



UNDERGRADUATE HANDBOOK 2026

(University Level)

Policies, Procedures & Guidelines

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Dr Khor Khai Ling

BSocSc (Psych) Hons (UTAR), MCounselling (USM), PhD (MedSc) (Sunway)

Dr Kishen Tulsidas Adnani

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

Mr Kok Chye Hock

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

Mr Koon Kim Peh

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

Ms Lai Ho Yan

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

Ms Lavanya a/p Selvaratnam

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Ms Macrina Francesca Stephen Yap

BSc TESOL Hons (UNIMAS), MEd (Malaya)

Mr Manibelen a/I Ratnasamy

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

Mr Mark Goh Wah Seng

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

Ms Marilyn Kew Pei Ling

BCom (ANU), MAcct&Fin (HELP), CPA (Australia)

Ms Mawaddah Munirah binti Zulfakar

LLB Hons, LLM (UITM)

Mr Mohd Jamil bin Jelani

Dip Acct (MARA), BAacct, MBA (App Fin & Inv't) (UKM), Grad Cert (Bus Research) (Newcastle), CA (M), MCom (Fin) (Canterbury)

Dr Monica a/p Selvaraja

BFin Hons, MBA (UNITEN), PhD (Bus Econ) (UPM)

Ms Nabila binti Mohd Yunus

BSc (TourismMgmt) Hons (UiTM), MSc (HospitalityMgmt) (UNITAR)

Ms Naline a/p Shanmugam

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

Dr Nalini Devi a/p P Ramasivam

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

Mr. Ng You Ming

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

Dr Norzayana binti Yusof

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

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BSc (Industrial Maths) (UiTM), Mapp Statistics (Malaya)

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Mr R Murali a/l Rajaratenam

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Mr Rajender Singh a/l Ajit Singh

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

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Ms See Yee Chen

BSc (Stats) Hons, MInstrTech (Malaya)

Ms Seetha Letchumi a/p K Sukumaran

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

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

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Ms Sheena a/p Vajaindran

BMassComm (UTAR), MMultimediaComm (OUM)

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

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Mr S. Vijayan a/I Subramaniam

Higher Dip (Bus Info Tech) (APIIT), BSc (Comp & Infosys) Hons (Staffordshire), MBA (De-Montfort)

Mr Syamsulang bin Sarifuddin

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LECTURERS

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Mr Maz Irwan bin Mohd Azani

Dip Cinematography (ASK), BFA (Filmmaking) (Korea National University of Arts)

Mr Mohd Afiq Aiman bin Abd Hamid

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Ms Norhakimah binti Seman @ Abdullah

LLB Hons, MComparative Law (IIUM)

Ms Nor Suzylyana binti Idris

BLaw and Commerce Hons (MSU), MCriminalJustice (Malaya)

Ms Nur Aainaa Amalina binti Razak

BBA (Marketing) (UiTM), MSc (Marketing) (South Wales)

Ms Nurul Sabrina binti Masri

BHumanSc (Comm) Hons (IIUM), MCorpComm (UPM)

Ms Nurul Syahida binti Ahmad Said

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

Dr Wong Yi Shan

BSc Hons (Psych) (Nottingham), MSc (UPM), PhD (Reading)

Mr Zulqarnain bin Mohd Ilias

BA Hons (English for Professionals), MA (Linguistic & ELS) (USM)

(Management and Academic List are correct as at 7 August 2026)

1.0 General Information

1.1 The University

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

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

HELP is an international university with a large foreign student population from various countries such as Maldives, India, Indonesia, China, South Korea, and Vietnam to name a few reflecting the prestige and recognition that HELP has gained in the international arena. The presence of these students contributes to a rich and fascinating cultural mix on campus and helps foster an open and global frame of mind for all students.

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

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

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

Malaysia has gained a reputation in the Asia-Pacific region as a centre of educational excellence that offers students the opportunity to earn internationally recognised

degrees and diplomas from sought after universities in Australia, Canada, UK and USA. Many international students from Europe, China, the Middle East, Indonesia, Korea, Africa, India and other countries choose Malaysia as an education destination for its high quality internationally-recognised programmes, competitive tuition fees, relatively low cost of living and a conducive living and learning environment.

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

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

The HELP Group has won numerous awards. It was recognised by Forbes Asia in 2011 as one of the top 200 Top Performing companies in Asia Pacific with capitalization below USD 1 billion. It also won the KPMG Shareholder Value Award in 2010 and was ranked 43 among 1,000 public listed companies on the Malaysian Stock Exchange. HELP was also included in the Malaysian Corporate Governance Index by MSWG, and won the Brand Laureate Award for Best Brand Award for Private Tertiary Education in 2012. In 2011, Group CEO, Datin Chan-Low Kam Yoke, was named Woman Entrepreneur of the Year by Ernst & Young.

Business Analytics and Technology Innovation Centre (BATIC)

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

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

1.2 Mission, Vision & Values

Mission

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

Vision

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

Corporate Values

The educational and corporate philosophy of HELP University is:

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

1.3 Teaching Philosophy & Pedagogy

Teaching Philosophy

At HELP University, we focus on:

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

Pedagogy

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

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

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

1.4 4 Brand Promises

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

1. Academic Excellence

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

2. Life and Career Preparation

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

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

3. Vibrant Student Life

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

4. Wellness and Community

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

1.5 Quality Assurance

Driving Quality through Unity in Diversity

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

procedures and processes, curriculum components, student progress, student performance, completion of study, and graduate employability.

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

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

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

1.6 Accreditation

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

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

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

2. Admission

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

2.1 Malaysian Student Admission Procedure

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

Undergraduate Courses

Procedure:

Download and complete the application and enclose the following:

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

All completed forms together with the required documents are to be emailed to marketing@help.edu.my

2.2 International Student Admission Procedure

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

Undergraduate Courses

Procedure:

Download and complete the application form and enclose the following:

- Initial payment of USD1000 (RM4,00) as Application Fee (partial), EMGS Visa Processing fee, EMGS Medical Screening & EMGS Medical Insurance to be made payable to HELP University Sdn Bhd by bank draft or telegraphic transfer to

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

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

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

International Marketing Department
Email marketing@help.edu.my

2.2.1 International Student Admission Requirements

(i) STUDENT PASS / VISA PROCESSING

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

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

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

(ii) ENGLISH LANGUAGE REQUIREMENT

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

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

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

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

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

- a) Test in English as a Foreign Language (TOEFL) with a score of 510 -587 (PBT) or 183 - 240 (CBT) or 64 - 79 (iBT), depending on the programme applied for.
- b) International English Language Testing System (IELTS) with an overall band of at least 5.0 to 6.0 depending on the programme applied for.
- c) Malaysia University English Test (MUET) with an overall band of at least band 3.0 to band 5.0 depending on the programme applied for.

3. Financial Information

The Registry

3.1. Financial Requirements

Please refer to the **Appendix B (Page 131)** on Semester-Based Fixed Course Fee Scheme (Applicable only to NEW STUDENTS, effective from the January 2026 Intake)

For all Fee related policies, the University reserves the right to amend or vary the financial information as and when the University deems fit and necessary.

3.1.a With effect from 1 July 2025, a 6% Sales and Service Tax (SST) is imposed on private education services provided to international students, in accordance with the revised national tax regulations.

3.1.b All fees and charges related to educational services provided by HELP University to international students- including but not limited tuition fees, application and administration fees, international students processing fees and any other education-related charges or services will be subject to the 6% SST.

- 3.1.1** All administrative and course fees are payable in full upon enrolment. If fees are to be paid by a financial sponsor other than a parent/guardian, then students should produce documentary evidence of financial aid/ sponsorship or study loans when enrolling.
- 3.1.2** Course fees are normally charged on an annual basis (for linear courses) and on a semester basis (for modular courses). In the event of a student discontinuing the course or in the event of suspension and/or expulsion, fees shall still be charged in full up to and including the end of the semester/term from which the student is withdrawing.
- 3.1.3** Students are advised that for course fee charged on an annual basis, they may opt for an instalment fee payment scheme. However, this scheme is not available for modular courses and all such fees are payable at the beginning of each semester.
- 3.1.4** Students are required to pay the subject / course fee based on the fee schedule of the respective faculty.
- 3.1.5** Students are required to make full payment of all fees within the stipulated dates, failing which their LMS will be blocked, subjects dropped / de-enrolled, or they may not be allowed to attend any classes or be assessed in any of the assessment items. Please refer to Section 4.4 on Subject Enrolment Regulations.
- 3.1.6** Students who cause damage to or loss of HELP University property, assets or funds may be required to pay for such damage or loss.

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

3.1.8 Subject / Course Fee Payment

3.1.8.1 The due date for course fee payment is stated on the invoice (i.e., one week before the first Monday of Week 1).

If payment is not made by the due date, the LMS will be blocked and the subjects enrolled for the semester will be dropped.

3.1.8.1 If the students wish to reinstate their enrolment they have to obtain approval from the Academic Department and a late enrolment penalty fee will be charged at RM150/- per subject for modular courses and at RM150/- per instalment for linear courses.

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

3.1.8.3 Payment of Fees

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

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

3.1.8.4 Payment Due Dates

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

To ensure a smooth registration and enrolment process, please take note of the following important dates for the August 2026 Intake.

Activity	Date	Remarks
Payment of Application and Administration Fees	Upon registration	Please refer to the attached 2026 Fee Schedule for details.
Payment of Course Fees	17 August 2026 (Monday)	Please refer to the attached document, " Payment Methods for Students ", for details on the available payment methods. You may view your invoice in the New MyPride portal once you have accepted the offer.
Release of August 2026 Semester Timetable	19 August 2026 (Wednesday)	The class timetable will be shared during Student Orientation.
Student Orientation	19 & 20 August 2026 (Wednesday & Thursday)	Please refer to the attached Student Orientation Programme.
Course Enrolment Begins	20 August 2026 (Thursday)	Please refer to the enrolment guide at https://nexusstu.help.edu.my/academic-matters and click the New MyPride button. The programme-specific academic study plan will be shared during Student Orientation.
Commencement of Classes	24 August 2026 (Monday)	-
Course Enrolment End Date	28 August 2026 (Friday)	-

Please ensure that you take note of the above important dates and complete all required payments and registration procedures within the stipulated timelines.

If you have any questions or require further assistance, please contact the **HELP Nexus One Stop Centre** at helpdesk@helplive.edu.my.

