoft Teams web camera during the examination. He must stay in full view of the camera as the camera serves as the proctor. The student's gaze is to be

centred on the screen. Frequently glancing away from the screen can be considered cheating.

- 4.10.7.3.3** The student is not allowed to blur his background or use a virtual one during the examination. The student must be visible at all times. Clothing that obstructs the view of the face and ears such as hoodies, hats, head bands, etc. are not permitted.
- 4.10.7.3.4** The student must be seated at a desk or table that is clear from all unauthorized materials. The student may be required to conduct a sweep of the area before commencement of the examination.
- 4.10.7.3.5** If the student leaves his desk at any time or obstructs his visibility from his camera, he will be considered as having terminated his exam and he will be marked as having been absent from the exam.
- 4.10.7.3.6** The student must complete the exam alone in a quiet and private location. The student must turn off his phone, TV and music. There must be no other individual(s) in the testing area for the duration of the examination.

## **4.11 Assignment Extension Policy**

An assignment is a piece of work allocated to a student as part of the process of assessment for a unit of work.

### **4.11.1 Assignment Questions**

The assignment questions for each subject will be distributed to enrolled students at the commencement of each semester.

### **4.11.2 Due Dates**

- a) The *due date* is the date by which a student must submit an assignment to the University and is normally that defined in the subject specifications.
- b) The due dates for the submission of assignments will be indicated on the assignment question sheets or in the subject outlines distributed at the commencement of each semester. All assignments are to be submitted to the Department before 5.00pm on the set date.
- c) The examiner of a subject may grant an extension of the due date under extenuating circumstances. Failure to meet the due date will normally cause the student to incur a penalty unless extenuating circumstances can be demonstrated through documentary evidence.

- d) No assignments will be accepted for assessment purposes after assignments or model solutions have been released under extenuating circumstances.

#### **4.11.3 Mode of Submission**

All assignments must be submitted using the HU Assignment Cover Sheet that is available online at *myACeL/e-Learning*. Students are required to submit the assignments in the manner indicated by the respective departments.

#### **4.11.4 Return of Assignments/Return Date**

All marked assignments shall be made available for collection by students in person at the Department.

### **4.12 Special Consideration Regulations**

#### **4.12.1 Student's Obligations**

Students are expected to complete all compulsory assessment tasks, tests and examinations at an acceptable standard and to meet all compulsory deadlines to meet course requirements.

#### **4.12.2 Application for Special Consideration**

Students who suffer misadventure or extenuating circumstances as described in 4.12.6 below, which prevents them from meeting acceptable standards or deadlines, may apply for special consideration using the prescribed form obtainable from *myPride* or at the Registry counter.

#### **4.12.3 Misadventure or Extenuating Circumstances**

These are circumstances which are:

- a) Beyond the student's control, i.e. they could not have reasonably been anticipated, avoided or guarded against;
- b) Sufficient grave or of a nature or duration to have caused considerable disruption to the student's capacity effectively or to complete subject requirements; and
- c) Have interfered with the otherwise satisfactory fulfilment of the subject requirements.

##### **4.12.3.1 Misadventure**

Circumstances contributing to misadventure include:

- a) Medical reasons
- b) Family/personal reasons – including death or severe medical or personal problems.



#### **4.12.3.2 Extenuating Circumstances**

These include:

- a) Sporting/cultural activities – where a student has been selected to participate in a state, national or international sporting or cultural event.
- b) National service – where a student has been called up for national service.
- c) Other events that pose a major obstacle to the student proceeding satisfactorily with his or her studies.

#### **4.12.3.3 Circumstances which are not considered misadventure or extenuation**

- a) Demand of sports, clubs, social or extracurricular activities (other than selection for state, national or international sporting or cultural events).
- b) Difficulty with the English Language during examinations.
- c) Traffic jams and vehicle breakdowns.
- d) Ignorance of requirements.
- e) Forgetfulness.
- f) Travel arrangements/plans.
- g) Employment demands.
- h) Difficulty adjusting to university life, to the self-discipline required and to the demands of academic work.
- i) Misreading timetables.

#### **4.12.4 Requests for Special Consideration**

Requests for special consideration may be lodged for the following:

##### **4.12.4.1 Extension of time to submit assessment tasks**

Applications for an extension of time to submit assessment tasks should be in the form of a letter to the lecturer of the subject and should be supported by appropriate documentation. The application should be made as soon as it becomes apparent that the submission deadline cannot be met, and not only on the due date itself or after the due date.

##### **4.12.4.2 Approved Withdrawal**

Please refer to Section 4.5 above.

##### **4.12.4.3 Leave of Absence**

All applications for leave of absence must be in writing to the Head of Department and should specify the duration of the leave sought and be supported by appropriate documents.

#### **4.12.5 Supporting Documents**

#### **4.12.5.1 Medical Certificates and Medical Reports**

- a) A medical certificate will normally be submitted by a student to explain a brief ailment. It is a signed statement from a qualified and registered health practitioner which explains the conditions from which the student is/was suffering and the period during which the condition will affect/has affected the student so that the University can decide on the basis of that information and any other information provided by the student whether to grant the consideration sought.
- b) A medical report will be submitted to explain an ongoing chronic medical condition which would affect the student's performance over a period time, or which may necessitate an application for an AW grade.

#### **4.12.5.2 Conditions to medical certificates and reports**

- a) Medical certificates and reports will only be accepted when given by qualified and registered health practitioners.
- b) The medical certificate/report should also specify the precise nature of the medical condition the student is suffering from.
- c) The medical certificate/report should be legible documents signed by the practitioner and be on the doctor's letterhead stationery.
- d) The medical certificate/report must indicate the date on which attention was sought and the day or days on which the condition will affect the student's performance.
- e) A medical certificate/report must be submitted when seeking special consideration on the grounds of illness, disability or medical condition.

#### **4.12.5.3 Medical Certificate/Report does not guarantee for grant of special consideration**

A medical certificate/report, in itself, does not guarantee that special consideration will be granted. The University will take into consideration all matters relevant to the request when assessing the application.

#### **4.12.5.4 Family/ Personal**

Examples of supporting documents are:

- a) A statement from a mental health professional of the student's personal circumstances and how they affect the student's ability to study.

- b) Copy of a death certification to explain the recent bereavement of a family member.

#### **4.12.5.5 Sporting/Cultural/ National Service/Legal**

A statement from the relevant authority giving details of the period during which the student's studies will be affected.

### **4.13 Academic misconduct**

Students must not attempt to secure an unfair advantage over others in any assessment. Academic Misconduct includes cheating and plagiarism and is an extremely serious offence.

#### **4.13.1 Cheating**

It is an act of giving or receiving unauthorized help before, during, or after an examination.

This will also include the use of books, notes, handphones or other aids during an examination; arranging for another person to take an examination in another one's place; looking upon someone else's examination during the examination period; intentionally allowing another student to look upon one's exam; the unauthorized discussion of topics during the examination period; and the passing of any examination information to students who have not yet taken the examination. Under any circumstances, no students are allowed to make any conversation while an examination is in progress unless specifically authorized by the invigilator.

Cheating is also an action or effort by a student to gain or produce unfair advantage, and includes:

- a) Providing or receiving information which is relevant to the examination during the conduct of the examination.
- b) Tampering or attempting to tamper with any item used in the assessment of students.
- c) Knowingly taking to the examination desk, and retaining after the official warning any books, materials, etc., of any kind which are relevant to a particular examination other than those permitted.
- d) Failing to abide by directions distributed by the examiner regarding the permitted level of collaboration between students on items submitted for assessment.
- e) Copying or attempting to copy the work of another candidate.
- f) Acquiring or attempting to acquire, possessing or distributing material not specifically authorized for use in the assessment process by the

unit examiner in the unit specification or on the front cover of the examination paper. Unauthorized material includes current examination question papers or part thereof in advance of the official distribution by HELP University to all candidates.

- g) Impersonating or attempting to impersonate another student in assessment activities.

### **Academic Misconduct and Breaches of Discipline in an Examination**

#### **4.13.1.1 Academic Misconduct**

Academic Misconduct in an examination is acting in a way, or attempting to act in a way, or assisting another student to act in a way which is in contravention of the rules governing the conduct of an examination.

Examples of cheating are:

- a) Copying the answers of another student in an examination or allowing another student to copy answers in an examination;
- b) Taking unauthorized materials into an examination;
- c) Sitting an examination for another student or having another person at an examination on behalf of a student;
- d) Removing any examination question paper from an examination room where is contrary to instructions;
- e) Improperly obtaining and using information about an examination before an examination

#### **4.13.1.2 Breach of Discipline**

A breach of discipline is committed if a student's behaviour is such as to distract or disturb any other candidate. The offending student may be required by the Chief Invigilator to leave the examination room and a report will be made of the incident which will be investigated and dealt with under the academic misconduct rules.

### **4.13.2 When Academic Misconduct is detected**

#### **4.13.2.1 Preliminaries (only in a face to face examination)**

##### **a) Oral Warning**

The student will receive an oral notification by the Chief Invigilator (CI) or other invigilator in the presence of another invigilator that a report will be made to the Head of the Examinations Centre, and that the student may be disqualified from the entire diet of assessments he has enrolled for, or even be excluded from the programme.

##### **b) Endorsement**

The CI will endorse on the front cover of the student's answer booklet and at the point inside the booklet where the student has written up to when the academic misconduct was detected.

c) **Fresh Answer Booklet**

The student will be given a fresh answer booklet to use from that point onwards.

**4.13.2.2 Written Report**

The CI/Subject lecturer will submit a detailed written report to the Head of the Examination Centre, together with all relevant evidence, and the student's answer script.

**4.13.2.3 Notice of Academic Misconduct /Show Cause Letter**

A notice will be sent to the student that an allegation of misconduct has been made against the student and requiring the student to submit a letter of explanation and also inform the student he/she may be called in for an inquiry.

**4.13.2.4 Admission of Academic Misconduct**

If the student admits to the academic misconduct the case will be referred to the Head of the relevant department for the imposition of a penalty.

**4.13.3 If the Student Denies the Allegation**

**4.13.3.1 Setting up an Academic Misconduct Board**

Upon receipt of the letter from the student denying the allegation, an Academic Misconduct Board, comprising the following, will be set up to investigate into the matter.

- a) The Deputy Vice Chancellor (DVC) or his designate;
- b) A senior Academic staff member;
- c) A senior Administrator staff member

The Academic Misconduct Board shall review the reports on academic misconduct and interview the relevant parties as deemed necessary.

**4.13.3.2 Right of Student**

The student alleged to have committed the academic misconduct shall have the right to:

- a) Appear before the Academic Misconduct Board, and

- b) Submit a written report or present other evidence to the Academic Misconduct Board.

#### **4.13.3.3 Sanctions and Penalties**

On conclusion of the investigation/hearing conducted under Section 4.13.3.1 above, the Academic Misconduct Board may impose any one or more of the following sanctions or penalties below as the Academic Misconduct Board may consider appropriate:

#### **4.13.3.4 For a Category A Offence**

A Category A Offence includes impersonation or stealing of question papers and/or answer schemes. This is a criminal offence and a police report will be lodged. The student will be suspended pending the police investigation.

#### **4.13.3.5 For Category B Offence**

A Category B Offence includes bringing in unauthorized materials into the examination venue, or an unauthorized visit out of the examination venue, or copying from another or allowing to copy from his work.

**First Attempt:** The student will fail in that particular course/subject and will be required to undergo compulsory counselling at HELP's Centre for Psychological & Counselling Services.

**Second Attempt:** The student will fail in that particular course/subject and will be suspended from study for one (1) semester. The student will also be required to undergo compulsory counselling at HELP's Centre for Psychological & Counselling Services.

**Third Attempt:** The student will be expelled from the University

#### **4.13.3.6 Multiple offences committed within the same period**

The Chairman of the Academic Misconduct Board will decide at the Academic Misconduct Board meeting.

#### **4.13.4 Notification to Student of Outcome**

The student will be notified of the outcome by letter.

#### **4.13.5 Appeal**

- 4.13.5.1** A student may appeal to the Deputy Vice Chancellor against the decision of the Academic Misconduct Board and/or the specific sanction or penalty under Section 4.13.3.3 above.
- 4.13.5.2** The appeal shall be in writing and shall reach the Deputy Vice Chancellor's office not later than seven (7) days after the student has been notified of the outcome.
- 4.13.5.3** The Deputy Vice Chancellor shall after due consideration of the appeal, either:
- a) Uphold the full decision of the Academic Misconduct Board; or
  - b) Direct an Academic Misconduct Appeal Committee comprising:
    - (i) The Deputy Vice Chancellor or his designate, as chairman
    - (ii) One senior academic
    - (iii) One senior Non-academic staff
- be set up to review the case with a view to reconsider their verdict and/or impose alternative sanctions or penalties as provided under regulation 4.13.3.3 above.
- 4.13.5.4** The decision of the Academic Misconduct Appeal Committee shall be final and shall be communicated to the students by the Registrar.
- 4.13.5.5** The student shall observe any suspension imposed by the Academic Misconduct Board pending the outcome of his appeal under 4.13.5.1 above.

**4.13.6 Unfair practice**

- a) Where unfair practice is suspected by a member of staff outside a formal written examination the report should be made to the Head of Department by the member of staff who detects it.
- b) The Head of Department shall establish whether there has been a prima facie case of unfair practice. If the Head of Department considers that there may have been unfair practice, he/she shall interview the candidate.
- c) If the Head of Department and the candidate agree that unfair practice has taken place, the Head of Department shall refer the matter to the Registrar who shall in turn refer the matter to the award examinations / moderation board for further action.
- d) If the candidate does not agree that unfair practice has taken place, the matter shall be referred to the Registrar who shall take steps to set up a meeting of the Academic Misconduct Committee at the earliest opportunity.

- e) The Academic Misconduct Committee shall investigate the matter and submit its findings and proposal to the Disciplinary Board for confirmation.

#### **4.13.7 Plagiarism/Collusion**

A student shall not, when submitting an assignment / project / thesis / dissertation, present the work of others as his or her own work. This includes submitting an assignment or part of an assignment which has been written jointly with other persons or has been copied in its entirety or in part, without acknowledgement, from the work of other persons, whether published or otherwise. Such actions or attempts are considered as academic dishonesty (plagiarism).

#### **4.13.8 Detection of Plagiarism**

Where a person has reason to believe that a student has plagiarized or colluded in a piece of work, he or she shall submit a report to the Head of Department setting out the details of the alleged plagiarism/collusion together with all evidence relating thereto.

#### **4.13.9 Retention of Relevant Documents**

The Head of Department shall retain all relevant documents relating to the case which will include the piece of work in which the alleged plagiarism/collusion occurred and the report.

#### **4.13.10 Notice of Allegation and Show Cause**

The Head of Department shall issue a notice to the student that an allegation has been made that the student has plagiarized/colluded and requiring the student to submit a letter of explanation within seven (7) calendar days of receipt of the letter.

#### **4.13.11 Admission to Plagiarism/Collusion**

If the student admits to the alleged plagiarism/collusion, the following penalty can be imposed:

	<b>Plagiarized work</b>	<b>Penalty</b>
a)	No referencing quoted in the coursework/assignment or no originality of work is detected	Marks will be deducted accordingly based on the allocated marks for referencing/originality in the marking scheme of the assignments.  Course lecturer can impose the penalty accordingly.
b)	The assignment or coursework found to be a complete	<u>First offence:</u>  - Zero marks will be awarded for



	Plagiarized work	Penalty
	plagarised work	<p>the assignment.</p> <ul style="list-style-type: none"> <li>- At most the course/ grade awarded will be pegged at “Pass” level.</li> </ul> <p><u>Second offence:</u></p> <ul style="list-style-type: none"> <li>- Zero marks will be awarded for the assignment.</li> <li>- The course/ grade awarded will be a “fail” grade.</li> <li>- When resitting the course, the highest grade awarded will be pegged at “pass” grade only.</li> <li>- Compulsory counselling at HELP’s Centre for Psychological &amp; Counselling Services</li> </ul> <p><u>Third offence:</u></p> <p>Expulsion from the university</p> <p>The Academic Board to impose this penalty with recommendation and documentary evidence from the course lecturer.</p>

#### 4.13.12 Denial of Plagiarism/Collusion

If the student denies the allegation a Board of Inquiry (BI) to investigate into the matter and for an appropriate penalty to be imposed is to be set up.

#### 4.13.13 Board of Inquiry (BI)

(i) The BI shall comprise the following:

- The Head of Department as Chairman
- Two academic staff from the department

(ii) The BI shall review the report on the alleged plagiarism/collusion and interview the student or any other person as deemed necessary.

(iii) The student alleged to have plagiarized/colluded shall have the right to:

- Appear before the BI

- b) Submit a written report or present other evidence to the BI

#### **4.13.14 Sanctions and Penalties**

- (i) On conclusion of the investigation/inquiry, the BI may revoke or maintain the penalty imposed earlier.
- (ii) The student will be notified of the outcome by letter.

