



**FACULTY OF UNIVERSITY FOUNDATION STUDIES
(HELP MATRICULATION CENTRE)
HANDBOOK
Policies, Procedures & Guidelines**

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The conditions outlined in this Guidebook refers to the HELP University's own programmes unless otherwise mentioned. All programmes conducted by HELP University with its partners shall be subjected to the terms and conditions stated by the partners. In the absence of certain terms and conditions by the partners, HELP University's terms and conditions shall prevail.

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1.0 General Information

For sections 1.1 to 1.6, please refer to the University Handbook.

2.0 Admission

For sections 2.1 and 2.2, please refer to the University Handbook.

2.3 HELP Foundation

5 Clusters of LOs		Domain	PEO	PEOs	PLO	PLOs
1	Knowledge and understanding	Cognitive	1	Produce students with relevant knowledge and thinking skills to meet the demands of undergraduate study.	1	Demonstrate adequate knowledge and understanding required for undergraduate study.
2	Cognitive skills	Cognitive			2	Use critical and creative thinking skills required for undergraduate study.
3a	Practical skills	Psychomotor	2	Produce students who are able to execute scientific and practical skills with the ability to collaborate and communicate effectively in preparation for undergraduate study.	3	Practise a range of practical skills required for undergraduate study.
3b	Interpersonal skills	Affective			4	Initiate collaboration and commit to collaborative work required for undergraduate study.
3c	Communication skills	Affective			5	Express effective verbal and non-verbal communication required for undergraduate study.
3d	Digital skills	Cognitive	3	Produce students who demonstrate competency in using digital applications and essential numerical skills to meet the demands of undergraduate study.	6	Use digital applications to gather and present information required for undergraduate study.
3e	Numeracy skills	Cognitive			7	Demonstrate essential numerical skills for undergraduate study.
3f	Leadership, autonomy and responsibility	Affective	4	Produce responsible students who show continuous desire in autonomous learning for undergraduate study.	8	Adopt personal responsibility with minimal guidance required for undergraduate study.
4a	Personal skills	Affective			9	Initiate autonomous learning and adopt an inquisitive mindset required for undergraduate study.

2.3.1 Foundation in Arts

The Programme

The Foundation in Arts programme HELP University is a pre-university program specifically tailored for students who have successfully completed the SPM/O-Level examinations.

Bearing that in mind, the program is designed to cater to the needs of the students taking into account the following considerations:

- To provide a good quality Pre-University education that prepares the students to meet the demands of undergraduate study.
- To incorporate a certain degree of flexibility so that students can choose a discipline at a later stage rather than at the beginning of the programme.
- To include courses to give the students an edge over the others.
- To emphasize extracurricular activities as well as good pastoral care to ensure that students obtain a holistic education.
- To provide a conducive environment for study equipped with excellent facilities.

Rationale

- To equip students with the qualifications required for entry into tertiary institutions to pursue academic programs, such as Accounting, Economics, Business, Communication, Psychology, Information Technology, Analytics, Law and other Social Sciences and Humanities related programmes.
- To equip students with the intellectual tools and discipline for academic excellence and at the same time inculcate leadership qualities and good character.
- To provide students with skills and knowledge relevant to the needs of modern industry.

Duration

Students can complete the program in 1 year (3 semesters of 14 weeks per semester).

Program Structure

Students must complete 13 courses

The following courses are offered in the program:

		Credit Hours
FDCAP001	Culture, Arts and Politics	4
FDCTS001	Critical Thinking Skills	4
FDENG001	Intermediate English	4
FDENG002	Advanced English	4
(pre-requisite: FDENG001 Intermediate English)		
FDITC001	Computing Principles	4
FDPDL001	Personal Development and Leadership	3
FDSSK002	Study Skills	3
FDFMA001	Finite Mathematics	4
FDSTA001	Statistics	4
FDACT001	Principles of Accounting	4
FDBUS001	Introduction to Business Principles	4
FDCAL001	Calculus	4
FDECE001	Fundamentals of Early Childhood Education	4
FDECP001	Economic Principles	4
FDHCM001	Introduction to Human Communications	4
FDLES001	Introduction to Legal Studies	4
FDAID001	AI and Data Analytics	4
FDPRG001	Introduction to Programming	4
FDPSP001	Public Speaking and Presentation Skills	4
FDPSY001	Psychology for Personal Development	4
FDTHM001	Introduction to Tourism and Hospitality	4

Upon completion of all the required courses in the Foundation in Arts program, students will be awarded a Foundation in Arts certificate.