3.1.8.5 Late Fees

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

3.1.8.6 Course Fees for Programme

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

3.1.8.8 a) Course fees for Degree students who progressed from Foundation and Diploma

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

3.1.8.7 Liability for additional costs

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

3.1.8.8 Refund of Fees

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

3.1.8.11 Repeat Fees

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

3.2 Fees – What are refundable and what are not refundable

Types of fees (General)	Malaysian Students (RM)	International Students (RM)	Remarks
Application Fee	-	1,000	Not refundable
Admission Fee	1,800	6,000	Not refundable
EMGS & Immigration Fee	-	Fees vary, subject to the latest EMGS & Immigration Fee Policy	Not refundable

Insurance/Medical	-	Already included in the EMGS visa processing fees. For alternative visa, own insurance is required	Not refundable
Course/Subject	Based on programme	Based on programme	Not refundable

3.2.1 Visa application fee (applicable to international students only)

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

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

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

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

3.3 HELP University Study Awards

Deadline for Study Award Application:

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

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

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

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

1. Complete a HELP Study Award Application Form and attach certified copies of your academic results.

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

Important Notes:

1. As the study award are limited and competitive, only candidates who meet the minimum criteria specified in this brochure are eligible to apply.
2. Meeting the minimum criteria does not automatically guarantee the applicant a study award.
3. All the study award applicants will be evaluated and short-listed by the Study Award Committee of HELP University. The Study Award Committee reserves the right to revise the criteria from time to time without prior notice. The decision of the Study Award Committee is final.
4. Students are only entitled to one study award at any one time.
5. All study awards are awarded on a first come, first served basis.

If you require further study award details, please email

Marketing Department
Email: marketing@help.edu.my

HELP University Study Award Criteria:

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

4. ACADEMIC POLICIES AND PROCEDURES

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

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

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

4.1 Academic Requirements

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

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

4.2 Progress Through Programme

4.2.1 Maximum Duration for Programme Completion

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

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

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

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

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

4.2.4 Leave of Absence

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

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

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

4.3 Academic Progression and Performance

4.3.1 Review

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

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

4.3.2 Restriction to academic progression

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

4.3.3 Exceeded the maximum duration allowed for course completion

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

4.3.4 Fees payable on Re-registration

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

4.4 Subject Enrolment Regulations

4.4.1 Eligibility

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

4.4.2 Correct Enrolment

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

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

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

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

4.4.3 Subject Enrolment

Students are required to enrol for subjects online using the *newmyPride* portal.

4.4.4 Subject Enrolment Period

4.4.4.1 Students are given one (1) calendar week to enrol their subjects. Students are advised to confirm the deadlines at the beginning of each semester with the Registry or Academic Department concerned.

4.4.4.2 Students are required to enrol during the official registration periods determined by HELP University as stated on 4.4.4.1 above, failing which they may not be allowed to attend any classes or be allowed to be assessed in any of the assessed items.

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

4.4.5 Null and Void Enrolments

An enrolment is null and void if:

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

4.4.5.1 Selection of Subjects and Responsibility for Selection

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

4.4.5.2 Restriction on Subject Enrolment

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

4.4.6 Pre-requisites

4.4.6.1 Prior completion of Pre-requisites

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

4.4.7 Waiver of Pre-requisite

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

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

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

4.4.8 Credit Transfer

- a) Students who have acquired formal learning or qualifications from previous institutions can apply for credit transfer.
- b) The following conditions stipulated by the Malaysian Qualifications Agency (MQA) are adhered to when processing the credit transfer application:
 - (i) Course(s) that can be considered for credit transfer must be from an accredited programme (provisional or full) /recognised by the regulatory body in the country.
 - (ii) Credit value of the course must be equivalent to the credit of the course applied for credit transfer.

- (iii) There must be at least 80% content mapping between the course undertaken in the previous qualification and the course currently applied for credit transfer.
 - (iv) The course undertaken in the previous qualification must achieve at least a C grade (30% of the total credits).
 - (v) For Diploma (MQF Level 4) to Bachelor Degree (MQF Level 6), the credit transfer may be increased to 50% from the 30% limit provided the course in the previous qualification undertaken achieves at least a B grade (31% to 50% to total credits)
- c) Once the application for credit transfer has been submitted to the academic department, the academic department will conduct a course content mapping assessment and matching credit value.
- d) Students must refer to their academic department to obtain the necessary information and documents for the application for credit transfer.
- e) The outcome of the application for credit transfer will be made known to students within 10 working days.

4.4.9 Free Electives

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

4.4.10 Withdrawal from Subjects

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

4.5 Approved Withdrawal

4.5.1 Grounds for Approved Withdrawal

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

4.5.2 Crediting Refund of Fees

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

4.5.3 Inability to Continue on Programme

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

4.5.4 Time Limit for Approved Withdrawal Applications

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

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

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

4.6.1 Registering for a Degree the second time

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

4.6.2 Transfer of Registration from one programme to another

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

4.6.3 Registering for a different programme after unsuccessful completion of another

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

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

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

The University reserves the right to deny readmission to any student with outstanding fees.

4.7 Malaysian Qualifications Agency (MQA) Requirements

4.7.1 Introduction

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

4.7.2 Required MPU subjects for Malaysian and International students

Degree Students

MPU Structure from August 2025 onwards (NEW)



Mata Pelajaran Pengajian Umum bagi peringkat pengajian Ijazah Sarjana Muda

No	Subject name	Code	Credit Hours	Local	International	Subject Requirement
MPU1	Penghayatan Etika dan Peradaban/Appreciation of Ethics and Civilization	MPU3182	2	√		Compulsory for all local students
	Falsafah dan Isu Semasa/Philosophy and Contemporary Issues	MPU3192		√	√	Compulsory for all local and international students
	Bahasa Melayu Komunikasi 2/Malay Language for Communication	MPU3142			√	Compulsory for all international students
MPU2/MPU3	Bahasa Kebangsaan A/National Language	MPU3212	2	√		Local students without a Bahasa Melayu credit in SPM or who took Bahasa Melayu/Malay Language at UEC or IGCSE, must take Bahasa Kebangsaan A
	Kursus Integriti dan Anti Rasuah (KIAR)/Integrity and Anti -Corruption Course	MPU3382		√		Local students with or without a Bahasa Melayu credit in SPM, those who took Bahasa Melayu/Malay Language at UEC or IGCSE, students who have completed Bahasa Kebangsaan A, and all international students must take KIAR
	A * Gen Careers in Malaysia and Beyond	MPU3372				Certificate students who completed KIAR (2 credits) may transfer the credit to the Diploma level, and are exempted from KIAR at the Degree level but must take MPU3372 to fulfill credit requirements.
MPU4	Co-curriculum - Sports 2	MPU3412	2	Select 1		Compulsory for all local and international students
	Event Management and Navigating Life	MPU3442				
	Minimum Total credit hours for Mata Pelajaran Pengajian Umum (MPU)			8	8	
General Elective	Communication and Leadership Skills	GEN3513	3		√	Must be taken to fulfill the total credit hours unless replaced by an elective offered by the academic department. Compulsory for all local and international students.
HELP Graduate Attribute (HGA)	Discovering Oneself	HGA101	2		√	Compulsory for all local and international students
	Engaging the World	HGA201	1		√	Prerequisite: HGA101. Compulsory for all local and international students
	Minimum Total credit hours for Mata Pelajaran Pengajian Umum (MPU), General Elective and HELP Graduate Attribute (HGA)			14	14	

Updated: August 6, 2026

Diploma Students

MPU Structure from August 2025 onwards (NEW)

Mata Pelajaran Pengajian Umum bagi peringkat pengajian Diploma

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

Updated: September 2 2025

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

4.7.3 Grading for MPU subjects

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

4.7.4 MPU subjects results in the calculation of CGPA

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

4.8 Assessments

All academic courses will be assessed to determine whether students have met the learning goals. The assessment methods used will depend on the course content and learning outcome. Students shall be assessed through a combination of continuous assessments and final assessments.

The faculty / academic department will determine the types and weightings of assessments- such as tests, projects, final exam or assignment , based on what best aligns with the course requirements.

Students enrolled in each course will be provided with details of the assessment methods and the weighting of each assessment element at the commencement of each semester. Students are to refer to the respective

academic department/faculty for details on the continuous assessments and final assessments.

4.8.1 Continuous assessments - Assignment

An assignment is a piece of work allocated to a student as part of the process of assessment for a particular course or module.

4.8.1.1 Assignment Questions

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

4.8.1.2 Due Dates

- a) The due date is the date by which a student must submit an assignment to the University and is normally that defined in the subject specifications.
- b) The due dates for the submission of assignments will be indicated on the assignment question sheets or in the subject outlines distributed at the commencement of each semester. All assignments are to be submitted to the Department before 5.00pm on the set date.
- c) The examiner of a subject may grant an extension of the due date under extenuating circumstances. Failure to meet the due date will normally cause the student to incur a penalty unless extenuating circumstances can be demonstrated through documentary evidence.
- d) No assignments will be accepted for assessment purposes after assignments or model solutions have been released under extenuating circumstances.

4.8.1.3 Mode of Submission

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

4.8.1.4 Return of Assignments/Return Date

Students will be informed of their continuous assessment results for each course as soon as possible after the assessment is completed, and no later than week 15 of a long semester or week 7 of a short semester.

4.8.2 Final Assessments – Final Examinations

4.8.2.1 Examination Periods

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

4.8.2.2 Examination Timetables

- a) The Academic Departments shall publish an examination timetable for all subjects in which there is a final examination, by posting it on new MyPride as well as on the notice boards in the various academic departments.
- b) At times, a revised examination timetable may be published. For this reason, students should check their final examination timetable close to the time of the first examination.

4.8.2.3 Examination Clashes

- a) A student who has an examination clash is required to notify the Academic Department to resolve such clashes in writing not later than five working days from the date of the posting of the exam timetable.
- b) If there is an examination clash, arrangements may be made such that the student affected can take both exams on the same day. If required, the student will be quarantined and supervised during the break between the examinations.

4.8.2.4 Strict Observance of Timetable Required

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

4.8.2.5 Examination Venues

a) HELP's Examination Venues

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

b) Non-HELP Designated Venues

A student may request to be allowed to sit for an examination at a non-HELP Designated Centre. Such request is to be made in writing to the head of Academic Department giving the reasons for the request. The student will be

required to meet all costs (including invigilation costs) associated with the examination.

4.8.2.6 Conduct of Examinations

- a) The Examination Centre is tasked with the proper running of final examination in HELP University, which can be held either in an online mode or on a face-to-face mode. This is applicable for both the Damansara and Subang Bestari Campuses.
- b) Final examinations are held at the end of each semester. There are three (3) main semesters in each academic year.
- c) The Examination Centre would have sent out examination dockets to all undergraduate candidates three (3) weeks and for all postgraduate candidates in the time frame as shall be applicable, before the scheduled start of the examinations to inform them of the dates and times of the examinations for the subjects they have enrolled for in that semester, and the venues where the examinations will be held. Students are to familiarise themselves with the date, the time and the location of all relevant examination.

d) Identification

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

e) Late Admission

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

f) 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.

g) 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.

h) Departing from the Examination Room

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

i) 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.

j) 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.

k) Conclusion of examination

Students are required to stop writing immediately at the conclusion of the examination and remain seated until all answer booklets and papers have been collected by the invigilators.