#### **4.13.15 Appeal**

- (i) The student may appeal to the Dean against the decision of the BI and/or the specific sanction or penalty imposed under 4.13.14 (i) above.
- (ii) An appeal under 4.13.15 (i) above shall be in writing and shall reach the Dean not later than five (5) days after receipt of the letter under 4.13.14 (i) above.
- (iii) The Dean shall after due consideration of the appeal either:
- (iv) Uphold the decision of the BI; or
- (v) Direct a Plagiarism Appeal Committee (PAC) be set up to review the case with a view to reconsider the verdict and/or impose alternative sanctions or penalties as provided.
- (vi) The PAC shall comprise the following:
  - a) The DVC or designate, as Chairman
  - b) The Registrar or designate
  - c) One academic staff from a different Department
- (vii) The decision of the PAC shall be final and shall be communicated to the student by the Chairman of the PAC.
- (viii) Pending the outcome of the appeal, the academic department shall effect any suspension imposed by the BI.

#### **4.13.16 Turnitin Similarity Index**

The **acceptable** Turnitin Similarity Index **limit** for all undergraduate programmes at the University level **shall not exceed 20%**.

#### **4.14 Grading**

Effective from 2024-08 Intake, the grading scheme applicable to each programme is as follows:

Grading Scheme			
MARK RANGE	Proposed	GRADE POINT	Description
85-100	A+	4.00	High Distinction
80-84	A	3.75	High Distinction
75-79	A-	3.50	Distinction
70-74	B+	3.25	Distinction
65-69	B	3.00	Credit
60-64	B-	2.75	Credit
55-59	C+	2.50	Pass
50-54	C	2.00	Pass
0-49	F	0.00	Fail

#### 4.14.1 Other Grading Symbols

##### **RC Remedial Continuous Assessment**

This grade will be given to students who have marginally failed the continuous assessment but has passed the final assessment component. The student is required to remediate the continuous assessment components in the following semester. If the student completes it to the required standard, they will be awarded a capped grade to replace the RC grade. The maximum grade awarded after the reassessment will be CAPPED at 'C' grade

##### **RF Remedial Final Assessment**

This grade will be given to students who have marginally failed the final assessment component but have passed the continuous assessment component. The student is required to remediate the final assessment component in the following semester. If they complete it to the required standard, they will be awarded a capped grade to replace the RF grade. The maximum grade awarded after the reassessment will be CAPPED at 'C' grade.

##### **AW Approved Withdrawal**

The student was granted approval to withdraw from the subject without incurring a failed grade in the subject.

##### **GP Grade Pending**

The subject will be awarded a grade only after completion or finalization of certain outstanding matters.

##### **IP In Progress**

This grade is given each semester for subjects taken over two or more semesters until the semester the subject is to be completed, when a substantive grade is awarded.

##### **TA To Be Assessed**

Result not yet available. A substantive grade will be awarded when assessment is completed.

**NA Not Assessed**

Student was not assessed in the subject.

**SX Supplementary Examination**

The student's application for special consideration due to misadventure and extenuating circumstances has been approved and a substantive grade will be awarded when the student satisfactorily completes the supplemental examination at the following semester.

**WD Withheld/Fees Due**

The result is withheld for administrative reasons and a substantive grade will be released when the matter is resolved.

**4.14.2 Conversion to Substantive Grades**

**4.14.2.1 Time Limit for Conversion**

The time limit for conversion to substantive grades shall be in the following semester.

**4.14.2.2 Satisfactory completion of the remedial continuous assessments or final assessment**

A student who satisfactorily completes the remedial continuous assessments or final assessment to the required standard will be awarded a capped grade, irrespective of how well he has performed in the assessment/examination.

**4.14.2.3 Unsatisfactory completion of remedial continuous assessments or final assessment**

A student who is unable to attain the required standard in the completion of the remedial continuous assessments or final assessment will be awarded an FL grade.

**4.14.2.4 Failure to complete the remedial continuous assessments or final assessment or Additional Supplementary Examination**

A student who fails to complete the remedial continuous assessments or final assessment or Supplementary Examination within the time limit set out above shall be awarded an FAIL (F / FL) grade and he may not seek a review of grade.

**4.14.3 Notification of Grades**

#### 4.14.3.1 myPride

Students will be able to access their results via *myPride*.

#### 4.14.3.2 Statement of Results

Each student will be issued an e-Statement of Results for the subjects he/she is enrolled for each semester.

The e-Statement will be sent to student's HELPLIVE account

#### 4.14.3.3 Results via Telephone

No results will be released via telephone.

### 4.15 Honours

A student with a classification GPA of 2.50 and above may graduate with an honours award upon the successful completion of a course. HELP University awards honours in the following categories:

- First Class
- Second Upper Class
- Second Lower Class
- Third Class

#### 4.15.1 Classification of Honours

The degree awarded to a student shall be based on the Classification GPA achieved below. For LLB degree students, the Classification GPA below shall apply with effect from May 2022 intake onwards.

<u>CGPA</u>	<u>Honours Classification</u>
3.75 – 4.00	First Class
3.25 – 3.74	Second Upper Class
2.75 – 3.24	Second Lower Class
2.50 – 2.74	Third Class
2.00 – 2.49	General Award

#### 4.15.2 Best 7/5 Subjects (not applicable to LLB degree. LLB students to refer to their LLB Programme Handbook)

- (i) The classification will be based on a fixed system, on a total of 12 subjects, taken as follows:

The best 7 Third Year subjects which must include:

- a) The Project paper, if the Project paper is a compulsory subject for the degree; and
- b) At least three other core/major subjects

The best five from the remaining Level 3 subjects and all Level 2 subjects, which must include at least 2 compulsory/major subjects.

- (ii) *With effect from January 2022 intake onwards*, the classification will be based on a total of 10 courses, i.e. best 7/3 courses will be taken

The best 7 Third Year courses which must include:

- a) The Project paper, if the Project paper is a compulsory subject for the degree; and
- b) At least three other core/major courses

The best three from the remaining Level 3 subjects and all Level 2 subjects, which must include at least 2 compulsory/major courses.

#### **4.15.3 Subjects Taken into Consideration for Honours Classification (not applicable to LLB degree. LLB students to refer to their LLB Programme Handbook)**

The honours award shall take into account only the following categories of subjects:

- i. Core Major (Teras Major)
  - ii. Basic Major (Asas Major)
  - iii. Electives taken from within the Faculty
- These subjects must be Level 2 and Level 3 subjects.

Only free electives within the faculty shall be taken into account in the honours classification.

Free electives from *outside* of the faculty shall not be taken into account in the honours classification. This section must be read together with the specific requirements for the various degree programmes.

The number of electives taken within the faculty allowed to be taken into consideration in the Best 7/5 rule can include an additional 3 electives over and above the minimum number of electives required to complete the programme.

*With effect from January 2022 intake onwards*, the number of electives taken within the faculty allowed to be taken into consideration in the Best 7/3 rule can include an additional 3 electives over and above the minimum number of electives required to complete the programme.

#### **4.15.4 Student Admitted with Exemptions**

##### **4.15.4.1 Subjects Required for Award of Degree**

- a) All final year subjects must be completed at HELP University.
- b) Exemptions are given to students only at point of entry into HELP University.

- c) If an exemption has been given for a third year subject, the student will be required to enrol for another subject to replace it, which may be a second or third year subject. This will be determined by the Head of the Department and is subject to the condition that the total number of third year subjects the student takes in HELP University is no less than 7.

#### **4.15.4.2 Subject Required for Award of Degree with Honours**

Minimum 12 subjects to be completed at HELP University. A student admitted with exemptions must complete at least 12 subjects (which include a minimum of 7 third year subjects) at HELP University to be considered for the award of a degree.

*With effect from January 2022 intake onwards*, a minimum of 10 courses are to be completed at HELP University. A student admitted with exemptions must complete at least 10 courses (which include a minimum of 7 third year courses) at HELP University to be considered for the award of a degree.

#### **4.15.5 Degree Without Honours**

##### **4.15.5.1 General Degree**

A student who has undergone a programme towards obtaining a degree with honours but do not qualify for the degree with honours may be awarded a general degree without honours if all programme criteria have been fulfilled.

##### **4.15.5.2 No Award of Degree**

A student with a Classification GPA of less than 2.0 shall not be awarded any degree.

#### **4.16 Cumulative Grade Point Average (CGPA)**

##### **4.16.1 Formula**

The CGPA can be obtained with the following formula:

$$\frac{\sum[(\text{credit hours for each subject}) \times \text{numerical grade point for that subject}]}{\sum(\text{subject credit hours})}.$$

The CGPA is calculated to two decimal points. The maximum value is 4.00. The minimum value is 2.00.

##### **4.16.2 Subjects included in CGPA**

All subjects forming part of the programme which have been successfully completed.

#### **4.16.3 Subjects not included in CGPA**

Subjects not included in the calculation of the CGPA include:

- a) Subjects which have been given exemptions;
- b) Subjects which have been awarded any of the following grades:  
AW, IP, NA, TA, RC, GP, SX, RF (*please refer to Section 4.16.5.1 below*)

#### **4.16.4 Retakes ,Repeats and taking additional courses**

**4.16.4.1 Repeats:** If a student fails a core subject initially and passes it at a subsequent attempt, the grade he will receive will be capped at C grade for purposes of computing both the Classification GPA and the overall CGPA. If a student fails an elective initially and passes it at a subsequent attempt, the grade he will receive will not be capped during the computation of Classification GPA and overall CGPA.

**4.16.4.2 Retakes:** If a student has already passed a subject but wishes to better his grade, the original grade will be taken into account in the computation for both his Classification GPA and the overall CGPA.

**4.16.4.3 Taking additional courses:** Grades from all completed courses, including additional courses, will be included in the CGPA calculation.

#### **4.16.5 CGPA in Academic Transcripts/Statements of Results**

Academic transcripts/Statements of Results will indicate two types of CGPA obtained by a student as follows:

- a) Classification CGPA based only on subjects taken into account in the computation for the honours classification; and
- b) Cumulative GPA computed based on all subjects successfully completed by the student in order to complete the programme.

##### **4.16.5.1 Calculation of overall CGPA with effect from Semester 2, 2016 Results**

With effect from the Semester 2, 2016 results, the overall CGPA will be arrived at, based on the following:

- a) A failed grade will be excluded once a passed grade has been obtained in a subsequent sitting of that subject.
- b) The grades for all repeated core subjects will be capped.
- c) The grades for all repeated electives will not be capped and the actual grades will be taken.
- d) The grades for all passed electives will be included.



- e) The grades for repeated MPU/MQA subjects will not be capped and the actual grades will be taken.

#### **4.16.6 Academic Transcripts**

Academic transcripts are to be requested online via *newmyPride* and will be issued within five working days from the date of the acknowledgement of receipt of payment. There will be no charge for the first two copies requested. A fee will be charged for the third and subsequent copies.

A student may also request for his academic transcript to be issued on an urgent basis upon payment of the required fee.

### **4.17 Graduation**

#### **4.17.1 Graduation Requirements**

##### **4.17.1.1 Satisfaction of All Course Requirements**

The student must complete to the satisfaction of HELP University the requirements of the course as specified in the regulations for the programme.

##### **4.17.1.2 Discharge of all Obligations**

To be eligible to receive a graduate the student shall have discharged all obligations and indebtedness to HELP University.

#### **4.17.2 Definition of “to graduate”**

“To graduate” in these regulations means to receive a testamur and final transcript.

#### **4.17.3 Notification of Eligibility to Graduate**

Potential graduands will be advised by the Registry in writing if they have completed all course requirements and will be given information about their graduation ceremonies.

#### **4.17.4 Graduation Ceremonies**

**4.17.4.1 Date:** HELP University’s graduation ceremony is normally held in April of each year, at which all students who elect to graduate at a graduation ceremony are expected to attend.

**4.17.4.2 Graduation in Absentia:** A student may elect not to graduate at a graduation ceremony. These graduates in absentia will be able to collect their testamurs from HELP University after the official graduation ceremony has been held.

## **5. General Policies and Procedures**

The Registry (603-2716 2000)

Students must observe all regulations which govern the effective organization and management of specific areas of activity within HELP University including those relating to financial requirements, health and safety, the use of learning, computing, sport and recreational facilities, any code of practice pertaining to any element of student scheme and residential accommodation.

There are also separate regulations pertaining to student use of services and facilities provided by the Department of Student Affairs.

### **5.1 Change of Address**

- 5.1.1** Students must inform the Registry of any change of personal details such as home or correspondence addresses, telephone numbers or other relevant items. Students will be prompted periodically to update their personal details in newmyPride.
- 5.1.2** All letters and other official documents shall be sent to the student's last known / recorded address. HELP University shall not be responsible for information not received due to submission of incorrect data or non-submission of changes to personal details.

### **5.2 Code of Conduct**

- 5.2.1** Students must not at any time whilst on or off HELP University premises:
  - a) Commit physical assault or serious threatening behaviour; orally or in writing abuse other students, staff or visitors to HELP University and the community in general;
  - b) Make malicious allegations against other members of HELP University;
  - c) Damage HELP University's property or the property of other students, staff or visitors;
  - d) Misappropriate any HELP University property, funds or assets;
  - e) Act in any way which is likely to cause injury to persons within HELP University, including impairing the safety of the premises or equipment and interfering with anything provided in the interests of health and safety;
  - f) Commit any criminal act or offence whilst on or off HELP University premises or whilst engaged in HELP University activities;
  - g) Engage in any activity or behaviour which contravenes HELP University's anti-harassment policies;
  - h) Behave in any way which unreasonably interferes with the legitimate freedom of other students, staff, or visitors, or which disrupts or interferes with activities properly carried out by HELP University.
- 5.2.2** Students must not behave in the community in such a way as may reasonably be deemed to harm the reputation of HELP University or its relationship with the local community.

**5.2.3** If a student breaches any of the above-mentioned codes or any of the other regulations herein mentioned he/she shall be subject to disciplinary action as stipulated in the *Procedures Relating to Contravention of Regulations Governing Academic and Non-Academic Misconduct* in Section 5.2.4 below.

**5.2.4** Procedures Relating to Contravention of Regulations Governing Academic and Non-Academic Misconduct

**5.2.4.1** If a student engages in any activity which contravenes those regulations governing student conduct, one or more of the following actions may be taken:

**a) Counselling/Advice**

This may be carried out in an informal manner by a member of HELP University staff and repeated as necessary with a view to avoiding formal disciplinary action against the student. Professional counselling services is available at the Centre for Psychological and Counselling Services (CPCS) where trained counselors provide counselling /advice in a confidential manner.

**b) Formal Warning**

This normally constitutes the first stage of the formal disciplinary procedure.

(i) Oral formal warnings may be issued by the Head of the Department to which the student belongs or by the Registrar after consultation with the Head of Department, or by any other appropriate person, and shall be recorded.

(ii) Written formal warnings may be issued by the Head of the Department to which the student belongs or by the Registrar after consultation with the Head of Department or by any other appropriate person.

Formal warnings shall remain on record for a specified period, normally one (1) year. Any repeated occurrence of a similar offence may result in a recommendation to the Deputy Vice Chancellor (Academic) or his/her nominee, that the student be referred to the Disciplinary Committee.

**c) Suspension (Investigatory)**

If it is felt appropriate in order that further investigations may be carried out, suspension of a student for a period of up to 14 days may be instituted by the Deputy Vice Chancellor (Academic), or his/her nominee. Such

suspension shall include exclusion from all HELP University services, including residential accommodation. The student may make representations about his or her case (including oral representations) to the Deputy Vice Chancellor (Academic), or his/her nominee, for which purpose a chosen representative may accompany him/her. If the suspension does not result in any disciplinary action, HELP University shall ensure as far as possible that the student has not been disadvantaged by the suspension.

#### **5.2.4.2 Appeal against Decisions Made on Disciplinary Matters**

Students have the right of appeal against formal warnings, fines, suspensions or expulsions.

All appeals against decisions on disciplinary matters shall be made within 14 days of the date of the decision to the Registrar or designate, who shall make arrangements for such appeals to be heard by the relevant committee.

### **5.3 Copyright**

**5.3.1** Students of HELP University are required to follow the guidelines set out below when doing any of the following with copyright material:

- a) Photocopying.
- b) Copying of computer programmes.
- c) Copying of sound recordings films and broadcasts.
- d) Public performance of literary, dramatic or musical works, and playing sound recordings or films and videos in public.

**5.3.2** Photocopying - Photocopying of copyright books, periodicals, journals, newspapers, musical scores, artistic works, plays, scripts, graphs, directories and other literary, dramatic, music and artistic work is prohibited under the Copyright Act, *except* where:

- a) Copyright has run out.
- b) The copyright owner has given permission or license.
- c) A copy is made for the purpose of research or study, but only of a 'reasonable portion', usually not more than 10%.
- d) A published work is out of print and not obtainable at an ordinary commercial price.
- e) An unpublished thesis held in a library is required for research and study.
- f) The copyright is 'in the public domain'

#### **5.3.3 Copying of Computer Programmes**

The reproduction of computer programmes is prohibited by the Copyright Act *except where*:

- a) The copyright owner has given permission or a license to copy.
- b) The programme is 'in the public domain'.
- c) Backup copy is made only for use as a backup except where there is a notice on the programme prohibiting making a backup copy and only by the person who purchased the original and within the terms of the licence.
- d) It is also illegal to adapt a computer programme.

#### **5.3.4 Copying of Sound Recordings, Films and Videos.**

The copying of a record, compact disc, tape recording, film or video is prohibited by the Copyright Act *except* where:

- a) The copyright has run out, or the copyright is 'in the public domain'.
- b) The copyright owner has given permission or license to record.
- c) The recording is a sound recording, film or video for the purposes of research and study, but only if 'fair dealing' rules are observed relating to only a 'reasonable portion' unless the record, disc, tape, film or video is unavailable for purchase at an ordinary commercial price.