2.3.2 Foundation in Science

The Programme

The Foundation in Science programme at HELP University is a pre-university program specifically tailored for students who have successfully completed the SPM/O-Level examinations.

Bearing that in mind, the program is designed to cater to the needs of the students taking into account the following considerations:

- To provide a good quality Pre-University education that prepares the students to meet the demands of undergraduate study.
- To incorporate a certain degree of flexibility so that students can choose a discipline at a later stage rather than at the beginning of the programme.
- To include courses such as Study Skills and Critical Thinking skills to give the students an edge over the others.
- To emphasize extracurricular activities as well as good pastoral care to ensure that students obtain a holistic education.
- To provide a conducive environment for study equipped with excellent facilities.

Rationale

- To equip students with the qualifications required for entry into tertiary institutions to pursue academic disciplines, such as Medicine, Pharmacy, Biotechnology, Engineering, Information Technology, Sciences and other related programmes.
- To equip students with the intellectual tools and discipline for academic excellence and at the same time inculcate leadership qualities and good character.
- To provide students with skills and knowledge relevant to the needs of modern industry.

Duration

Students can complete the program in 1 year (3 semesters of 14 weeks per semester).

Program Structure

Students must complete 13 courses

The following are courses offered in the program:

		Credit Hours
FDCAP001	Culture, Arts and Politics	4
FDCTS001	Critical Thinking Skills	4
FDENG001	Intermediate English	4
FDENG002	Advanced English	4
(pre-requisite: FDENG001 Intermediate English)		
FDITC001	Computing Principles	4

FDPDL001	Personal Development and Leadership	3
FDSSK002	Study Skills	3
FDCAL001	Calculus	4

Specialization

FDFMA001	Finite Mathematics	4
FDPRG001	Introduction to Programming	4
FDPSY001	Psychology for Personal Development	4
FDSTA001	Statistics	4
FDPHY002	Physics 1: Mechanics, Lights and Optic	4
FDPHY003	Physics II: Fluid Mechanics, Electricity and Magnetism	4

Science Core Courses

FDCHM002	Chemistry I: Elements, Compounds and Organic Chemistry 1	4
FDCHM003	Chemistry II: Thermochemistry and Organic Chemistry 2 (pre-requisite: FDCHM002 Chemistry I)	4
FDBIO002	Biology I: Molecules, Cells and Energy	4
FDBIO003	Biology II: Systems and Functions	4

Upon completion of all the required courses in the Foundation in Science program, students will be awarded a Foundation in Science certificate.

2.3.3 Admission Requirements

2.3.3.1 Foundation in Arts

5 SPM/SPMV Credits* Credits or 5 'O' Levels Credits (Grade A to C) or equivalent qualification recognised by the Malaysian Government.

English requirement for international students:

IELTS = 4

TOEFL = 30-31

MUET = 3

PTE = 36

Entry into HELP University Psychology degree upon completion of the Foundation in Arts:

4 Credits in the Foundation in Arts (including Credit for either Intermediate English or Advanced English)

3 SPM/SPMV Credits*/'O' Levels Credits (Grade A to C) or equivalent qualification recognised by the Malaysian Government (including A in English and 1 Credit in a Mathematics and 1 Credit in a Science course)

Entry into HELP University Information Technology degree upon completion of the Foundation in Arts:

5 SPM/SPMV Credits* Credits or 5 'O' Levels Credits (Grade A to C) or equivalent qualification recognised by the Malaysian Government (including 1 Credit in a Mathematics course)

Entry into HELP University Computer Science degree upon completion of the Foundation in Arts:

5 SPM/SPMV Credits* Credits or 5 'O' Levels Credits (Grade A to C) or equivalent qualification recognised by the Malaysian Government (including 1 Credit in an Additional Mathematics course **OR** 1 credit in Mathematics and any one of the Science, Technology or Engineering courses or its equivalent, after which candidates will need to take a Mathematics reinforcement course with topics relevant to Computer Science at the beginning of their studies)

Entry into HELP University Business (Accounting & Finance) degree upon completion of the Foundation in Arts:

5 SPM/SPMV Credits* Credits or 5 'O' Levels Credits (Grade A to C) or equivalent qualification recognised by the Malaysian Government (including 1 Credit in a Mathematics and 1 Pass in an English course).