4.8.2.7 Student Materials

a) 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.

b) Materials allowed in an examination

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

c) Unauthorized Materials

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

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

- Writing, blotting, or any other size of paper
- Dictionaries Including and not limited to iPads, portable media players and multi-purpose mobile devices including and not limited to iPods, diaries, organizers, laptop or palm top, computers;
- Caps
- textbooks and others reference material
- Mobile telephones or others communication devices
- Electronic devices including smartwatches, smart glasses, Bluetooth handsfree, tablet computers or tablets

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

d) Checking for unauthorized materials

- i) 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.

ii) Items subject to inspection

- Books (where allowed)
- Calculators (where allowed)
- Calculator cases/instruction leaflets (on the floor)
- Pencil cases/boxes (on the floor)
- Jackets, hoodie, coats
- Others

e) Students found with unauthorized materials

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

4.8.3 Final Assessments – Online Examinations

4.8.3.1 Pre-Exams

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

4.8.3.2 Uploading of Question Paper

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

4.8.3.4 Proctored Exams

- a) Course Leaders will proctor the examinations for their own subjects.
- b) The student is required to turn on the Microsoft Teams web camera during the examination. He must stay in full view of the camera as the camera serves as the proctor. The student's gaze is to be centred on the screen. Frequently glancing away from the screen can be considered cheating.
- c) The student is not allowed to blur his background or use a virtual one during the examination. The student must be visible at all times. Clothing that obstructs the view of the face and ears such as hoodies, hats, head bands, etc. are not permitted.
- d) The student must be seated at a desk or table that is clear from all unauthorized materials. The student may be required to conduct a sweep of the area before commencement of the examination.
- e) If the student leaves his desk at any time or obstructs his visibility from his camera, he will be considered as having terminated his exam and he will be marked as having been absent from the exam.
- f) The student must complete the exam alone in a quiet and private location. The student must turn off his phone, TV and music. There must be no other individual(s) in the testing area for the duration of the examination.

4.8.4 Supplementary/ Re-sit Examination

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

4.8.4.2 Procedures for supplementary examinations:

a) Submit the prescribed form duly completed together with the original Medical Certificate to the Examination Centre within three working days from the date of the examination. It is to be noted here that the submission of a medical certificate does not automatically qualify the student for a supplementary examination. Whether a supplementary examination is offered is subject to the discretion of the Examination Board.

b) Whether a supplementary examination has been granted shall be made known to the student when the examination results are released via new MyPride.

c) Students with an RC (Remedial Continuous Assessment) or RF (Remedial Final Assessment) grade will be automatically invoiced RM300 for the remedial assessment. Payment of the remedial assessment fees shall be paid within two (2) calendar weeks from the date of release of the results. Non-payment of the prescribed remedial assessment fee within the set time means non-acceptance of the offer of a remedial assessment and the students' grades will be automatically converted to a failed grade.

d) Students shall sit for the remedial assessment at the following semester. A fail (FL / F) grade shall be awarded if students do not attempt the supplementary / resit examination.

4.9 Special Consideration Regulations

4.9.1 Student's Obligations

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

4.9.2 Special Considerations

Students who suffer misadventure or extenuating circumstances as described below, which prevents them from meeting acceptable standards or deadlines may apply for special consideration using the prescribed Special Considerations Form obtainable from the LMS.

a) Misadventure or Extenuating Circumstances are circumstances which are:

- i) Beyond the student's control, i.e. they could not have reasonably been anticipated, avoided or guarded against;

- ii) Sufficient grave or of a nature or duration to have caused considerable disruption to the student's capacity effectively or to complete subject requirements; and
- iii) Have interfered with the otherwise satisfactory fulfilment of the subject requirements.

b) Misadventure

Circumstances contributing to misadventure include:

- i) Medical reasons
- ii) Family/personal reasons – including death or severe medical or personal problems.

c) Extenuating Circumstances

These include:

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

d) Circumstances which are not considered misadventure or extenuating circumstances

- i) Demand of sports, clubs, social or extracurricular activities (other than selection for state, national or international sporting or cultural events).
- ii) Difficulty with the English Language during examinations.
- iii) Traffic jams and vehicle breakdowns.
- iv) Ignorance of requirements.
- v) Forgetfulness.
- vi) Travel arrangements/plans.
- vii) Employment demands.
- viii) Difficulty adjusting to university life, to the self-discipline required and to the demands of academic work.
- ix) Misreading timetables.

4.9.3 Application for Special Consideration

Applications for special consideration may be lodged for the following:

a) Extension of time to submit continuous or final assessment tasks or for final examination

- i) Applications for an extension of time to submit a continuous assessment task or a final assessment should be in the form of a letter (or such other document as may be deemed by the particular academic department) to the relevant academic department/faculty and should

be supported by appropriate documentation. The application should be made as soon as it becomes apparent that the submission deadline cannot be met. Any submission on the due date itself or after the due date will not be entertained.

- ii) Extension of time to complete a face-to-face final examination should be submitted to the Exams Department via exams@help.edu.my via the Special Considerations form.

4.9.4 Supporting Documents for an application for Special Consideration

a) Medical Certificates and Medical Reports

- i) A medical certificate will normally be submitted by a student to explain a brief ailment. It is a signed statement from a qualified and registered health practitioner which explains the conditions from which the student is/was suffering and the period during which the condition will affect/has affected the student so that the University can decide whether to grant the consideration.
- ii) A medical report will be submitted to explain an ongoing chronic medical condition which would affect the student's performance over a period of time, or which may necessitate an application for an Approved Withdrawal grade.
- iii) Medical certificates and reports will only be accepted when given by qualified and registered health practitioners; should specify the precise nature of the medical condition the student is suffering from; be legible documents signed by the practitioner and be on the doctor's letterhead stationery; must indicate the date on which attention was sought and the day or days on which the condition will affect the student's performance.
- iv) A medical certificate/report must be submitted when seeking special consideration on the grounds of illness, disability or medical condition. A medical certificate/report does not guarantee that special consideration will be granted. The University will take into consideration all matters relevant to the request when assessing the application.
- v) The submission must be lodged at the Examination Centre within three (3) working days from the date of assessment of the subject.
- vi) An Electronic Medical Certificate (E-MC) obtained through means such as medical websites, telephone calls, Health Apps or any method apart from consulting a human doctor at a physical

medical facility will not be considered valid for submission for any special considerations or a deferment in relation to examination or assessment matters.

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

b) Family/ Personal

Examples of supporting documents are:

- i) A statement from a mental health professional of the student's personal circumstances and how they affect the student's ability to study.
- ii) Copy of a death certification to explain the recent bereavement of a family member.

c) Sporting/Cultural/ National Service/Legal

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

4.10 Appeals against final assessment and final examination results

4.10.1 Students may appeal against results awarded on grounds stated below. All appeals must be submitted to the Examination Centre through exams@help.edu.my within five (5) working days from the date the results were officially released via new MyPride or posted on the notice board. Late appeal submission without a valid reason will not be accepted.

4.10.2 Procedure for Appeal against examination result:

- a) Students are to complete a "Result Appeal" Form (downloaded from the LMS).
- b) A letter stating reason of appeal must be enclosed
- c) Completed form to be submitted to exams@help.edu.my with proof of payment of the applicable appeal fee for each subject having been made to the Bursary. Separate forms are to be used for each subject being appealed.

- d) Appeal results shall be published on the notice board and a letter confirming the appeal result shall be sent at a later date.
- e) Appeal fee shall be credited back to the student's account should the grade for the appealed subject be improved.

4.10.3 Grounds of Appeal

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

Appeals will be allowed on grounds such as the following:

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

4.11 Academic misconduct in assessments

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

Students must not be involved in any unfair or dishonest practice in any part of an assessment. Any attempt at unfair practice, or violation of rules in any way, would cause disqualification from one or all subjects. Please refer to Section 5.2 Code of Conduct

4.11.1 Forms of academic misconduct

There are various forms of academic misconduct. The following are examples and are not exhaustive.

a) Cheating

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

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

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

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

viii) Seeking to obtain a postponement of or special consideration in relation to an assessment via the submission of a forged or fraudulent and/or unauthentic document.

b) Unfair practice

- i) Where unfair practice is suspected by a member of staff outside a formal written examination the report should be made to the Head of Department by the member of staff who detects it.
- ii) 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.
- iii) 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.
- iv) 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.
- v) The Academic Misconduct Committee shall investigate the matter and submit its findings and proposal to the Disciplinary Board for confirmation.

c) Plagiarism/Collusion

- i) A student shall not, when submitting an assignment / project / thesis / dissertation, present the work of others as his or her own work. This includes submitting an assignment or part of an assignment which has been written jointly with other persons or has been copied in its entirety or in part, without acknowledgement, from the work of other persons, whether published or otherwise. Such actions or attempts are considered as academic dishonesty and shall amount to plagiarism.
- ii) If two or more students work together to complete an assessment which should be completed independently, this amounts to collusion and is a form of academic misconduct.

d) Breach of Discipline

A breach of discipline is committed if a student's behaviour is such as to distract or disturb any other candidate. The offending student may be required by the Chief Invigilator to leave the examination room and a report

will be made of the incident which will be investigated and dealt with under the academic misconduct rules.

e) Being in possession of unauthorised materials in a face-to-face final assessment or final examination.

This includes if a hand phone is found to have been switched on or in the student's possession (pockets, clothing, faced-down on your desk / chair).

4.11.2 Academic Misconduct and Breaches of Discipline in an Examination or Final Assessment

Academic Misconduct in an examination or final assessment is acting in a way, or attempting to act in a way, or assisting another student to act in a way which is in contravention of the rules governing the conduct of an examination and can include cheating and/or collusion.

Examples of cheating are:

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

4.11.2.1 When cheating and/or collusion is detected in a face-to-face examination in the examination hall:

- a) The student will be asked to leave the examination hall
- b) Endorsement

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

- c) Written Report

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

4.11.2.2 Where cheating and/or collusion or other forms of academic misconduct is detected in a face-to-face examination or a final assessment

a) Notice of Academic Misconduct /Show Cause Letter

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

4.11.2.3 Admission of Academic Misconduct

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

4.11.2.4 If the Student Denies the Allegation

- a) Upon receipt of the letter from the student denying the academic misconduct, an Academic Misconduct Board, comprising the following, will be set up to investigate into the matter.
 - i) The Deputy Vice Chancellor (DVC) or his designate;
 - ii) A senior Academic staff member;
 - iii) A senior Administrator staff member
- b) The Academic Misconduct Board shall review the reports on academic misconduct and interview the relevant parties as deemed necessary.

