Masters in Counselling

**Program Handbook
2024**

Department of Psychology
HELP University
Level 10, Wisma HELP,
Jalan Dungun, Bukit Damansara
50490 Kuala Lumpur.

603-2711 2000

www.help.edu.my

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1.1 Welcome Note from the Dean

On behalf of our team at the HELP University Faculty of Behavioural Sciences, Education, and Languages, I would like to welcome you to our Masters in Counselling program.

The Goal
The goal of our program is to equip you with the knowledge, skills and qualities you will need to succeed in your profession and in all other aspects of life. We want to help you develop into men and women who will realize their potential in life, who will achieve their dreams and who will make a significant and positive impact on their families, their communities, their countries and their world. When you graduate you will be joining an elite alumni of HELP Students who have distinguished themselves as scholars, athletes, citizens and leaders, all of whom have made their mark in their respective fields. You should let their examples inspire you as you seek to earn the right to be counted among them.

The Cost
A University education is not a spectator sport. A student cannot sit passively and wait to be spoon-fed by their lecturers. Our role as academics will be to challenge you to think for yourselves, to expose you to new ideas and possibilities, to stretch you and facilitate your own process of discovery. Education is an active pursuit. It will require you to be resourceful and creative as you search for knowledge and information. It will require you to be intellectually curious and persistent as you labour to understand and analyze ideas that will seem complex and ambiguous. It will require you to demonstrate initiative as you seek to acquire new skills and qualities outside your lecture halls. It will require you to demonstrate courage as you confront your weaknesses and shortcomings in order to develop them into strengths.

The Challenge
Our program will provide you with countless opportunities to develop as a student and as a person. We implore you to recognize these opportunities, to rejoice in them and to seize them with both hands.

Education is an Opportunity.
TAKE IT.
University is an Experience.
LIVE IT.

We wish you all the best as you begin your university studies with us.

Dr D. Gerard J. Louis
Dean,
Faculty of Behavioural Sciences, Education, and Languages
HELP University

1.2 Introduction to the Faculty of Behavioural Sciences

Beginnings
In 1999 HELP established the Centre for Psychology with the primary aim of developing the field of psychology in Malaysia through education, research and application. With only 5 staff and no more than 40 students, HELP's Centre for Psychology began the first undergraduate psychology program among private institutions in the country.

Growth
The psychology transfer program was designed to enable students to complete their first and second year courses at HELP and then transfer to foreign universities in the United States, Australia and the United Kingdom. At the start of the year 2000, the HELP Psychology program had 7 partner universities. By the end of 2001, the number of partner universities had increased to 20 and by the end of 2002 HELP had established over 40 transfer credit partnerships with foreign universities.

By 2003 there were over 300 psychology undergraduate students enrolled at HELP. By the start of 2005, this number had grown to more than 600.

Having attained University status in 2004, HELP accepted the first intake for the Bachelor of Psychology (BPsych) degree program in 2005. This program enabled students to complete their entire psychology degree in Malaysia while keeping open the option to transfer to foreign universities. The curriculum was designed entirely by HELP psychology academics, combining local elements of Asian culture with ideas and theories from the best programs around the world.

On the research front, the HELP Centre for Psychology also grew in stature, securing significant funding from UNICEF to carry out 4 projects in the area of child and youth development and psychosocial protection. HELP formed a partnership with World Vision to conduct research in youth issues in East Timor. HELP also formed research collaborations with renowned universities like the University of Queensland and Pennsylvania State University.

The Centre for Psychology also formed a Counselling Unit that provided counselling services to HELP students. The counselling unit has also played a significant role in supporting school counsellors and school teachers across Malaysia.

The Present and the Future

In June 2006, the Centre for Psychology officially became the Department of Psychology under the Faculty of Behavioural Sciences. This Faculty houses the Department of Psychology, Careersense@HELP which provides career guidance and training services, and the Centre for Psychological and Counselling Services (CPCS).

In line with its goal to train highly competent psychologists for this region, the Faculty of Behavioural Sciences has launched several postgraduate programs in 2006, such as the Master of Managerial Psychology and the Masters in Counselling. In January 2009, the faculty launched the Master of Clinical Psychology program. Two research-focused postgraduate programs have commenced in June 2019 – the Master of Philosophy (MPhil) in Psychology, and the Doctor of Philosophy (PhD) in Psychology.

In the area of research and application, the Faculty of Behavioural Sciences has identified child and youth development as one of its core areas. The Faculty of Behavioural Sciences also has plans to establish expertise in the area of clinical psychology, educational psychology, cognitive psychology and organisational psychology.

In line with its policy of capacity building and talent development, the Faculty of Behavioural Sciences looks forward to welcoming many of its graduates into its ranks. With its capable, energetic and dedicated staff team, the Faculty of Behavioural Sciences looks set to continue its rapid growth and will no doubt continue to make a significant impact in this region for many years to come.

1.3 Programme

1.3.1 University Mission and Vision

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

1.3.2 Department of Psychology – Administrative Staff

Head of Department

Dr Victor Goh Weng Yew   7849 3224
PhD in Applied Psychology   victor.goh@help.edu.my
(University of Nottingham, Malaysia)
BPsych (Hons), HELP

Deputy Head of Department

Mr Bashir Bashardoost   7849 3226
MCounselling (HELP)   bashir@help.edu.my

Manager

Ms Norihah Binti Abd Kadir   7849 3214
Bachelor of Human Sciences   norihah.ak@help.edu.my
(Political Science) (Honours),
International Islamic University Malaysia (IIUM)

Assistant Manager

Ms Nur Syahira Binti Mohd Nawi   7849 3210
BScience (Hons) Chemical Engineering,   nursyahira.mn@help.edu.my
Iowa State University (USA)

Administrative Coordinators

Ms Cassandra Su Wei San   7849 3211
BPsych (Hons), HELP   weisan.s@help.edu.my

Ms Evonne See Yu En   7849 3212
BPsych (Hons), HELP   evonne.see@help.edu.my

Mr Henry Ho Keng Soon   7849 3213
BPsych (Hons), UoRM   henry.ho@help.edu.my

Ms Aiman Nabila Binti Safuan   7849 3215
BPsych (Hons), Taylor's   aimannabila.s@help.edu.my
MClinical Psychology, UCSI

Ms Nurhidayati Binti Abdul Jalil   2711 2000 ext. 1112
BAdministrative Science (Hons), UiTM   nurhidayati.aj@help.edu.my

Digital Marketing Coordinator

Mr Daryll Kurian   7849 3219
Bpsych (Hons), HELP   daryll.k@help.edu.my

1.3.3 Department of Psychology – Academic Staff

Programme Leader of Masters in Counselling

Ms Usha Ponnudurai
MCounseling (HELP)
BMedSc (Aberdeen)

2711 2000 ext. 1103
ushap@help.edu.my

Programme Leader of Master of Clinical Psychology

Ms Puvessha A/P Jegathisan
MClinical Psychology (Curtin University)

7849 3222
puvessha.j@help.edu.my

Programme Leader of PhD in Psychology & Master of Philosophy in Psychology
Professorial Chair of Career Development

Prof. Datin Dr Quek Ai Hwa
Dip. Ed (UM),
Dip. Counselling Psychology (UKM),
BA (Hons) (Econs) (UM),
Med (Guidance and Counselling) (UM),
PhD (Guidance and Counselling) (UM)

7849 3231
quekah@help.edu.my

Programme Leader of Bachelor of Psychology (Hons)

Dr Fam Jia Yuin
PhD Dev. Psychology (UPM)
MSc Dev. Psychology (UPM)
BSc (Human Dev. & Management) (UPM)

7849 3251
jiayuin.f@help.edu.my

Programme Leader of Bachelor of Psychological Science

Ms Anujah Pulanthiran
MCounselling (HELP)
BSc Psychology (Upper Iowa – HELP)

7849 3217
anujahp@help.edu.my

Senior Lecturers

Dr Andi Tri Supratno Musrah
PhD Clin Neuropsychology (University of Sydney)
MSc Neuropsychology (University of Bristol)
BPsych (Universitas Negeri Makassar)

7849 3223
andi.musrah@help.edu.my

Dr Anne Noor Sri Juwaneeta
PhD (Public Health) (Monash)
MPublic Health (Uni of Adelaide)
MCounseling (OUM)
MClinical Psychology (Uni of Cyberjaya)

2711 2000
annenoor.j@help.edu.my

Dr A Padmassini
PsyD (Clin. Neuropsych. & Clin. Psych.) (UQ)
BPsych Sc (Hons) (HELP-Flinders)

7849 3254
padmassini.a@help.edu.my

Mr Bashir Bashardoost
MCounselling (HELP)
BA English Translation (IAU, Iran)

7849 3226
bashir@help.edu.my

Ms Bawany Chinapan
MSocSc (Counselling & Psychotherapy) (ECU)
BA (Hons) (UKM), LLB (Hons) (UOL)

2711 2000 ext. 1126
bawanyc@help.edu.my

Dr Harry Manley
PhD in Applied Psychology (Bangor University)
MSc Cog, Neuroscience (UCL)
BSc Psych (Hons) (University of Manchester)

7849 3236
harry.m@help.edu.my

Mr James Yeow Lai Hock
M.S. Guidance and Counselling (UPM)
B.A. Music Therapy (Psychology Minor), Western Illinois University

7849 3224
james.yeow@help.edu.my

Ms Lavanya Selvaratnam
Masters in Managerial Psychology (HELP)
BSc Biomedical Science (UPM)

7849 3216
lavanya.s@help.edu.my

Ms Usha Ponnudurai
MCounseling (HELP)
BMedSc (Aberdeen)

2711 2000 ext. 1103
ushap@help.edu.my

Dr Victor Goh
PhD in Applied Psychology (Nottingham)
BPsych (Hons) (HELP)

7849 3225
victor.goh@help.edu.my

Mr Yap Wai Meng
MSc Management Psychology (Nottingham)
BPsych (First Class Hons) (HELP)

7849 3234
waimeng.yap@help.edu.my

Lecturers

Ms Anujah Pulanthiran
MCounselling (HELP)
BSc Psychology (Upper Iowa – HELP)

7849 3217
anujahp@help.edu.my

Mr Bob Brian Canggra
MAPsychology (Otago)
BPsych (HELP)

7849 3252
bobbrian.c@help.edu.my

Dr Chong Chew Wei
PhD in Psychology (Otago)
BPsych (Hons) (Otago)

7849 3230
chewwuei.c@help.edu.my

Mr Christopher Tan Jit Meng
MManagerial Psychology (HELP)
Bpsych (Hons) (HELP)

7849 3237
christopher.tan@help.edu.my

Dr Fam Jia Yuin
PhD Dev. Psychology (UPM)
MSc Dev. Psychology (UPM)
BSc (Human Dev. & Management) (UPM)

7849 3251
jiayuin.f@help.edu.my

Ms Foo Jiet Yan
MClinPsych (UoC)
BSocSc (Hons) Psych (UTAR)

7849 3240
jietyan.f@help.edu.my

Ms Giselle Wong Weng Yan
Master of Edu (Gen. Edu. Psych.) (McGill)
BPsych (Hons) (HELP)

7849 3229
giselle.w@help.edu.my

Mr Jeremiah Liew Yong Sin
MCounselling (HELP)
BPsych (Hons) (HELP)

7849 3235
yongsin.liew@help.edu.my

Ms Lai Ho Yan
MSc Cog. Neuroscience (Sussex)
BPsych (Hons) (HELP)

7849 3253
hoyan.l@help.edu.my

Ms Melissa Chua
MA Educational Psychology (USM)
BEd Special Needs (USM)

7849 3227
melissa.chua@help.edu.my

Ms Raja Intan Arifah Binti Raja Reza Shah   7849 3245
MSc Social, Health and Organisational Psychology   rajaintan.rrs@help.edu.my
(Utrecht University)
BPsych (Hons) (HELP)

Ms Sanghamithra   7849 3225
M.Phil in Clinical Psychology (Amity)   sanghamithra.g@help.edu.my
M.A Clinical Psychology (Calcutta)
B.A Psychology (Hons) (Calcultta)

Ms Tan Cher Yi   7849 3249
MSc Psychology, Sunway   cheryi.t@help.edu.my

Mr Tan Ze Wei   7849 3232
MSc Clin Neuropsychology (Bangor University)   zewei.t@help.edu.my
BPsych (Hons) (HELP)

Academic Tutors

Ms Chan Mun Kuan   7849 3248
BPsych (Hons), HELP   munkuan.c@help.edu.my

Mr Chang Kai Wern (Calvin)   7849 3247
BPsych (Hons), HELP   calvin.chang@help.edu.my