A minimum CGPA of 2.5 for the Foundation in Arts

*A Pass in Bahasa Melayu and Sejarah is compulsory for eligibility.

2.3.3.2 Foundation in Science

General Entry: 5 SPM/SPMV Credits* or 5 'O' Levels Credits (Grade A to C) or equivalent qualification recognised by the Malaysian Government. (Students must have a Credit in Mathematics and 2 Science courses ie. Biology / Chemistry / Physics for eligibility into the Foundation in Science programme)

English requirement for international students:

IELTS = 4

TOEFL = 30-31

MUET = 3

PTE = 36

Entry to Medicine, Pharmacy and Dentistry programmes upon completion of the Foundation in Science:

5B's in SPM/'O' Levels or equivalent qualification recognised by the Malaysian Government including these courses: Mathematics/Additional Mathematics, Biology, Physics, Chemistry

Entry to Engineering programmes upon completion of the Foundation in Science:
2 SPM Credits*/`O' Levels Credits (Grade A to C) or equivalent qualification recognised by the Malaysian Government (including 1 Credit in a Mathematics and 1 Credit in Biology OR physics OR Chemistry)

Entry into HELP University Psychology degree upon completion of the Foundation in Arts:
4 Credits in the Foundation in Science (including Credit for either Intermediate English or Advanced English)
3 SPM/SPMV Credits*/`O' Levels Credits (Grade A to C) or equivalent qualification recognised by the Malaysian Government (including A in English and 1 Credit in a Mathematics and 1 Credit in a Science course)

Entry into HELP University Information Technology degree upon completion of the Foundation in Arts:
5 SPM/SPMV Credits* Credits or 5 `O' Levels Credits (Grade A to C) or equivalent qualification recognised by the Malaysian Government (including 1 Credit in a Mathematics course)

Entry into HELP University Computer Science degree upon completion of the Foundation in Arts:
5 SPM/SPMV Credits* Credits or 5 `O' Levels Credits (Grade A to C) or equivalent qualification recognised by the Malaysian Government (including 1 Credit in an Additional Mathematics course **OR** 1 credit in Mathematics and any one of the Science, Technology or Engineering course or its equivalent, after which candidates will need to take a Mathematics reinforcement course with topics relevant to Computer Science at the beginning of their studies)

Entry into HELP University Business (Accounting & Finance) degree upon completion of the Foundation in Arts:
5 SPM/SPMV Credits* Credits or 5 `O' Levels Credits (Grade A to C) or equivalent qualification recognised by the Malaysian Government (including 1 Credit in a Mathematics and 1 Pass in an English course).
A minimum CGPA of 2.5 for the Foundation in Arts

*A Pass in Bahasa Melayu and Sejarah is compulsory for eligibility.

3.0 Financial Information

For payment information, please refer to Appendix F.

For sections 3.1 to 3.5, please refer to the University Handbook.

4.0 ACADEMIC POLICIES AND PROCEDURES

For Section 4.1, please refer to the University Handbook.

4.2 Progress Through Programme

4.2.1 Maximum Duration for Programme Completion

The maximum time allowed for a student to complete the Foundation in Arts/Science programme is 6 semesters.

For Sections 4.2.2 to 4.2.4, please refer to the University Handbook.

4.3 Academic Progression and Performance

For sections 4.3.1, 4.3.2 and 4.3.4 please refer to the University Handbook.

4.3.3 Exceeded the maximum duration allowed for course completion

The student must re-register for the programme and begin the programme all over again from Semester One if they wish to stay on the same programme. The student may opt to re-register for a different specialization.

4.4 Course Enrolment Regulations

For course enrolment please refer to Appendix E.

For sections 4.4.1 to 4.4.4, please refer to the University Handbook.

4.4.5 Null and Void Enrolments

Please refer to the University Handbook

4.4.5.2 Restriction on Course Enrolment

Starting January 2025, student can enrol for up to a maximum of 19 credit hours in each semester.

For Sections 4.4.6 to 4.4.7, please refer to the University Handbook.

4.4.8 Credit Exemption

The granting of an exemption in a course is equivalent to a pass in the course for pre-requisite purposes.

4.4.9 Free Electives

Not applicable to the HELP Foundation Programme.

For Section 4.4.10, please refer to the University Handbook.

For Sections 4.5 to 4.7, please refer to the University Handbook.