4.11.2.5 Right of Student

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

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

4.11.2.6 Sanctions and Penalties

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

a) For a Category A Offence

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

b) For Category B Offence

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

- i) First Attempt: The student will fail in that particular course/subject and will be required to undergo compulsory counselling at HELP's Centre for Psychological & Counselling Services.
- ii) Second Attempt: The student will fail in that particular course/subject and will be suspended from study for one (1) semester. The student will also be required to undergo compulsory counselling at HELP's Centre for Psychological & Counselling Services.
- iii) Third Attempt: The student will be expelled from the University
- iv) Multiple offences committed within the same period

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

4.11.2.7 Notification to Student of Outcome

4.11.2.8 Appeal

- a) A student may appeal to the Deputy Vice Chancellor against the decision of the Academic Misconduct Board and/or the specific sanction or penalty above.
- b) The appeal shall be in writing and shall reach the Deputy Vice Chancellor's office not later than seven (7) days after the student has been notified of the outcome.
- c) The Deputy Vice Chancellor shall after due consideration of the appeal, either:
 - i) Uphold the full decision of the Academic Misconduct Board; or
 - ii) Direct an Academic Misconduct Appeal Committee be set up to review the case with a view to reconsider their verdict and/or impose alternative sanctions or penalties as provided above comprising:
 - 1. The Deputy Vice Chancellor or his designate, as chairman
 - 2. One senior academic

3. One senior Non-academic staff
- iii) The decision of the Academic Misconduct Appeal Committee shall be final and shall be communicated to the students by the Registrar.
- iv) The student shall observe any suspension imposed by the Academic Misconduct Board pending the outcome of his appeal above.

4.11.3 Academic Misconduct and Breaches of Discipline in a continuous assessment or non-face-to-face final assessment

4.11.3.1 Detection of Plagiarism/Cheating/Collusion/other forms of academic misconduct

When a student has plagiarized or colluded in a piece of work, the lecturer shall submit a report to the head of Department setting out the details of the alleged plagiarism/collusion together with all evidence relating thereto.

4.11.3.2 Retention of Relevant Documents

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

4.11.3.3 Notice of Allegation and Show Cause

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

4.11.3.4 Admission to Plagiarism/Cheating/Collusion/other forms of academic misconduct

- a) If the student admits to the alleged plagiarism/collusion, the following penalty can be imposed:
 - i) No referencing quoted in the coursework/assignment or no originality of work is detected. Marks will be deducted accordingly based on the allocated marks for referencing/originality in the marking scheme of the assignments.

Course lecturer can impose the penalty accordingly.

- ii) The assignment or coursework found to be a complete plagiarised work

First offence:

- Zero marks will be awarded for the assignment.
- At most the course/ grade awarded will be pegged at “Pass” level.

Second offence:

- Zero marks will be awarded for the assignment.
- The course/ grade awarded will be a “fail” grade.
- When resitting the course, the highest grade awarded will be pegged at “pass” grade only.
- Compulsory counselling at HELP’s Centre for Psychological & Counselling Services

Third offence:

Expulsion from the university

The Academic Board to impose this penalty with recommendation and documentary evidence from the course lecturer.

4.11.3.5 Denial of Plagiarism/Cheating/Collusion/other forms of academic misconduct

- If the student denies the allegation a Board of Inquiry (BI) to investigate into the matter and for an appropriate penalty to be imposed is to be set up.
- Board of Inquiry (BI)
 - The BI shall comprise the following:
 - The Head of Department as Chairman
 - Two academic staff from the department
 - The BI shall review the report on the alleged plagiarism/collusion and interview the student or any other person as deemed necessary.
 - The student alleged to have plagiarized/colluded shall have the right to:
 - Appear before the BI
 - Submit a written report or present other evidence to the BI

4.11.3.6 Sanctions and Penalties

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

4.11.3.7 Appeal

- The student may appeal to the Dean against the decision of the BI and/or the specific sanction or penalty imposed under 4.13.14 (i) above
- An appeal under 4.13.15 (i) above shall be in writing and shall reach the Dean not later than five (5) days after receipt of the letter under 4.13.14 (ii) above.

- c) The Dean shall after due consideration of the appeal either:
 - i) Uphold the decision of the BI; or
 - ii) Direct a Plagiarism Appeal Committee (PAC) be set up to review the case with a view to reconsider the verdict and/or impose alternative sanctions or penalties as provided.
- d) The PAC shall comprise the following:
 - i) The DVC or designate, as Chairman
 - ii) The Registrar or designate
 - iii) One academic staff from a different Department
- e) The decision of the PAC shall be final and shall be communicated to the student by the Chairman of the PAC.
- f) Pending the outcome of the appeal, the academic department shall effect any suspension imposed by the BI.

4.12 Turnitin Similarity Index

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

4.13 Grading

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

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

4.13.1 Other Grading Symbols

RC Remedial Continuous Assessment

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

RF Remedial Final Assessment

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

Eligibility for RC or RF

A student shall be eligible for consideration for RC or RF grade only if the student:

1. has attempted all prescribed assessment components for the course;
2. has obtained a marginal fail in either one assessment components: CA or FA; and
3. has attained a minimum threshold of marks as prescribed by the institution for the learner's applicable intake and academic session.

The eligibility requirements stated above shall not apply to students enrolled in externally linked transfer programmes. Such students shall be governed by the applicable programme-specific regulations.

AW Approved Withdrawal

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

GP Grade Pending

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

IP In Progress

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

TA To Be Assessed

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

NA Not Assessed

Student was not assessed in the subject.

SX Supplementary Examination

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

WD Withheld/Fees Due

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

Conversion to Substantive Grades

4.13.2 Time Limit for Conversion

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

4.13.3 Satisfactory completion of the remedial continuous assessments or final assessment

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

4.13.4 Unsatisfactory completion of remedial continuous assessments or final assessment

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

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

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

4.13.6 Notification of Grades

4.13.6.1 myPride

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

4.13.6.2 Statement of Results

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

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

4.13.6.3 Results via Telephone

No results will be released via telephone or email for security reason.

4.14 Honours

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

First Class
Second Upper Class
Second Lower Class
Third Class

4.14.1 Classification of Honours

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

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

4.14.2 Best 7/5 Subjects (not applicable to LLB degree).

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

The best 7 Third Year subjects which must include:

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

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

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

The best 7 Third Year courses which must include:

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

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

The above classification will apply to LLB students from May 2022 onwards.

4.14.3 Subjects Taken into Consideration for Honours Classification

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

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

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

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

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

With effect from January 2022 intake onwards, the number of electives taken within the faculty allowed to be taken into consideration in the Best

7/3 rule can include an additional 3 electives over and above the minimum number of electives required to complete the programme.

4.14.4 Student Admitted with Exemptions

4.14.4.1 Subjects Required for Award of Degree

- a) All final year subjects must be completed at HELP University.
- b) Exemptions are given to students only at point of entry into HELP University.
- c) If an exemption has been given for a third year subject, the student will be required to enrol for another subject to replace it, which may be a second or third year subject. This will be determined by the Head of the Department and is subject to the condition that the total number of third year subjects the student takes in HELP University is no less than 7.

4.14.4.2 Subject Required for Award of Degree with Honours

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

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

4.14.5 Degree Without Honours

4.14.5.1 General Degree

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

4.14.5.2 No Award of Degree

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

4.15 Cumulative Grade Point Average (CGPA)

4.15.1 Formula

The CGPA can be obtained with the following formula:

CGPA =

$$\frac{\text{sum of grade value (credit hours for each subject X grade point for that subject)}}{\text{sum of subject credit hours}}$$

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

4.15.2 Subjects included in CGPA

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

4.15.3 Subjects not included in CGPA

Subjects not included in the calculation of the CGPA include:

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

4.15.4 Retakes, Repeats and taking additional courses

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

4.15.4.2 Retakes: Retakes: Students who have already passed a subject but wish to improve their grade will be permitted to retake the subject (one attempt only) for grade improvement.

The original grade or retake grade, whichever is higher, will be used in the calculation of both the Classification GPA and Overall GPA.

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

4.15.5 CGPA in Academic Transcripts/Statements of Results

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

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

4.15.5.1 Calculation of overall CGPA with effect from Semester 2, 2016 Results

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

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

4.15.6 Academic Transcripts

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

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

4.16 Graduation

4.16.1 Graduation Requirements

4.16.1.1 Satisfaction of All Course Requirements

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

4.16.1.2 Discharge of all Obligations

To be eligible to graduate, students must clear all financial debts and obligations to HELP University..

4.16.2 Definition of “to graduate”

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

4.16.3 Notification of Eligibility to Graduate

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

4.16.4 Graduation Ceremonies

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

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

5. General Policies and Procedures

The Registry

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

There are also separate regulations pertaining to student use of services and facilities provided by Student Life and Wellness.

5.1 Change of Address

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

5.2 Code of Conduct

- 5.2.1** Students must not at any time whilst on or off HELP University premises:
- a) Commit physical assault or serious threatening behaviour; orally or in writing abuse other students, staff or visitors to HELP University and the community in general;
 - b) Make malicious allegations against other members of HELP University;
 - c) Damage HELP University's property or the property of other students, staff or visitors;
 - d) Misappropriate any HELP University property, funds or assets;
 - e) Act in any way which is likely to cause injury to persons within HELP University, including impairing the safety of the premises or equipment and interfering with anything provided in the interests of health and safety;
 - f) Commit any criminal act or offence whilst on or off HELP University premises or whilst engaged in HELP University activities;
 - g) Engage in any activity or behaviour which contravenes HELP University's anti-harassment policies;
 - h) Behave in any way which unreasonably interferes with the legitimate freedom of other students, staff, or visitors, or which disrupts or interferes with activities properly carried out by HELP University.
- 5.2.2** Students must not behave in the community in such a way as may reasonably be deemed to harm the reputation of HELP University or its relationship with the local community.
- 5.2.3** If a student breaches any of the above-mentioned codes or any of the other regulations herein mentioned he/she shall be subject to disciplinary action as stipulated in the *Procedures Relating to Contravention of Regulations Governing Academic and Non-Academic Misconduct* in Section 5.2.4 below.
- 5.2.4** Procedures Relating to Contravention of Regulations Governing Academic and Non-Academic Misconduct

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

a) Counselling/Advice

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

b) Formal Warning

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

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

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

c) Suspension (Investigatory)

If it is felt appropriate in order that further investigations may be carried out, suspension of a student for a period of up to 14 days may be instituted by the Deputy Vice Chancellor (Academic), or his/her nominee. Such suspension shall include exclusion from all HELP University services, including residential accommodation. The student may make representations about his or her case (including oral representations) to the Deputy Vice Chancellor (Academic), or his/her nominee, for which purpose a chosen representative may accompany him/her. If the

suspension does not result in any disciplinary action, HELP University shall ensure as far as possible that the student has not been disadvantaged by the suspension.