#### **5.3.5 Copying of Radio and Television Broadcasts.**

The copying of radio and television broadcasts is only permitted for the 'private and domestic use' of the person by whom it is made.

#### **5.3.6 Performing Works or Playing Sound Recordings or Showing Films in Public.**

The acting out, recitation or performance of a literary, dramatic or musical work or causing a sound recording to be heard or a film to be shown in public is prohibited by the Copyright Act, *except* where:

- a) All the copyrights have expired;
- b) The copyright owner has licensed or permitted the work to be performed or the recording or film to be played or heard;
- c) The performance or playing is used for educational instruction.

A performance which exceeds these provisions requires a licence or specific permission.

### **5.4 Dress Code**

**5.4.1** Students are required to dress neatly and decently at all times.

**5.4.2** Shorts, miniskirts, torn jeans and slippers are prohibited within HELP University premises at all times.

**5.4.3** There is some flexibility in dress codes for games, sports and other events/ circumstances where special garments are required.

## **5.5 Drugs & Poisons**

- 5.5.1** It is a criminal offence to have in possession or under custody or control any form of unauthorised drug or poison.
- 5.5.2** It is a criminal offence to supply, provide or offer or propose to offer any form of unauthorised drug or poison to any person(s).
- 5.5.3** It is a criminal offence to consume orally, smoke or inhale, or introduce into his/her body by injection or in any manner whatsoever any form of unauthorised drug or poison.
- 5.5.4** In Malaysia, any of the above criminal offences could upon conviction lead to a death penalty.

## **5.6 Gaming**

- 5.6.1** No student or organisations involving students of HELP University shall take part in organising, managing or participating in any gaming, wagering, lottery or betting within HELP University or in the surrounding area.
- 5.6.2** No student or organizations involving students of HELP University shall partake in organizing, managing or participating in any card games within HELP University or in the surrounding area; card games include numerical card games, family card games such as “UNO” & “Old Maid”.

## **5.7 Health & Safety**

- 5.7.1** Students must read and comply with all health, fire and safety regulations, and co-operate with all activities in respect of such regulations.
- 5.7.2** Smoking is not permitted in any part of HELP University premises.
- 5.7.3** Accidents occurring whilst engaged in HELP University’s activities must be notified promptly to the Head of Department or the Registrar who shall ensure that the necessary action is taken and that proper documentation is completed.
- 5.7.4** A Personal Accident Insurance Scheme has been arranged for all Malaysian students and is included in the Resource Fee. Details of the Insurance Scheme coverage may be obtained from the Registry. Claims must also be channelled through the Registry.
- 5.7.5** Car parks are available close to HELP University premises. Students’ vehicles and motorcycles must be parked in designated areas. Students are not permitted to park cars or motor cycles in bays marked *Reserved for Staff* or with a vehicle registration number.
- 5.7.6** All car park spaces are privately owned and the relevant authorities collect all fees charged.

**5.7.7** HELP University hereby excludes all liabilities which arise as a result of any loss/damage to any vehicles parked in the said premises.

**5.7.8** A security section is also available from the Department of Security & Transport. Should you have any concern or have experienced a situation where personal and / or resource security has been breached, you should contact the security officer.

## **5.8 HELP University's Liability**

**5.8.1** HELP University is not liable for loss or damage to personal property brought into or left on the premises.

**5.8.2** If you should find an item, which does not belong to you, or should you lose an item on the premises, you may report it to the Lost & Found section in the Department of Security and Transport.

## **5.9 Racial Discrimination Policy**

**5.9.1** HELP University is committed to protecting the rights of both students and staff to achieve their full potential in an environment which values cultural diversity and which is free from racial discrimination or harassment. Such an environment is one in which positive action is taken to:

- a) Discourage racial discrimination and harassment in its structures and its learning and working environment; and
- b) Affirm and value cultural diversity.

**5.9.2** Complaints about racism may be made to the respective departments for necessary action to be taken. When in doubt, complaints may be directed to the Registrar.

## **5.10 Policy on Unacceptable Behaviour**

**5.10.1** HELP University is committed to creating and maintaining a community in which students and staff can work together in an atmosphere free of all forms of unacceptable behaviour including and not limited to harassment (sexual or otherwise), bullying, exploitation, intimidation, vexatious behaviour, vilification, and any form of prohibited relationships. Such actions violate the dignity of the individual and the integrity of the university as an institution of learning. Unacceptable behaviour in any form will not be tolerated. The university will take whatever action is needed to prevent, stop, correct, or discipline behaviour that violates this policy. Disciplinary action against a member of staff may include, but is not limited to, oral or written warnings, transfer, suspension, or dismissal for cause. Disciplinary action against a student or intern may include counselling, warnings, suspension or expulsion from a programme or termination of an internship. Management and supervisory personnel, at all levels, are responsible for taking reasonable and necessary action to prevent any form unacceptable behaviour. All members of the University are encouraged to report promptly any conduct that could be in violation of this policy.

## 5.10.2 Definition and Examples

5.10.2.1 Unacceptable behaviour may be based on race, religion, gender, sexual orientation, age and disability.

5.10.2.2 Harassment is any unwanted behaviour that makes a person feel scared, insulted or humiliated and may be conducted via verbal, physical, emotional/psychological, online/cyber, power and third-party actions in either a single episode or multiple episodes.

5.10.2.3 Some examples of verbal harassment are derogatory comments, insulting jokes and asking intrusive questions about one's personal life.

5.10.2.4 Some examples of physical harassment are unwanted touch, physical violence and damage to one's personal property.

5.10.2.5 Examples of online attacks include explicit or sexually suggestive emails or texts, and derogatory comments.

5.10.2.6 Exploitation can come in the form of the withholding or violation of one's rights to extract favours e.g threatening to downgrade marks if favours are not given.

5.10.2.7 Bullying means any persistent, unreasonable and illegal behaviour which can pose a risk to the health and safety of the victim and can involve social, psychological, or verbal abuse.

5.10.2.8 Sexual harassment may involve untoward behaviour of a person of either gender toward a person of the opposite or the same gender. Sexual harassment can occur at or away from the institution. The harasser may be a member of the university community, or an outside individual involved in university business. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favours, verbal or other expressive behaviours, mental/psychological and visual (including in person, by telephone, letter, fax, Internet or electronic mail), or physical conduct commonly understood to be of a sexual nature when:

- a) Submission to or toleration of such conduct is made, either explicitly or implicitly, a term or condition of instruction, employment, or participation in other university activities;
- b) Submission to or rejection of such conduct is used as basis for employment or for academic decisions or assessments affecting the individual's status as an employee or student; or
- c) Such conduct has the purpose or effect of unreasonably interfering with an individual's status as a student or employee or creating an intimidating, hostile or offensive work or educational environment.



5.10.2.9 Examples of behaviour that may be considered sexual harassment include, but are not limited to, the following:

- a) Physical/sexual assault;
- b) Direct or implied threats that submission to sexual advances shall be a condition of employment, work status, promotion, good grades or letters of recommendation;
- c) A pattern of conduct, annoying or humiliating in a sexual way, that includes comments of a sexual nature and/or sexually explicit statements, questions, jokes or anecdotes; a pattern of conduct that would annoy or humiliate a reasonable person at whom the conduct is obviously directed. Such conduct includes, but is not limited to, gestures, facial expressions, speech, or physical contact understood to be sexual in nature or which is repeated after the individual signifies that the conduct is perceived to be sexually offensive. However, the determination of whether sexual harassment has occurred will not depend solely on whether the individual being harassed told the harasser to stop the behaviour;

5.10.2.10 Harassment does not include verbal expressions or written material that is relevant and appropriately related to course subject matter or curriculum.

5.10.2.11 The fact that someone did not intend to harass an individual is generally not considered a defence to a complaint of harassment. In most cases it is the characteristics of the behaviour and how that behaviour is perceived that determines whether harassment has occurred.

5.10.2.12 For conduct to be considered harassment, it need not be direct or explicit. Harassment can be implied from the conduct, circumstances, and the relationship of the individuals involved.

5.10.2.13 Vexatious behaviour refers to the purposeful infliction of irritation, embarrassment, anxiety, worry or harassment regardless of justification.

5.10.2.14 Vilification means any public speech or behaviour which then causes others to mock, despise or have scorn for the other person.

5.10.2.15 A prohibited relationship is any romantic and/or sexual relationship between a member of staff (whether full-time or part-time or adjunct) or a supplier of the university and a student (of any level of study) or an intern (of any age) of the university, regardless of whether the relationship is consensual and/or within or without the same faculty, department, centre or unit.

### **5.10.3 Prohibitions**

5.10.3.1 The following acts are strictly prohibited by this policy:

- a) Unacceptable behaviour in any form.
- b) Retaliation for seeking information on unacceptable behaviour, making a charge, filing an unacceptable behaviour complaint, or testifying, assisting, or participating in an investigation, proceeding, or hearing involving a complaint of unacceptable behaviour.
- c) Malicious and/ or false accusations.

#### **5.10.4 Confidentiality**

5.10.4.1 All parties in the university process are obligated to protect the privacy of all persons involved. The university will take reasonable steps to ensure confidentiality; however, confidentiality cannot be guaranteed.

5.10.4.2 The victim of unacceptable behaviour shall also be provided in-house psychological counselling by a qualified counselling psychologist upon request.

#### **5.10.5 Complaint Procedures**

5.10.5.1 Individuals may report acts of unacceptable behaviour through the following channels:

- a) Students may file a complaint with the Registrar
- b) Employee complaints are to be filed with the Human Resource Executive

5.10.5.2 The complaints shall be investigated, and an inquiry (in relation to a student or intern) or domestic inquiry (in relation to staff) may be held, following which appropriate action shall be taken. A written report of the incident, including the name of the respondent and the action(s) taken to resolve the complaint, must be submitted to the Human Resources Department for employee complaints, or to the Registrar for student complaints. The supervisor or other official from the institution who receives a complaint is responsible for taking reasonable action to prevent retaliation against complainants and/or other individuals involved in the investigation process.

5.10.5.3 The victim of unacceptable behaviour will be required to cooperate in the investigation to enable an evidence-based, fair and equitable outcome.

5.10.5.4 A complaint filed with an external agency does not initiate the university's internal complaint procedures.

### **5.11 Smoking Policy**

- 5.11.1 Smoking is strictly prohibited in HELP University and any other surrounding areas under the control of HELP University, including the main entrance at the Lower Foyer and the adjacent roundabout area, except at designated areas.
- 5.11.2 Any dispute over smoking shall be referred in the first instance to the Registrar for resolution.

## **5.12 Student Debt Policy**

- 5.12.1 Any student who is in debt to HELP University (see also Section 3.1 [Financial Requirements](#)) may be excluded from any or all HELP University services (including accommodation arranged through HELP University, Learning Resource Centres, teaching and assessment) and may be refused permission to re-enrol with HELP University until the debt is paid.
- 5.12.2 Students who have not informed HELP University of any reasons for late payment may have their subject/course enrolment cancelled for the semester/year. Should this happen, the student shall only be allowed to re-enrol in the subject/course at the next available session and upon clearing all outstanding debts.
- 5.12.3 Assessment results may be withheld, and certificates shall not normally be issued until the debt is paid. HELP University may take appropriate steps including legal proceedings to recover any outstanding debts to recover/replace any HELP University property.

## **5.13 Student Identification Card**

- 5.13.1 A HELP University Student ID card shall be issued upon payment of all administrative fees and a copy of the Offer Letter signed and returned to the Registry.
- 5.13.2 It is the student's responsibility to request for the HELP Student ID card.
- 5.13.3 The student must have this card in his/her possession at all times whilst in HELP University and it must be displayed clearly during the full duration of all examinations.
- 5.13.4 This card must be produced when required to do so by any person(s) authorized by HELP University, failing which the student must produce another form of identification and record his/ her name and Identification Card number at the point of entry/service.
- 5.13.5 If this card should be misplaced or needs to be replaced, a replacement fee of RM30 shall be imposed.

## **5.14 Transfer Policy**

- 5.14.1 A student wishing to transfer from one programme to another must complete the transfer form obtainable from the Registry/Academic department and forward the form to the Academic Department to be processed.
- 5.14.2 A student who wishes to transfer from one programme to another before the course commences, or within 2 weeks of the commencement or date of enrolment, shall be allowed to transfer the course fee, application and administration fees to the new programme. The student is required to pay the current fees and follow the course structure of the new programme at the point of transfer.
- 5.14.3 A student who transfers from one programme to another 2 weeks after the commencement date of the programme shall have to pay the course fee and resource fee for the former and full course fee and resource fee for the newly enrolled programme. The application and administration fees are transferable.
- 5.14.4 A change in major is considered a transfer of programme and the Transfer Policy applies.
- 5.14.5 The Transfer Policy section must be read together with the specific requirements for the various degree programmes.

## **5.15 Withdrawal Policy**

### **5.15.1 Withdrawal from subject(s)**

- 5.15.1.1 Students are required to write in officially to the Registrar for any request to withdraw from an enrolled subject.
- 5.15.1.2 All requests for subject withdrawals are subject to approval of the management or the respective partner university.
- 5.15.1.3 No refund shall be given for withdrawal of subject (s).

### **5.15.2 Withdrawal from a course/ the university**

- 5.15.2.1 A student shall be deemed to be no longer enrolled in a course at HELP University if:
  - a) The student has completed the requirements for that course;
  - b) Registration in the course has been terminated; or
  - c) The student has been excluded on academic or disciplinary grounds.
- 5.15.2.2 Any student who wishes to discontinue/withdraw from HELP University should inform HELP University immediately in writing. A withdrawal form, available at the Registry/Academic Department must be completed and submitted to the

Academic Department to be processed. For international students, the withdrawal form will be submitted to the International Students Department for processing.

Alternatively, a student who wishes to discontinue/withdraw from HELP University can email the Registry at [registry.admission@help.edu.my](mailto:registry.admission@help.edu.my) or refer to the Academic Department.

- 5.15.2.3 Application, registration and administration fees will not be refunded when the student withdraws from a course before or after commencement.
- 5.15.2.4 50% of the term/semester fees shall be refunded to a student who withdraws from a course within 2 weeks of the date of commencement, only if the full payment of course fees has been made.
- 5.15.2.5 A student who withdraws from a course 2 weeks after the commencement or date of enrolment will NOT be given any refund of all fees paid.
- 5.15.2.6 A student who has registered and does not attend class for one month from the date of commencement or enrolment shall be classified as having withdrawn unofficially and the course fees and resource fees paid, shall be forfeited.
- 5.15.2.7 If a student withdraws after full completion of a programme at HELP University and wishes to apply for a new programme at a later date, the *application fee* (for all programmes) and *administration fees* (for undergraduate programmes only) shall be waived. Students will be required to complete a new application form and submit all relevant documents and pay the course/tuition fee and any other fee payable for the new course/programme.
- 5.15.2.8 If a student withdraws before completion of a programme at HELP University, but later wishes to re-apply for a new programme at HELP University, he/she shall be considered a new applicant. Therefore he/she shall be required to complete a new application form and submit all relevant documents and pay the full application and administration fee.
- 5.15.2.9 All money due will be refunded to the financial sponsor as indicated on the application form. Should the financial sponsor change in the course of the study period, an official letter from the original financial sponsor must be submitted to the Registrar to indicate the change.
- 5.15.2.10 If the cheque is to be written in a name other than that of the financial sponsor, an authorisation letter from the financial

sponsor must be submitted together with the withdrawal form.

### **5.16 Inactive Period**

- 5.16.1 Any student who has not enrolled in any subject at HELP University for a period exceeding one (1) year will automatically be classified as 'WITHDRAWN\_CANCELLED'. Any student intending to resume his/her studies later may do so by re-applying in writing to HELP University. However, all 'WITHDRAWN\_CANCELLED' students will be charged the latest course fees applicable at the time when they resume their studies.
- 5.16.2 Any student who wishes to defer his/her studies for a period exceeding one (1) year must inform the Registry, in writing, stating the reason for deferment. Course fees to be charged upon re-enrolment in the course will be decided on a case to case basis and the decision will be notified to the student in writing.
- 5.16.3** If there are any fees, deposits and/or monies which are due and payable for any reasons whatsoever and shall remain unclaimed by student for a period of one (1) year or more from the date of becoming inactive in his/her programme of study, the said sums will be dealt with by HELP University in any manner that is deemed fit including but not limited to transferring the amount to the student and/or any fund nominated by the student for any purpose whatsoever. Students have no recourse against HELP University Sdn Bhd or its related companies for the above transfer.