Ms Chuah Yi Ning   7849 3246
BPsych (Hons), HELP   yining.c@help.edu.my

Ms Esther Song Hui Hui   7849 3243
BPsych (Hons), HELP   esther.s@help.edu.my

Ms Goo Lyann   7849 3242
BPsych (Hons), HELP   lyann.g@help.edu.my

Ms Jamie Ng Hui Wen   7849 3242
BPsych (Hons), HELP   jamie.ng@help.edu.my

Ms Lee E-Von   7849 3244
BPsych (Hons), HELP   evon.l@help.edu.my

Ms Nayli Rasyiqah Bisnu   7849 3241
Bpsych (Hons), HELP   nayli.b@help.edu.my

Mr Nicholas Teh Kai Xiang   7849 3244

Bpsych (Hons), HELP   kaixiang.t@help.edu.my

Ms Nurul Izzah   7849 3241
Bpsych (Hons), HELP   nurulizzah.f@help.edu.my

Mr Presley Jairom   7849 3246
Bpsych (Hons), HELP   presley.j@help.edu.my

Ms Rachel Lee Mei Yenn   7849 3243
BSc (Hons) in Psychology, IUMW   rachel.l@help.edu.my

Ms Veronica Evangel Gomez   7849 3245
BPsych (Hons), HELP   veronica.evangel@help.edu.my

Ms Voon Shyne-Ni   7849 3248
BPsych (Hons), HELP   shyneni.v@help.edu.my

Visiting Professors and Lecturers

Professor Dr Leonard M S Yong   leonard@leonard.com.my
Dip Ed (UM), BSc (Hons) (London), MEd, PhD (UM)

Professor Datin Noran Fauziah bt Yaakub   drnoran@yahoo.com
PhD in Social Psychology (USM), MEd (Florida),
BA (Hons) (UM), Dip Ed (UM)
Research Interests: Bully Prevention, Adolescent Issues,
Educational Cultures & Environments, Parenting

Dr Viren Swami   v.swami@westminster.ac.uk
BSc (Hons) (Psychology),
PhD Psychology (University College London)

Academic Administrative Positions

The following lecturers also hold academic administrative positions. Students may contact them if they have any questions or require advice regarding the specific areas under the undergraduate Psychology programs.

Bachelor of Psychology Year 1 Coordinator

Ms Melissa Chua   7849 3227
MA Educational Psychology (USM)   melissa.chua@help.edu.my

BEd Special Needs (USM)

Bachelor of Psychology Year 2 Coordinator

Ms Tan Cher Yi 7849 3249
MSc Psychology, Sunway cheryi.t@help.edu.my

Bachelor of Psychology Year 3 Coordinator

Mr James Yeow Lai Hock 7849 3224
M.S. Guidance and Counselling (UPM) james.yeow@help.edu.my
B.A. Music Therapy (Psychology Minor), Western Illinois University

International Student Coordinator

Mr Bashir Bashardoost 7849 3226
BA English Translation (IAU, Iran) bashir@help.edu.my
MCounselling (HELP)

Research & Undergraduate Ethics Review Board Coordinator

Ms Giselle Wong Weng Yan 7849 3229
Master of Edu (Gen. Edu. Psych.) (McGill) giselle.w@help.edu.my
BPsych (Hons) (HELP)

Undergraduate Research Coordinator

Mr Yap Wai Meng 7849 3234
MSc Management Psychology (Nottingham) waimeng.yap@help.edu.my
BPsych (First Class Hons) (HELP)

Postgraduate and Staff Ethics Review Board Coordinator

Ms Bawany Chinapan 2711 2000 ext. 1126
BA (Hons) (UKM), LLB (Hons) (UOL), bawanyc@help.edu.my
MSocSc (Counselling & Psychotherapy) (ECU)

Board of Inquiry Chair

Ms Lavanya Selvaratnam 7849 3216
Masters in Managerial Psychology (HELP) lavanya.s@help.edu.my
BSc Biomedical Science (UPM)

Colloquium Chair

Ms Giselle Wong Weng Yan
Master of Edu (Gen. Edu. Psych.) (McGill)
BPsych (Hons) (HELP)

7849 3229
giselle.w@help.edu.my

EEG Lab Coordinator

Mr Tan Ze Wei
MSc Clin Neuropsychology (University of Bangor)
BPsych (Hons) (HELP)

7849 3232
zewei.t@help.edu.my

Internship Coordinator

Mr Tan Ze Wei
MSc Clin Neuropsychology (University of Bangor)
BPsych (Hons) (HELP)

7849 3232
zewei.t@help.edu.my

Mr Christopher Tan Jit Meng
MManagerial Psychology (HELP)
Bpsych (Hons) (HELP)

7849 3237
christopher.tan@help.edu.my

Ms Lai Ho Yan
MSc Cog. Neuroscience (Sussex)
BPsych (Hons) (HELP)

7849 3253
hoyan.l@help.edu.my

Micro-credentials Coordinator

Dr Victor Goh
PhD in Applied Psychology (Nottingham)
BPsych (Hons) (HELP)

7849 3228
victor.goh@help.edu.my

Ms Lavanya Selvaratnam
Masters in Managerial Psychology (HELP)
BSc Biomedical Science (UPM)

7849 3216
lavanya.s@help.edu.my

Mr Yap Wai Meng
MSc Management Psychology (Nottingham)
BPsych (First Class Hons) (HELP)

7849 3234
waimeng.yap@help.edu.my

1.3.1 Center for Career Guidance and Counselling (CAREERsense)

Director, CAREERsense@HELP
Counsellor, Lecturer and Trainer
Mr Eric Bryan Amaladas   2711 2000 ext. 1111
BA (Manitoba), MCounselling (HELP)   ericbaa@help.edu.my

Counsellor and Lecturer
Ms Sydnedé Lim
BSc Psych (Canterbury),   2711 2000 ext 1109
MCounselling (HELP) (KB, PA)   sydnede.lim@help.edu.my

Ms Tong Li Fern   2711 2000 ext 1183
BBus (Marketing) (CSU),   tong.lf@help.edu.my
MCounselling (HELP) (KB, PA)

Ms Brenda Shalini a/p Kesavamani   2711 2000 ext. 1115
BPsych (Hons) (HELP)   brenda.shalini@help.edu.my
MCounselling (HELP)

Manager
Shreen Chew Wai Lin   7849 3191
BA (English Lang Studies) Hons (UKM)   chewwl@help.edu.my

Coordinator
Mr Thiyagu Sevellingam   7849 3192
                                                  s.thiyagu@help.edu.my

Ms Ambika Sood   2711 2000
Bpsych (Hons), HELP   ambika.s@help.edu.my

1.3.2 Center for Psychological and Counselling Services (CPCS)

CPCS HOD, Counsellor and Lecturer
Mr Ronald Lee Wei Shiong   2096 1212 ext. 1172
MCounselling (HELP)   ronald.lee@help.edu.my
BA (Psych) (Monash)

Counsellor and Lecturer
Mr Sandy Clarke   2096 1212 ext. 1173
MCounselling (Monash)   sandy.clarke@help.edu.my

Counsellor
Ms Esther Chu Yun Sing   7849 3201
MCounselling (Monash)   esther.chu@help.edu.my

Clinical Psychologist

Ms Farahah Binti Rosni   7849 3204
MClinPsych (UKM)   farahah.r@help.edu.my
BSocSc Psych (Hons) (UKM)

Ms Nur Syafiqa Balqis Binti Md.Din
MClinPsych (UKM)   2096 1212 ext. 1178
BSc Psych (Hons) (IUMW)   nursyafiqa.md@help.edu.my

Coordinator
Ms Anushea A/P Sudhakaran   2096 1212
BPsych (Hons), HELP   anushea.s@help.edu.my

1.4 Information & Guidelines for the Masters in Counselling Programme

1.4.1 Introduction

The Masters in Counselling program is a 51 credit hour course offered by HELP University (HELP) through the Faculty of Behavioural Sciences.

The program covers all the main areas of study required of a professional counsellor. It addresses issues in social psychology, developmental psychology, the helping relationship, testing and assessment, group work, research methodology, ethics in the helping profession, career guidance and development, and practical work.

The curriculum is also structured according to the requirements of the Standards and Requirements of Training for Counsellors 2003 – 2010 as set by the Malaysian Board of Counsellors.

1.4.2 Aim Of The Course

The main aim of the Masters in Counselling program is to produce professional counsellors capable of meeting the mental health needs of Malaysian society. The course is designed to expose the student to a holistic approach in the field of counselling. The student will find a balance between theory, research, and practice.

1.4.3 Objectives

Given this varied exposure to all the key areas of counselling, graduates from this program will be able to practise in a host of settings. They will be able to work as counsellors in

schools or universities, career placement centres or in Employee Assistance Programs (EAP). They will also be able to operate as trainers and facilitators, human resource personnel, youth workers, guidance counsellors or even manage their own professional counselling practise.

Finally, the Masters in Counselling at HELP can also serve as a launch pad for those who wish to continue their studies in counselling at the doctoral level.

Simply put, the primary aim of the program is to graduate students who have a high level of professional competence in the field of counselling and psychotherapy.

1.4.4 Program Education Objectives and Program Learning Outcomes

All programs at HELP University have been developed with the university's vision and mission in mind, with program educational objectives that align with the university's vision and mission, and learning outcomes that align to these objectives.

Masters in Counselling – Program Educational Objectives

PEO 1	Equip graduates with a strong foundation in theoretical knowledge and practical skills within the field of counselling
PEO 2	Produce graduates with a strong foundation in relational and helping skills, to provide clients with exception end-to-end counselling services.
PEO 3	Develop graduates with cross-cultural awareness and competencies to meet the social, emotional and developmental needs of our multicultural society.
PEO 4	Inculcate an ethical mindset among graduates, to ensure a high standard of care provided to the community.
PEO 5	Instill the drive for continual self-reflection and self-improvement, in order to ensure that graduates maintain the quality of the services they provide, and abide by the requirements of local regulatory bodies.

Masters in Counselling – Program Learning Outcomes

All Malaysian public and private universities adhere to the Malaysian Qualifcations Framework (MQF 2.0). Each program has unique learning outcomes that map onto the

following 5 MQF Learning Outcome Clusters and domains. The Program Learning Outcomes of the Masters in Counselling program are detailed below:

MQF Learning Outcome Clusters			Programme Learning Outcomes
1	Knowledge and understanding	PLO 1	Graduates should demonstrate an understanding of the major concepts, principles, and theoretical perspectives within the following major areas of Counselling: • Counselling theories • Human development • Human personality • Career counselling • Group work • Assessment of individuals
2	Cognitive Skills	PLO 2	Graduates should demonstrate the ability to apply critical and evaluative thought to ideas within counseling. This includes the following: • being able to critique theories in counseling • being able to critique different approaches to handling client concerns • being able to critique and evaluate bodies of research within counseling • being able to practice reflective thinking (self-evaluation and analysis)
3(a)	Practical Skills	PLO 3	Graduates must demonstrate interviewing and relational skills, such as active listening, sensitivity in questioning or making remarks, compassion and basic empathy to the experience of others, particularly those who are different from themselves. They should also demonstrate the ability to apply these relational skills to basic helping skills that will empower the distressed or marginalized person. In conducting sessions graduates must;

			• be proficient in helping clients set goals and follow through • be able to manage cases from interviews to termination stage • must display intentional competence in case conceptualization and execution • must be able to critique the flow of a counseling session
3(b)	**Interpersonal Skills**	**PLO 4**	Graduates should be able demonstrate various interpersonal and relational skills, such as: • Understanding of non-verbal cues and behaviour. • Displaying self-awareness and self-acceptance, emotional intelligence, self-mastery and personal discipline
3(c)	**Communication Skills**	**PLO 5**	Graduates should be able to communicate effectively in a variety of formats. These include: • a variety of written communication including essays, critiques, research proposals, research reports and journal entries particularly aimed at improving their writing ability. • a variety of verbal communication modes including public presentations, interviews and group discussions.
3(d)	**Digital Skills**	**PLO 6**	Graduates should demonstrate the ability to collate data and information from a variety of sources.
3(e)	**Numeracy Skills**	**PLO 7**	Graduates should utilize quantitative and qualitative research methods and analyses to address research questions in the area of counselling according to current needs.
3(f)	**Leadership, autonomy and responsibility**	**PLO 8**	Graduates should also be aware and mindful of the needs of the community, including being able to identify and understand the areas of concern in our multicultural society, as well as the ability to respond accurately and appropriately in such situations. They must equipped with and display proper skillsets of effective helping relationships,

			understanding the need for intentional competency, continued supervision and adding to the skills tool box. Graduates must show proficiency in case management including intake, case notes, data management and closure.
4(a)	**Personal skills**	**PLO 9**	Graduates should complete sufficient practicum and internship hours to prepare them for licensing, and strive for continuous personal development.
4(b)	**Entrepreneurial skills**	**PLO 10**	Graduates should be equipped with clear ideas about the options available for employment in Malaysia and overseas, and demonstrate basic understanding of operational processes in an organization.
5	**Ethics and Professionalism**	**PLO 11**	Graduates should demonstrate an awareness and understanding of the ethical boundaries that govern the discipline of counselling and should demonstrate the ability to act in a manner befitting their profession.