5.2.4.2 Appeal against Decisions Made on Disciplinary Matters

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

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

5.3 Copyright

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

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

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

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

5.3.3 Copying of Computer Programmes

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

- a) The copyright owner has given permission or a license to copy.
- b) The programme is 'in the public domain'.

- c) Backup copy is made only for use as a backup except where there is a notice on the programme prohibiting making a backup copy and only by the person who purchased the original and within the terms of the licence.
- d) It is also illegal to adapt a computer programme.

5.3.4 Copying of Sound Recordings, Films and Videos.

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

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

5.3.5 Copying of Radio and Television Broadcasts.

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

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

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

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

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

5.4 Dress Code

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

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

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

5.5 Drugs & Poisons

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

5.6 Gaming

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

5.7 Health & Safety

- 5.7.1** Students must read and comply with all health, fire and safety regulations, and co-operate with all activities in respect of such regulations.
- 5.7.2** Smoking is not permitted in any part of HELP University premises.
- 5.7.3** Accidents occurring whilst engaged in HELP University’s activities must be notified promptly to the Head of Department or the Registrar who shall ensure that the necessary action is taken and that proper documentation is completed.
- 5.7.4** A Personal Accident Insurance Scheme has been arranged for all *ACTIVE* Malaysian students. Details of the Insurance Scheme coverage may be obtained from the Registry. Claims must also be channelled through the Registry. Note that claims are applicable to *ACTIVE* students only, being students who are enrolled and who do not have any outstanding fees.

- 5.7.5** Car parks are available close to HELP University premises. Students' vehicles and motorcycles must be parked in designated areas. Students are not permitted to park cars or motor cycles in bays marked *Reserved for Staff* or with a vehicle registration number.
- 5.7.6** All car park spaces are privately owned and the relevant authorities collect all fees charged.
- 5.7.7** HELP University hereby excludes all liabilities which arise as a result of any loss/damage to any vehicles parked in the said premises.
- 5.7.8** A security section is also available from the Department of Security & Transport. Should you have any concern or have experienced a situation where personal and / or resource security has been breached, you should contact the security officer.

5.8 HELP University's Liability

- 5.8.1** HELP University is not liable for loss or damage to personal property brought into or left on the premises.
- 5.8.2** If you should find an item, which does not belong to you, or should you lose an item on the premises, you may report it to the Lost & Found section in the Department of Security and Transport.

5.9 Racial Discrimination Policy

- 5.9.1** HELP University is committed to protecting the rights of both students and staff to achieve their full potential in an environment which values cultural diversity and which is free from racial discrimination or harassment. Such an environment is one in which positive action is taken to:
- a) Discourage racial discrimination and harassment in its structures and its learning and working environment; and
 - b) Affirm and value cultural diversity.
- 5.9.2** Complaints about racism may be made to the respective departments for necessary action to be taken. When in doubt, complaints may be directed to the Registrar.

5.10 Policy on Unacceptable Behaviour

- 5.10.1** HELP University is committed to creating and maintaining a community in which students and staff can work together in an atmosphere free of all forms of unacceptable behaviour including and not limited to harassment (sexual or otherwise), bullying, exploitation, intimidation, vexatious behaviour, vilification, and any form of prohibited relationships. Such actions violate the dignity of the individual and the integrity of the university as an institution of learning.

Unacceptable behaviour in any form will not be tolerated. The university will take whatever action is needed to prevent, stop, correct, or discipline behaviour that violates this policy. Disciplinary action against a member of staff may include, but is not limited to, oral or written warnings, transfer, suspension, or dismissal for cause. Disciplinary action against a student or intern may include counselling, warnings, suspension or expulsion from a programme or termination of an internship. Management and supervisory personnel, at all levels, are responsible for taking reasonable and necessary action to prevent any form unacceptable behaviour. All members of the University are encouraged to report promptly any conduct that could be in violation of this policy.

5.10.2 Definition and Examples

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5.10.3 Prohibitions

5.10.3.1 The following acts are strictly prohibited by this policy:

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

5.10.4 Confidentiality

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

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

5.10.5 Complaint Procedures

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

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

5.10.5.2 The complaints shall be investigated, and an inquiry (in relation to a student or intern) or domestic inquiry (in relation to staff) may be

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

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

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

5.11 Smoking Policy

5.11.1 Smoking is strictly prohibited in HELP University and any other surrounding areas under the control of HELP University, including the main entrance at the Lower Foyer and the adjacent roundabout area, except at designated areas.

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

5.12 Student Debt Policy

5.12.1 Any student who is in debt to HELP University (see also Section 3.1 [Financial Requirements](#)) may be excluded from any or all HELP University services (including accommodation arranged through HELP University, Learning Resource Centres, teaching and assessment) and may be refused permission to re-enrol with HELP University until the debt is paid.

5.12.2 Students who have not informed HELP University of any reasons for late payment may have their subject/course enrolment cancelled for the semester/year. Should this happen, the student shall only be allowed to re-enrol in the subject/course at the next available session and upon clearing all outstanding debts.

5.12.3 Assessment results may be withheld, and certificates shall not normally be issued until the debt is paid. HELP University may take appropriate steps including legal proceedings to recover any outstanding debts to recover/replace any HELP University property.

5.12.4

5.13 Student Identification Card

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

5.14 Transfer Policy

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

5.15 Withdrawal Policy

5.15.1 Withdrawal from subject(s)

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

5.15.2 Withdrawal from a course/ the university

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

Alternatively, a student who wishes to discontinue/withdraw from HELP University can email the Registry at registry.admission@help.edu.my or refer to the Academic Department.
- 5.15.2.3 Application, registration and administration fees will not be refunded when the student withdraws from a course before or after commencement.
- 5.15.2.4 50% of the term/semester fees shall be refunded to a student who withdraws from a course within 2 weeks of the date of commencement, only if the full payment of course fees has been made.
- 5.15.2.5 A student who withdraws from a course 2 weeks after the commencement or date of enrolment will NOT be given any refund of all fees paid.

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

5.16 Inactive Period

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'. The University reserves the right to automatically withdraw a student who does not resume their studies after a one-year absence.

- 5.16.1 Any student intending to resume his/her studies later may do so by re-applying in writing to HELP University. However, all 'WITHDRAWN_CANCELLED' students will be charged the latest course fees applicable at the time when they resume their studies.

The University reserves the right to automatically withdraw a student who does not resume their studies after a consecutive one-year absence

5.16.2 Any student who wishes to defer his/her studies for a period exceeding one (1) year must inform the Registry, in writing, stating the reason for deferment. Course fees to be charged upon re-enrolment in the course will be decided on a case to case basis and the decision will be notified to the student in writing.

5.16.3 If there are any fees, deposits and/or monies which are due and payable for any reasons whatsoever and shall remain unclaimed by student for a period of one (1) year or more from the date of becoming inactive in his/her programme of study, the said sums will be dealt with by HELP University in any manner that is deemed fit including but not limited to transferring the amount to the student and/or any fund nominated by the student for any purpose whatsoever. Students have no recourse against HELP University Sdn Bhd or its related companies for the above transfer.

5.17 Students Disability Policy

5.17.1 HELP University recognizes physical and mental disabilities and is committed to serving the needs of its disabled students. We encourage students to inform the University about the nature of his or her disability and the severity so that appropriate assistance can be provided accordingly. Physical and mental disabilities may include mobility, sensory, health, psychological and learning disabilities.

5.17.2 The Centre of Psychological and Counselling Services provides assessment of mental disabilities. All test results are kept private and confidential.

5.17.3 It is the responsibility of the student to make his or her disability needs known to the University in a timely manner and to provide appropriate documentation to support his or her nature of disability.

5.17.4 The University Review Committee will assess and review the application of all applicants with special needs for admission into the relevant programmes.

5.17.5 The University Review Committee comprises the following:

- i. The Deputy Vice-Chancellor (Academic)
- ii. The Admission Officer
- iii. Head of Department (Programme applied)
- iv. Head of Academic/Non-Academic Department (where applicable)
- v. Staff from CPCS (where applicable)

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

5.17.7 Support for Special Needs Students

5.17.7.1 Learning, Teaching and Assessment

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

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

5.17.7.2 Physical Learning

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

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

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

5.18 Online Distance Learning (ODL)

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

(a) What are the advantages of ODL?

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

- iii. Value for money -You will also save on the cost to complete your degree.

(b) How are ODL students supported?

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

For further enquires, email: marketing@help.edu.my

5.19 Fundraising & Sponsorship Guidelines

5.19.1 Purpose

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

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

5.19.2 Scope

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

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

5.19.3 Process

- i. The organizer shall submit all relevant documents for fundraising and sponsorship for approval from the respective HODs to the Vice Chancellor or CEO (depending on the nature of the activities) for approval and the proposal must clearly state the purpose of the said fund raising and how the funds will be utilized.
- ii. The Management reserves their right to reject requests if deemed to be inappropriate.
- iii. The organizer shall ensure all proceeds (No cash collection is allowed. Only cheques, online transfer and Boost e-wallet) are deposited with Bursary together with a list of donors, the contribution sums and details of the projects/activities.
- iv. Bursary will acknowledge the amount collected by the organizer in HELP's account.
- v. Bursary shall create an account for each fundraising and sponsorship activity in its accounting system.
- vi. Bursary will issue receipts for all collections with proof of payment.
- vii. Organizer shall submit the final report to the Vice Chancellor or CEO within fourteen (14) days after the end of the event.

- viii. Organizer must ensure to document in their final report how the monies were spent and to ensure that unutilised funds must be returned to the sponsors proportionately.
- ix. Any donations in kind must be stored in a safe and proper manner and if the donations are perishable goods the organizer must ensure it is distributed effectively without wastage.
- x. Funds raised cannot be used to pay any individual as per diems (honorary or otherwise).

5.20 Students Online Evaluation

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

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

5.21 HELP Group Privacy Notice

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

5.22 Social Media Communication Policy for Students

5.22.1 Policy Statement

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

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

This policy is intended to compliment all other existing University policies. In case of any inconsistency and conflicts, this policy will prevail

in relation to social media communications. This policy serves to provide overarching considerations and does not provide specific detailed guidance on creating, designing, curating or any other measures taken in the execution of social media initiative.