### **5.17 Students Disability Policy**

- 5.17.1** HELP University recognizes physical and mental disabilities and is committed to serving the needs of its disabled students. We encourage students to inform the University about the nature of his or her disability and the severity so that appropriate assistance can be provided accordingly. Physical and mental disabilities may include mobility, sensory, health, psychological and learning disabilities.
- 5.17.2** The Centre of Psychological and Counselling Services provides assessment of mental disabilities. All test results are kept private and confidential.
- 5.17.3** It is the responsibility of the student to make his or her disability needs known to the University in a timely manner and to provide appropriate documentation to support his or her nature of disability.
- 5.17.4** The University Review Committee will assess and review the application of all applicants with special needs for admission into the relevant programmes.
- 5.17.5** The University Review Committee comprises the following:
- i. The Deputy Vice-Chancellor (Academic)
  - ii. The Admission Officer

- iii. Head of Department (Programme applied)
- iv. Head of Academic/Non-Academic Department (where applicable)
- v. Staff from CPCS (where applicable)

**5.17.6** Any special arrangements required to support special needs students are to be referred to the Registrar.

## **5.17.7 Support for Special Needs Students**

### **5.17.7.1 Learning, Teaching and Assessment**

The Academic Department staff shall monitor the needs and progress of students with learning disabilities. Some of the appropriate adjustments which have been undertaken for students with learning disabilities are as follows:

- i. Extended face to face consultation time with lecturers and tutors
- ii. Modified academic course loads according to students' capabilities.
- iii. Courses taken at minimum credit hours.
- iv. Examination conducted in a separate room.
- v. Extended time given to complete the examination.
- vi. Large font exam questions printed on A3-size paper.
- vii. Option for a reader
- viii. Use of scribe

### **5.17.7.2 Physical Learning**

HELP University endeavours to provide a conducive study environment for students with disabilities.

Wheelchair ramp for easy access, sitting toilets with handles at specific floors and parking bays allocated for the disabled are amongst the practical steps undertaken to support students with disabilities.

The University aims as far as possible to ensure that all students with disabilities are recognized and accepted equally within the campus community.

## **5.18 Online Distance Learning (ODL)**

Online Distance Learning (ODL) allow students to study wherever they are, arranging their studies around work or family life. Students learn using study materials and online learning resources that are designed for active learning. Wherever they are, students are able to connect with other students from around the world.

### **(a) What are the advantages of ODL?**

- i. Study anywhere – the HELP programmes can be fully studied online so you can learn from wherever you are.
- ii. Learn at your own pace - you'll have the flexibility to fit your studies around your schedule and work commitments on a part-time or full-time basis.
- iii. Value for money -You will also save on the cost to complete your degree.

**(b) How are ODL students supported?**

When students register, they will be given access to the Student Portal. You can then access your HELP University email account and other key resources including the Learning Management System (LMS), the Student Guide and the Online Library Resources.

For further enquires, email: [marketing@help.edu.my](mailto:marketing@help.edu.my)

## **5.19 Fundraising & Sponsorship Guidelines**

### **5.19.1 Purpose**

The purpose of the University's fundraising and sponsorship guidelines is to ensure that these activities:

- i. comply with the university's goals, values and policies; and
- ii. are conducted professionally and in an ethical manner.

### **5.19.2 Scope**

These guidelines apply to all fundraising and sponsorship activities undertaken by all staff and students.

For the purposes of this policy the "organizer" shall mean the Staff Advisor, Head and/or Dean, which would include the Director of the Department of Student Affairs for activities channelled through this department.

### **5.19.3 Process**

- i. The organizer shall submit all relevant documents for fundraising and sponsorship for approval from the respective HODs to the Vice Chancellor or CEO (depending on the nature of the activities) for approval and the proposal must clearly state the purpose of the said fund raising and how the funds will be utilized.
- ii. The Management reserves their right to reject requests if deemed to be inappropriate.
- iii. The organizer shall ensure all proceeds (No cash collection is allowed. Only cheques, online transfer and Boost e-wallet) are deposited with Bursary together with a list of donors, the contribution sums and details of the projects/activities.
- iv. Bursary will acknowledge the amount collected by the organizer in HELP's account.



- v. Bursary shall create an account for each fundraising and sponsorship activity in its accounting system.
- vi. Bursary will issue receipts for all collections with proof of payment.
- vii. Organizer shall submit the final report to the Vice Chancellor or CEO within fourteen (14) days after the end of the event.
- viii. Organizer must ensure to document in their final report how the monies were spent and to ensure that unutilised funds must be returned to the sponsors proportionately.
- ix. Any donations in kind must be stored in a safe and proper manner and if the donations are perishable goods the organizer must ensure it is distributed effectively without wastage.
- x. Funds raised cannot be used to pay any individual as per diems (honorary or otherwise).

## **5.20 Students Online Evaluation**

The student evaluation is conducted every semester. The objective of this exercise is to review and enhance the quality of the University's teaching and learning, facilities as well as the learning support services made available during students' studies at the University. Here at HELP University, we support student success through rich learning experiences - in and outside the classroom.

With effect from the May 2021 semester onwards, the student evaluation will be conducted online. The online evaluation link will be emailed to the student by the middle of each semester. It is compulsory for students to complete the online evaluation before the end of the semester.

## **5.21 HELP Group Privacy Notice**

At HELP Group, we value your privacy and strive to protect your personal information in compliance with the laws of Malaysia. HELP Group will collect and use personal information in accordance with such laws (including the Personal Data Protection Act 2010), this Privacy Notice and the terms in your agreement(s) with any HELP Group entity that you may have contracted with. You may find our Privacy Statement and Consent to Use of Personal Data in full on our website <https://university.help.edu.my/privacy/>

## **5.22 Social Media Communication Policy for Students**

### **5.22.1 Policy Statement**

Social media platforms provide important and unique opportunities as channels of communication, providing abilities to share information, participate, interact and discuss on a variety of topics as well as curating and re-purposing information.

However, use of these platforms pose a number of risks to the University's reputation including confidential and proprietary information as well as compliance with legal obligations. In order to minimise these risks, this policy serves as a framework for students to adhere to. The policy is designed to assist students in making appropriate decisions when managing and/or developing social media initiatives on behalf of the University.

This policy is intended to compliment all other existing University policies. In case of any inconsistency and conflicts, this policy will prevail in relation to social media communications. This policy serves to provide overarching considerations and does not provide specific detailed guidance on creating, designing, curating or any other measures taken in the execution of social media initiative.

#### **5.22.2 Scope and Purpose of the Policy**

i. Students of the University

This policy will apply to all students whilst studying at HELP

ii. Scope

The policy applies to the use of social media for both business/profession related activities of the University, teaching and learning, personal use, whether during office hours or otherwise, irrespective whether the social media is accessed using the University's ICT facilities, communication network or equipment.

iii. Objectives and Purpose of the Policy

- a. To provide students with information on the University's standards on the use of social media in related activities involving and implicating the University
- b. To serve as a framework in directing the use of social media across the University
- c. To identify potential legal risks arising from the use of social media and taking steps to mitigate the same
- d. To ensure compliance and implementation of the policy.

iv. Social Media

Social media platforms allow information to be shared, disseminated and created using accessible and publishing technologies which include, but are not limited to:

- social and professional networking sites (e.g. Facebook, LinkedIn, MySpace, Bebo, Yammer), including official and unofficial pages on social and professional networking sites that are set up by individuals, groups, clubs and societies
- geo-spatial tagging sites (e.g. FourSquare)
- blogs, including corporate blogs and personal blogs
- micro-blogging sites (e.g. Twitter)
- video and photo sharing sites (e.g. Flickr, YouTube)
- blogs hosted by media outlets (e.g. 'comments' or 'your say' feature on theage.com.au)
- wikis and online collaborations (e.g. Wikipedia)
- forums, discussion boards and groups (e.g. Google groups, Whirlpool)
- vodcasting and podcasting sites

- online multiplayer gaming platforms (e.g. World of Warcraft, Second Life)
- instant messaging (including SMS, Whatsapp, Telegram)

This policy extends to cover future social media systems, and access to social media by any means, including handheld and wearable devices, whether through the use of the University's ICT facilities, networks and equipment or otherwise.

#### v. Legal Risks

Social media shall not be used in a way that breaches this policy. The following are prohibitions that this policy aims to cover. Students are strongly advised to avoid the following:

- Breach of all and/or any other University policies, rules and regulations;
- Breach of the University's obligations with respect to the rules of relevant regulatory bodies;
- Breach of any obligations they may have relating to confidentiality;
- To defame or disparage the University or its staff, students, university and industry partners, affiliates, or other stakeholders;
- To harass, bully or victimise staff, students or third parties in any way;
- To unlawfully discriminate against staff, students or third parties;
- Breach of the *Personal Data Protection Act 2010* and avoid disclosure of personal information about any staff and students;
- To make false or misleading statements;
- Breach of the *Computer Crimes Act 1997* (includes the commission of offences involving unauthorised access, unauthorised modification of any program, data, computer, computer network, and wrongful communication of a number, code, password or other means of access to a computer to any person other than a person to whom one is duly authorized to communicate)
- Breach of the *Communications and Multimedia Act 1998* (includes where there is use of the network facilities and services, whether provided by the University or personally acquired, to make any comment, request, suggestion or other communication which is obscene, indecent, false, menacing or offensive in character with intent to annoy, abuse, threaten or harass another person);
- Breach of intellectual property laws;
- To publish offensive statements, indecent photographs, pornography or indecent material of a similar nature;
- Breach of any criminal provision currently in force provided for by the *Penal Code* and/or all other criminal legislation.

- Breach of any other regulatory bodies' rules and regulations and laws applicable in relation to the wrongful use of social media, be it in Malaysia or applicable jurisdiction.

### **5.22.3 Policy**

#### **1. The policy and the impact on the student**

The policy forms part of the rules and regulations concerning students of the University. All students are responsible for protecting the reputation of the University. All students must not cause the University's reputation to be disparaged by their postings on social media and/or sharing of information that may likely have the said effect.

The University may monitor the usage of its ICT facilities and networks including usage of social media when usage is through University networks, facilities and equipment belonging to or provided for by the University.

#### **2. Educational and related use of social media**

The University provides ICT facilities, networks and equipment to assist and support its teaching, learning, research and administrative activities. Students using these as part of teaching and research by staff members to enhance student learning and engagement, must do so in compliance with this policy and all other student policies.

Where a student body such as a club or society registered with the Department of Student Affairs, wishes to set up and manage a social media account to promote and publicise its body, events or activities, the said student body must seek the approval of the Chairperson of the Governance Committee through the Department of Student Affairs. Further, in this regard, the said student body must ensure that the social media account does not disparage the reputation of the University and must be actively managed including responding to postings and questions by social media users. The student body is not allowed to use images, videos and intellectual property belonging to the University, on their social media accounts without permission of the Governance Committee through the Department of Student Affairs.

All posts on such accounts by the student body must be carefully curated and must ensure the following:

- Protecting the reputation of the University;
  - Be accurate and not misleading;
  - Adhere to the community guidelines and the terms and conditions of use of the social media platforms;
- Be relevant and promote to the activities, mission and business of the University.

### 3. Personal use of social media

If a student has indicated his/her affiliation with the University on his/her social media account, then all the above terms of the policy will be applicable unless it is clearly stated that the opinions/content of the social media account does not represent the views of the University or where the student's social media account does not associate the student with the University.

Students are not allowed to use images, videos and intellectual property belonging to the University, on their social media accounts without permission of the Chairperson of the Governance Committee through the Department of Student Affairs.

#### **5.22.3 Compliance, Implementation, Monitoring and Breach of the Policy**

Senior Management has overall responsibility for the effective operation of this policy, but has delegated day-to-day responsibility for its operation to the Chairperson of the Governance Committee. Responsibility for monitoring and reviewing the operation of this policy and making recommendations for change to minimise risks also lies with the Chairperson of the Governance Committee.

All departments have a specific responsibility for operating within the boundaries of this policy, ensuring that all students understand the standards of behaviour expected of them and taking action when behaviour falls below its requirements.

All students are responsible for the success of this policy and should ensure that they take the time to read and understand it. Any misuse of social media or the contravention of this policy should be reported to Chairperson of the Governance Committee either through the Department of Student Affairs, Registry or Academic departments. Questions regarding the content or application of this policy should be directed to the respective academic department that the student is attached to and the said department can channel any queries to the Chairperson of the Governance Committee for clarification.

Breach of any part of the policy will be subject to a disciplinary action which may include, but not limited to, the removal of published content on social media platform(s) or prohibition of usage of social media using University ICT facilities, networks and equipment. Any breach may result in the matter being referred to the appropriate University process for further action.

#### **5.23 Recognition of non-formal/informal learning through APEL (C)**

The Accreditation of Prior Experiential Learning for Credit Award [APEL.C] is the award of credits through prior experiential learning towards a course in an accredited programme of the higher education provider. APEL.C provides the mechanism to recognise the prior experiential learning of an individual

that is relevant and specific to a course within a programme of study. The credit award is granted on the basis of the knowledge and skills acquired through informal and non-formal learning.

Benefits of APEL(C):

- i. Recognise learning acquired through work experience and short courses attended;
- ii. Reduce redundant learning for students;
- iii. Encourage admission of adult learners to higher education programmes; and
- iv. Reduce cost and time to complete study.

If you would like to make enquiries or obtain credit transfer for course(s) under APEL.C, you may contact our APEL Centre at 03-2700-5000 or via email at [APEL.HELP@help.edu.my](mailto:APEL.HELP@help.edu.my)

#### **5.24 Acquiring an academic qualification through APEL.Q**

APEL for Award of Academic Qualifications [APEL.Q] is the award of academic qualifications to individual learners through the evaluation and assessment of prior experiential learning towards fully accredited programmes offered by the higher education provider. APEL.Q provides the mechanism to recognise the prior experiential learning of an individual that is relevant and specific to a programme of study. The award of academic qualifications [APEL.Q] is granted on the basis of the knowledge, skills and competencies acquired through formal, informal or non-formal learning.

APEL.Q which leads to an award of academic qualifications and which emphasises on experiential learning will need to be formally reviewed and assessed to safeguard the integrity and credibility of the award of academic qualifications conferred. The process will determine, if the learning is in line with the programme learning outcomes (PLOs), the associated five clusters of learning outcomes as stipulated in the Malaysian Qualifications Framework (MQF) and the body of knowledge of the concerned programme(s) has occurred.

Justifications of APEL.Q:

The justifications for the implementation of APEL.Q are as follows:

- i. Recognizes the value of prior learning acquired through formal, non-formal or informal sources, as well as to promote the culture of lifelong learning;
- ii. Encourages adults with vast related working experience to earn a relevant degree award through a different evaluation mechanism without subjecting themselves to the traditional pathway; and

- iii. Potentially reduces the effort, time and cost of completing a study programme through the traditional pathway

If you would like to make enquiries or obtain an academic qualification under APEL.Q, you may contact our APEL Centre at 03-2700-5000 or via email at [APEL.HELP@help.edu.my](mailto:APEL.HELP@help.edu.my)

## **5.25 Prudent and Responsible use of Artificial Intelligence**

As a university, we have a responsibility to research and inform students about the advantages of the careful use of technologies like ChatGPT, Bing, and Bard while also ensuring that they comprehend the risks and ethical implications of such tools in order to provide our graduates with the skills they need to grow with emerging and evolving technologies.

In line with this, students are to be acquainted with the documents listed below:

- i. [HELP University Policy and Practise Guidance on the Acceptable and Responsible Use of Artificial Intelligence Text Generators in Teaching and Learning](#)
- ii. [HELP University Guide for the Use of Advanced Artificial Intelligence Tools in Teaching and Learning](#)
- iii. [Sample of Courses at HELP University where the Use of Artificial Intelligence is Prohibited](#)
- iv. [Malaysian Qualifications Agency \(MQA\) Advisory Note no. 2/2023 on The Use of Generative Artificial Intelligence Applications in Higher Education \(in BM\)](#)

## **6.0 Students Services**

### **6.1 Student Life and Wellness**

This department encompasses two vital aspects of the student's holistic participation in the University. The Department of Student Affairs looks at ensuring the students are given a platform to explore and participate in various student activities and organise various events to build their organisational and communication skills. Participating in sports activities albeit competitively or merely for recreation purposes is essential for the physical and well being of the students. To ensure the mental wellbeing of the students are addressed, the University has a Centre for Psychological and Counselling Services (CPCS) that caters for the mental wellbeing of all the students and staff of HELP University.

#### **6.1.1 Department of Student Affairs (Tel: 603-2716 2000)**

The Department of Student Affairs (DSA) was established to cater to the non-academic well-being of the students, particularly in extra-curricular

activities. The role of DSA is to provide a more conducive out-of-classroom learning environment for students and serves as an important channel to solicit and receive feedback and suggestions from students. The variety of clubs and societies under the administration of DSA also provides an opportunity for students to cultivate their talents and leadership capabilities, grooming them to be multi-skilled and all-rounded individuals.

Among the wide range of activities organised by these groups includes talks, quizzes, debates, forums, lectures (often by distinguished foreign academicians and professionals), etc. Selected student leaders are often given the opportunity to attend team-building camps, forums and seminars organised by the Ministry of Higher Education.

#### **6.1.1.1 Extracurricular Activities (ECA)**

HELP University is an institution of higher learning as well as a centre for the development of human potential. A holistic approach to education is adopted in which emphasis on both academic training and the development of social and interpersonal skills are given. For the latter, students gain these skills through their involvement in the various clubs/ societies and other special interest groups. Students are encouraged to take an active role in the various clubs and societies available at HELP University. Besides the recreational aspects, students also benefit from these activities by developing decision-making, organisational, team building and social skills.

Some of the active sports clubs at HELP University include athletics, badminton, table tennis, basketball, Volleyball and many others. Please refer to the Department of Student Affairs for the full listing of clubs and societies available at HELP University. Alternatively, you can visit **[www.helpstudentlife.com](http://www.helpstudentlife.com)** to view the various activities taking place at the University. Training sessions and matches (inter-collegiate championships) are organised regularly by the respective clubs for their members. Some clubs are registered nationally.