1.4.5 Expected Professional Standards

The students will be expected to maintain a level of professionalism at all times as part of their training to be licensed counsellors. The most basic level of professionalism required is adherence to the code of ethics of the professions at all times. As a professional course, independent learning is paramount, and students are expected to take responsibility for their own work and the initiative with the tasks that are required of them. In addition, the students are to commit to fulfilling all course requirements to the best of their ability in order to develop the qualities and skills necessary for them to become ethical and highly competent counsellors. The qualities and skills that the students will learn to develop over the duration of the program are as follows:

1.4.4.1 Qualities:

a. Self-awareness, self-acceptance, self-objectivity
b. Personal congruence
c. Ability to interact constructively with people of all ages
d. Professional commitment
  i. Timeliness
  ii. Consistent attendance
  iii. Poise and positive attitude
  iv. Initiative
  v. Adherence to code of ethics

e. Constructive personal relationships
f. Authenticity
g. Spirit of cooperation and collaboration
h. Respect for the dignity and worth of others
i. Sensitivity to individuals and their needs
j. Flexible
k. Organized
l. Values diversity and multiculturalism
m. Non-judgemental and non labelling

1.4.4.2 Skills:

a. Interviewing techniques
b. Test administration and interpretation
c. Case conceptualization and communication
d. Individual counselling techniques
e. Group counselling techniques
f. Family counselling techniques
g. Evaluating and using research findings
h. Responding to supervision and consultation
i. Understanding the biopsychosocial model of behaviour

1.4.6   Students Demonstrating Counselling Unsuitability

HELP University's training philosophy rests upon the belief that counselors must demonstrate academic and counselling competency and that one is not sufficient without the other. Academic competency requires an adequate display of knowledge plus the conceptual skills to integrate and apply this knowledge to case material. Counselling competency pertains to the ability to accurately assess psychological phenomena, to intervene effectively, and to adhere to legal, ethical, and professional duties associated with the mental health professions. Counselling unsuitability refers to those students who are unable to fulfil the minimal standards of clinical and/or academic competency.

While emotional and/or behavioral problems may underlie counselling unsuitability, such problems only become a training issue when they impact upon a student's ability or potential to become a competent professional. Concerns about a student's counselling suitability may be raised by the student, HELP faculty members, site supervisors, student peers, or general public, at any point of the student's training. These concerns should be documented in writing and directed to the attention of the Program Chair.

Examples of behaviors suggestive of clinical unsuitability include:
• Provision of services beyond one's scope of competence and without appropriate supervision

• Conviction of a crime that directly bears upon the ability to continue training (e.g., sexual offense)
• Insufficient and/or harmful application of psychological theory or practice
• Provision of direct clinical services despite being emotionally or mentally unfit to do so
• Impairments in functioning due to the direct or indirect effects of substance abuse or addictions
• Demonstration of unethical, illegal, or unprofessional conduct with clients, supervisors, peers, or faculty members
• Significant deficiencies in clinical or professional judgment
• Engaging in behavior that reflects poorly on the school or the practice of professional psychology

Postgraduate Psychology Fit for Practice Protocol

The purpose of this protocol is to ensure that students enrolled in the Masters in Counselling program are "fit for practice", in order to commence (or continue with) the practical elements of the course (i.e. Practicum, Internship). It is a necessary measure to ensure accountability in professional conduct of students, and safeguard the wellbeing of potential clients and/or fellow students.

1.4.5.1 Fit for Practice Process

The following is a summary of the fit-for-practice process that may be carried out if any conduct / behaviour of an existing Masters in Counselling student is flagged.
1. Flagging of concerning behaviour (by administrative or teaching staff at the Masters in Counselling program and/or Faculty of Behavioural Sciences, Education and Languages)
2. Issue(s) collated and compiled in a report
3. Report sent in as a formal complaint to Program Chair
4. Program Chair raises concern at the Academic Board
5. The academic board will meet and decide among these 3 options:
   a. No action to be taken
   b. To observe, provide soft intervention and re-evaluate at the next Academic Board.
   c. To pursue Fit-for-Practice Investigation.
6. Follow up procedure: varies depending on the decision in point 5.
7. Appeal procedure for students: In the event of a student disagreement/ dispute with the remedial actions and/or penalties graded by the Fit for Practice committee, students have the right to appeal the decisions made.
8. The decision of the committee made after the appeal will be considered final.

All Masters in Counselling students are required to fill out the following Letter of Undertaking which will need to be submitted to the Department of Psychology administrative staff when they commence the course.

FACULTY OF BEHAVIOURAL SCIENCES, EDUCATION AND LANGUAGES
MASTERS IN COUNSELLING

LETTER OF UNDERTAKING

I, _____

NRIC / Passport No_____ Student ID No _____

Permanent Address _____

_____

do declare that I will comply with all policies, rules, and regulations that are applicable to the students of HELP University that are outlined in the Masters in Counselling Program Handbook as long as I remain a student of the University.

Thus, I hereby undertake that I will, among other things:

1. Comply with the guidelines of general conduct befitting a graduate student, including:

   a. To not cause any detriment to the interests or well-being of fellow students, staff or visiting guests of the University including any disrespectful behaviour; conduct by words; gestures or written documents

   b. To adhere to the ethical guidelines stipulated by regulatory bodies such as Lembaga Kaunselor Malaysia, American Psychological Association and American Counselling Association

   c. To comply with ongoing feedback regularly given by the staff and administrators of the Masters in Counselling program with regards to professionalism as befitting a future mental health practitioner

   d. To adhere to guidelines relating to attendance and proper conduct at lectures

   e. To adhere to provisions relating to plagiarism and proper conduct at examinations

   f. To not disrupt public order, safety or security within HELP University campuses

   g. To not violate any provision of Malaysian laws; both within or outside campus including regulations on consumption and possession of illegal substances

I hereby acknowledge and understand that if I fail to comply with any of the policies, rules and regulations of HELP University, then subsequently action can be taken against me, including launching a Fit for Practice investigation which may result in disciplinary measures including expulsion from the University.

_____   _____

Student Signature   Date

1.4.7 Registration and Licensing

All qualified counsellors are required to register and obtain their counselling licenses from Lembaga Kaunselor Malaysia (LKM), under the Counsellors Act 1998 (Act 580) of the Constitution of Malaysia. Graduates of the HELP Masters in Counselling program have been granted licenses by LKM, however it must be noted that the licensing process is conducted independently by a board from LKM, who are the sole licensors.

2 Intakes and Admission

2.1 Intake Policy

The Masters in Counselling Academic Board, upon the recommendation of the Course Coordinator, shall admit students who satisfy the admission criteria into the HELP Masters in Counselling program.

2.2 Intake Periods

Intake commences in January every year.

2.3 Admission Requirements

Due to the rigorous nature of the Masters in Counselling program, typically a maximum of **45 students** are admitted per intake. Entry to the program is very competitive and requires the following criteria to be eligible to apply for the program:

I) Applicants must have graduated with a <u>Bachelor Degree</u> in any discipline with a <u>CGPA of 2.5 and above</u> (over 4.0 scale) from a regionally accredited institution or an appropriately certified foreign institution;

II) Evidence of English language proficiency (ONLY for applicants whose native tongue or medium of undergraduate instruction is not English), such as any of the following:

- TOEFL (Test of English as a Foreign Language) scores – minimum 213 (computer version) or 550 (paper version) or 70 (internet version)
- Cambridge GCE 'O' level English paper 1119 – Grade C6 or above
- IELTS (International English Language Testing System) – band 6.0 or above

AND

III) In addition to their academic qualifications, shortlisted applicants must successfully <u>pass individual / group interviews</u> (either face-to-face or via teleconferencing) with members of the Selection Committee. The following qualities will be evaluated during the interviews: -

- A high standard of oral communication skills (English Language)
- Ability and willingness to sustain high workloads
- Capacity to relate to a wide range of people from different age, gender, ethnic-racial, cultural, socioeconomic, and vocational backgrounds

The interview sessions serve as the most important entry requirement in determining the **goodness-of-fit** between the applicants and the program.

2.4 Application for Admission

Applications for admission must be made on the official admission application form. Applicants are required to sign the declaration on the application form certifying that the information provided on the form or attached to the form or subsequently provided in support of their application, is deemed to be true and correct.

2.4.1 Student Pass / Visa Application

All international students are required to apply for a Student Pass to study in Malaysia. International Student Services Department (ISSD) at HELP University will assist to students to apply for the Student Pass in Malaysia with the documents submitted along with the application form and necessary fees.

As soon as your candidancy is confirmed for the Masters in Counselling program, the following processes will follow suit. The university will send you the approval letter from the Malaysian Immigration Office. This will take approximately one month after a succesful application.

If the regulation in your country requires you to obtain an Entry Visa before leaving the country, kindly proceed with the application to the nearest Malaysian Embassy/ Consulate Office. Otherwise, you may proceed to enter Malaysia without a visa. However, for students who enter Malaysia without a visa, students will have to pay RM500 to the Malaysian Immigration to process the Journey Performed Visa to convert their social pass to a student pass. Please be advised that the conversion is not guaranteed.

2.4.2 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 program at HELP University.

The English Immersion Program is divided into core, electives and enrichment courses. For purposes of gaining entry into our academic programs, students need only do the core courses, which have 6 levels in total. Depending on the results obtained in the English Placement Test, students are required to enrol for the appropriate level of English Immersion Program. The English Placement test that is conducted at the start of the English Immersion Program is a one and a half-hour test assessing students' English

proficiency in terms of their reading and comprehension, grammar and vocabulary, and writing skills.

Students who have attained the following test of proficiency in English are exempted from taking any English Language/English Immersion Program courses:

- Test in English as a Foreign Language (TOEFL) with a score of 525(PBT) or 193(CBT)
- International English Language Testing System (IELTS) with an overall band of at least 6.0

2.4.3   Interview Process

All applicants who fulfil the entry requirement of the program will be shortlisted and undergo an interview either individually or in groups with the Selection Committee as part of the admission process. Prior to the interview, applicants must complete a series of personality assessments via online provided by the department. A full report of the assessment results will be ready within 7 days and will be reviewed by the Selection Committee as part of the selection process.

3 Financial Information

The Bursary (603-2716 2000)

3.1 Financial Requirements

3.1.1 All administrative and course fees are payable in full upon enrollment. 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.

3.1.1 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.

3.1.1 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.

3.1.1 Students are required to pay the subject / course fee based on the fee schedule of the respective faculty.

3.1.1 Students are required to make full payment of all fees within the stipulated dates, failing which they may have their subjects dropped / de-enrolled, or they may not be allowed to attend any classes or be assessed in any of the assessment items.

3.1.1 Students who cause damage to or loss of HELP University property, assets or funds may be required to pay for such damage or loss.

3.1.1 Students should ensure that sufficient funds are available to honour any personal cheques presented as payment to HELP University.

3.1.1 Subject / Course Fee Payment

3.1..1 Students are given two weeks (up to the 2nd Friday) from the semester commencement date to pay their fees.

3.1..2 If payment is not made by the due date and there is no submission of Request for Delay in Fee Payment form, the subjects enrolled for the semester will be dropped or a penalty may be incurred.

3.1..3   If the students wish to reinstate their enrolment within the 3rd & 4th week, they have to obtain approval from the Academic Department and a late enrolment penalty fee will be charged at RM50/- per subject for modular courses and at RM100/- per instalment for linear courses.

Fee payment must be made immediately upon receipt of the invoice following submission of the subject enrolment form for reinstatement unless special approval is granted to delay payment <u>not later than the end of the 4th week</u>. If fee payment is not made by the end of the 4th week from the semester commencement date, the subjects enrolled for the semester will be dropped. However, students are still liable to pay 50% of the total fee payable plus the late penalty charge (no subsequent subject enrolment is allowed until this outstanding fee is settled in full).

3.2   ==Student== Debt Policy

3.1.1   Any student who is in debt to HELP University 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.

3.1.1   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.

3.1.1   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.

4 Masters in Counselling Course Overview

4.1 Course Duration

The Masters in Counselling is a full-time program with part-time convenience, which means students attend classes off working hours. Since the January 2013 intake, the program has evolved to include a full-time option, apart from the part-time study mode. The part-time mode can be completed in 9 semesters or about 3 years minimum, while the full-time mode can be completed in 6 semesters or about 2 years minimum. The entire program must be completed within 5 years.