4.8 Examinations

For Sections 4.8.1, 4.8.2 and 4.8.4, please refer to the University Handbook.

4.8.3 Remedial Continuous Assessment (RC) and Remedial Final Assessment (RF)

*The Remedial Continuous Assessment (RC) and the Remedial Final Assessment (RF) are remedial actions that provide students with an opportunity to make an attempt at a failed assessment component of the course. The RC serves as remedial action for any failed Continuous Assessment (CA) while the RF is a remedial action for a failed Final Assessment (FA). **RC and RF are optional to students who are eligible.** RC and RF will be conducted on campus. A student will only be eligible for RC/RF if they have attempted **ALL** continuous assessments and the final assessment.*

RC

The student has marginally failed the subject but has passed the final examination component. He is now required to resubmit the particular continuous assessment item that he did not initially pass, and if completed at the required standard, the student will be awarded a capped grade to replace the RC grade.

RF

The student has marginally failed the subject but has passed all the other continuous assessment components. He is now required to resit the final examination component and if he completes it at the required standard, he will be awarded a capped grade to replace the RF grade.

Fee

RM 300 per remedial assessment

4.8.5 Missing Final Assessments

Please refer to Appendix B.

For Sections 4.9 to 4.10, please refer to the University Handbook.

4.11 Assignment Extension Policy

For Section 4.11.1, please refer to the University Handbook.

4.11.2 Due Dates

Please refer to the University Handbook and Appendix D in this guide, on Penalties for Late Submission of Assessments.

For Section 4.11.3, please refer to the University Handbook.

4.11.4 Return of Assignments/Return Date

All marked assignments shall be made available for viewing by students.

4.12 Special Consideration Regulations

Please refer to the University Handbook and Appendix C in this guide.

4.13 Academic misconduct

For Sections 4.13.1 to 4.13.6, please refer to the University Handbook

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). Refer to Appendix D for the Penalties for Plagiarism.

- a) Information taken from any source must be cited.
- b) If you copy the words (more than 3 words in the same sequence) from the source, this is called a direct quotation. Quotation marks “..” must be used and this must be cited.
- c) If you re-write or summarize the information in your own words, this is called a paraphrase. No quotation marks are necessary, but the source must be cited.
- d) Submitting the work of others as his/her own, for the purpose of satisfying formal assessment requirements for coursework, projects, dissertations, etc.
- e) While it is recognized that scholarly work often involves reference to the ideas, data and conclusions of other scholars, intellectual honesty requires that such references be explicitly and clearly noted.

For Section 4.13.8 to 4.13.11, please refer to the University Handbook.

4.13.12 Denial of Plagiarism

If the student denies having plagiarized/colluded, the Academic Integrity Board will investigate into the matter.

For Section 4.13.13 to 4.13.15, please refer to the University Handbook.

4.13.16 Turnitin Similarity Index

The **acceptable** Turnitin Similarity Index limit for the HELP Foundation programme **shall not exceed 20%**.

4.13.17 Findings of Academic Integrity Board

The findings of the Academic Integrity Board will be submitted to the Head of Department for and appropriate penalty to be meted. Please refer to Appendix D.

4.13.18 Notification of Outcome

The student will be notified of the outcome in writing by the Academic Department.

4.14 Grading

Effective from 1 January 2014 the grading scheme applicable to the Foundation in Arts/Science programme is as follows:

MARK RANGE	GRADE	GRADE POINT
85-100	HD 1	4.00
80-84	HD 2	4.00
75-79	DI 1	3.75
70-74	DI 2	3.50
65-69	CR 1	3.25
60-64	CR 2	3.00
55-59	PS 1	2.75
50-54	PS 2	2.50
0 - 49	FL	0.00

Effective from July 2024 the grading scheme applicable to the Foundation in Arts/Science programme is as follows:

MARK RANGE	GRADE	GRADE POINT	DESCRIPTION
85-100	A+	4.00	High Distinction
80-84	A	3.75	High Distinction
75-79	A-	3.50	Distinction

MARK RANGE	GRADE	GRADE POINT	DESCRIPTION
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	FL	0.00	FAIL

4.14.1 Other Grading Symbols

AW Approved Withdrawal

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

GP Grade Pending

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

IP In Progress

This grade is given each semester for courses taken over two or more semesters until the semester the course 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 course.

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.

For Sections 4.14.2 and 4.14.3, please refer to the University Handbook.