HELP University also participates actively in various Sporting Events such as Masiswa, Varsity, SIPMA, SUKIPT and many more which is organized yearly. HELP University is one of the strongest sports team and holds the record of 11 years (2003-2008, 2010-2013 & 2015) as Malaysian Association of Private Colleges and Universities (MAPCU) overall champion.

DSA also organises the annual Sports Carnival and Trekathon which is an Inter-Faculty event. This ensures that HELP University students are active mentally and physically. The best players would be selected for HELP University Sports Team to represent the University for various sporting events organized by Ministry of Higher Education. Sports scholarships are provided for



National and State sportsmen and sportswomen based on their level of representation.

#### **6.1.1.2 Sports Facilities**

Sports Facilities are provided for students by DSA at Wisma HELP, ELM Business School and HELP Subang 2 Campus. DSA also provides board games for students to borrow and play in their free time. Sports equipment such as football, futsal balls, basketballs, volleyballs, netballs, rugby balls etc can be borrowed by students for outdoor activities. DSA also owns 2 pool tables, 4 foosball tables, and 2 arcade machines as an extra sports entertainment for students.

#### **6.1.1.3 Table Tennis**

DSA at Wisma HELP, Wisma CL, ELM Business School and HELP Subang2 Campus provide students with table tennis playing facilities. Students can use the room to play in their free time or have their regular training sessions.

#### **6.1.1.4 Music Room**

Music room is available at DSAs in Wisma HELP, ELM Business School and HELP Subang2 Campus. Musical instruments such as guitars, drums, keyboards and piano is available in these spaces. Music Recording facilities available at Subang Campus which can be used for podcast and song recording.

#### **6.1.1.5 HELP International School**

Indoor and Outdoor facilities are available for booking at HELP International School. Students are required to book the facilities through the websites. (<https://bit.ly/HUBookingForm>)

#### **6.1.1.6 Bangsar Sports Complex**

The Bangsar Sports Complex has full sporting facilities like a full-sized swimming pool, a badminton hall, tennis courts, a volleyball court, etc. Reservation of these facilities can be made at the venue. For reservations, contact 603-2284 6065.

#### **6.1.1.7 The Challenger Sports Centre, Petaling Jaya**

This sports complex has facilities for futsal and badminton. For reservations, contact 603-7955 3311

#### **6.1.1.8 Astaka Sports Complex, Petaling Jaya**

The Astaka Sports Complex is the venue for football, squash, tennis, and rugby. Reservations of these facilities can be made at the venue. For reservations, contact +6 011-2122 4783

### **6.1.2 Centre for Psychological and Counselling Services (CPCS)**

Student Life & Wellness provides free and professional counselling and psychotherapy to both the students and staff at HELP University through the Centre for Psychological and Counselling Services (CPCS). Professional counsellors and clinical psychologists along with supervised graduate-level trainees provide the services at CPCS. CPCS offers personalized therapy to students who have difficulties, to better cope with their problems in order to achieve their fullest potential. Students who do not face significant concerns are also encouraged to come for counselling in order to find deeper meaning in their lives, as well as to discover their deeper potential.

Occasionally, personality testing, aptitude testing and other types of psychological tests are also offered to both students and staff of HELP University. Such tests assist therapists in deciding the most suitable form of intervention for their clients.

Aside from therapy services, CPCS also provides psychoeducation to both students and staff of HELP University. Seminars and/or workshops are conducted throughout the year on a variety of relevant topics, such as time management, stress management, emotional intelligence, study skills, relationship enhancement and others.

CPCS Telephone:

Wisma HELP: +603-2096 1212

Subang 2 Campus: +603-7849 3200/ 3201

CPCS Webiste: [www.cpcs-helpuni.com](http://www.cpcs-helpuni.com)

## **6.2 International Students Services Department**

Tel: +603-2716 2000 ext. 2013/15/16, email: [issd@help.edu.my](mailto:issd@help.edu.my)

**Please refer to Appendix A on the International Student Handbook on Page 108**

## **6.3 Career Advisory Services**

CAREERsense@HELP (located at Level 5, Wisma HELP and Level 6, Block B, Subang 2 Campus) is a one-stop career development centre.

### **Mission**

The centre's mission is to equip individuals and organisations with relevant knowledge and resources, which are needed for career success.

CAREERsense@HELP offers a host of career development services:

#### **a) Psychometric Testing and Assessment**

Students are profiled based on a series of Psychometric Test, which includes interest, aptitude, personality, career readiness and employability skills. These profiles would help lead students to holistic self-discovery.

#### **b) Career Counselling & Coaching**

Students would be able to have one-on-one sessions with a professional practitioner. Through career counselling and coaching, students could explore career options, and discover various career perspectives.

#### **c) Personal Development & Employability Training**

A series of employability training programmes (e.g. Résumé writing, interviewing skills, personal branding) are organised throughout the year. These programmes assist students to identify and bridge skill gaps which will prepare them to be employable.

#### **d) Employment & Internship Support**

Internship opportunities are shortlisted based on suitable work clusters. Students would be able to narrow down options and select their preferred organisations.

Employment opportunities are easily accessible to students via social media. Career transition from university to workplace can be a daunting process, thus the centre continues to support the HELP alumni, if they so choose to use our services.

CAREERsense also extends services to the general public and organisations.

### **6.4 Accommodation**

For Damansara Campus accommodation matters, contact Ms Say Hui of VW Homes (Tel: 018-665 3799, Email [vincentwong@vwhome.com.my](mailto:vincentwong@vwhome.com.my))

For Subang Bestari Campus accommodation matters, contact Mr Peter Lee (Tel: 018-389 9897, Email [petersubang@gmail.com](mailto:petersubang@gmail.com))

### **6.5 Parking**

Parking for students is available in Wisma Damansara and Peninsula Residence.

Wisma Damansara – The monthly season parking charges is RM159.00. For daily parking, the charges is RM10.00 per entry. Students who are interested to get season parking are advised to register and pay online via [www.secureparking.com.my](http://www.secureparking.com.my) An access card for seasonal use will be issued to them.

ELM Business School – The monthly season parking charges is RM191.00. For daily parking, the charges is RM10.00 per entry. Students who are interested to get season parking are advised to register and pay online via <https://www.times-parking.com.my/> . An access card for seasonal use will be issued to them.

Shuttle bus service is provided to transport students within campus spaces of the University. The shuttle bus operates from ELM Business School and goes to 10 Semantan bus stop, then to D28 Residency bus stop, then to Subway bus stop and returns to ELM Business School. The shuttle service is operated from Mondays to Fridays from 7:00 am to 6:45 pm on a 30-minutes interval. No shuttle bus service is available on weekends and public holidays.

Subang 2 Campus – Parking is provided at the following locations:

Within campus: 100 lots are allocated for students. Charges are based on monthly. RM 90 per month. Registration is done at DSA.

Public Parking Space (opposite Campus) – RM0.64/Hour. Payment only done thru e-wallet.

### **SHUTTLE SERVICE**

Shuttle van – Shuttle van is provided at routine times for students staying in residencies within 1km from the campus.

Shuttle bus – Shuttle bus is provided from Kelana Jaya & Kwasa Sentral to Subang 2 Campus at stipulated times.

MRT Services – Students from PBD can take the Semantan MRT to Kwasa Sentral. From there students can take the feeder bus T802 or our shuttle at scheduled time to HELP University Subang 2 campus. Students from Sg Buloh can take the MRT to Kwasa Sentral and from there to take the feeder bus or our shuttle at scheduled time to HELP University Subang 2 campus.

## VAN SHUTTLE SERVICE AT PUSAT BANDAR DAMANSARA

HELP UNIVERSITY SDN BHD

VAN SHUTTLE SERVICE AT PBD

ELM - 10 Semantan - D28 (Residence) - Jalan Setiajasa- Twins - Subway - ELM

As at 10/10/2024

### Shuttle 1 & 2 (2 VANS)

ELM	10 SEMANTAN	D28	Jalan Setiajasa	TWINS	SUBWAY	ELM
6:50 AM	6:55 AM	7:05 AM	7:15 AM	7:20 AM	7:25 AM	7:28 AM
7:30 AM	7:35 AM	7:40 AM	7:47 AM	7:52 AM	7:57 AM	8:00 AM
8:05 AM	8:10 AM	8:15 AM	8:25 AM	8:30 AM	8:35 AM	8:38 AM
8:40 AM	8:45 AM	8:50 AM	9:00 AM	9:05 AM	9:10 AM	9:13 AM
9:15 AM	9:20 AM	9:25 AM	9:35 AM	9:40 AM	9:45 AM	9:48 AM
9:50 AM	9:55 AM	10:00 AM	10:10 AM	10:15 AM	10:20 AM	10:23 AM
10:25 AM	10:30 AM	10:35 AM	10:45 AM	10:50 AM	10:55 AM	10:58 AM
BREAK						
12:05 PM	12:10 PM	12:15 PM	12:25 PM	12:30 PM	12:35 PM	12:38 PM
12:40 PM	12:45 PM	12:50 PM	1:00 PM	1:05 PM	1:10 PM	1:13 PM
1:15 PM	1:20 PM	1:25 PM	1:35 PM	1:40 PM	1:45 PM	1:48 PM
BREAK						
3:00 PM	3:05 PM	3:10 PM	3:20 PM	3:25 PM	3:30 PM	3:33 PM
BREAK						
4:30 PM	4:35 PM	4:40 PM	4:50 PM	4:55 PM	5:00 PM	5:03 PM
5:05 PM	5:10 PM	5:15 PM	5:25 PM	5:30 PM	5:35 PM	5:38 PM
5:40 PM	5:45 PM	5:50 PM	6:00 PM	6:05 PM	6:10 PM	6:13 PM
6:15 PM	6:20 PM	6:25 PM	6:35 PM	6:40 PM	6:45 PM	6:48 PM

### Shuttle 3 (1 VAN)

ELM	10 SEMANTAN	D28	Jalan Setiajasa	TWINS	SUBWAY	ELM
1:30 PM	1:35 PM	1:40 PM	1:50 PM	1:55 PM	2:00 PM	2:03 PM
2:30 PM	2:35 PM	2:40 PM	2:50 PM	2:55 PM	3:00 PM	3:03 PM
3:30 PM	3:35 PM	3:40 PM	3:50 PM	3:55 PM	4:00 PM	4:03 PM
4:30 PM	4:35 PM	4:40 PM	4:50 PM	4:55 PM	5:00 PM	5:03 PM
5:05 PM	5:10 PM	5:15 PM	5:25 PM	5:30 PM	5:35 PM	5:38 PM

For shuttle info, Join Telegram :

"HELP UNI Transporters" Link: <https://t.me/HelpUniShuttle>

For further clarifications kindly contact:

019-2018099 (Mr. Yoges M)

Please be noted that pickup time will be depending on traffic conditions.



## VAN SHUTTLE SERVICE AT SUBANG 2 CAMPUS

## HELP UNIVERSITY SDN BHD

### VAN SHUTTLE SERVICE AT SUBANG 2

as at 10/10/2024

Nadayu	Embayu	SU Residence	HP Villa	ATRIA	SU2 Campus
6:30 AM	6:40 AM	6:45 AM	6:50 AM	6:55 AM	7:00 AM
7:20 AM	7:30 AM	7:35 AM	7:45 AM	7:50 AM	7:55 AM
8:15 AM	8:25 AM	8:30 AM	8:35 AM	8:40 AM	8:45 AM
9:00 AM	9:10 AM	9:15 AM	9:20 AM	9:25 AM	9:30 AM
BREAK					
11:00 AM	11:10 AM	11:15 AM	11:20 AM	11:25 AM	11:30 AM
BREAK					
12:40 PM	12:50 PM	12:55 PM	1:00 PM	1:05 PM	1:10 PM
1:20 PM	1:30 PM	1:35 PM	1:40 PM	1:45 PM	1:50 PM
BREAK					
4:00 PM	4:10 PM	4:15 PM	4:20 PM	4:25 PM	4:30 PM
BREAK					
5:00 PM	5:10 PM	5:15 PM	5:20 PM	5:25 PM	5:30 PM
5:50 PM	6:00 PM	6:05 PM	6:10 PM	6:15 PM	6:20 PM
6:40 PM	6:50 PM	7:00 PM	7:05 PM	7:10 PM (end)	

For shuttle info, Join Telegram :  
For further clarifications kindly contact:

"HELP UNI Transporters" Link: <https://t.me/HelpUniShuttle>  
019-2618099 (Mr. Yoges M)



### MRT KWASA SENTRAL TO and FRO SUBANG CAMPUS

## SHUTTLE SERVICE FOR MRT KWASA SENTRAL ↔ SUBANG CAMPUS

As at 10/10/2024

KWASA TO SUBANG CAMPUS	SUBANG CAMPUS TO KWASA (RETURN)
7:30 AM	8:00 AM
8:30 AM	12:15 PM
1:00 PM	5:00 PM
5:45 PM	6:15 PM

For shuttle info, Join Telegram : *"HELP UNI Transporters"* Link: <https://t.me/HelpUniShuttle>

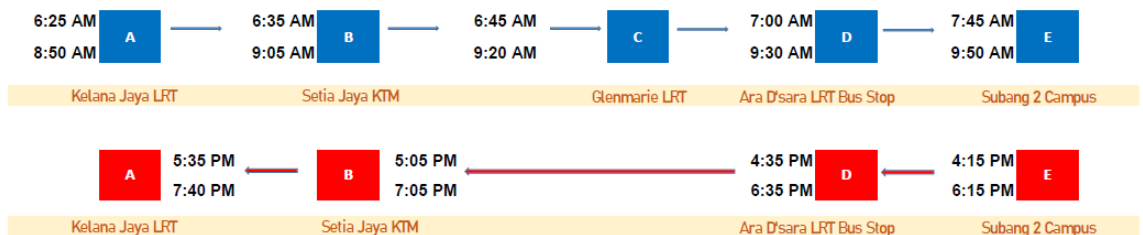
For further clarifications kindly contact: 019-2618099 (Mr. Yoges M)



### SHUTTLE SERVICE FROM KTM and LRT Stations

HELP UNIVERSITY SDN BHD

Shuttle Service from KTM & LRT Stations  
as at 10/10/2024



*Note: Pickup time will be depending on traffic conditions*

For shuttle info, Join Telegram :  
For further clarifications kindly contact:

*"HELP UNI Transporters"* Link: <https://t.me/HelpUniShuttle>  
019-2618099 (Mr. Yoges M)



## 6.6 Security

### Security Department

Manager:

Harizan Tarmuji, Tel: 018-3592912, email: [harizant@help.edu.my](mailto:harizant@help.edu.my)

Coordinator:

Ku Zahidah Ku Zainudi, Tel: 012-2806980, email: [kuzahidah.z@help.edu.my](mailto:kuzahidah.z@help.edu.my)

The Security and Safety Department of HELP University is committed to ensuring a safe, secure, and conducive learning and working environment for all students, staff, visitors and contractors/vendors. Its primary objective is to safeguard the university's assets, protect individuals, and prevent any risks or threats to campus safety through proactive measures, effective security protocols, and prompt incident response.

The Security and Safety Department also aims to foster a culture of safety and awareness by implementing best practices in campus security, maintaining compliance with regulatory standards, and collaborating closely with university stakeholders. Through vigilance, professionalism, and a customer-centric approach, the department strives to uphold the highest standards of safety to support the university's mission of excellence in education.

## 6.7 Student Portal – New myPride (Administration)

Corporate Information Centre HELPDESK

(Tel: **603-2716 2288**, email [helpdesk@helplive.edu.my](mailto:helpdesk@helplive.edu.my) for password issues)

*NewmyPride* is an online service designed for students with the main aims of allowing students to add and drop their subjects and view their results online. Students can also request their transcript and update their personal particulars in *newmyPride*.

As some particulars in *newmyPride* are linked to the HELP database, students are able check their personal details, financial status and academic status. Some important announcements and notices are also uploaded in *newmyPride*.

URL: [newmypride@help.edu.my](mailto:newmypride@help.edu.my)

## 6.8 Student Portal – HELP e-Learning

HELP e-Learning (<https://hlms.help.edu.my>) is a learning management system (LMS) uniquely designed using sound pedagogical principles, to enable educators create effective online learning communities.

**HELP e-Learning**

**How to Login?**

For the first-time login users, an email notification with auto-generated password will be sent to your helplive email. If you have not received it within 24 hours, please click [Reset Password link](#).

**For Students :**

If your student id is b123456, your login username is "b123456". If you have forgotten your password, please reset password by key-in your helplive email. For example: b12345@helplive.edu.my

**For Staff :**

If your email is abcdef.xyz@help.edu.my, your login username is "abcdef.xyz". If you have forgotten your password, please reset password by key-in your staff email

Please contact LMS support at [lms.support@help.edu.my](mailto:lms.support@help.edu.my) for assistance.

Already have an account?

Username

Password

☐ Remember username

[Log in](#)

[Forgotten your username or password?](#)

Students registered in HELP e-Learning are expected to experience the state-of-the-art facilities for the following purposes:

- Access multimedia course materials, lecture notes and power point presentations related to courses they are registered in.