Each subject will have a minimum of 42 contact hours over 13 weeks, the 14th week being the Final Exam week.

Except with permission of the Masters in Counselling Academic Board:
- no subject can be **attempted** more than three times
- no student may **include** a topic which repeats work previously undertaken

4.2 Assessments

3.1.1   ==Assessments== Breakdown

Various assessment items may be used at the discretion of the subject facilitators. These may include individual or group assignments, project writing, tests, class discussion and class participation.

The weightage of each assessment item is based on the following percentage:

Course Work (assignments)	60-40%
Final Examination	40-60%
Total	100%

3.1.1   Grading Scheme

The assessment format for coursework, typically consisting of assignments and examinations, varies from subject to subject. The grading scheme for coursework is as follows:

Old Grading Scheme (January 2019 intake and prior)			
Mark %	Grade Points	Grade	Status
85 – 100	4.00	High Distinction (HD)	Pass
75 – 84	3.75	Distinction (DI)	Pass
65 – 74	3.50	Credit (CR)	Pass
50 – 64	3.00	Pass (PS)	Pass
0 – 49	0.00	Fail (FL)	Fail

Grading Scheme from Jan 2020 intake onwards			
Mark %	Grade Points	Grade	Status
85 – 100	4.00	High Distinction (HD)	Pass
75 – 84	3.75	Distinction (DI)	Pass
65 – 74	3.50	Credit (CR)	Pass
60 – 64	3.00	Pass (PS)	Pass
0 – 59	0.00	Fail (FL)	Fail

The change in grading scheme only applies to students from January 2020 intake onwards. Students from previous intakes will still follow the old grading scheme. This change only applies to the Masters in Counselling Program.

MC-613 and MC-715 modules are assessed on a PASS/FAIL basis.

3.1.1   Continuous Evaluation

Keeping in mind that counselling requires exploration of deep and disturbing issues, going through the course itself may cause trauma and stress to the students. As such, the students' suitability as counsellors will be evaluated continuously throughout the semester.

The evaluations will be conducted using the following methods:

i.   Lecturers and staff will observe the students interactions and participation in activities across a variety of settings throughout the duration of the course.
ii.   A student profile will be maintained and regularly updated for each student in the program.
iii. Any issues that come to attention of the lecturers and staff will be discussed with the student concerned on the record before any action is taken by the department.
iv.   A panel consisting of senior lecturers and the programme chair will be convened to make decisions on students' suitability should the need arise, and all decisions will be based on the updated students' profiles and the

records of discussions held with the students prior to the date of the panel's convening.

    v.   As a result of the panel's decision, students may be asked to attend personal counselling, take a break from the course for a stipulated period of time, or if students are found not to meet the program requirements, the panel reserves the right to request that they withdraw from the program.

    vi.   Sensitivity programs or camps.

Important Note: This evaluation procedure is necessary in order to ensure that the students who complete the course are able to maintain a sense of professionalism under stressful and emotionally traumatic circumstances. This is also to ascertain that the students' mental health and well-being is looked after throughout the course.

4.3 Course Structure

3.1.1   <mark>Academic C</mark>alendar and Timetable

The academic calendar for the program will be released at the beginning of every year.

The timetable for each new semester will be released before the commencement of that new semester.

Students will need to take note of all the public holidays for the particular semester. Replacement classes for classes that fall on a public holiday will be scheduled as and when needed, and may be replaced on a Saturday.

3.1.1   Course Flow

All students will have to complete the following components in order to fulfil all course requirements:

a. Lectures
b. Practicum
c. Internship
d. Thesis (6 credits)

January 2019 intake and prior
(Full Time)

Year 1 (12 Subjects)

Semester 1
- MC-501 Human Development Across the Life Span
- MC-505 Techniques and the Process of Counselling
- MC-506 Research Methods & Statistics
- MC-611 Analysis of Individuals and Groups in Counselling

Semester 2
- MC-503 Theories of Counselling and Psychotherapy
- MC-608 Testing and Assessment
- MC-609 Theory and Practice of Career Counselling
- MC-612 Issues and Ethics in the Helping Profession

Semester 3
- MC-502 Social Diversity and Culture
- MC-504 Career Information and Career Development
- MC-507 Group Process
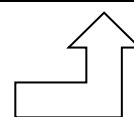- MC-610 Marital and Family Counselling

Year 2 (3 Subjects)

Semester 1
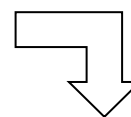- MC-613 Practicum
- MC-714 Thesis Writing (1st Sem)

Semester 2
- MC-714 Thesis Writing (2nd Sem)
- MC-715 Counselling Internship (1st Sem)

Semester 3
- MC-714 Thesis Writing (3rd Sem)
- MC-715 Counselling Internship (2nd Sem)

Note: Sequence of subjects may vary from intake to intake. Curriculum is subject to changes due to MQA requirements.

(Part Time)

Year 1 (7 Subjects)

Semester 1
- MC-501 Human Development Across the Life Span
- MC-505 Techniques and the Process of Counselling

Semester 2
- MC-503 Theories of Counselling and Psychotherapy
- MC-608 Testing and Assessment
- MC-609 Theory and Practice of Career Counselling

Semester 3
- MC-502 Social Diversity and Culture
- MC-504 Career Information and Career Development

Year 2 (3 Subjects)

Semester 1
- MC-506 Research Methods & Statistics
- MC-610 Marital and Family Counselling

Semester 2
- MC-507 Group Process
- MC-611 Analysis of Individuals and Groups in Counselling
- MC-612 Issues and Ethics in the Helping Profession

Semester 3
- MC-613 Practicum
- MC-714 Thesis Writing (1st Sem)

Year 3 (2 Subjects)

Semester 1
- MC-714 Thesis Writing (2nd Sem)
- MC-715 Counselling Internship (1st Sem)

Semester 2
- MC-714 Thesis Writing (3rd Sem)
- MC-715 Counselling Internship (2nd Sem)

January 2020 intake onwards
(Full Time)

Year 1 (12 Subjects)

Semester 1
- MC-501 Human Development Across the Life Span
- MC-503 Theories of Counselling and Psychotherapy
- MC-504 Theory and Practice of Career Counselling
- MC-505 Techniques and the Process of Counselling

Semester 2
- MC-506 Research Methods & Statistics
- MC-609 Career Information and Career Development
- MC-611 Assessment of Individuals and Groups
- MC-612 Issues and Ethics in the Helping Profession

Semester 3
- MC-502 Social Diversity and Multicultural Counselling
- MC-507 Group Process
- MC-608 Testing and Assessment
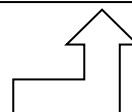- MC-610 Marital and Family Counselling

Year 2 (3 Subjects)

Semester 1
- MC-613 Practicum
- MC-714 Research Project (1st Sem)

Semester 2
- MC-714 Research Project (2nd Sem)
- MC-715 Counselling Internship (1st Sem)

Semester 3
- MC-714 Research Project (3rd Sem)
- MC-715 Counselling Internship (2nd Sem)

Note: Sequence of subjects may vary from intake to intake. Curriculum is subject to changes due to MQA requirements.

(Part Time)

Year 1 (7 Subjects)

Semester 1
- MC-501 Human Development Across the Life Span
- MC-503 Theories of Counselling and Psychotherapy
- MC-505 Techniques and the Process of Counselling

Semester 2
- MC-504 Theory and Practice of Career Counselling
- MC-506 Research Methods & Statistics

Semester 3
- MC-502 Social Diversity and Multicultural Counselling
- MC-608 Testing and Assessment

Year 2 (3 Subjects)

Semester 1
- MC-609 Career Information and Career Development
- MC-610 Marital and Family Counselling

Semester 2
- MC-507 Group Process
- MC-611 Assessment of Individuals and Groups
- MC-612 Issues and Ethics in the Helping Profession

Semester 3
- MC-613 Practicum
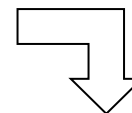- MC-714 Research Project (1st Sem)

Year 3 (2 Subjects)

Semester 1
- MC-714 Research Project (2nd Sem)
- MC-715 Counselling Internship (1st Sem)

Semester 2
- MC-714 Research Project (3rd Sem)
- MC-715 Counselling Internship (2nd Sem)

January 2023 intake onwards
(Full Time)

Year 1 (12 Subjects)

Semester 1
- MC-501 Human Development Across the Life Span
- MC-503 Theories of Counselling and Psychotherapy
- MC-504 Theory and Practice of Career Counselling
- MC-505 Techniques and the Process of Counselling

Semester 2
- MC-506 Research Methods & Statistics
- MC-609 Career Information and Career Development
- MC-611 Assessment of Individuals and Groups
- MC-612 Issues and Ethics in the Helping Profession

Semester 3
- MC-502 Social Diversity and Multicultural Counselling
- MC-507 Group Process
- MC-608 Testing and Assessment
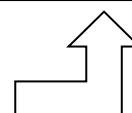- MC-610 Marital and Family Counselling

Year 2 (3 Subjects)

Semester 1
- MC-613 Practicum
- MC-714 Research Project (1st Sem)

Semester 2
- MC-714 Research Project (2nd Sem)
- MC-715 Counselling Internship (1st Sem)

Semester 3
- MC-714 Research Project (3rd Sem)
- MC-715 Counselling Internship (2nd Sem)

Note: Sequence of subjects may vary from intake to intake. Curriculum is subject to changes due to MQA requirements.

Year 2 (3 Subjects)

Semester 1
- MC-609 Career Information and Career Development
- MC-610 Marital and Family Counselling

Semester 2
- MC-507 Group Process
- MC-611 Assessment of Individuals and Groups
- MC-612 Issues and Ethics in the Helping Profession

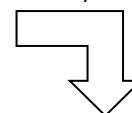*Semester 3*
- MC-613 Practicum

Year 3 (2 Subjects)

Semester 1
- MC-714 Research Project (1st Sem)
- MC-715 Counselling Internship (1st Sem)

Semester 2
- MC-714 Research Project (2nd Sem)
- MC-715 Counselling Internship (2nd Sem)

Semester 3
- MC-714 Research Project (3rd Sem)

(Part Time)

Year 1 (7 Subjects)

Semester 1
- MC-501 Human Development Across the Life Span
- MC-503 Theories of Counselling and Psychotherapy
- MC-505 Techniques and the Process of Counselling

Semester 2
- MC-504 Theory and Practice of Career Counselling
- MC-506 Research Methods & Statistics

Semester 3
- MC-502 Social Diversity and Multicultural Counselling
- MC-608 Testing and Assessment

Important Note: The practicum and internship components MUST be completed as per the requirements of Lembaga Kaunselor Malaysia as part of the criteria for licensing of counsellors.

3.1.1 Semester Breakdown

a. Students may take up to 3 subjects (maximum 4) per semester.

b. Students are required to enrol for the subjects in the semesters that they are being offered, according to their subject plan.

c. Students are required to enrol for the MC-714 (Research Project) and to complete the subject during the duration of the Master program.

d. Students are permitted to attempt each subject a maximum of 3 times. If a student is unable to pass a subject after the third attempt, they will NOT be awarded the Masters in Counselling degree.

3.1.1 Minimum Academic Standards

Students will need to pass all 12 modules offered and successfully complete their practicum, internship and submit an original research project, in order to be awarded the Masters in Counselling degree.

6.4.5 Course Listing

The Masters in Counselling programme consists of a total of 15 Subjects (51 credit hours) as listed below:

MC-501 – Human Development Across the Lifespan
MC-502 – Social Diversity and Multicultural Counselling
MC-503 – Theories of Counselling and Psychotherapy
MC-504 – Theory and Practice of Career Counselling
MC-505 – Techniques and the Process of Counselling
MC-506 – Research Methods and Statistics
MC-507 – Group Process
MC-608 – Testing and Assessment
MC-609 – Career Information and Career Development
MC-610 – Marital and Family Counselling
MC-611 – Assessment of Individuals and Groups
MC-612 – Issues and Ethics in the Helping Profession

MC-613 – Counselling Practicum
MC-714 – Research Project
MC-715 – Counselling Internship

6.4.6   Subjects Synopsis

MC-501 – Human Development Across the Lifespan
This course introduces students to the theories and concepts of Lifespan Development and their use in understanding human behaviour. It explores concepts such as the development of sex-roles, cognitive, physical, moral and identity development. The course also discusses issues such as Stress, Aging, Dealing with Grief and Loss.

MC-502 – Social Diversity and Multicultural Counselling
This course provides students with an interest in mental health with a basic foundation of knowledge, awareness and skills in multicultural issues related to the field of counselling and clinical psychology. This course is applied broadly to include issues of minority or marginalized status, as related to race, ethnicity, culture, gender, sexual orientation, disability, religion, spirituality, socio-economic class and age.