5.22.2 Scope and Purpose of the Policy

i. Students of the University

This policy will apply to all students whilst studying at HELP

ii. Scope

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

iii. Objectives and Purpose of the Policy

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

iv. Social Media

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

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

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

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

v. Legal Risks

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

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

- Breach of any criminal provision currently in force provided for by the *Penal Code* and/or all other criminal legislation.
- Breach of any other regulatory bodies' rules and regulations and laws applicable in relation to the wrongful use of social media, be it in Malaysia or applicable jurisdiction.

5.22.3 Policy

1. The policy and the impact on the student

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

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

2. Educational and related use of social media

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

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

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

- Protecting the reputation of the University;

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

3. Personal use of social media

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

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

5.22.4 Compliance, Implementation, Monitoring and Breach of the Policy

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

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

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

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

in the matter being referred to the appropriate University process for further action.

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

The Accreditation of Prior Experiential Learning for Credit Award [APEL.C] is the award of credits through prior experiential learning towards a course in an accredited programme of the higher education provider. APEL.C provides the mechanism to recognise the prior experiential learning of an individual that is relevant and specific to a course within a programme of study. The credit award is granted on the basis of the knowledge and skills acquired through informal and non-formal learning.

Benefits of APEL(C):

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

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

5.24 Acquiring an academic qualification through APEL.Q

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

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

Justifications of APEL.Q:

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

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

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

5.25 Prudent and Responsible use of Artificial Intelligence

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

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

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

6.0 Students Services

6.1 Student Life and Wellness

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

6.1.1 Department of Student Affairs

The Department of Student Affairs (DSA) was established to cater to the non-academic well-being of the students, particularly in extra-curricular activities. The role of DSA is to provide a more conducive out-of-classroom learning environment for students and serves as an important channel to solicit and receive feedback and suggestions from students. The variety of clubs and societies under the administration of DSA also provides an opportunity for students to cultivate their talents and leadership capabilities, grooming them to be multi-skilled and all-rounded individuals.

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

6.1.1.1 Extracurricular Activities (ECA)

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

Some of the active sports clubs at HELP University include athletics, badminton, table tennis, basketball, Volleyball and many others. Please refer to the Department of Student Affairs for the full listing of clubs and societies available at HELP University. Training sessions and matches (inter-collegiate championships) are organised regularly by the respective clubs for their members. Some clubs are registered nationally.

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

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

6.1.1.2 Sports Facilities

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

6.1.1.3 Table Tennis

Students can use the room to play in their free time or have their regular training sessions.

6.1.1.4 Music Room

Musical instruments such as guitars, drums, keyboards and piano is available in these spaces. Music Recording facilities available at Subang Bestari Campus which can be used for podcast and song recording.

6.1.1.5 HELP International School

Indoor and Outdoor facilities are available for booking at HELP International School. Students are required to book the facilities through the websites.
(<https://helpinternationalschool.simplybook.me/v2/>)

6.1.1.6 Bangsar Sports Complex

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

6.1.1.7 Astaka Sports Complex, Petaling Jaya

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

6.1.2 Centre for Psychological and Counselling Services (CPCS)

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

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

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

CPCS Website: www.cpcs-helpuni.com

6.2 International Students Services Department

Email: issd@help.edu.my

Please refer to Appendix A on the International Student Handbook on Page 118

6.3 Career Guidance and Professional Development Services

CAREERsense@HELP is the Department for Employability at HELP University and serves as a one-stop centre for career guidance, employability development, and professional growth. We are committed to supporting students, graduates, and members of the wider community with the knowledge, skills, and resources needed to make informed career decisions and pursue meaningful career development.

Mission

To better equip individuals and organisations with the knowledge, skills, and resources necessary for lifelong career development and professional success.

Our Services:

a) Psychometric Assessment

CAREERsense@HELP offers a range of psychometric assessments that assess test takers' interests, aptitudes, personality, career readiness, and employability skills. These evidence-based assessments provide valuable insights to support self-discovery, informed academic and career planning, and personal development.

b) Career Counselling and Coaching

Individuals have access to individual and group career counselling and coaching sessions conducted by qualified in-house career practitioners.

Through personalised guidance, they can explore career pathways, clarify their goals, understand their strengths, and make informed decisions regarding their academic and professional futures.

c) Personal Development and Employability Training

CAREERsense@HELP conducts a wide range of workshops and training programmes throughout the year to enhance participants' employability and career development. Topics include résumé and cover letter writing, interview preparation, networking, communication skills, personal branding, teamwork, and workplace professionalism. These programmes help participants develop industry-relevant competencies, bridge skill gaps, and enhance their career readiness.

d) Internship and Employment Support

CAREERsense@HELP works closely with employers and industry partners to provide individuals with access to a range of relevant internship and employment opportunities. Based on individuals' expressed interests, academic or professional

backgrounds, and career aspirations, relevant opportunities are identified and highlighted to support their exploration and informed career decision-making. Internship and job opportunities are regularly promoted through our career

platforms and social media channels. CAREERsense@HELP also continues to support HELP alumni in their career transition and professional development, providing access to career services beyond graduation.

6.4 Accommodation

Students who require accommodation may consider the following accommodation providers:

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

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

Students should note that they are not restricted to the accommodation providers listed above and may opt for any other accommodation provider of their choice. Please note that all accommodation arrangements are made directly between the student and the selected provider, and not with the University.

6.5 Parking and Shuttle Service

Parking at Subang Bestari Campus

A total of 100 parking lots are allocated for students. Parking is offered on a monthly basis at a rate of RM90.00 per month. Students who wish to apply for parking are required to submit their request at the Nexus One Stop Centre (OSC), located at Block B, Level 1.

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

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

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

VAN SHUTTLE SERVICE AT PUSAT BANDAR DAMANSARA

HELP UNIVERSITY SDN BHD

VAN SHUTTLE SERVICE AT DAMANSARA CAMPUS

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

01/09/2025

WCL	10 SEMANTAN	D28	JLN SETIAJASA	TWINS	SUBWAY	WCL
		7:05 AM	7:15 AM	7:20 AM	7:25 AM	7:28 AM
	7:35 AM	7:40 AM	7:47 AM	7:52 AM	7:57 AM	8:00 AM
	8:10 AM	8:15 AM	8:25 AM	8:30 AM	8:35 AM	8:38 AM
8:40 AM	8:45 AM	8:50 AM	9:00 AM	9:05 AM	9:10 AM	9:13 AM
9:15 AM	9:20 AM	9:25 AM	9:35 AM	9:40 AM	9:45 AM	9:48 AM
9:50 AM	9:55 AM	10:00 AM	10:10 AM	10:15 AM	10:20 AM	10:23 AM
10:25 AM	10:30 AM	10:35 AM	10:45 AM	10:50 AM	10:55 AM	10:58 AM
11:10 AM	11:15 AM	11:20 AM	11:30 AM	11:35 AM	11:40 AM	11:43 AM
11:50 AM	11:55 AM	12:00 PM	12:10 PM	12:15 PM	12:20 PM	12:23 PM
12:05 PM	12:10 PM	12:15 PM	12:25 PM	12:30 PM	12:35 PM	12:38 PM
12:40 PM	12:45 PM	12:50 PM	1:00 PM	1:05 PM	1:10 PM	1:13 PM
1:15 PM	1:20 PM	1:25 PM	1:35 PM	1:40 PM	1:45 PM	1:48 PM
1:30 PM	1:35 PM	1:40 PM	1:50 PM	1:55 PM	2:00 PM	2:03 PM
2:30 PM	2:35 PM	2:40 PM	2:50 PM	2:55 PM	3:00 PM	3:03 PM
3:00 PM	3:05 PM	3:10 PM	3:20 PM	3:25 PM	3:30 PM	3:33 PM
3:30 PM	3:35 PM	3:40 PM	3:50 PM	3:55 PM	4:00 PM	4:03 PM
4:30 PM	4:35 PM	4:40 PM	4:50 PM	4:55 PM	5:00 PM	5:03 PM
5:05 PM	5:10 PM	5:15 PM	5:25 PM	5:30 PM	5:35 PM	5:38 PM
5:40 PM	5:45 PM	5:50 PM	6:00 PM	6:05 PM	6:10 PM	6:13 PM
6:15 PM	6:20 PM	6:25 PM	6:35 PM	6:40 PM	6:45 PM	6:48 PM

Note: Pickup time will be depending on traffic conditions

For shuttle info, Join Telegram : "HELP UNI SHUTTLES" <https://t.me/1hnKDibzUPIzM2Y1>



Scan me



VAN SHUTTLE SERVICE AT SUBANG BESTARI CAMPUS

HELP UNIVERSITY SDN BHD

BUS SHUTTLE SERVICE AT SUBANG CAMPUS

15 Oct 2025

SU2 Campus	Nadayu	Embayu	SU Residence	ATRIA	SU2 Campus
	6:30 AM	6:40 AM	6:45 AM	6:55 AM	7:00 AM
	7:20 AM				7:40 AM
	8:00 AM	8:10 AM	8:15 AM	8:30 AM	8:35 AM
	8:45 AM				8:55 AM
	9:05 AM	9:15 AM	9:20 AM	9:35 AM	9:40 AM
	9:50 AM				10:00 AM
BREAK					
11:50 AM	11:55 AM	12:05 PM	12:10 PM	12:20 PM	12:25 PM
12:30 PM	12:35 PM	12:45 PM	12:50 PM	1:00 PM	1:05 PM
1:10 PM	1:15 PM	1:25 PM	1:30 PM	1:40 PM	1:45 PM
BREAK					
3:10 PM	3:20 PM	3:30 PM	3:35 PM	3:45 PM	3:50 PM
3:55 PM	4:00 PM	4:10 PM	4:15 PM	4:25 PM	4:30 PM
BREAK					
5:15 PM	5:20 PM	5:30 PM	5:35 PM	5:50 PM	6:00 PM
6:05 PM	6:15 PM	6:25 PM	6:30 PM	6:35 PM	6:40 PM
6:45 PM	6:50 PM	7:00 PM	7:05 PM	7:15 PM	

Note: Pickup time will be depending on traffic conditions

For shuttle info, Join Telegram : "HELP UNI SHUTTLES" <https://t.me/+lhnKDibxUPizM2YI>



MRT KWASA SENTRAL TO and FRO SUBANG CAMPUS

**SHUTTLE SERVICE FOR
MRT KWASA SENTRAL ↔ SUBANG CAMPUS**

As at 10/10/2024

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

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

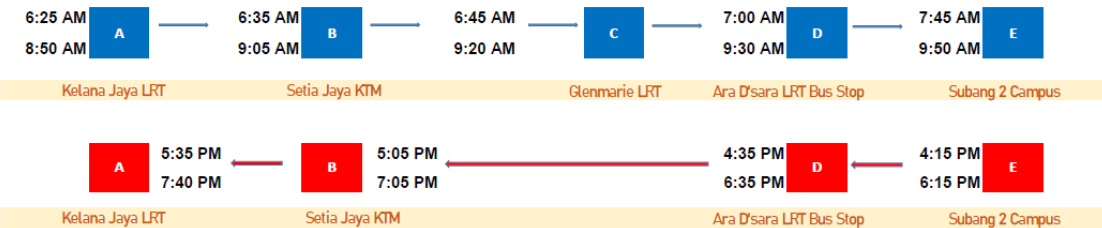
For further clarifications kindly contact: 019-2618099 (Mr. Yoges M)



SHUTTLE SERVICE FROM KTM and LRT Stations

HELP UNIVERSITY SDN BHD

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



Note: Pickup time will be depending on traffic conditions

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

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



6.6 Security and Safety Department

Manager: Harizan Tarmuji

Tel: 018-3592912

Email: harizant@help.edu.my

The Security and Safety Department of HELP University is committed to ensuring a safe, secure, and conducive learning and working environment for all students, staff, visitors, contractors, and vendors. Its primary objective is to safeguard the University's assets, protect individuals, and prevent risks or threats to campus safety through proactive measures, effective security protocols, and prompt incident response. This also includes protecting the University from potential reputational damage arising from security, safety, or misconduct-related incidents.