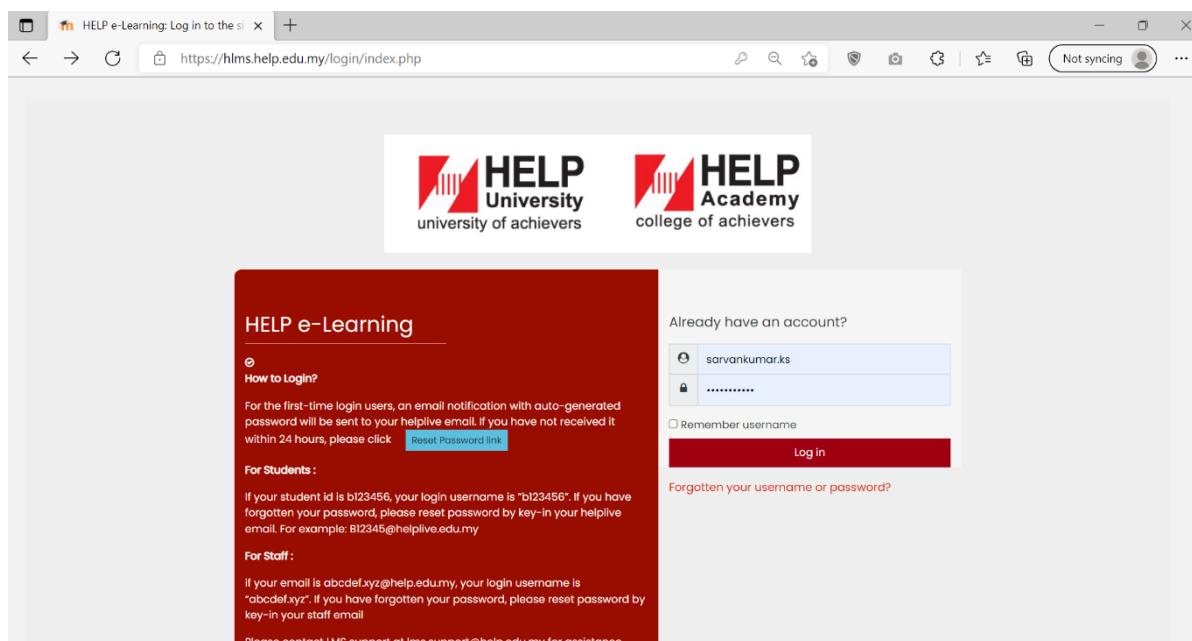


- b) Instructor and student-to-student interactions in computer conferences via discussions forum and chatting facility.
- c) Electronic and group mail, both within and outside of the course structure.
- d) Online assessments using LMS features such as quiz and assignment.
- e) Feedback between instructor and students and between students on joint projects;
- f) Virtual classroom and interactive teaching learning using LMS features.
- g) Intelligent monitoring of students' performance and progress.

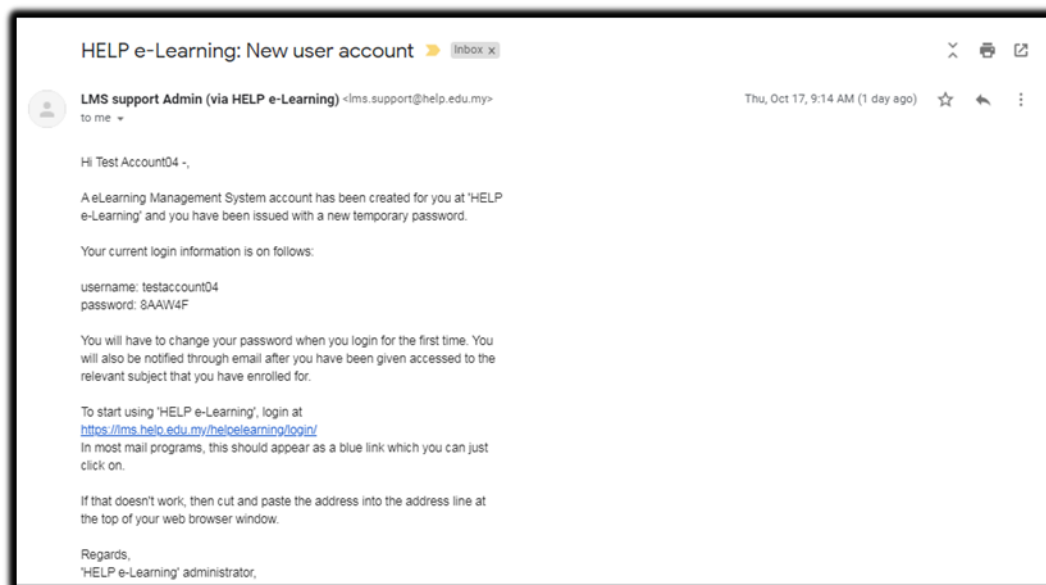
## Access to HELP e-Learning

For first-time users, you will receive an email notification (in your HELP live email) with an auto-generated password once you've been registered on the LMS.

1. Go to: <https://hlms.help.edu.my> and you will be redirected to the login page.
2. Insert your username: student ID (in lower case). For example: **b123456**



3. Then, insert the auto-generated password as found in the email notification.



4. Finally, change your password and once done, you may proceed to login to LMS using your username and password.

### Course enrolment on HELP e-Learning

If you are required to use this system to access course materials, you will be notified through email once you have enrolled for the subject (via NewMyPride / Registry). You will be given access to the course in LMS within 24 hours.

If you require assistance regarding access to HELP e-Learning, kindly contact [lms.support@help.edu.my](mailto:lms.support@help.edu.my)

## 6.9 Library

**HELP Learning Resource Centre (Tel: 603-2716 2017, Email [library@help.edu.my](mailto:library@help.edu.my))**

The primary objective of the HELP University Learning Resource Centre (LRC) is to provide students with the necessary resources to help them achieve excellence in their studies and research. The Learning Resource Centre runs the HELP University Library, which consists of the following libraries, namely

- HELP Business School Library and Law Library (ELM) at ELM Business School
- Founders Library (S2) at S2 campus
- HELP Academy Library (HA) at ELM Business School

The Library is therefore an important key to the acquisition of knowledge and information that will help to ensure success in their course of study. To achieve the full benefit from the Library students are encouraged to make use of its collection fully and abide by its rules and regulations.

The Library with a suitably large collection of up-to-date collection of text and reference books, periodicals, print journals and newspapers will provide a comfortable and conducive study environment for its users. To complement print resources, the libraries also provide access to more than 50 online databases, ebooks and other open access online resources. These resources can be accessed within campus and off campus. New resources and services are continuously being introduced.

Besides normal library loan services, the Library has implemented an Online Public Access Catalogue (OPAC) system KOHA. Other facilities such as PCs for online internet searching, scanner and photocopying services are also available in the Library.

The Learning Resource Centre observes the following opening hours as follows:

Days	ELM Library and Law Library	HA Library	Founders Library
Monday – Friday	8.30am – 6.00pm	8.30am – 6.00 pm	8.30am – 8.30 pm
Saturday	9.00am – 1.00pm	9.00 am – 1.00 pm	9.00 am – 1.00 pm
Sunday	Closed	Closed	Closed
Public Holiday	Closed	Closed	Closed

Additional study areas after library opening hours:

- S2 Library users may use Student Lounges at G-floor next to CMD office and Batic at Block H.
- ELM, Law and HA Libraries users may use Skyline Lounge at ELM 9<sup>th</sup> Floor.
- Study areas details at <https://library.help.edu.my/student-lounge/>

For more information of the Library resources available, please visit HELP Learning Resource Centre website at <https://library.help.edu.my/>

## **6.10 Computer Services and Cybersecurity**

Corporate Information Centre HELPDESK (Tel: 603-2716 2288)

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

HELP University's extensive computing resources for its students are enhanced by the services of HELP Desks located in the Subang Campus, ELM Business School and Wisma HELP. Staff at the HELP Desks are trained to provide various IT services to the students, including printing services and HELP e-mail and system access.

### **6.10.1 Learning Spaces or Computer Labs**

The Learning Spaces cater largely for the academic pursuits of students in computer-related subjects from various departments.

We have three Learning Spaces in ELM Business School. They house approximately 80 micro-PCs tailored for assignments and research.

Additional learning spaces are available in other buildings.

Specifically:

- a) Subang Campus x 5 learning spaces – computers in these labs total 136 units.
- b) Wisma HELP x 1 learning space – 40 units of computers.

We also have computers available for student access in other areas e.g. in the libraries in multiple buildings.

### **6.10.2 WiFi**

Wireless Local Area Network (WiFi) Hotspots in all buildings run on broadband lines. This facilitates student (and staff) access to the internet beyond the operating hours of other computer facilities in our campus, allowing those far away from home to communicate with friends and family in other time zones.

### **6.10.3 HELPLive email service (Official HELP email address)**

All email communication between the University and students will be through the HELPLive email service. Log in to "outlook.help.edu.my" to sign in.

All HELP email correspondence with students will be via the HELPLive email. HELP will not use the students' personal email as a means of email correspondence.

Students are encouraged to check their HELPLive email on a regular basis so as not to miss any important email notification/correspondence. Your official HELP email address is: [HELP\\_Student\\_ID@helplive.edu.my](mailto:HELP_Student_ID@helplive.edu.my)

HELPLive email accounts are created for all students who have paid their application fee. Once created, the system will generate a default password which will be sent to the students' personal email address.

#### **6.10.4 Cybersecurity**

##### **6.10.4.1 Cybersecurity Threats**

The amount of information and data we share online opens us all up to cybersecurity threats. Clicking an infected link opens the door to hidden malware, keystroke loggers, etc. Cybercriminals frequently spoof websites, email addresses, and social media profiles to manipulate user trust and gain access to personal information and even financial services resulting in data compromise and identity theft, as well as financial loss.

This makes it more important than ever for students to take responsibility for their own internet safety. The best way to fight cybercrime is through prevention. Always be alert and protect yourself both on and off campus.

- Do not click on links from unknown sources
- Do not open files from unknown sources
- Do not provide sensitive information to unknown parties

Always check & recheck sender email addresses. Pay attention to small discrepancies. @help.edu.my is not the same as @helps.edu.my

##### **6.10.4.2 Security Awareness: Passwords**

Most of us are guilty of reusing passwords, sharing passwords with others, or writing passwords down in easily accessible locations.

Hackers use a variety of techniques to crack passwords, including brute force attacks, phishing, keylogger software and even social engineering. You may not be able to protect yourself from every method, but poor password habits can make it all too easy for others to get into your devices, social media, and financial accounts.

You are at High Risk:

- When you use the same password for numerous sites
- When you choose common words for your password instead of complex combinations of characters, numbers and symbols
- When you store bank PINs, account numbers, health information, and passwords in your address books/contacts

#### **6.10.4.3 Passwordless Multi-Factor Authentication (MFA) & Self-Service Password Reset (SSPR)**

In light of the innumerable phishing/hacking/security breach attempts, the world is going Passwordless. We're following suit by implementing Passwordless MFA for all email accounts.

Passwordless MFA is a security feature that allows you to sign in to your account without entering a password, and instead, uses your phone or a security key.

However, some external systems like online libraries still require a password. If you have forgotten your password, or wish to change it yourself from anywhere at any time, you may access to HELP's Self-Service Password Reset (SSPR).

Set it up now at: "<https://aka.ms/ssprsetup>"

You'll need to choose 2 of 3 options:

- a) An alternative email account (eg. gmail/outlook/etc.)
- b) A mobile phone number to receive verification SMSes, much like banks utilise.
- c) Use of the Microsoft Authenticator App (available in Google Play Store / Apple App Store)

You'll need your Email address and current password to verify it's you, test the options you've chosen, and you're done!

You will be able to reset, unlock and change your password with the added security of having an extra verification method, like a phone number/email/passcode, to your user sign-in process.

#### **6.10.4.4 HELPDesks**

If you require assistance, please email [helpdesk@helplive.edu.my](mailto:helpdesk@helplive.edu.my)

The HELPDesk counters are located at:  
ELM Business School – Level UL  
Wisma HELP – Level 9  
Subang Campus – Block F L2

You may also download the app below from Google Play store/Apple App Store to report your computer-related problems.



For more information on cybersecurity, you may log in to HLMS.

## **Appendix A**

### **HELP UNIVERSITY INTERNATIONAL STUDENT HANDBOOK**

#### **CONTENTS**

#### **1.0 WELCOME TO HELP UNIVERSITY MALAYSIA**

#### **2.0 PRE-ARRIVAL INFORMATION**

##### **2.1 Submission of Documents/ Payment**

##### **2.2 Obtaining Visa Approval Letter (VAL)**

##### **2.3 Accommodation**

##### **2.4 Entry into Malaysia**

#### **3.0 Arriving in Malaysia**

##### **3.1 At the airport**

##### **3.2 Arrival at HELP University**

#### **4.0 Post-arrival Information**

##### **4.1 Life at HELP University**

##### **4.2 Welcome and Social Events**

##### **4.3 Life in Malaysia**

#### **5.0 Immigration Rules and Regulations**

##### **5.1 Immigration & Visas**

##### **5.2 Validity of Student Pass/Visa**

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##### **5.4 Personal Bond**

##### **5.5 Dependent Pass**

##### **5.6 Transfer of Studies from Other Institutions in Malaysia**

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##### **5.8 Returning Home During Holidays**

##### **5.9 Social/Tourist Pass**

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**5.11 If you lose your passport**

## **1.0 WELCOME TO HELP UNIVERSITY MALAYSIA**

Hello and welcome to HELP University!

The International Student Services Department (ISSD) is delighted that you have chosen to come to study at HELP University, and we hope this guide will help you in your preparations for coming to study and live in Malaysia. Please note this guide is also available on our website: [www.help.edu.my](http://www.help.edu.my)

We are based at Bukit Damansara Kuala Lumpur and Subang 2, Shah Alam, Selangor. We provide information, advice and guidance to international students including immigration advice, tuition fee status enquiries or general advice pertaining to your studies and life in Malaysia.

We hope you find this guide helpful. If you need more information and assistance before or after you arrive, you can either contact us by email [issd@help.edu.my](mailto:issd@help.edu.my) or telephone +603 27162000 or +03-78493271.

## **2.0 PRE-ARRIVAL INFORMATION**

The Malaysian government is committed to making the country a hub for world-class education and welcomes foreign students who want to pursue courses of study here. The government has made it convenient for foreigners with the genuine intention of studying in Malaysia to obtain a student pass and visa, a requirement by the country's Immigration Department.

From the 1st of February 2013 foreign students who wish to apply to a private institution of higher education must apply to study in Malaysia through Education Malaysia Global Services (EMGS). This One Stop Application process allows the student to search and apply for multiple programmes at multiple institutions all at the same time. Foreign students must only study in programmes and institutions that are accredited and licensed; Education Malaysia only lists programmes that meet these requirements; this takes some of the burden off the student.

Getting ready to come to study overseas in a new country, whether for a short or long period of time can be a daunting experience; that is why this guide provides you with detailed information and advice regarding what you should do, pack and check before leaving your home country.



## 2.1 Submission of Documents/ Payment

### Application Procedures

**All international students should read the requirements for enrollment carefully and ensure all information is complete before submission.**

- Payment of Application fee
- Four (4) recent passport-type photos (4 x 5.5 cm)- with a white background
- Two (2) set of photocopies of your passport, all pages including blank pages. (Passport validity should be more than 30 Months upon intake date.)
- Certified true copies of all relevant academic transcripts and examination results.
- For Oman, Iran and Sudan, Non-Objection Certificate (NOC) or eligibility letter from relevant embassy,
- If financed by a scholarship or study loan, documented evidence must be attached.
- English translations of all documents submitted
- (Incomplete applications cannot be processed)
- Health Declaration Form
- Self-Declaration Form

### **Additional Documents Required (Transfer student within Universities/School in Malaysia)**

If you graduated from an international high school in Malaysia:

- School Leaving Certificate or Completion Certificate.
- Release letter (from the former institution) and
- Attendance Report (there must be at least 80% attendance).
- International students from other higher education institutions in Malaysia who intend to change institutions before successfully completing their programmes will need approval from the Ministry of Education and Immigration Department.
- Health Declaration Form
- Self-Declaration Form

*\*\*Please note that International Students are not allowed to change the course. International Students are required to re-apply for a new Student Pass (Visa) should they decide to change the programme.*

**Please mail/courier or email to:**

**HELP University**  
**NO 15 Jalan Sri Semantan,**  
**Off Jalan Semantan,**  
**Bukit Damansara**  
**50490 Kuala Lumpur**  
**Tel: 603- 27162000**  
**Email: [marketing@help.edu.my](mailto:marketing@help.edu.my)**

Upon accepting the admission offer, new international students are required to make payment of admission acceptance fee and EMGS fee (which includes medical examination fee).

**Payment should be made to below bank details:**

**Payable to** : HELP University Sdn Bhd  
**Account No** : 359010303101  
**Bank Name** : HSBC BANK Malaysia Berhad  
**Branch** : Annex Menara Millenium, Jalan Damanlela,  
Pusat Bandar Damansara, 50490 Kuala Lumpur, Malaysia  
**Code** : HBMBMYKL

Once we receive your complete documents together with the International Student Visa and Application Fees, we will submit your application to EMGS (Education Malaysia Global Services).

This may take about 6-8 weeks after receiving the complete documents, together with the payment. We advise that all application forms arrive at least eight (8) weeks before the intake dates to ensure early approval. You can also track your application process at the EMGS website, and you will be able to download your Visa Approval Letter (VAL) once approved.