MC-503 – Theories of Counselling and Psychotherapy
An introductory study of current major theories and practices of Counselling. Emphasis is on understanding and applying the theories to explain human behaviour and suggesting therapeutic strategies to deal with issues and problems that arise in people. Students will also be encouraged to develop a philosophy of Counselling.

MC-504 – Theory and Practice of Career Counselling
This course introduces students to the theoretical framework and methods of career counseling. This module provides students with the major theories of career counseling, sources of occupational information, and explore the basic counseling tools used in the counseling process. It familiarizes students with career assessment instruments, increases knowledge to work with clients of different ages, gender and ethnicities.

MC-505 – Techniques and the Process of Counselling
An introductory course in counselling designed to help students master the basic micro-skills and the therapeutic process of counselling. The Counselling process will be discussed in generic terms, regardless of the theoretical base being used. Emphasis will be placed on learning, practicing and developing basic Counselling skills for facilitating constructive Counselling, and determining a personal style of counselling for future theoretical and practical integration.

MC-506 – Research Methods and Statistics
This course explores the development of skills necessary for the critical evaluation of behavioural research. Areas of study will include an understanding of the scientific method of research, methodologies employed in research, and statistical analysis.

MC-507 – Group Process
This is a basic course in understanding how groups work and the role of the facilitator in harnessing the power of the group to increase learning. Students will be exposed to models of group development, skills of a facilitator, processes involved in the way groups communicate, and the

framework for structured learning experiences. They will also be required to facilitate a group towards a specific outcome, using the theories and skills that they are exposed to at the start of the course.

MC-608 – Testing and Assessment
This course offers a practical introduction to the field of psychological testing and assessment. The general purpose of this course is to familiarize students with a variety of assessment procedures, giving emphasis on standardized psychological tests commonly used in counselling settings.

MC-609 – Career Information and Career Development
This module helps students to appropriately apply career development theories, career counseling procedures and techniques, career assessment tools, career development program planning, and sources of occupational information with special and diverse populations.

MC-610 – Marital and Family Counselling
This course will help a student come to a better understanding of marital and family issues. It explores some selected theoretical models used in Family Counselling such as Experiential and Transgenerational Models and Postmodern and Psycho-educational Family Therapy Models. Contemporary issues in married life such as sexuality and intimacy, conflict, divorce and infidelity will also be discussed.

MC-611 – Assessment of Individuals and Groups
This course aims to help graduate students in counselling gain sufficient knowledge and develop skills to appropriately assess clients and provide students the basic knowledge as well as competencies that help them conceptualise cases.

MC-612 – Issues and Ethics in the Helping Profession
The course sets out to discuss the major ethical issues that counsellors would face in their line of work. Different models of ethical decision-making will be discussed and relevant professional codes of conduct in the helping profession will be reviewed in order to develop a universal framework for understanding and dealing with ethical dilemmas.

MC-613 – Counselling Practicum*
The counselling practicum course provides students an opportunity for supervised practice in counselling with their peers and a specially selected student population on campus. It offers them an avenue for direct observation of their work and the work of their peers and a unique chance of critical feedback from others before they venture further into real life situations. Students are also exposed to the technical dynamics of the Counselling process such as intake assessments, case recording and preparing transcripts. The total number of hours spent for this course is 240 clock hours.

MC-714 – Research Project
This is a culminating activity of the program, which will require students to demonstrate the set of skills necessary for writing a 12,000-word research report. Students will need to select an appropriate topic, conduct the literature review, write a research proposal, conduct the research, write a report, and finally defend their research.

MC-715 – Counselling Internship*

In the Counselling Internship program, students learn to integrate theory with practice in both individual and group settings. Students will be exposed to a wide array of activities where they will assume the different roles and functions that counsellors take on in actual work situations. The ultimate goal of the internship experience is to ensure that students from this program are highly skilled, competent and have the confidence to practice as professional counsellors upon graduation.

*Important Note:

1. Students MUST have undergone the Sensitivity Camp successfully in order to commence their MC-613 Practicum module.
2. Students MUST have successfully completed their Counselling Practicum module (MC-613) in order to be eligible to do their MC-715 Internship module.

6.3.7   Academic Policies

6.3.7.1   Evaluation of Assessments

Assignments will be evaluated based on the following considerations:

- Logical analysis and interpretation of the substance of the subject and study material is expected
- Relevance of the student's experience and work environment to the assignment will be valued more than regurgitation of published material
- Originality of thought and critical analysis will be given full credit
- Structure and content will be assigned greater value than fluency of language. However, poor expression of English usage will detract from the flow of logic and reasoning expected in the assignments.

6.3.7.2   Extension of Submission Date

If you are unable to complete your assignment(s) by the due date, you must inform the subject lecturer in writing requesting for an extension of the submission date, giving valid reasons and written documentation for support. HELP regulations are very strict on this matter and extensions are granted usually under exceptional circumstances for a maximum period of 2 weeks only.

NOTE: Work or family pressure does not normally constitute valid grounds for extension of submission date.

6.3.7.3   Appeal Procedure

If you wish to appeal for a review of your grades, you may do so by paying an appeal fee of RM300.00 and to submit together with the appeals application form to the program administrator, within one month of the release of the official results. However it is the policy of HELP that this review will only involve a re-examination of the distribution of marks and computational accuracy of the marking. HELP views that its moderation process is sufficiently robust to ensure marking consistency in the first place.

6.3.7.4 Protocol for MC-613/ MC-714/ MC-715 Extenuation

Extensions are allowed for one semester only. The committee will be reviewing applications for extension strictly based on the following criteria:

Extenuation circumstances in general should be:
  a) Unforeseeable - in that the student could have no prior knowledge of the event concerned
  b) Unpreventable - in that the student could do nothing reasonably in their power to prevent such an event expected to have a serious impact

    i. The following are the list of circumstances in which extenuation will be considered and will be used as a guideline for the Extenuation Committee in its deliberations.

1.   Module related circumstances

    This includes extenuating issues related to the nature of the research itself that severely affects the student's ability to complete their project/practicum/internship by the given deadline. The Extenuation Committee should consider firstly, whether these circumstances were beyond the student's influence, and secondly whether they prevent the student from completing the project.

    This may include unexpected and unplanned circumstances beyond the students control that delay data collection, or data analysis. An example of this would be when the data collection requires permission from particular external authorities, for example government authorities, or private organizations and this approval is delayed to the point that it makes it impossible to complete the research report within the given deadline.

2.   Medical circumstances

    These include medical circumstances that severely interfere with the student's ability to complete their project by the given deadline.

The extenuating committee should consider the nature, timing and severity of the illness or injury, both physical and psychological, and only grant a deferment to students if it is judged to have significantly affected the student's ability to complete the research project in the required time.

Medical or psychological assessment reports need to be submitted to the Extenuation Committee for this to be given due consideration.

3. Personal circumstances

These include personal circumstances that affect the student's ability to complete their project by the given deadline. This may include extreme circumstances like a death or serious illness of a family member. These circumstances need to be documented.

ii. Examples of circumstances which would not normally constitute grounds for extenuation are:

- Minor illnesses - even if covered by medical certification
- Computer failure of non-University equipment or storage media
- Computer failure of University equipment or storage media (where failure is less than a continuous 24 hours)
- Transport problems
- Moving house
- Holidays
- Inadequate planning, organisation or time management

6.3.7.4.1 Extension Fees

If an extension is granted, student have to make payment of extension fees to HELP University's account. The extension fees for each module as below:

- MC-613 Counselling Practicum – RM700 per semester
- MC-714 Research Project – RM700 per semester
- MC-715 Counseling Internship - RM700 per semester

6.3.7.5 Deferment Of Subjects

6.3.7.5.1 Request for deferment

Normally registered students are expected to pursue their study by completing each subject without a break. In the interest of flexibility, however and recognizing that many students face a variety of work commitments, students are permitted to defer a subject or subjects. Any request to defer must be submitted in writing to the program administrator.

This request, together with the reason for such deferment, must reach the department within 5 days of the commencement of the subject.

6.3.7.5.2 Special Consideration for Deferment

Under extenuating circumstances, Department of Psychology also gives special consideration to a student when the program is in session. However, the student has to apply for this special consideration to the program administrator. This special consideration may relate to the deferment of registration, or of a particular subject or of the submission of assignments.

6.3.7.5.3 Implication of Deferment Without Approval

A student who defers a subject without approval of the Head of Department will be deemed to have failed his/her subject. She/he is then required to repeat the subject and pay the retake fee.

6.3.7.4.3 Academic Deferment and Fee Payment

Deferment of a subject is an academic matter. Please note that deferment does not mean that the student can defer payment of fees. Fees have to be paid according to the schedule in the Fee Payment Scheme, irrespective of a deferment of a subject.

6.3.7.5 Withdrawal

6.3.7.5.1 Withdrawal and Full Payment of Fees

Successful applicants who have paid their registration fee and subject fee but wish to withdraw shall do so at least two weeks prior to the commencement of the HELP Masters in Counselling program upon which they will receive full refund of these fees. Under no circumstances will the application fee be refunded.

6.3.7.5.2 Withdrawal and No Refund of Fees

Students who withdraw after the commencement of the HELP Masters in Counselling program will not receive any refund at all. Neither the application fee nor the exemption fee will be refunded to successful applicants who withdraw from the program.

6.3.7.6 Academic Misconduct

6.3.7.6.1   Assignment Ethics

HELP expects students, in their studies and research, to abide by accepted protocols that are designed to ensure the integrity and reputation of HELP. In particular, you are expected to:

- Acknowledge the work of others used in the assignments
- Disallow others to use your work without acknowledgement
- Report honestly the findings of your study and research

You are also expected to use responsibly the educational facilities and resources provided.

6.3.7.6.2   Turnitin Policy

All assignments have to be submitted to TurnItIn. Instructions:

1. Sections of assignment to be uploaded – from the Title Page to the last page of content. Do not include your references and appendices when you upload your assignment to TurnItIn because this results in a high plagiarism percentage.
2. In your hardcopy, after the last page (of references or appendices, if applicable), attach your TurnItIn receipt as proof of submission. The TurnItIn receipt includes your name, date & time of receipt. You will see it after you have uploaded your assignment to TurnItIn.
3. When uploading your assignment to TurnItIn, make sure you use your registered name (i.e. what is in the attendance list) & not a nickname.
4. Failure to submit your assignment to TurnItIn will result in ZERO marks for the assignment.
5. Failure to attach the Turnitin receipt to your assignment will result in a deduction of 2% per day (if it is submitted within the first 12 hours, 1% per day)
6. Failure to use your registered name on TurnItIn will result in a deduction of 5% deduction.

6.3.7.6.3   Plagiarism

A student who is proven to have plagiarized another student's work will receive a Fail grade for the subject and a warning, and possibly a fine imposed to be determined by HELP.

- All students must use the APA citation style – refer to the guide posted on My Acel.
- Plagiarism is defined as any unacknowledged use of ideas and material produced by someone other than the writer him/herself.

- Please note that you are NOT to submit any part of an assignment that you have already submitted to **any** subject, whether in the same or different semester
- All assignments must be submitted to Turnitin. Failure to do so will result in 0 marks for that particular assignment.
- The following rules apply:
  1. Any information taken from any source must be cited.
  2. 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.
  3. 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.

Category	Description	Action
Blatant plagiarism	- Complete paragraphs and/or sentences used without in-text acknowledgement - Clear intent to plagiarize	For cases of blatant plagiarism, students may be called before the Dept Assessment Investigative Committee (DAIC) consisting of the Head of Department and two Senior Lecturers. The following decisions can be made at the discretion of the lecturer and/or the DAIC: 1. 0 for assignment 2. F grade for the subject 3. Suspension from the program 4. Expulsion from the program In addition to this, all faculty staff will be made aware of the students who appear before the committee. Reference /recommendation letters will not be provided for these students.
Accidental plagiarism	- One or two in-text citations omitted - Quotation marks omitted - Little or no evidence of intent to plagiarize	Maximum 50% of available points Lecturer discretion Student to be notified of action. This will be accompanied by a discussion/consultation on how the mistake can be avoided in future.
Poor paraphrasing	- Material is acknowledged but at best, the paraphrasing is only limited to a few words being changed Quotation marks are also not used) - Little or no evidence of intent to plagiarize	Maximum 50% of available points Lecturer discretion Student to be notified of action. This will be accompanied by a discussion / consultation on how the mistake can be avoided in future.

6.3.7.6.4   Penalties

HELP can also impose on students who breach the protocols of academic conduct, penalties that may include suspension of candidature or exclusion from the program or from HELP University.

6.3.7.7   Contigent Fees

6.3.7.7.1   Resubmission

Students must pay RM100.00 for each assignment resubmitted.