For Sections 4.14.2.2 to 4.14.2.4, not applicable to the HELP Foundation Programme.

For Section 4.15, please refer to the University Handbook.

4.16 Cumulative Grade Point Average (CGPA)

4.16.1 Formula

The CGPA can be obtained with the following formula:

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

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

The minimum value is 2.50.

Effective July 2024, the minimum value is 2.00.

For sections 4.16.2 to 4.16.17, please refer to the University Handbook.

For sections 4.17, please refer to the University Handbook.

4.18 Assessment Structure

4.18.1 Continuous Assessment

Each course is evaluated through both continuous assessments and examinations every semester. Regular attendance at every class is expected.

4.18.2 Final Examination / Assessment

Final examinations/assessment are mandatory for all courses in the Foundation programs. All students are required to sit for the final examinations or complete the final assessments on the specified date and time.

4.18.3 Breakdown of Assessment

Continuous Assessment:	50%
Final Assessment (Exam/assignment):	50%
Total Score:	100%

4.18.4 Medical Certificate Submission Policy

In cases of illness or medical emergencies that result in absence from classes, students must adhere to the following submission procedure:

Digital Submission: A clear digital copy of the medical certificate or an official medical letter must be submitted via email or the designated learning platform to the relevant lecturer as soon as possible.

Original Document Submission: The original medical certificate or official letter must be submitted in person to the HELP Matriculation Centre

Administrator's Office within three (3) working days from the date the student resumes classes.

Failure to fulfil both the digital and original submission requirements may result in the absence being classified as absent, which could affect attendance records and academic standing.

5.0 General Policies and Procedures

For Sections 5.1 to 5.25, please refer to the University Handbook.

5.26 Academic Integrity Board (AIB) of HELP Matriculation Centre

The Academic Integrity Board (AIB) is a group of faculty members and administrative staff who are committed to upholding academic integrity and resolving issues of academic misconduct by both students and staff at HELP Matriculation Centre, HELP University. The Board serves as reference point for the faculty to arrive at fair decisions related to academic integrity, as well as for students to report any grievances concerning fairness or general academic conduct encountered in any of the courses in the Foundation programmes.

The HELP Matriculation Centre is proud to be an institution of holistic education, and the AIB serves to uphold a consistent high standard for all its members. By ensuring fairness and due diligence in academic integrity issues, we aim to develop an academic community infused with the values necessary to succeed in life.

Students who wish to lodge a grievance with the AIB may get the relevant forms from the administrative staff at HMC or the HLMS.

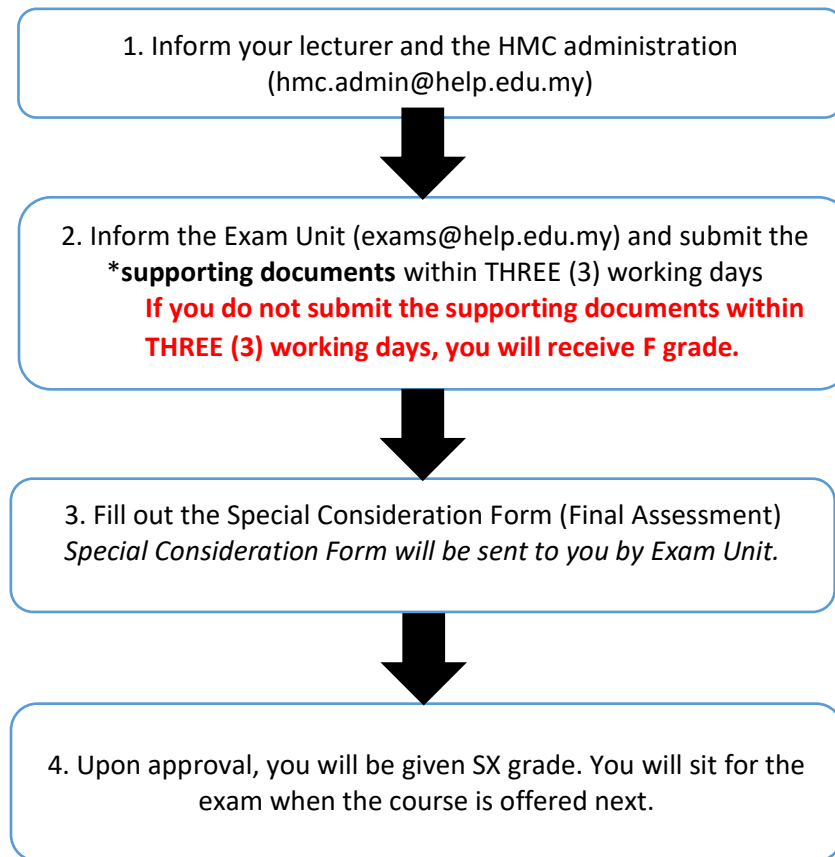
6.0 Students Services

For Sections 6.1 to 6.10, please refer to the University Handbook.