*\*\*Please note that you should avoid entering Malaysia during your visa process to avoid any delays and queries from Malaysian Immigration. It is required that the student be outside Malaysia while the visa is processed and visiting Malaysia at the same time could result in the rejection of your Student Pass Application. Transfer Students may process their application while in Malaysia; however, they will need to apply for a Special Pass for this process, which is subject to Malaysian Immigration approval.*

## **2.2 Obtaining Visa Approval Letter (VAL)**

**Upon receiving the VAL, students are required to proceed to the nearest Malaysian Embassy or High Commission to obtain an entry visa. Please note that the visa approval letter is ONLY valid for six (6) months.**

### **In Home Country**

Students must ensure that the required fees are paid before arrival. HELP will send the Airport Arrival Form for the students to complete and email it to [airportclearance@help.edu.my](mailto:airportclearance@help.edu.my) at least five (5) working days before arriving in Malaysia. Documents needed to be attached with the arrival for are as follows:

- Flight ticket
- Single Entry Visa (SEV) (for countries that require visas to enter Malaysia)

### **Preparation for Pre-Departure**

Check with your travel agent to make your airline reservation. If you already have your accommodation arranged, you are advised to arrive in KL at least a few days before your course starts, so that you can settle down with your accommodation and the new environment. Also remember that during holiday seasons, flights could be expensive or fully booked on your desired dates, so make sure you make your ticket reservation soon after you receive your Student Pass approval letter.

### **Before the departure, students must bring along the following important documents:**

- Original copies of previous qualifications, passport-size photographs, spare photocopies of passport, etc.
- Passport (**30 month-duration at the time of your departure**); and
- Visa Approval Letter (e-VAL)
- Single Entry Visa (SEV) (for countries that require visas to enter Malaysia).

### **What to pack**

#### **Clothes and Weather**

Malaysia is a tropical country situated near the equator. It averages 29 degrees Celsius year-round in Malaysia, so leave your sweaters and winter coats at home! Humidity is high and on the west coast of Peninsular Malaysia, the rainy season is from April to May as well as October to November. Light clothing such as T-shirts, slacks, Jeans, shorts, and shirts are ideal and will be most comfortable. In addition, cool clothing materials such as polyester and cotton are best suited to the climate.

#### **Electrical Equipment**

If you are bringing any electrical equipment with you, remember that the power supply in Malaysia is 220 - 240 volts / 50 cycle AC system. You may wish to purchase an adaptor for Malaysia's 3-square pin contact socket to use the electrical items from your home country. These are readily available for a reasonable price from convenience shops and supermarkets throughout Malaysia.

#### **Luggage**

When packing your luggage, remember that there are certain restrictions on the weight of luggage when you travel by air. Excess luggage charges can be quite expensive, so sometimes it may be cheaper to leave your books and heavy things at home and buy new ones in Malaysia. Make sure you label all your items of luggage. It is also a good idea to include a note of your particulars and destination inside your luggage should labels be damaged during transit or baggage handling. Important documents and personal items to pack:

#### **Money Matters**

The currency in Malaysia is the Ringgit Malaysia (RM). The estimated exchange rate is 1USD to RM4.48. Please check the latest currency rate for an up-to-date rate.

A credit card will be useful. It is advisable that funds should be brought into Malaysia in the form of traveler's cheques. It is not advisable to carry a large amount of cash with you. We recommend that you open a bank account shortly after you arrive in Malaysia.

(For information about opening a bank account, please refer to page 9 of this guide.)

You are advised to have sufficient funds for your expenses throughout the first 3 - 6 months of your studies.

### 2.3 Accommodation

The **VW Home** is a student residential facility providing a clean, comfortable, and conducive living environment for student based near ELM Business School Campus, Wisma CL and Wisma HELP. Located between PJ and KL city centers, it has easy access to public transportation. Prime Location with a lush and serene environment. Perfect place to stay for work or study while relaxing during the weekends!

The property is within walking distance of Wisma HELP; hence, students can enjoy the University's facilities at ease. Within the vicinity of the property, there are plenty of food options. Students also enjoy great convenience because all units are along the shuttle routes to HELP University and Semantan MRT.

The units are Fully furnished; you do not have to worry about extra costs for buying extra furniture or electrical items, and there is 24-hour security surveillance with CCTV coverage and internet service.

For HELP Student based in Subang 2 Campus, HELP University is working with **Hostel Pro**, a quality accommodation at affordable rates.

The student houses are all fully furnished with high-speed Wi-Fi, bed, mattress, study desk, wardrobe, air-conditioner, fan, fridge and washing machine.

Another value-added service provided by the management is their weekly cleaning service. With that, students can live in a clean and conducive environment.

### 2.4 Entry into Malaysia

#### Fill out the Disembarkation Card (Arrival Card)

Please fill out the Disembarkation Card which will be provided by the airline. The card can also be obtained in the airport arrival hall. You will need to keep the card with you.

### **3.0 ARRIVING IN MALAYSIA**

#### **3.1 At the Airport**

Upon arrival at Kuala Lumpur International Airport (KLIA), Kuala Lumpur International Airport 2 (KLIA2), or Subang Airport, students are required to find their way to the Immigration Section. As soon as you get off the plane at the airport, please proceed to meet our University Officer just before the PASSPORT control/immigration counter area. Our University Officer will be waiting for you JUST BEFORE THE IMMIGRATION counter, and you are required to report within 30 minutes of exiting the aircraft. You are to first report and meet our staff. (Please do not go to Duty Free for Shopping as it might delay your visa clearance process.) Our ISSD Officer will assist you with the necessary immigration clearance for your student visa (together with your Student Pass Approval Letter), and it is compulsory for you to meet our University officer to clear the immigration process. If you are confused, please approach the airport staff in uniform for assistance.

#### **At the Airport Immigration Counter**

Our University Officer will take you to immigration control. The Immigration Officer on duty will ask to show all the supporting documents for Student Visa. Please make sure that all your duly supporting documents are easily accessible in your hand luggage. The Immigration Officer will date stamp your passport. Please note that this is a temporary entrance permit (normally 14 or 30 days from your arrival) which is granted at the airport

Our University Officer will lead you to the Baggage/Luggage Collection Hall. Please make sure you check your luggage before you leave the airport. Should there be any missing luggage, kindly report immediately to the Airport's /Airline Missing Luggage Counter. We encourage you to immediately inform your family about your arrival. Our University staff will give Welcome Pack for you at your first arrival in Malaysia, complimentary by HELP University.

Should you wish to change some of your currency into Ringgit Malaysia (RM) and purchase a sim card, you may do so at the currency exchange counter and shops located at the Arrival Hall. All financial transactions in Malaysia are conducted in Ringgit Malaysia.

### 3.2 Arrival at HELP University

The student must report to the International Student Services Department (ISSD) (located at Level UL, ELM Business School or Block B Level in Subang 2 Campus) the following day.



**ELM Business School**



**Wisma HELP**



**Subang 2 Campus**



**Wisma C & L**

#### **Medical Health Examination**

The Malaysian Ministry of Education requires all international students to undergo a set of medical health examinations upon approval of their Student Pass in selected panel clinics/hospitals in Malaysia. Medical examination must be done within seven (7) days upon arrival.

Students coming from Yellow Fever Endemic Zones such as Africa and South America must ensure that they have been vaccinated before entering Malaysia. A Yellow Fever Vaccination Certificate, valid only if the vaccine is approved by the World Health Organization (WHO) and administered at an approved Yellow Fever Vaccinating Centre is required from those who come from these zones.

The Malaysian Ministry of Health will quarantine students from these zones without a valid Yellow Fever Vaccination Certificate upon arrival for two (2) weeks. The certificate is valid for 10 years and effective 10 days after the date of vaccination.

#### **Post-Arrival Medical Screening**

Once you arrive at HELP, the International Student Services Department (ISSD) will brief you on matters related to International Students before bringing you for a Post-Arrival Medical Screening.

To be fit for the Medical Screening:

- 1) Free from Alcohol consumption for at least 5 days prior to screening. Consumption of such will affect the results of your Post-Arrival Medical Screening.

- 2) Free from any Medication (unless prescribed by a medical doctor). Should you need to consume medication under a doctor's prescription, you will need to present your medication including doctor's written prescription during the Post-Arrival Medical Screening.
- 3) For students wearing spectacles or contact lenses, they are required to wear them during their Post-Arrival Medical screening.

Please bring your original passport, medical form (*will be provided by ISSD*), COVID-19 vaccination (*hardcopy or softcopy*) and download EMGS application in your mobile phone. Please fill in your details at the Digital ID part of the EMGS application. You will be required to scan the clinic's QR code using the EMGS application.

During Post-Arrival Medical Screening, the Health Examiner may refer you to a specialist should there be any complications concerning your health.

Once you completed your Post-Arrival Medical Screening, you will be required to submit your passport and you will be provided a Passport Letter with a copy of the front page with a picture and the Malaysia visa stamp page of your Passport.

Results of your Post-Arrival Medical Screening will be released within 3 working days. If you do not pass your Post-Arrival Medical Screening, an appeal can be made. If your appeal is not approved, then you will be required to exit Malaysia and return to your home country.

ISSD will submit your passport to EMGS for visa endorsement once you have passed your Post-Arrival Medical Screening. Your multiple-entry student visa will be processed within four (4) weeks from the date of submission.

## **Healthcare**

All students are required to take Health Insurance; this is **COMPULSORY** for all international students together with your visa. If you already have medical and hospitalization insurance from your home country that would cover you in Malaysia, you will still be required to have the Health Insurance purchased in Malaysia through HELP University from EMGS.

In case of any emergency, Malaysia's Emergency Services for ambulance, fire and police services can be contacted by dialing 999. You are advised to check with our International Student Office for the locations of emergency centres close to you. Also ensure that you are aware of which hospital is your insurance policy's preferred provider and where it is located. Carry your medical card in your wallet. Should you need to be admitted to the hospital, the Medical Card will ensure you can be admitted without unnecessary delay. Please contact the International Student Office and inform them of any emergency that has arisen, and of admission into the hospital.



## Medical and Health Insurances

All international students are to be covered by an insurance policy adhered to throughout their duration of studies. This will be organized by Education Malaysia Global Services (EMGS).

Medical and health insurance is mandatory and must be procured through EMGS for foreign students who are aged more than 18 years old and intend to apply for a Student Pass in Malaysia.

### General terms and conditions of the medical and health insurance:

- Cashless for inpatient medical treatment at network hospitals in Malaysia and full reimbursement for inpatient medical treatment at non-network hospitals in Malaysia, up to the maximum limit cover per annum.
- Full reimbursement for outpatient treatment less deductible of RM25 per visit in accordance with schedule of benefits.
- The insurer is connected to more than 70 hospitals and 2,000 clinics in Malaysia.
- Insurance cover commences from the date of entry. If foreign students applied in Malaysia, they will be covered from the date of Visa Approval Letter (VAL).
- No health declaration is required upfront for foreign students to obtain medical and health insurance cover, but they are required to attend a medical screening in Malaysia within 7 working days from the date of entry or the date of VAL if the students applied in the country.
- DOWNGRADE of insurance package is NOT ALLOWED but foreign students are allowed to UPGRADE his/her insurance package and the insurance company reserves the right not to cover for pre-existing conditions that are currently covered in the existing insurance package. The additional insurance premium for UPGRADE of insurance package can only be determined after the upgrade request is made to EMGS.
- Medical card will be made available within 14 working days from the insured date.
- Insurance claims reimbursement will be processed within 14 working days from the date of claim submitted with complete documents.
- 24/7 medical and health insurance helpdesk is available to help foreign students.



### Note:

### Example:

Student A participated in Basic Plan, and visited to clinic, with total eligible expenses incurred of RM200.

- Student A will be required to pay RM25 as deductible.



- Takaful Operator will cover the remaining RM175.

After this claim, the remaining Overall annual GP Limit shall reduce to RM325 (i.e RM500 – RM175).

Subsequently, within same certificate/coverage year, Student A visited to clinic again, with total eligible claim expenses incurred of RM400.

- Student A will be required to pay RM 25 as deductible.
- Takaful Operator will cover up to RM325 only (i.e subject to remaining Overall annual GP Limit);
- Remaining balance of RM50 will be borne by Student A;  
After this claim, the Overall Annual GP Limit has exhausted for the certificate/coverage year. Overall Annual GP Limit will refresh in subsequent certificate/coverage year.

## Opening a Bank Account

Before leaving home, it is a good idea to check whether your existing bank either has branches in Malaysia or has reciprocal arrangements with a Bank which would allow you to continue using their banking services when you arrive in Malaysia.

For the longer term, most students will find opening a Malaysia bank account as the most efficient way to manage their finances. To open a bank account in Malaysia, you will need the following:

- **The Letter of Student Status Verification from HELP University to confirm your status as a student in Malaysia.**
- **EMGS Verification letter for Bank**
- **Original Passport with validity of minimum of 6 months student visa**
- **Minimum deposit: Must be in Ringgit Malaysia (RM). Most banks require deposit of RM250 to open a new bank account.**
- **If you are under 18 years old, you will need an indemnity form signed by your parents and witnessed by the relevant authority from your home country.**

Most banks will issue debit cards or withdrawal cards to be used at automated- teller machines, or ATMs. You may use these cards to withdraw money from your account instantly from ATMs machines available 24 hours a day. Online banking is also widely used in Malaysia and offers another convenient platform for your banking needs.

Reminder: Never share your personal identification number (PIN) issued by your bank or your password for online banking with anyone and take care not to lose your card. If you do, notify the bank immediately to cancel your cards and apply for a replacement card.

**Banks in Malaysia normally operate from Monday to Friday, 9.30am to 4pm.** The opening times may differ from one bank to another. It is best to check with the respective banks on their opening times.



## 4.0 POST-ARRIVAL INFORMATION

### 4.1 Life at HELP University

You will find a friendly and welcoming community at HELP University. Do not hesitate to approach any staff for help. You will also find you are well supported here. We have a range of services to help you make the best of your time at university and provide advice and support if you encounter any problems.

### 4.2 Welcome and Social Events

#### International Student Orientation and Social Events

There are a few welcome events specifically for international students, and these take place across the University during registration day and into the start of the first session.

#### Student Societies

If you have a hobby or special interests, you might be able to find like-minded students in the University through the Department of Student Affairs. This club is also a great way to meet new people and make new friends, both local and international.

### 4.3 Life in Malaysia

In multi-cultural Malaysia, you will have the opportunity to experience different practices and experiences that are unique to Malaysia. Our **International Student Services Department (ISSD)** will be happy to help you if you have any questions.

Malaysia is one of the safest countries worldwide and safe to travel to any part of the country. Nevertheless, we still must take these precautionary steps.

- **STREET CRIME:** Particularly in tourist areas: pickpockets and bag snatchers. Self-defense is the same anywhere: wear your purse/bag strap over your chest (not just dangling from your shoulder) and hold your bag close.
- Women travelers should be sensitive to local customs and attitudes.
- Do not leave your laptop in a vehicle parked in a car park.
- It is always safer to travel with an acquaintance than alone.
- Do not enter a taxi if someone is already in the taxi in addition to the driver.
- Be observant with everything around you.
- If you are travelling late at night, go in a group. If the distance is a long walk, use a taxi.
- Don't visit cash-points alone at night.
- Do not use your mobile phone or personal stereo when walking alone in the street at night.



## Living Expenses in Malaysia

The cost of living in Malaysia is comparatively more affordable than in Western countries. Indications of the monthly living expenses in Malaysia are as follows:

Items	Estimated cost
<b>Rental</b>	RM600 – RM1500 (depends on location, facilities and sharing)
<b>Food</b>	RM800 - RM1300 per month. The amount varies and depends on your food preferences.
<b>Study Expenses</b>	RM1000 – RM1500 per year. Costs will depend on the subject you are studying. Many books can be found in the library.
<b>Travel Cost</b>	RM100+ per month. Travel expenses will be incurred when there is an emergency where you need to take a taxi or when you travel out of town by taking public transportation. However, if you own a vehicle such as a car or motorcycle, then you need to budget for daily travel expenses including fuel and toll charges.
<b>Social Life</b>	How much you spend depends on your interests and how much socializing you do. Some of the common activities are listed below:  Movies – RM10 – RM13 per person Bowling – RM4 – RM6 per game, rental of shoes RM2 – RM3 Gym/Dance – RM60 - RM150 per month (depends on packages available)

## Transportation Services

<b>Express Rail Link (ERL)</b>	The Express Rail Link (ERL) connects Kuala Lumpur City Air Terminal (KL CAT) at KL Sentral to the Kuala Lumpur International Airport (KLIA). It is the fastest way to travel from KL Sentral to KLIA since the journey takes only 28 minutes.
<b>Rapid Kuala Lumpur Light Rail Transit</b>	The Rapid Kuala Lumpur Light Rail Transit (Rapid KL LRT) comprises of two (2) network systems. It is one of the fastest, economical, and convenient ways to travel within KL.
<b>Monorail</b>	The monorail train is the most convenient means of transportation for travelling within the city centre. Tickets can be purchased on a daily or monthly basis at the respective stations.
<b>Commuter Trains (KTM)</b>	This is the train service for destinations outside KL. It has two (2) links; one starts from Batu Caves and ends in Port Klang (Pelabuhan Klang) passing through Subang Jaya and Shah Alam and the other links Rawang to Sg. Gadut. Tickets can be purchased at the respective stations.
<b>Taxi</b>	If you hail a taxi, the meter should start at RM4 the moment you step in. Taxi coupons are available at KL Sentral.
<b>Grab</b>	Download the application and you can book your ride.