The department serves as the custodian of the University's **24-hour Emergency Hotline (03-27728555)**, acting as the central point for receiving emergency notifications and incident reports. Upon receipt of any emergency information, the Security and Safety Department coordinates the assessment of the situation, activates and deploys the appropriate Emergency Response Team (ERT) personnel, and manages the incident response until the situation has been brought under control and normal operations have resumed. The department is also responsible for the overall administration, coordination, and management of the University's Emergency Response Team (ERT), ensuring that members are adequately trained, equipped, and ready to respond effectively to emergencies.

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

6.7 Student Portal – New myPride (Administration)

Corporate Information Centre HELPDESK

Email helpdesk@helplive.edu.my for password issues

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

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

URL: newmypride@help.edu.my

6.8 Student Portal – CN Learning Management System

As part of HELP University's ongoing commitment to enhancing students' digital learning experience, we are pleased to announce the transition from the current HLMS (Moodle) platform to the new CourseNetworking (CN) Learning Management System (LMS), **effective from the May 2026 Semester**.

Please note: This transition applies to all undergraduate students except those from the Faculty of University Foundation Studies.

The new CN LMS offers a more modern, interactive, and collaborative learning environment designed to better support your academic journey. Key features include:

- Social learning and collaboration tools
- Interactive engagement spaces
- Digital badges and achievement tracking
- Learning analytics
- A lifelong ePortfolio to showcase your learning achievements and skills

CN LMS Access

CN LMS URL: <https://helplms.thecn.com/login>

How to Log In

To access the new LMS, please use your officially assigned Microsoft Entra ID student email account via Single Sign-On (SSO).

Steps:

1. Visit <https://helplms.thecn.com/login>
2. Click "**Sign in with Microsoft Azure AD**"
3. Log in using your Microsoft Entra ID student email credentials
4. Once logged in, you will be able to access your enrolled courses, announcements, learning materials, assessments, gradebook, and ePortfolio through your dashboard

Important Information

- A Student Guide is attached to assist students in accessing and navigating the new LMS platform. <https://nexusstu.help.edu.my/cn-lms-guide>
- If you experience any login issues or require assistance, please contact the Helpdesk at helpdesk@helplive.edu.my.

6.9 Library

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

The primary objective of the HELP University Learning Resource Centre (LRC) is to provide students with the necessary resources to help them achieve excellence in their studies and research.

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

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

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

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

Days	Wisma CL Library	HA Library	Founders Library
Monday – Friday	8.30am – 6.00pm	8.30am – 6.00 pm	8.30am – 8.30 pm
Saturday	9.00am – 6.00pm	9.00 am – 6.00 pm	9.00 am – 1.00 pm
Sunday	Closed	Closed	Closed
Public Holiday	Closed	Closed	Closed

Additional study areas after library opening hours:

- S2 Library users may use Student Lounges at G-floor next to CMD office and Batic at Block H.
- Students at WCL Library can use Student Lounge, Level 3. Wisma CL.

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

6.10 Computer Services and Cybersecurity

Corporate Information Centre HELPDESK

Email: helpdesk@helplive.edu.my

HELP University's extensive computing resources for its students are enhanced by the services of HELP Desks.

Staff at the HELP Desks are trained to provide various IT services to the students, including printing services and HELP e-mail and system access.

6.10.1 Learning Spaces or Computer Labs

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

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

6.10.2 WiFi

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

6.10.3 HELPLive email service (Official HELP email address)

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

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

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

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

6.10.4 Cybersecurity

6.10.4.1 Cybersecurity Threats

The amount of information and data we share online opens us all up to cybersecurity threats. Clicking an infected link opens the door to hidden malware, keystroke loggers, etc. Cybercriminals frequently spoof websites, email addresses, and social media profiles to manipulate user trust and gain access to personal information and even financial services resulting in data compromise and identity theft, as well as financial loss.

This makes it more important than ever for students to take responsibility for their own internet safety. The best way to fight cybercrime is through prevention. Always be alert and protect yourself both on and off campus.

- Do not click on links from unknown sources
- Do not open files from unknown sources
- Do not provide sensitive information to unknown parties

Always check & recheck sender email addresses. Pay attention to small discrepancies; e.g. @help.edu.my is not the same as @helps.edu.my

6.10.4.2 Security Awareness: Passwords

Most of us are guilty of reusing passwords, sharing passwords with others, or writing passwords down in easily accessible locations.

Hackers use a variety of techniques to crack passwords, including brute force attacks, phishing, keylogger software and even social engineering. You may not be able to protect yourself from every method, but poor password habits can make it all too easy for others to get into your devices, social media, and financial accounts.

You are at High Risk:

- When you use the same password for numerous sites
- When you choose common words for your password instead of complex combinations of characters, numbers and symbols
- When you store bank PINs, account numbers, health information, and passwords in your address books/contacts

6.10.4.3 Passwordless Multi-Factor Authentication (MFA) & Self-Service Password Reset (SSPR)

In light of the numerous phishing/hacking/security breach attempts, the world is going Passwordless. We're following suit by implementing Passwordless MFA for all email accounts.

Passwordless MFA is a security feature that allows you to sign in to your account without entering a password, and instead, uses your phone or a security key.

However, some external systems like online libraries still require a password. If you have forgotten your password, or wish to change it yourself from anywhere at any time, you may access to HELP's Self-Service Password Reset (SSPR).

Set it up now at: "<https://aka.ms/ssprsetup>"

You'll need to choose 2 of 3 options:

- a) An alternative email account (eg. gmail/outlook/etc.)
- b) A mobile phone number to receive verification SMSes, much like banks utilise.
- c) Use of the Microsoft Authenticator App (available in Google Play Store / Apple App Store)

You'll need your Email address and current password to verify it's you, test the options you've chosen, and you're done!

You will be able to reset, unlock and change your password with the added security of having an extra verification method, like a phone number/email/passcode, to your user sign-in process.

6.10.4.4 HELP Desk

If you require assistance, please email helpdesk@helplive.edu.my

The HELP Desk counters are located at:
Subang Bestari Campus – Block F L2
Wisma CL – Level 1

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WELCOME TO HELP UNIVERSITY MALAYSIA

Hello and welcome to HELP University!

The International Student Services Department (ISSD) is delighted that you have chosen to come to study at HELP University, and we hope this guide will help you in your preparations for coming to study and live in Malaysia. Please note that this guide is also available on our website: www.help.edu.my

We are based in Bukit Damansara, Kuala Lumpur and Subang Bestari, Shah Alam, Selangor. We provide information, advice and guidance to international students including immigration advice, tuition fee status enquiries or general advice pertaining to your studies and life in Malaysia.

We hope you find this guide helpful. If you need more information and assistance before or after you arrive, you can either contact us by email issd@help.edu.my

2.0 PRE-ARRIVAL INFORMATION

The Malaysian government is committed to making the country a hub for world-class education and welcomes foreign students who want to pursue courses of study here. The government has made it convenient for foreigners with the genuine intention of studying in Malaysia to obtain a student pass and visa, a requirement by the country's Immigration Department.

From the 1st of February 2013 foreign students who wish to apply to a private institution of higher education must apply to study in Malaysia through **Education Malaysia Global Services (EMGS)**. This one stop application process allows the student to search and apply for multiple programmes at multiple institutions at the same time. Foreign students must only study in programmes and institutions that are accredited and licensed; Education Malaysia only lists programmes that meet these requirements; this takes some of the burden off the student.

Getting ready to study overseas in a new country, whether for a short or long period of time, can be a daunting experience. That is why this guide provides you with detailed information and advice regarding what you should do, pack, and check before leaving your home country.

2.1 Submission of Documents/ Payment

All international students must carefully review and comply with the enrollment requirements. All information and supporting documents must be complete prior to submission to ensure timely processing in accordance with EMGS and Malaysian Immigration regulations.

Required Documents

- Payment of application fee
- Completed Application Form
- Four (4) recent passport-sized photographs (4 cm x 5.5 cm) with white background
- Two (2) sets of passport photocopies (all pages including blank pages)

(Passport validity must be at least 30 months from the intake date)

- Certified true copies of academic transcripts and examination results
- Non-Objection Certificate (NOC) or eligibility letter for applicants from Oman, Iran, and Sudan
- Proof of financial sponsorship (if applicable)
- English translations of all documents (where applicable)
- Health Declaration Form
- Self-Declaration Form

Incomplete applications will not be processed.

Additional Documents Required (Transfer student within Universities/School in Malaysia)

- Release Letter from previous institution
- School Leaving / Completion Certificate (if applicable)
- Attendance Report (minimum 80%)
- Health Declaration Form
- Self-Declaration Form

Important:

International students are not permitted to change their programme of study. Any programme change requires a new Student Pass application in accordance with EMGS and Immigration regulations.

Submission of Documents

HELP University
No. 15, Jalan Sri Semantan
Off Jalan Semantan
Bukit Damansara
50490 Kuala Lumpur, Malaysia
Tel: +603-2716 2000
Email: marketing@help.edu.my

Fees & EMGS Processing

Upon acceptance of the admission offer, students must pay the Admission Acceptance Fee and EMGS Fee (inclusive of medical examination fees).