For Appendix A (International Student Handbook), please refer to the University Handbook.

APPENDIX B

Special Consideration for Missed Final Assessment [STUDENTS]



Only ***supporting documents** for the following misadventure or extenuating circumstances will be considered for approval:

Misadventure

Circumstances contributing to misadventure include

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

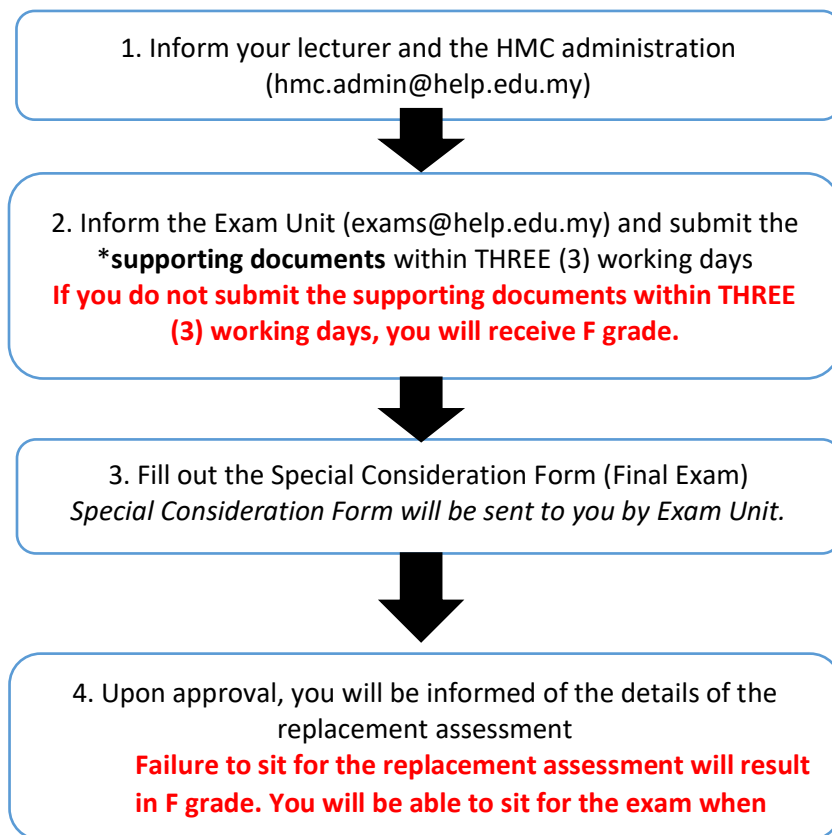
Extenuating Circumstances

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

***All decisions made by the department are final**

Special Consideration for Missed Final Assessment [GRADUATING STUDENTS]



Only ***supporting documents** for the following misadventure or extenuating circumstances will be considered for approval:

Misadventure

Circumstances contributing to misadventure include

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

Extenuating Circumstances

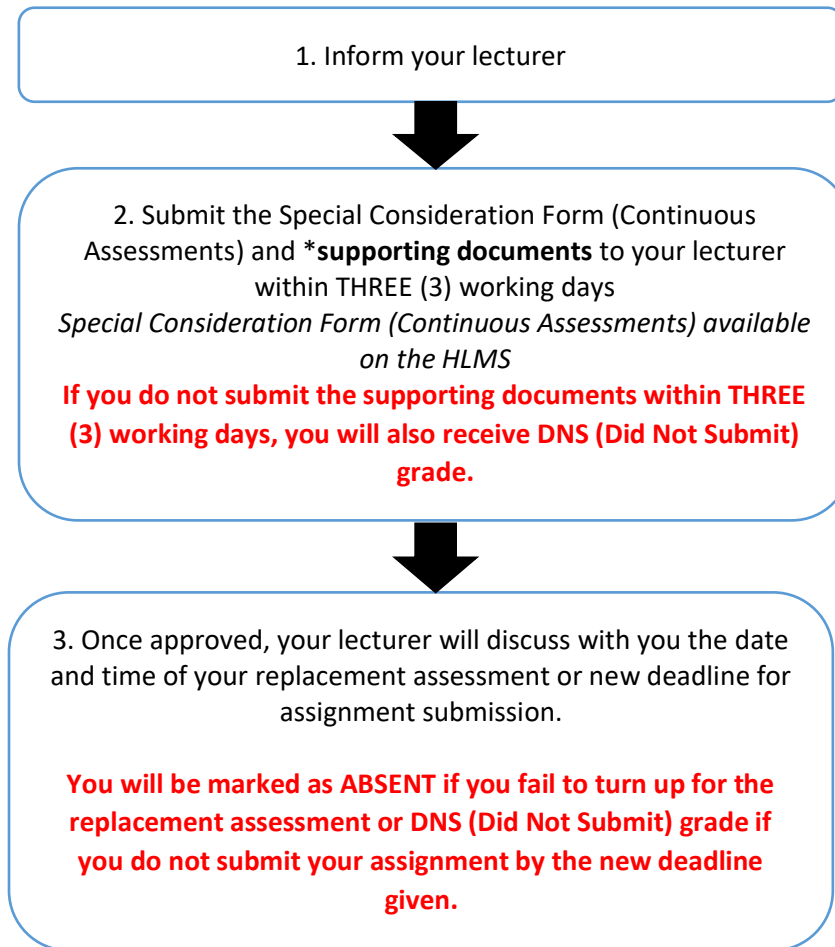
These include:

- 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

***All decisions made by the department are final**

APPENDIX C

Special Consideration for Missed Continuous Assessments



Only ***supporting documents** for the following misadventure or extenuating circumstances will be considered for approval:

Misadventure

Circumstances contributing to misadventure include:

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

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

***All decisions made by the department are final**

APPENDIX D

Penalties for Late Submission of Assessment (where applicable) (Including answering, compiling, and uploading)

5:01pm – 5:15pm	=	50% deduction
5:16pm onward	=	100% deduction

Penalties for Plagiarism (-% provided by LMS / Turnitin) (where applicable)

20% or less similarity	=	No mark penalty
21% - 35% similarity	=	20% deduction from total
36% - 50% similarity	=	50% deduction from total
51% or more similarity	=	0 marks awarded

APPENDIX E

1. NewmyPride

1.1 HOW TO ENROL/ADD/DROP using new myPride

This option will be displayed on the left menu when the enrol/add/drop subject period is opened for online enrolment.

1. Click <Online Add/Drop Subjects>.
2. Click <Select> under Course Details to select your course.
3. Click <Select> under Semester Details to select your course's semester. Only the semester/semesters that is/are open for online enrol/add/drop will be displayed.
4. To enrol/add a subject (s):
 - Click the drop down at Subject to select the subject(s) that you wish to enrol/add.
 - Continue to select other subject(s) that you wish to enroll/add.
 - To confirm the subject(s) that you wish to enrol/add, click <Submit>.
 - Once you click <Submit> an invoice for your subjects will be generated and sent to your personal email and HELPLIVE email for your reference/further action.
5. If you are unable to receive an invoice to your email or helplive email, remember "to allow pop-ups, by unticking the box next to Pop-up blocker"
6. Note that you do not need to show an Invoice to the Bursary before you pay. What you need to do is to:
 - (i) Check that your subjects have been correctly enrolled/dropped in new mypride. Check under "Subjects Enrolled"
 - (ii) Check that the invoice amount in new myPride is correct. Check under "Outstanding Invoices". You may print your outstanding invoices if your financial sponsors require them.

Important Notes:

- i. The online enrolment of subjects is opened during the specified start and end dates of the Enrolment Period only.