6.3.7.7.2   Re-enrolment of Subject

Students who fails a subject will have to pay the subject re-enrolment fees applicable to the intake under which the subject is offered.

6.3.7.7.3   Review of Grades

Any appeal to HELP for a review of grades must be accompanied by a payment of RM300.00.

General Information & Guidelines for HU Students

8 Academic Policies and Procedures

The Registry (603-2094 2000)

HELP University constantly strives to create and maintain a conducive environment for excellent teaching and learning for all students. It recognises 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 behaviour.

For more details on other academic regulations not specified in this handbook, please refer to the respective department's handbook.

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.

8.1 Academic Requirements

(Please refer to the respective academic departments for more details).

8.1.1   Students must ensure that they satisfy the program attendance requirements and should bear in mind that it is HELP University's responsibility to report unsatisfactory attendance to parents/guardians and, where appropriate, to employers or other sponsors.

8.1.2   Students are responsible for notifying the Head of Department and 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.

8.1.3   Students must not attempt to secure an unfair advantage over others in assessment, as covered in HELP University's procedures for dealing with Allegations of Unfair Practice in Assessment.

8.1.4   Subject Registration/ Enrolment

8.1.4.1 Students are required to enrol during the official registration periods determined by HELP University, 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 students are to pay their fees promptly.

8.1.4.2 Subject enrolment must be made at the Registry or at the Department, or through *myPride* within the 1st and 2nd week from the semester commencement date.

8.1.4.3 Students are given two (2) weeks from programs commencement date to enrol for subjects, not applicable for short semesters. However, the deadlines may differ from semester to semester and by program. Students are advised to confirm the deadlines at the beginning of each semester with the Registry or Academic Department.

8.1.4.4 Students are to ensure that they fulfil the subject pre-requisites. For subjects that do not conform to the normal procedures the students must get approval from their respective Academic Department.

8.1.4.5 Students who submit the enrolment form within the 3rd & 4th week, or after the stipulated enrolment date, must obtain approval from the Academic Department and the policy under Financial HELP University College Sdn Bhd Requirements, late enrolment penalty fee, will apply (not applicable to short semester of the American Degree Program & Charles Sturt University Bachelor of Business/ Information Technology Program).

Subject enrolment will not be allowed after the 4th week from the semester commencement date except under special circumstances and approval is on a case to case basis.

8.1.4.6 The Registry will not enrol the student's desired subjects if
> The pre-requisites are not met
> The student has reached the maximum number of subjects
>> enrolled for the semester
> The student has not entered for the minimum number of
>> subjects for the semester without approval from the
>> Academic Department.
> The student has fee outstanding at the time of subject
>> enrolment

8.1.5   Change of Majors (only applicable to programs with majors/ specializations)

8.1.5.1 Students are advised to seek advice and/or counselling from the respective academic departments before deciding to change their majors/ specializations.

8.1.5.2 Students shall NOT be charged any fee for their first change of   major/ specialization.

8.1.5.3 A 'Change of Major Fee' (*please refer to the Registry*) shall be charged for the second and subsequent changes of majors/ specializations.

8.2   Appeal Against Decisions Made on Disciplinary Matters

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

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

8.3   Change Of Address

8.3.1 Students must inform the Registry of any change of personal details such as home or correspondence addresses, telephone numbers or other relevant items. A **"Change in Personal Details"** Form is available at the Main Registry counter and student online system - myPride.

8.3.2 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.

8.4   Code Of Conduct

Academic misconduct includes cheating and plagiarism and is an extremely serious offence.

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

- Providing or receiving information which is relevant to the examination during the conduct of the examination.
- Tampering or attempting to tamper with any item used in the assessment of students.
- 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.
- Failing to abide by directions distributed by the examiner regarding the permitted level of collaboration between students on items submitted for assessment.
- Copying or attempting to copy the work of another candidate.
- Acquiring or attempting to acquire, possessing or distributing material not specifically authorised for use in the assessment process by the unit examiner in the unit specification or on the front cover of the examination paper. Unauthorised material includes current examination question papers or part thereof in advance of the official distribution by HELP University to all candidates.
- Impersonating or attempting to impersonate another student in assessment activities.

8.4.2 Plagiarism

Plagiarism is the action or effort by a student to take and use or present another person's thoughts, writing, ideas or work as his own to gain or produce unfair advantage.

- A common example of plagiarism is knowingly using the whole or part of another work without appropriate citation.

- Submitting the work of others as his/her own for the purpose of satisfying formal assessment requirements for coursework, projects, dissertations etc.

- 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.

8.4.3 Unfair practice in examinations

- A candidate suspected of engaging in any unfair practice in a formal written examination shall have his/her examination answer book endorsed by the invigilators on the front cover and at the point inside the book at which the alleged unfair practice is detected.

- The invigilators shall give the candidate an oral warning in the presence of another invigilator that a report shall be made to the Registrar and that the candidate may be disqualified from the entire diet of assessments for that level of his/her studies.

- An invigilator or staff member who suspects that any unfair practice has taken place during an examination must make a detailed written report to the Registrar as soon as possible.

- The Registrar shall interview the candidate to establish whether there has been a prima facie case of unfair practice.

- If the Registrar and the candidate agree unfair practice has taken place, the Registrar shall refer the matter to the award examinations / moderation board for further action.

- If the candidate does not agree that unfair practice has taken place, the Registrar shall take steps to set up a meeting of the Academic Misconduct Committee at the earliest opportunity (normally at least one week later, but before the award examinations / moderation board meet).

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

8.4.4 Unfair practice

- Where unfair practice is suspected by a member of staff outside a formal written examination (e.g. plagiarism in a coursework assessment) the report should be made to the Head of Department by the member of staff who detects it.

- 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.

- 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.

- 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.

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

8.4.5 Academic Misconduct Committee

The committee shall normally comprise the following:
a. The Dean / Head of Department (Chair)
b. A staff member of the academic board who is not a Head of Department
c. The Academic Registrar, or nominee (secretary)
d. Two members of staff.

The above-mentioned cases of academic misconduct shall be dealt with in accordance with the regulations of the respective departments and those of the partner universities (if any).

8.5   Procedures Relating To Contravention Of Regulations Governing Academic And Non Academic Misconduct

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

- Counselling/Advice
- Formal warning
- Compensation may be required from the student
- Fines
- Suspension
- Expulsion

8.5.1   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. A counselling psychology section is available at the Department of Student Affairs where trained counsellors provide counselling /advice in a confidential and professional manner.

8.5.2   Formal Warning

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

- 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.
- 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 Academic Director or his/her nominee, that the student be referred to the Disciplinary Committee.

8.5.3   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 Academic Director, 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 Academic Director, 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.

8.6   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 authorised materials and equipment are allowed in the examination hall. Unauthorised materials or equipment which might give an unfair advantage such as notes, calculator cases/instruction leaflets, bags, pencil cases, personal TV/stereo, electronic or radio communication devices, including mobile phones 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.

8.6.1   Medical Certificates

Certificates and HELP University medical forms (where relevant) must be lodged no later than three (3) working days after the due date of final assessment of a unit.
Only original certificates shall be accepted.
Certificates must be lodged with the Registry in the time frame listed in clause.

8.6.2   Supplementary/ Re-sit Examination

Supplementary examinations shall be granted for absence in examinations with

medical reason (**NOT** applicable for Law and London External program, A-Level & UOL Programs, Diploma in Economics and Bachelor of Science.).
Re-sit examinations are normally granted as part of the course assessment structure (applicable for Diploma in Law and UEL programs **only**)
All supplementary/ re-sit examinations granted for medical or academic reasons shall incur a supplementary examination fee (please refer to the Registry).
Procedures for supplementary examinations:
   a. Obtain a Medical Certification (MC) form from Registry to be certified and signed by your medical practitioner.
   b. Submit completed MC form with the original Medical Certificate to the Registry within three (3) working days from the examination date.
   c. Submission of MC form does not automatically qualify the student for a supplementary examination and is subject to approval by the Examination Board.

d. Approval of supplementary examination shall be made known to the student when the examination results are released on the notice board.
e. Students shall be automatically invoiced for the supplementary examination fees.
f. Students shall sit for the supplementary examination at the next available semester. A fail (FL) grade shall be awarded if students do not attempt the supplementary examination.

8.6.3   Appeal against examination results
(*This procedure does not apply to Law and London Programs- UEL, UOL and A-Level*)

Students are allowed to appeal against results awarded should they believe that there is a clerical error in the marking or their paper has been unfairly marked.
All appeals must be submitted to the Registry seven (7) calendar days from the date the result has been officially published on the notice board.
Procedure for Appeal against examination result:

a) Students are to complete an "Appeal against Results" form (available at the Registry).
b) A letter stating reason of appeal must be enclosed (for HELP Diploma in Business and CSU program only).
c) Duly completed form to be submitted to the Registry for invoicing of appeal fee.
d) Payment to be made at the Bursary.
Appeal results shall be published on the notice board and a letter confirming the appeal result shall be sent at a later date.
Appeal fee shall be credited back to the student's account should the grade for the appealed subject be improved.

8.6.4   Assignment Extension Policy
(*This procedure does not apply to UEL Programs*)

An ASSIGNMENT is a piece of work allocated to a student as part of the process of assessment for a unit of work.
The DUE DATE is the date by which a student must submit an assignment to the University and is normally that defined in the unit specifications.
The examiner of a unit 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.

If the University fails to provide access to the learning resources by the date specified in the calendar, then the due date for only the first assignment shall normally be adjusted by the amount of delay. No further assignments will be accepted for assessment purposes after assignments or model solutions have been released except under extenuating circumstances.

If students submit assignments after the due date without extenuating circumstances, then a penalty of up to a maximum of 10% of the assigned mark shall normally apply for each working day the assignment is late. The unit examiner shall consider all documentary evidence accompanying an application for extension and decide on the outcome.

8.6.5 Plagiarism

Plagiarism is an action or effort by a student to take and use or present another person's thoughts, writing, ideas or work as their own to gain an unfair advantage. A common example of plagiarism is knowingly using the whole or part of other works without proper acknowledgement. Any student found guilty of plagiarism will be penalised accordingly. Students are responsible for understanding the consequences for violating college regulations.

You are guilty of plagiarism when you "use and pass off (the ideas or writings of another) as one's own" (*The American Heritage® Dictionary of the English Language*, 2000).

- Information taken from any source must be cited.
- 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.
- If you re-write or summarise the information in your own words, this is called a paraphrase. No quotation marks are necessary, but the source must be cited.

For more information on citations, refer to the section below titled Citations.
For more information on plagiarism, please refer to the following websites:
1. http://www.indiana.edu/~wts/wts/plagiarism.html
2. http://www.georgetown.edu/honor/plagiarism.html

8.6.6 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.

8.6.7 Examination Timetables

Examination timetables will be made known to students via emails.

8.6.8 Examination Clashes

A student who has an examination clash is required to notify the Examinations Office 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.

8.6.9 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 Examinations Office.

8.6.10 Examination Centres

- HELP's Examination Centres
  Students are expected to attend their examinations at HELP's designated examination centres.
- Non-HELP Designated Centers
  A student may request to be allowed to sit for an examination at a non-HELP Designated Center. 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.

8.6.11 Conduct of Examinations

- 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.

- Materials not normally allowed
  Unless otherwise advised under specific instructions for a particular examination, the following items/materials shall not be brought into an examination:
  a) Writing, blotting, or other paper;
  b) Dictionaries;
  c) Textbooks and other reference material;
  d) Calculators;
  e) Electronic devices including diaries, organizers, dictionaries, laptop or palmtop computers;
  f) Mobile telephones or other communication devices;
  g) Pencil Cases.

- Unauthorised 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 5.7 below.

- Identification

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

- 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.

- Hand phones and Valuables

  Hand phones and valuables may be brought to the examination but must be placed on the floor under the table. All hand phones must be switched off during the examination. If a hand phone is found to have been switched on or in the student's possession 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 his failing the examination.

- Late Admission

  A student may be admitted late up to a maximum of 30 minutes 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 30 minutes late.

- 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.

- 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.

- Departing from the Examination Room

  A student shall not leave an examination room within the first 30 minutes of the examination, nor in the last 30 minutes of the examination.

- 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.

- 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.

- Conclusion of examination
An announcement will be made by the Chief Invigilator to indicate when thirty 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.

8.6.12 Grade Appeal

Students are responsible in maintaining standards of academic performance for each course they are enrolled. Whenever students believe that their work has been improperly evaluated or incorrectly assigned, they may appeal a final course grade, without fear of recrimination. Students may initiate the appeal process within the appeal period.

Students are required to submit the Results Appeal Form / Applications for Review of Grade Form (for CSU and UEL) to the Registry within five working days from the date the results are released via My Pride. The fee is RM 200.00 for each course appealed.