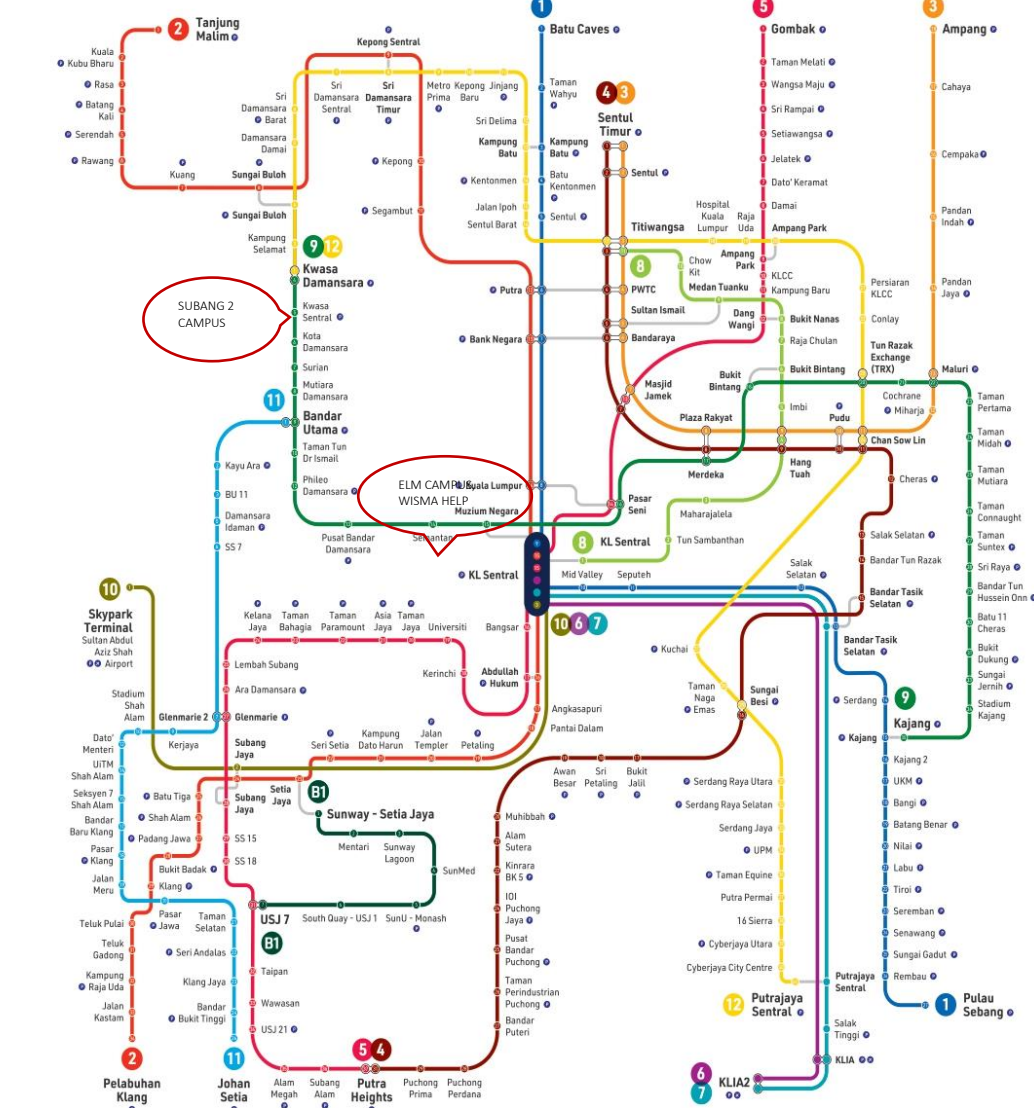
# Peta Transit Berintegrasi Lembah Klang

## Klang Valley Integrated Transit Map



**rapidKL**

**SUBANG 2 CAMPUS** ↔ **ELM CAMPUS / WISMA HELP**  
**MRT BUS T802** ↔ **KWASA SENTRAL** ↔ **SEMANTAN**



**1** KTM Larian Batu Caves - Pulau Sebang

**2** KTM Larian Subang - Pulau Sebang

**3** KTM Larian Tanjung Malim - Pelabuhan Klang

**4** KTM Larian Tanjung Malim - Pelabuhan Klang

**5** LRT Larian Ampang

**6** LRT Larian Sri Petaling

**7** LRT Larian Kelana Jaya

**8** LRT Larian Kelana Jaya

**9** LRT Larian Kelana Jaya

**10** LRT Larian Kelana Jaya

**11** LRT Larian Kelana Jaya

**12** LRT Larian Kelana Jaya

**13** ERL Larian KLIA Transit

**14** ERL Larian KLIA

**15** ERL Larian KLIA

**16** ERL Larian KLIA

**17** ERL Larian KLIA

**18** ERL Larian KLIA

**19** ERL Larian KLIA

**20** ERL Larian KLIA

**21** MRT Larian Kajang

**22** MRT Larian Kajang

**23** MRT Larian Kajang

**24** MRT Larian Kajang

**25** MRT Larian Kajang

**26** MRT Larian Kajang

**27** MRT Larian Kajang

**28** MRT Larian Kajang

**29** LRT Larian Shah Alam (Ukai Dam)

**30** LRT Larian Shah Alam (Ukai Dam)

**31** LRT Larian Shah Alam (Ukai Dam)

**32** LRT Larian Shah Alam (Ukai Dam)

**33** LRT Larian Shah Alam (Ukai Dam)

**34** LRT Larian Shah Alam (Ukai Dam)

**35** LRT Larian Shah Alam (Ukai Dam)

**36** LRT Larian Shah Alam (Ukai Dam)

**37** BRT Sunway Line

**38** BRT Sunway Line

**39** BRT Sunway Line

**40** BRT Sunway Line

**41** BRT Sunway Line

**42** BRT Sunway Line

**43** BRT Sunway Line

**44** BRT Sunway Line

**45** Putrajaya Sentral

**46** Putrajaya Sentral

**47** Putrajaya Sentral

**48** Putrajaya Sentral

**49** Putrajaya Sentral

**50** Putrajaya Sentral

**51** Putrajaya Sentral

**52** Putrajaya Sentral

Stesen Sambungan / Connecting Station

Stesen Pertukaran / Interchange Station

Stesen / Station

Stesen Terminal / Terminal Station



**rapidKL**

**Waktu Operasi Perkhidmatan / Service Operating Hours**  
 Isnin - Sabtu / Monday - Saturday: 6.00 pagi / am - 12.30 tengah malam / am  
 Ahad dan Cuti Umum / Sunday and Public Holidays: 6.00 pagi / am - 11.30 malam / pm  
 \*Waktu operasi perkhidmatan adalah tertakluk kepada keadaan dan keperluan semasa / Service operating hours are subject to current situation and needs.

03 7885 2585 | myrapid.com.my | suggest@rapidkl.com.my | MyRapidKL | AskRapidKL





## Telecommunication Services

The country code for Malaysia is +60.

### Landline:

#### The area codes for landline are:

- 02 - Singapore (There is no need to include Singapore country code when calling from Malaysia to Singapore)
- 03 - Kuala Lumpur, Putrajaya, and Selangor
- 04 - Kedah, Penang, and Perlis
- 05 - Perak
- 06 - Melaka, Muar district of Johor and Negeri Sembilan
- 07 - Johor (all districts except for Muar)
- 08x - Sarawak and Sabah
- 09 - Kelantan, Pahang, and Terengganu

#### To call a Malaysia number:

- From overseas: dial the country code for Malaysia, followed by the area code without the '0' and lastly the phone number. For example: +6 03 12345678 or 006 03 12345678
- From outside the local area: Dial the full area code, followed by the phone number. For example: 03 12345678
- From within the local area: Direct dial the phone number. For example, 12345678

### Mobile phones:

Malaysia has a number of mobile telephone service providers. The 3 largest providers include Digi, Maxis, Celcom etc., which utilize codes 010, 011, 012, 013, 014, 016, 017, 018, 019.

#### To call a mobile number:

- From overseas: Dial the country code for Malaysia, the mobile telephone provider's code without the '0' and then the telephone number. For example, +6 012 12345678
- From within Malaysia: Dial the provider's code with the '0' and then the telephone number. For example 012 12345678



## 5.0 IMMIGRATION RULES AND REGULATIONS

### 5.1 Immigration & Visas

In line with Malaysia's aspiration to become a Regional Education Hub and a Centre of Educational Excellence, the Immigration authorities have instituted a hassle-free entry procedure to welcome international students to study in Malaysia.

### 5.2 Validity of Student Pass/Visa

*The Student Pass/Visa is endorsed onto your passport. The endorsement indicates your visa type, the length of stay in Malaysia, the number of entries permitted, and the validity of the Student Pass. It is mandatory for you to submit documents to our International Student Services Department (ISSD) four (4) months in advance of the expiry date for us to either extend or apply for your new Student Pass/Visa on your behalf.*

#### **Extension of Student Pass/Dependent Pass**

An application for the extension of a Student Pass/Dependent Pass must be made at least four (4) months before the expiry date of the existing pass/visa. The application must include a photocopy of the passport, the original passport, and Immigration's fee for Student Pass (they are according to countries within the range of RM60–RM150) and advance tuition fee payment. Any penalty imposed by the Immigration Office for overstay or other penalties must be borne by the applicant.

(The Immigration has the right to cancel a student pass based on poor attendance and poor academic results.)

It is your responsibility to check the expiry date of your passport, and have it extended at least six (6) months before it expires. Students who fail to submit their passport or fail to inform our officer about their expiry dates would be considered as overstaying. Overstaying is considered a federal offense and therefore prosecutable by the court. Punishment imposed will vary from prison sentence to caning followed by immediate deportation back to country of origin depending on the severity of the case. It is strongly encouraged for all international students to be alert and wary of their Student Pass expiry date to avoid this.

#### **Immigration Requirements**

- You must satisfy programme requirements by attending 80% of all scheduled classes and achieving satisfactory academic results with a CGPA of 2.0. Failing to do so can result in your Student Pass being revoked.
- Students who are absent from classes within fourteen (14) consecutive days will be reported to the Malaysian Immigration Department and will be blacklisted.
- International students whose attendance is below the required percentage will be reported for non-attendance in accordance with Malaysian Government requirements and the Student Pass will not be renewed.



- Attendance in class is always compulsory unless you are able to provide a Medical Certificate (MC) from a certified doctor. Consistent failure to do so will result in your Student Pass being revoked.
- You are required to take responsibility for monitoring the expiry dates of your passport and Student Pass.
- Where an extension of the Pass is required, students must submit their passports to the International Student Office at least four (4) months before the expiry of the Pass to facilitate the extension. Failing to do so would result in paying an extra RM100.00 to obtain a Special Pass.
- All penalties imposed by the Malaysian Immigration Department in the event of late extension or expiry of the Student Pass are to be borne by the student.
- One (1) Month before completion of your education at HELP University, you are required to inform the International Student Services Department (ISSD) so that your Student Pass can be cancelled, or it might lead to forfeiture of the Personal Bond Deposit.

### 5.3 Payment for Student Pass/Visa

The Malaysian Immigration Department charges all students a fee of RM60-RM150 (depending on country) per year for student passes. Additionally, students who come from countries where entry visas into Malaysia are required will need to pay for an entry visa in Malaysia. The fees for entry visas vary – please check with the Malaysian Embassy in your home country for more information.

### 5.4 Personal Bond

All international students (except Diplomatic Pass holders, Permanent Residents, Malaysia My Second Home (MM2H) applicants are required to pay a Personal Bond, the amount of which is fixed by the Malaysian Immigration Department and varies from country to country.

(Payment will be under security deposit and the amount is totally refundable upon completion of studies if the student has not violated the rules and regulations of the Malaysian Immigration Department)

### 5.5 Dependent / MM2H pass

If you are a dependent or MM2H pass holder, you must obtain "permission to study" from Immigration Malaysia under this pass. Alternatively, to obtain a Student Pass to study full-time in Malaysia, you must surrender your Dependent / MM2H pass, as no one can hold two passes at the same time.

#### **Dependent Pass for Family members**

If you are an undergraduate or postgraduate student and has a valid student pass, your immediate family members may apply for a dependent pass to stay in Malaysia.

The approval is sole discretion of the Immigration Department of Malaysia. The dependent pass can be issued Parents, Spouses and Children of students.

- All postgraduate students enrolled in Public and Private Universities will be permitted to apply for dependent passes on behalf of their families.
- Undergraduate Students will only be permitted to apply for dependent passes on behalf of their families if they are citizens of the following countries.  
(Saudi Arabia, Bahrain, United Arab Emirates (UAE), Turkey, Qatar, Azerbaijan, Palestinian Territories, Kuwait, Yemen, Iran, Syria, Oman, Jordan, Lebanon, Iraq, Libya, Maldives)

**The following documents are required for a dependent pass application:**

- Two (2) certified photocopies of passport (inclusive of the front page, hard cover, and all used pages)
- For spouse, your original marriage certificate and translated (if not in English) & endorsed (by Embassy) copy of marriage certificate
- For children, original birth certificate and translated (if not in English) & endorsed (by Embassy) copy of birth certificate
- A passport-size photographs of yourself and each dependent application(s)
- A valid medical insurance for dependent application(s) throughout the stay in Malaysia
- Verification letter from the embassy
- Minimum RM5000 saving in Malaysian bank account
- Personal bond

(It is advised the dependent to get the pass approved and ONLY enter Malaysia)

## **5.6 Transfer of Studies to other Institutions in Malaysia**

If you want to transfer or continue your studies at another university **in Malaysia**, you must provide and submit the following documents:

If you are currently in Malaysia, please follow these steps:

- Letter of acceptance from the university to which you will transfer.
- Flight ticket (minimum of one month) based on the intake specified in the offer letter. (If the intake period exceeds two months). OR
- If your visa is still valid and about to expire, you must apply for a special pass from the university to which you will transfer, or we will cancel your valid visa once we receive the eVAL.
- Complete the withdrawal form (collect it from the Registry Department).

If you are currently living **outside of Malaysia**,

- Letter of acceptance from the university to which you will transfer.
- Complete the withdrawal form (collect it from the Registry Department).

## 5.7 Withdrawal/Deferral of Studies

### Withdrawal

- If you intend to withdraw must report to the International Student Services Department (ISSD) one month prior to leaving for your home country.
- You are required to obtain an approval/release letter from the University.
- You must bring along a confirmed air ticket or an offer letter from a different college/university for a Student Pass cancellation.
- Failure to comply with this procedure will necessitate the University will lodge police report and notifying the Embassy, Immigrations Department, and the Ministry of Education to cancel your Student Pass.

### Deferral of Studies

Students can apply for deferment of studies based on **MEDICAL REASONS**.

- Medical reasons include chronic illness, mental illness, maternity, or accident.
- A medical report by a specialist doctor to confirm student's inability to continue with studies together with the deferment form must be submitted to the Academic Department and International Student Services Department (ISSD).
- Students do not need to shorten their visas and can remain in Malaysia during the deferment period if their student visa is still valid.

For deferment based on **NON-MEDICAL REASONS**, the visa of a student will be shortened, and students must exit Malaysia.

- Please seek advice from the Academic Department on the affected remaining duration of studies.
- To shorten the duration of visa, please submit the following documents at least two (2) weeks before the departure date:
  - deferment form
  - confirmed flight ticket (for any transit of flight, it must not be more than 24 hours)
  - original passport
  - EMGS fee to shorten duration of visa
  - Please email a softcopy of the passport page with the exit stamp to ISSD before the departure once the student passes the immigration check counter at the Kuala Lumpur International Airport.
- For the process of re-application of visa, please seek advice from ISSD.
- For medical/non-medical reasons, the MAXIMUM number of deferment allowed is TWO (2) deferments / TWO (2) semesters ONLY for the entire duration of the Programme.

### 5.8 Returning Home During Holidays

If you are planning to return to your home country during the semester break or holidays, you need to inform the International Student Services Department (ISSD) for advice on your next Student Pass renewal.

### 5.9 Social / Tourist Pass

- It is illegal to study in Malaysia under a social / tourist pass.
- A Special Pass maybe granted at the discretion of the Director-General of Immigration or person acting on his behalf.
- The Director-General has the right to reject any Special Pass application without giving any reasons.
- The University strongly discourages the use of Social Visas to enter Malaysia before receiving your Visa Approval Letter. Please be reminded that as the University cannot guarantee your application for Student Pass will be approved, it may place your studies at high risk.

### 5.10 When you have a new passport

- If you renew or change your passport for any reason, please transfer your Student Pass sticker from the old passport to the new passport immediately.
- Your Student Pass will not be valid in the old passport.
- You need to bring your old and new passports to the International Student Office to prepare the necessary documents for the sticker transfer.
- There will be charges for a Single/Multiple entry visa based on the entry country.
- The duration for transferring the sticker would be 14 working days upon submission to the Immigration.

### 5.11 If you lose your passport

If you lose your passport, you must:

- Lodge police report immediately.
- Apply for a new passport at your embassy or high commission office by bringing along the police report.
- Upon obtaining a new passport, submit a copy of the police report and a letter from your embassy or high commission to ISSO as the supporting documents to obtain a replacement for your student pass. Your new student pass will be placed in the new passport.

**You are required to always carry your passport when travelling in Malaysia.**