Your online enrolment will not be successful if you have the following situations:

- a) You have an overdue outstanding fee owing to HELP (e.g resource fee, course fee, insurance fee, visa renewal, visa processing fee, etc). Email

registry.fees@help.edu.my

- b) You have not submitted a copy of your important document/certificate to the Registry (e.g a copy of your signed offer letter, a copy of SPM, O Level, STPM, A Level, UEC or Diploma results and certificate). Email registry.admission@help.edu.my
- c) If the pre-requisite(s) to the subject(s) you wish to enrol has/have not been met. Refer to your academic department
- d) If you have not completed a certain level of study to enable you to enrol in those subjects. Refer to your academic department
- e) For International Students :
If your visa has expired (Refer to the International Students Department- ISSD).
If you have not submitted your medical report to the ISSD (Refer to ISSD).
Email: issd@help.edu.my

1.2 HOW TO CANCEL/DROP A SUBJECT (S) using new myPride

1. Click <Select> under Course Details to select your course.
2. Click <Select> under Semester Details to select your course's semester. Only the semester/semesters that is/are open for online cancel/drop will be displayed.
3. Tick on the subject(s) you wish to cancel/drop.
4. Click <Drop Subject>.
5. To confirm the subject(s) that you wish you to cancell/drop, click <Submit>.

Note :

- i. The online Cancel/Drop subjects will be successful only if you have fulfilled all the conditions as prescribed by Registry and/your Department.
- ii. The online Cancel/Drop subject is opened during the specified start and end dates of the Enrolment Period only.

1.3 HOW TO VIEW RESULTS using newmyPride, click on <Subjects Enrolled>.

Note:

You will not be able to view your results in the new myPride if you have an OVERDUE outstanding fees. Please refer with Registry for your outstanding fees.

Email registry.fees@help.edu.my

APPENDIX F

PAYMENT (For enquiries on payment, email bursarycashier@help.edu.my)

Online Payment (JomPAY)

(Payment using RHBNow, Maybank2u, CIMBClick, or other internet banking)

JomPAY bill payment details:

Biller Name	: HELP University Sdn Bhd
Biller Code	: 8433
Ref 1	: Your Student ID no.
Ref 2	: Student Name

Online payment gateway via :

1. **FPX (Internet Banking)** - This is valid only if you have an internet banking account with a local Malaysian bank. You can also pay via the credit/debit card that you have with the bank.
2. **MPGS (Visa/Mastercard)** — This is valid for various local and international credit and debit cards.

Steps for online payment gateway

1. Log in to "My Pride".
2. Click the Outstanding Invoices tab. You will see your outstanding invoices here.
3. Select the invoice(s) that you wish to pay for by 'ticking' the box for the invoice. You can select multiple invoices to pay or change the amount to pay on the invoice.
4. After the selection, please click on "Preview amount to pay" to confirm.
5. Click 'Confirm' if you wish to proceed with your payment.
6. Select your preferred payment method, i.e. FPX or MPGS and enter your payment details.
7. A receipt will be auto-generated once the payment is successful.

For International students in their home country — payment via telegraphic transfer

Name of Bank	: HSBC BANK MALAYSIA BHD
Account Name	: HELP UNIVERSITY SDN BHD
Account Number	: 359-010303-101
Bank Address	: LEVEL 1, ANNEXE MILENNIUM, JALAN DAMANLELA PUSAT BANDAR DAMANSARA, 50490 KUALA LUMPUR, MALAYSIA
Swift Code	: HBMBMYKL

Please scan a copy of your bank deposit slip with your full Name, Student ID and Contact No. and email to bursarycashier@help.edu.my

To print your receipt, Log in to newmypride > click on Payment Receipt and view/print.

APPENDIX G

Remedial Continuous Assessment /Remedial Final Assessment

The Remedial Continuous Assessment (RC) and the Remedial Final Assessment (RF) are remedial actions that provide students with an opportunity to make an attempt at a failed assessment component of the course. The RC serves as remedial action for any failed Continuous Assessment (CA) while the RF is a remedial action for a failed Final Assessment (FA). **RC and RF are optional to students who are eligible.**

Criteria for Eligibility

A student will be eligible for RC/RF if they:

1. have marginally failed the course (overall score between 0 and 49)
2. have attempted all continuous assessments and the final assessment

****Students who have failed both the continuous assessments and the final assessment are NOT ELIGIBLE for RC/RF.***

Possible scenarios

- a. Student passes CA but fails FA
➔ Awarded RF
- b. Student fails CA but passes FA
➔ Awarded RC – students will redo only the failed assessment item

****Marks obtained for RC/RF will replace the original marks; however, the grade is capped at C/PS2.***

Venue

RC and RF will be conducted on campus.

Students who have valid reasons for not being able to return to campus for the assessment may:

- a. sit for the assessment at an exam centre convenient to them. The cost shall be borne by the student.
- b. choose not to attempt RC/RF.