A review of Grade Committee comprising the Dean of the Faculty or his representative, the Head of Department and one lecturer (who is not from among any subject lecturers whose grades are under review), to consider the appeals.

The committee will then rule to maintain the grades originally assigned or to change the grades. The ruling of the committee shall be final. All appeal results will then be published on the notice board. The fee for successful appeals will be credited to the relevant students' accounts.

A letter will also be issued to each student who has submitted an application to inform him/her of the outcome.

8.6.13 Statement of Results

A statement of results (complete unofficial transcript) is mailed directly to each student after the completion of a particular semester. The report is a listing of courses completed during that semester, indicating the semester GPA and overall CGPA (if any).

8.6.14 Academic Transcript

A transcript reflects a complete and faithful copy of the student's academic record. Official transcripts bear the seal of HELP University and the signatures of the Registrar and Head of Department.

Students are required to fill the Transcript Requisition Form available at the Main Registry and transcripts are issued only upon the written request of the student. Only original, signed and written requests by the student will be accepted. Students are advised to request transcripts well in advance to allow time for the Registry to process the application. The processing fee for non-urgent transcript is RM5.00 per transcript.

Collection will be 10 working days from the date of requisition. Urgent requests for transcripts will take 5 working days and the processing fee is RM20.00 per transcript.

8.6.15 Academic Dishonesty

Most acts of academic dishonesty involve cheating in examinations or reports, plagiarism, improperly obtaining examination questions, forgery, falsification of records or impersonation of another person taking an examination.
Students engaged in academic dishonesty shall be liable to severe penalties. Penalties will range from receiving an F grade in the relevant subject, with possibility of expulsion from the college.

8.6.16 Cheating in Examination

It is an act of giving or receiving unauthorised 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 unauthorised 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 authorised by the invigilator.

9 General Policies and Procedures

The Registry (603-2094 2000)

Students must observe all regulations which govern the effective organisation and management of specific areas of activity within HELP University, including those relating to financial requirements, health and safety, the use of learning, computing, refreshment, 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.

9.1 Non Academic

9.1.1 Students must not at any time whilst on or off HELP University premises:
- 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;
- Make malicious allegations against other members of HELP University;
- Damage HELP University's property or the property of other students, staff or visitors;
- Misappropriate any HELP University property, funds or assets;
- 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;
- Commit any criminal act or offence whilst on or off HELP University premises or whilst engaged in HELP University activities;
- Engage in any activity or behaviour which contravenes HELP University's anti-harassment policies;
- 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.

9.1.2 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.

9.1.3 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 clause Procedures Relating to Contravention of Regulations Governing Academic and Non Academic Misconduct.

9.2 Copyright

9.2.1   Students of HELP University are required to follow the guidelines set out below when doing any of the following with copyright material:
- Photocopying.
- Copying of computer programs.
- Copying of sound recordings films and broadcasts.
- Public performance of literary, dramatic or musical works, and playing sound recordings or films and videos in public.

9.2.2   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:
- Copyright has run out.
- The copyright owner has given permission or license.
- A copy is made for the purpose of research or study, but only of a 'reasonable portion', usually not more than 10%.
- A published work is out of print and not obtainable at an ordinary commercial price.
- An unpublished thesis held in a library is required for research and study.
- The copyright is 'in the public domain'.

9.2.3   Copying of Computer Programs
The reproduction of computer programs is prohibited by the Copyright Act   *except where*:
- The copyright owner has given permission or a license to copy.
- The program is 'in the public domain'.
- Backup copy is made only for use as a backup except where there is a notice on the program prohibiting making a backup copy and only by the person who purchased the original and within the terms of the licence.
  It is also illegal to adapt a computer program.

9.2.4   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:
- The copyright has run out, or the copyright is 'in the public domain'.
- The copyright owner has given permission or license to record.
- 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.

9.2.5   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.

9.2.6   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:

- All the copyrights have expired;
- The copyright owner has licensed or permitted the work to be performed or the recording or film to be played or heard;
- The performance or playing is used for educational instruction.
- A performance which exceeds these provisions requires a licence or specific permission.

9.3   Dress Code

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

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

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

9.4   Drugs & Poisons

9.4.1   It is a criminal offence to have in possession or under custody or control any form of unauthorised drug or poison.

9.4.2   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).

9.4.3   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.

9.4.4   In Malaysia, any of the above criminal offences could upon conviction lead to a death penalty.

9.5 Gaming

9.5.1   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.

9.5.2   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".

9.6 Health & Safety

9.6.1   Students must read and comply with all health, fire and safety regulations, and co-operate with all activities in respect of such regulations.

9.6.2   Smoking is not permitted in any part of HELP University premises.

9.6.3   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.

9.6.4   A Personal Accident Insurance Scheme has been arranged for all students. It is compulsory for students who are registered in an intake after 1st January 2001, but optional for students who are registered in an intake before 1st January 2001 and have submitted an 'Option Form' by the dates stipulated on the form. Details of the Insurance Scheme coverage may be obtained from the Registry. Claims must also be channelled through the Registry.

9.6.5   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.

9.6.6   All car park spaces are privately owned and the relevant authorities collect all fees charged. Wherever possible, a reduced rate has been negotiated for students.

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

9.6.8   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.

9.7 HELP University's Liability

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

9.7.2 Should you 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.

9.8 Racial Discrimination Policy

9.8.1 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:
- Discourage racial discrimination and harassment in its structures and its learning and working environment; and
- Affirm and value cultural diversity.

9.8.2 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 Dean of the Department of Student Affairs or to the Registrar.

9.9 Sexual Harassment Policy

9.9.1 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 harassment, exploitation or intimidation. Such actions violate the dignity of the individual and the integrity of the college as an institution of learning. The college will take whatever action is needed to prevent, stop, correct, or discipline behaviour that violates this policy. Disciplinary action may include, but is not limited to, oral or written warnings, transfer, suspension, or dismissal for cause. It is the policy of this college that sexual harassment in any form will not be tolerated; management and supervisory personnel, at all levels, are responsible for taking reasonable and necessary action to prevent sexual harassment. All members of the college are encouraged to report promptly any conduct that could be in violation of this policy.

9.9.2   Definition and Examples

9.9.2.1   Sexual harassment may involve untoward behaviour of a person of either sex toward a person of the opposite or the same sex. Sexual harassment can occur at or away from the college. 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:
- Submission to or toleration of such conduct is made, either explicitly or implicitly, a term or condition of instruction, employment, or participation in other college activities;
- 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
- 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.

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

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

9.9.2.4   Examples of behaviour that may be considered sexual harassment include, but are not limited to, the following:
- Physical/sexual assault;
- Direct or implied threats that submission to sexual advances shall be a condition of employment, work status, promotion, good grades or letters of recommendation;
- 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;

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

9.9.3   Prohibitions

9.9.3.1   The following acts are strictly prohibited by this policy:
- Sexual harassment in any form
- Retaliation for seeking information on sexual harassment, making a charge, filing a sexual harassment complaint, or testifying, assisting, or participating in an investigation, proceeding, or hearing involving a complaint of sexual harassment.
- Malicious and/ or false accusations.

9.9.4   Confidentiality

9.9.4.1   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.

9.9.4.2   The victim of harassment shall also be provided in-house psychological counselling by a qualified counselling psychologist upon request.

9.9.5   Complaint Procedures

9.9.5.1   Individuals may report acts of sexual harassment through the following channels:
- Students may file a complaint with the Registrar
- Employee complaints are to be filed with the Human Resource Executive

9.9.5.2   The complaints shall be investigated, and a domestic inquiry 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 Chief Executive Officer for employee complaints, or to the Academic Director for student complaints. The supervisor or other college official who receives a complaint is responsible for taking reasonable action to prevent retaliation against complainants and/or other individuals involved in the investigation process.

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

9.9.6   Dissemination of Policy

The policy shall be made available to all employees and students. Periodic notices shall be sent to students and employees about the college's policy against sexual harassment.

9.10 Smoking Policy

9.10.1 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.

9.10.2 Any dispute over smoking shall be referred in the first instance to the Registrar for resolution.

9.11 Student Identification Card

9.11.1 A HELP University Student ID card shall be issued upon payment of all administrative fees.

9.11.2 It is the student's responsibility to request for the HELP Student ID card.

9.11.3 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.

9.11.4 This card must be produced when required to do so by any person(s) authorised 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.

9.11.5 If this card should be misplaced or needs to be replaced, a replacement fee of RM10 shall be imposed.

9.12 Transfer Policy

9.12.1 A student wishing to transfer from one program to another MUST make a request in writing to the Registry immediately, failing which the student shall be charged the full fees for the new program that he/she is enrolling. A course transfer form, obtainable from the Registry/ Academic Department, must be completed and forwarded to the Academic Department to be processed.

9.12.2 A student who wishes to transfer from one program 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, registration and resource fees to the new program. If the fees for the new program are higher than the former program, the student shall be required to pay the difference.

9.12.3 A student who transfers from one program to another 2 weeks after the commencement date of the program shall have to pay a pro-rated course fee for the former and full course fee for the newly enrolled program. All other administrative fees are transferable.

9.13 Withdrawal Policy

9.13.1 Withdrawal from subject(s)

9.13.1.1   Students are required to write in officially to the Registrar for any request to withdraw from an enrolled subject.

9.13.1.2   All requests for subject withdrawals are subject to approval of the management or the respective partner university.

9.13.1.3   No refund shall be given for withdrawal of subject (s).

9.13.2 Withdrawal from a course/ the university

9.13.2.1   A student shall be deemed to be no longer enrolled in a course at HELP University if:
- The student has completed the requirements for that course;
- Registration in the course has been terminated; or
- The student has been excluded on academic or disciplinary grounds.

9.13.2.2   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.

9.13.2.3   Any student who withdraws from a course before the commencement date shall be refunded only the course fee, the resource fee and security deposit.

9.13.2.4   50% of the term / semester fees and the full security deposit and resource fee paid shall be refunded to a student who withdraws from a course within 2 weeks of the date of commencement.

9.13.2.5   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 except the security deposit which will be refunded in full, provided there is no other outstanding fees.

9.13.2.6   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 all fees, except the resource fee and the security deposit, shall be forfeited.

9.13.2.7   If a student withdraws after full completion of a course/program at HELP University and wishes to apply for a new course/program at a later date, the *application fee* (for all programs) and *registration fees* (for undergraduate programs only) shall be waived. Students will be required to complete a new

application form and submit all relevant documents and pay the security deposit, course/tuition fee and any other fee payable for the new course/program.

9.13.2.8   If a student withdraws before completion of a course/program at HELP University, but later wishes to re-apply for a new course/program 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 administrative fee.

9.13.2.9   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.

9.13.2.10 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.

9.13.2.11 A sum of RM20.00 (Ringgit Malaysia Twenty Only) shall be deducted from the security deposit in the event of failure to return the HELP Student Identification Card.

9.14 Inactive Period

9.14.1 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 the University. However, all '**WITHDRAWN/CANCELLED'** students will be charged the latest course fees applicable at the time when they resume their studies.

9.14.2 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.

10 Student Services

10.1 Department of Student Affairs

Department of Student Affairs (603-2711 2000 ext. 3907)

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 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.

10.1.1 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.

Amongst the active sports clubs at HELP University are soccer, badminton, table tennis, basketball, bowling, and others. Please refer to the Department of Student Affairs for the full listing of clubs and societies available at HELP University. Training sessions and matches (inter-collegiate championships) are organised regularly by the respective clubs for their members. This includes HELP football and hockey leagues, which are ongoing. Some clubs are registered nationally e.g. the Hockey club is registered with the KL Hockey Association and is participating in the KL League.

10.1.2 Sport Facilities

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 03-2284 6065.

Sports Unlimited, Section 13, Petaling Jaya
This sports complex has facilities for futsal, indoor hockey and net ball. Reservations of these facilities can be made at the venue.

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.

10.2 International Student Services

International Student Services Department (603-2716 2000 ext. 2011)

International students make up 18% of the students at the HELP University, so there is no reason to feel isolated or lonely. The International Student Services Department (ISD) is set up to enhance the welfare of all international students studying at HELP. ISD provides assistance in terms of admission, application and renewal of student visa, among others.

Special activities are organised to foster closer relationship among local students, international students and staff members. These include city tours, excursions, barbecue gatherings, festive get-togethers, and Sports Carnival. The highlight of the year is the International Students' Day, which is normally held during the month of August / September. These activities are meant to expose international students to the Malaysian and Asian culture.

Roles of International Student Services Department (ISSD)
- Organise orientation, enrolment and academic preparation programs
- Provide individual counselling and advice on personal, social and academic matters
- Refer students to advisers of various study support i.e. English Language
- Assist in organising activities for international students
- Assist in organising social and cultural activities
- Liaise with academic and administrative staff regarding the progress of international students
- Provide support programs for spouses and parents involving informal conversation and support
- Assist in obtaining accommodation through referrals
- Assist in ticketing for international students
- Act as referral to community and government agencies as the need arises
- Assist students in dealing with immigration matters

10.2.1 Pre-departure Checklist

Tuition Fees
Please be aware of the cost of studying and living in Malaysia and organize adequate financial resources before leaving your home country. International students living

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overseas must pay their first semester fees well before departure so they will have enough time to obtain their Student Pass. Tuition fees vary according to the course you are taking. For fee structure, please refer to your Offer Letter.

Money

Students will need to bring about RM500 - RM600 in cash to cover expenses in Malaysia for the first few weeks. Students should also bring other funds to be drawn in Ringgit either in the forms of a bank draft or via electronic transfer in a bank account in Malaysia. Please take note that bank clearings may take a week for electronic transfers to a month for bank drafts. Please also be advised that it is more convenient to transfer funds electronically when depositing large sums of money into bank accounts. Students will be given more information during the Orientation Program.

- The Ringgit Malaysia (RM) is the basic unit of exchange. Both paper notes and coins are used.
- Notes are different in colours and size. Denominations are RM1 (blue), RM5 (green), RM10 (red), RM50 (blue) and RM100 (purple).
- Coins vary in size according to the value. Denominations are 50cents (silver), 20cents (silver), 10cents (silver) and 5cents (silver).

Health History

It is important to know your own health history. Before departure, please consult your doctor for advice on the type of medications you've been taking and the immunizations you have been given in the past. Most importantly, please be aware of the medications that you are allergic to. It is also good practice to have this information in writing in case you become ill while overseas.

Climate And Clothing

Lying between one and seven degrees north of the equator, Malaysia enjoys a tropical climate. The average temperature is 28 degrees Celsius; however, highland temperature can reach the mean of 18 degrees. Annual rainfall is heavy at 2500mm (100 inches). The high humidity level at 80% throughout the year favours light and sweat-absorbent material such as cotton for daily dressing. Generally, Malaysia has two distinct seasons. The dry season occurs during the southwest monsoon from May to September. The northeast monsoon blows from mid-November till March, which brings about the rainy season (monsoon) to the country. The East Coast of the country is best avoided during these times.

Electrical Goods

Electric supply is on a 240-volt 50-cycle system. Please ensure that the electrical goods from your country are compatible to use in Malaysia.

Computer

Computer laboratories are available on campus with a variety of software, printing, e-mail and Internet facilities. Various spots on campus are WiFi enabled allowing students the convenience of getting online with their laptops. Students who wish to use the computer labs are required to register with the Corporate Information Centre (CIC). Students are required to present their student card to be registered. International students can bring their passport as proof. The lab is opened daily and you can check the opening hours from the notice on the lab entrance.

Passport Renewal

Before leaving the country, please check to ensure that your passport is current. Passport renewal may take several months. Please be advised to apply for renewal at least two months before the expiry date to avoid any inconveniences.

10.2.2 <u>Arrival</u>

Students will have to notify us the details of their arrival at least 10 days before their departure date. The information required are:

- Date of arrival
- Time of arrival
- Flight number

Officials from HELP will receive them at the Airport Immigration clearance point. Please take note that students will not be able to clear Immigration without the presence of officials from HELP. For ease of Immigration Clearance, please produce the approval letter upon arrival.

Upon the clearing by immigration, students will be accompanied to their temporary accommodation for a free 6 days transit stay. Students will be escorted to the University during the first few days upon arrival.

10.3 Counselling Services

CAREERsense@HELP (603-2711 2000 ext. 1127)
Centre for Psychological & Counselling Services (603-2096 1212)

10.3.1 <u>Academic Counselling</u>
Customer Marketing Department (603-2716 2000)

Education Advisors in the Customer Marketing Department provide academic guidance to students in choosing the most suitable careers and courses.

10.3.2 <u>Mental Health</u>

The two-dimensional mental health program at HELP University was first developed at the beginning of 1995. The first dimension is to provide expert counselling services for

students having personal difficulties such as study problems, relationship problems, problems with identity, meaning and other issues related to their present stage in life.

The second dimension of the mental health program is a pro-active dimension, i.e. to provide personal development programs for the enrichment of our students' personal lives. Programs such as time management, conflict resolution, stress management, study skills, interpersonal skills, confronting change, vision and direction, etc. are given to ensure that our students have the relevant capabilities and attitudes to face the challenges of a college education as well as to face life in general.

The HELP University Faculty of Behavioral Sciences, Education, and Languages provides free consultation and counselling services to all our students and staff.

10.3.3 Personal Development and Mental Health Programs

The Faculty of Behavioral Sciences, Education, and Languages provides professional counselling services to both the students and staff at HELP University. Trained counsellors and clinical psychologists offer personalized counselling to help students who have difficulties, to better cope with their problems in order to achieve their fullest potential. Students without problems too are encouraged to come for counselling in order to find deeper meaning and significance in life, discover their deeper potential and work towards self-realization.

Aside from counselling, this program also runs different series of short Personal Development Seminars throughout the year on a variety of relevant topics ranging from time management, stress management, emotional intelligence, holistic health, healthy eating, study skills, relationship enhancement and others. Certificates of participation are given to students who demonstrate significant mastery of the knowledge gathered during the seminars. Personality testing, aptitude testing and a range of other types of psychological testing are also offered to provide students and staff with information that can them better understand themselves and use this information to choose compatible careers.

10.3.4 Career Advisory Services

CAREERsense@HELP, the career guidance centre at the University, offers a hosts of services related to career exploration and development. Among them are the Testing and Assesment services, the Personal Development Training Programs, and the Internship and Placement services. The Graduate Placement Program assists students in identifying suitable jobs and training opportunities with companies linked to the centre. The centre also organises workshops for graduating students to learn the finer points of writing résumés, attending interviews and selecting the most suitable jobs.

HELP also conducts study abroad programs in countries such as USA, Korea and others which enables students to develop inter-cultural team-building and leadership abilities

and to acquire self-esteem and personal skills to help them set their goals more effectively in a career context.

10.4 Accommodation

(Refer to http://www.help.edu.my/living-lifestyle/campus-accommodation.html)

For more information about accommodation, please contact:

Mr Chuan Taik Wai, Manager of Student Accomodation Unit

Ms Mat Chang Lai Mee, Student Accomodation Executive

HELP Residence

Telephone: 603-2716 2218 / 2716 2151

Email: residence@help.edu.my

10.5 Parking

Secure Parking Corporation Sdn Bhd (Tel: 603-2093 6898)

The parking at Wisma HELP (WH), Wisma Damansara) is operated by Secure Parking Corporation Sdn Bhd.

Parking at Wisma HELP (indoor or open car park) is based on an hourly rate, that is RM 5 per hour for Mondays to Saturdays. For Saturdays, it is RM 6 per entry after 3pm, where as on Sundays and public holidays, it is RM 6 per entry. In view of this, Masters students in Wisma HELP are eligible to obtain a parking coupon that has a flat rate of RM 6. This coupon can be obtained from the Department of Maintenance at Level LC. Season parking is RM150/per month.

The shuttle bus service provided runs continuously from 7.00 am to 7.00 pm enroute from Main Block Bus Stop (Opposite Twins Damasara) to Wisma HELP and ELM Business School. This service operates from Monday to Friday exclusively for HELP students and staff only.

10.6 Security

Security & Transport Department (603-2716 2140)

The Security and Transport department of HELP University is responsible for ensuring the safety of the students and staff within its premises. It supervises the security guards manning the various exits in HELP University. It also supervises the provision of bus services between the various buildings.

10.7 Student Portal – MyPride (Administration)

Corporate Information Centre HELPDESK (603-2096 2000)

MyPride is a unique online service designed for students with the aim of instantaneously facilitating communication with the administration and enabling them to check their record status (personal, financial, academic). Update your records & personal details, change majors, verify subjects and add or drop them at the touch of a key. It's fun and fast! You can even advertise items for sale: textbooks, music, personal gear, car, etc.

MyPride is available at https://newmypride.help.edu.my/Login.aspx

10.8 Student Portal – LMS (Academic)

HELP e-Learning (lms.support@help.edu.my)

LMS is a content management system (CMS) uniquely designed using sound pedagogical principles, to help educators create effective online learning communities. Students will be automatically added to the relevant LMS subject pages within 24 hours of enrolling for their subjects officially on MyPride. New students of HELP will receive an email notification with an auto-generated password to log in to their account. Once successfully logged in, students should reset their temporary password.

Students will 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;
- Instructor and student-to-student interactions in computer conferences via discussions forum and chatting facility;
- Electronic and group mail, both within and outside of the course structure;
- File transfer & file attachment of assignments;
- Feedback between instructor and students and between students on joint projects; and
- Intelligent monitoring of students performance and progress.

10.9 Library

Learning Resource Centre (603-2711 2000 ext 2803)

The primary aim of the HELP University Library is to provide you with the necessary resources to help you achieve excellence in your studies and academic research. The Library is therefore an important key to the acquisition of knowledge. In order to achieve the full benefit from the Library you must familiarise yourself with the use of the Library catalogues and abide by the Library's regulations which have been made to ensure a smooth and rewarding service for you during your years of study in HELP University. It provides a comfortable and conducive environment for work, where students have access to a large and up-to-date collection of text and reference books, journals and magazines, and to services like loans, reservations and photocopying, and online searching for information on the internet. The library collection is catalogued and classified according to the Library of Congress Classification Outline scheme.

Our internet-ready library system, OpenBiblio, which is an automated library system written in PHP containing OPAC, circulation, cataloguing and staff administrative functionality. It allows for online student access to the library database. Students are able to check for book availability and location, as well as to place reservations for books and renew borrowing periods. The bar-code based system also allows for easier inventory management.

The library system is housed on a rack-optimised DELL Quad-core PowerEdge server, with built-in Behavioural Specifications that help ensure consistency.

- **Online Database**
  (The respective academic departments)

  - **Westlaw**

Westlaw International is Thomson's powerful online research service, providing legal professionals with trusted legal, news and business information from around the world. Westlaw International combines essential, authoritative information resources with the technical innovation of Westlaw – the leading online legal information service in the United States. By combining materials from renowned content providers such as Sweet & Maxwell, Thomson West, ELLIS Publications, Lawbook Co and Carswell, Westlaw International offers a unique collection of trustworthy legal and regulatory information.

Westlaw International features and benefits
- A subscription-based service giving access to Case Law, Legislation, Law Reviews, Treatises, and Directories organized by topical and jurisdictional libraries
- Business information and News, including business public records
- Editorially enhanced and reliable content – headnotes, citators and legal update alerts
- Citator superiority with KeyCite and UK Case Locator
- Easy-to-use interface
- Access from any location around the world with Web availability
- Secure sign-on option to maintain confidentiality when you enter your password
- Expert training and research assistance

- **EBSCO**
  EBSCO is a worldwide leader in providing information access and management solutions through print and electronic journal subscription services, research database development and production, online access to more than 150 databases and thousands of e-journals, a full-featured OpenUrl link resolver, and e-commerce book procurement. EBSCO has been serving the library and business communities for more than 60 years.

10.10 Computer Services

Corporate Information Centre HELPDESK (603-2096 2000)

HU's extensive computing resource for its students is enhanced by the services of Help Desks located in the Main Block, Wisma HELP and KPD Block E. The staffs at the various Help Desks is trained to provide various IT services to the students, including printing services, trouble-shooting of notebooks, student e-mail and electronic enrolment accounts.

a) **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 six Learning Spaces in the Main Block. Four of these house approximately 180 Dell Optiplex multi-media computers, with 80GBHDD, 512MB RAM, operating on Windows XP Pro SP2, one of which is specifically dedicated for the use of assignments and research. The fifth Learning Space houses Macintosh G4 computers, running on Mac OS X with 512MB RAM. This is utilised by Mac-specific subjects and projects. The sixth Learning Space is primarily used as a language lab, with audio-visual facilities to aid the teaching of modern languages.

Constructions for additional learning spaces in other buildings are already underway. Specifically:
- Wisma HELP x 2 labs (1 lab completed, 1 lab under construction). The number of computers in the completed lab is 40. The lab under construction would also house 40 units when completed.

Additionally, we have computers available for student access in other areas. Namely:
- Law Resource Centre
- Business Resource Centre
- Library

b) WiFi

Wireless Local Area Network (WiFi) Hotspots in Wisma HELP running on TMnet Streamyz Exterprise-level broadband lines are currently scattered throughout approximately 40% of the campus. This percentage grows every year. 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.

A campus-wide intelligent networking also has been implemented, to enhance internet accessibility throughout the campus and also to promote the use of electronic lecture notes.