Help University has partnered with **Flywire** to streamline the fee payment process for our international students. With Flywire, international students can pay in their HOME currency via several payment options which currently include Domestic Bank Transfer / UnionPay / Visa / MasterCard / American Express / Paypal depending on your remitting country and enjoy the following benefits:

- Online payment tracking
 - No bank fees
 - Best Price Guarantee for local bank transfer
 - Multilingual customer support via live chat, email or phone
 - Real-time status updates sent via email and text
- Check out the Flywire Payment Guideline [HELP University Payment](#)

Note:

Mandatory requirements: Student's Name, Student ID Number or Passport Number, Contact Number, Purpose of Payment

Visa Processing Timeline

Once complete documents and full payment are received, the application will be submitted to **Education Malaysia Global Services (EMGS)**.

Processing time is approximately **6–8 weeks**. Applications should be submitted **at least 8 weeks before intake**. Students may track their application and download the **Visa Approval Letter (VAL)** via the EMGS portal.

Immigration Advisory

Students must remain outside Malaysia while their Student Pass application is under process. Entering Malaysia during this period may result in delays or rejection.

Transfer students may remain in Malaysia only if approved under a **Special Pass**, subject to Immigration approval.

2.2 Obtaining the Visa Approval Letter (VAL) & MDAC Registration

Upon issuance of the **Visa Approval Letter (VAL)** by Education Malaysia Global Services (EMGS), students are required to proceed to the **nearest Malaysian Embassy or High Commission** in their home country to obtain a **Single Entry Visa (SEV)** (for nationalities that require a visa to enter Malaysia).

Please note:

The Visa Approval Letter (VAL) is valid for **six (6) months** from the date of issuance.

Malaysia Digital Arrival Card (MDAC) – Mandatory

All international students are required to complete the **Malaysia Digital Arrival Card (MDAC)** **within three (3) days prior to arrival in Malaysia**, in accordance with Malaysian Immigration requirements.

After successful MDAC submission, students will receive a **confirmation email**.

Students are required to **forward the MDAC confirmation email to: issd@help.edu.my** (for University records and airport clearance purposes)

How to Complete MDAC

- Access the official Immigration Malaysia portal
(<https://imigresen-online.imi.gov.my/mdac/main?registerMain>)
- Complete the online **Malaysia Digital Arrival Card (MDAC)** form
- Submit the form and retain a **digital or printed copy** for reference
- You will receive an email confirming that you have successfully registered for MDAC.
Please forward this email to issd@help.edu.my (for HELP University records)

Failure to complete the MDAC may result in **immigration clearance delays or denial of entry** at the Malaysian border.

In the Home Country (Before Arrival)

Students must ensure that **all required fees** have been fully paid prior to arrival in Malaysia. HELP University will issue the **Airport Arrival Form**, which students must complete and submit to: airportclearance@help.edu.my at least **five (5) working days before arrival** in Malaysia.

Documents to be attached with the Airport Arrival Form:

- ✓ **Confirmed flight ticket**
- ✓ **E-visa / Single Entry Visa (SEV) (for visa-required nationalities)**
- ✓ **MDAC confirmation email**

Preparation for Pre-Departure

Students are advised to confirm their airline reservations early. If accommodation has been arranged, students are encouraged to arrive in Kuala Lumpur **a few days prior to programme commencement** to allow sufficient time to settle in.

During peak travel and holiday seasons, flights may be fully booked or subject to higher fares. Students are therefore advised to make flight arrangements promptly after receiving the **Visa Approval Letter (VAL)**.

Important Documents to Bring Before Departure:

- Original academic certificates and transcripts
- Passport (valid for at least **30 months** at the time of departure)
- Passport-sized photographs

- Visa Approval Letter (e-VAL) • Single Entry Visa (SEV), where applicable
- MDAC confirmation (printed or digital copy)

What to Pack

❖ *Clothes and Weather*

3 *Malaysia has a tropical climate with an average temperature of approximately **29°C year-round**. Light, breathable clothing such as T-shirts, shirts, slacks, jeans, and shorts is recommended. Cotton and polyester fabrics are most suitable.*

❖ *Electrical Equipment*

4 *Malaysia uses a **220–240 volts / 50 Hz** electrical system with **three-square-pin sockets**. Students bringing electrical appliances should bring an adaptor, which is readily available in Malaysia.*

❖ **Luggage**

5 Be mindful of airline baggage limits, as excess baggage charges can be costly. Heavy items such as books may be purchased locally. Ensure all luggage is properly labelled and include personal identification details inside each bag.

❖ **Money Matters**

6 The local currency is the **Ringgit Malaysia (RM)**. The approximate exchange rate is

7 **USD 1 = RM 4.06** (subject to change).

8 Students are advised to use international bank cards or traveller's cheques and avoid carrying large amounts of cash. Opening a local bank account shortly after arrival is recommended.

(Refer to **Page 9** for banking information.)

❖ **Financial Preparedness**

9 Students should ensure they have **sufficient funds to cover living and study expenses for the first 3–6 months in Malaysia**.

2.3 Accommodation

VW Home

VW Home offers fully furnished student accommodation. Enjoy a **comfortable and secure living environment** with 24-hour CCTV, internet, and easy access to **HELP University shuttle routes** and **Semantan MRT**. Conveniently located between **PJ and KL**, with plenty of nearby food options, it's the perfect place to **study, live, and relax**.

Accommodation for Subang Bestari Campus Students

For students based at the **HELP Subang Bestari Campus**, HELP University collaborates with **Hostel Pro**, a trusted accommodation provider offering **quality housing at affordable rates**. The student houses are all fully furnished with high-speed Wi-Fi, bed, mattress, study desk, wardrobe, air-conditioner, fan, fridge and washing machine.

Another value-added service provided by the management is their weekly cleaning service. With that, students are able to live in a clean and conducive environment.

2.4 Entry into Malaysia

All students must complete the Disembarkation Card, which will be provided by the airline or can be obtained at the airport arrival hall. Keep the card with you, as it may be requested by immigration officers.

Malaysia Digital Arrival Card (MDAC)

All international students are **required by Immigration Malaysia** to complete the **Malaysia**

Digital Arrival Card (MDAC) before entering Malaysia, regardless of nationality or visa type. **MDAC must be submitted within three (3) days prior to arrival in Malaysia**.

Students who fail to complete MDAC may experience **immigration clearance delays or refusal**

of entry at the airport.

3.0 ARRIVING IN MALAYSIA

3.1 At the Airport

Upon arrival at **Kuala Lumpur International Airport (KLIA), KLIA2, or Subang Airport**, international students must proceed to the **Immigration Section** with the assistance of HELP University staff.

Meeting the University Officer:

Our **ISSD Officer** will be waiting **just before the Immigration/PASSPORT control counter**. Students are required to **report to the University Officer within 30 minutes of exiting the aircraft**.

Do not stop for shopping at Duty Free, as this may delay your Student Pass clearance. If unsure, approach airport staff in uniform for guidance.

At the Immigration Counter:

The University Officer will escort you to **immigration control**. The Immigration Officer will request **all supporting documents for your Student Visa**. Keep documents **easily accessible in your hand luggage**.

Your passport will be **stamped with a temporary entrance permit** (typically valid for 14 or 30 days from arrival).

Baggage & Welcome Pack:

The University Officer will guide you to the **Baggage/Luggage Collection Hall**. Check your luggage carefully before leaving the airport. Report **missing luggage immediately** at the Airport/Airline Missing Luggage Counter. Inform your family of your arrival promptly.

HELP University will provide a **Welcome Pack** upon first arrival, complimentary for students.

Currency & SIM Cards:

Currency exchange counters and shops are available in the Arrival Hall for converting money into **Ringgit Malaysia (RM)**. You may also purchase a local **SIM card** for mobile connectivity.

All financial transactions in Malaysia are conducted in **Ringgit Malaysia (RM)**.

3.2 Arrival at HELP University

The student must report to the International Student Services Department (ISSD) the following day.

Medical & Health Examination

Mandatory Medical Examination (Post-Arrival)

The **Malaysian Ministry of Education** requires all international students to undergo a **medical health examination** at **EMGS-approved panel clinics or hospitals in Malaysia**.

- ◆ The medical examination **must be completed within seven (7) days of arrival** in Malaysia.
- ◆ Failure to complete the medical screening within the stipulated time may affect the Student Pass endorsement.

Yellow Fever Vaccination (If Applicable)

Students arriving from **Yellow Fever endemic countries**, including parts of **Africa and South America**, must be vaccinated **before entering Malaysia**.

Requirements:

- A **Yellow Fever Vaccination Certificate** is mandatory
- The vaccine must be:
 - Approved by the **World Health Organization (WHO)**
 - Administered at an **approved Yellow Fever Vaccination Centre**
- The certificate:
 - Becomes effective **10 days after vaccination**
 - Is valid for **10 years**

Students without a valid certificate may be **quarantined for up to two (2) weeks** upon arrival by the Malaysian Ministry of Health.

Post-Arrival Medical Screening (Arranged by HELP University)

Upon arrival at HELP University, the **International Student Services Department (ISSD)** will conduct a briefing and arrange your **Post-Arrival Medical Screening** at an approved clinic.

Preparation for Medical Screening

To ensure accurate results, students must:

- ✓ **Avoid alcohol** for at least **5 days** before the screening
- ✓ **Avoid medication**, unless prescribed by a medical doctor
 - If on prescribed medication, bring:
 - The medication, and
 - A written doctor's prescription
- ✓ Wear **spectacles or contact lenses** during the screening, if applicable

Documents to Bring for Medical Screening

- Original **passport**
- Medical form (provided by ISSD)
- **EMGS mobile application** installed on your phone
- Complete the **Digital ID** section

- Scan the clinic's QR code using the EMGS app

The health examiner may refer students to a specialist if any medical concerns are identified.

After Medical Screening

Students will be required to **submit their passport** temporarily and **Passport**

Acknowledgement Letter will be issued

Medical screening results are usually available within **3 working days**

If a student **does not pass** the medical screening:

- An **appeal may be submitted**
- If the appeal is unsuccessful, the student will be required to **leave Malaysia and return home**

Once the medical screening is **successfully passed**, ISSD will submit the passport to **EMGS for Student Pass endorsement**.

The **multiple-entry Student Pass** is typically processed within **four (4) weeks** from the date of submission to EMGS counter.

Healthcare & Emergency Information

Health Insurance (Compulsory)

All international students are **required to have medical and health insurance** throughout their study period in Malaysia. Insurance coverage is **mandatory** and is arranged through **EMGS**. Even if students have insurance from their home country, they are still required to purchase the **EMGS-approved insurance** through HELP University.

Emergency Services:

In case of emergency, dial **999** for:

- Ambulance
- Fire services
- Police

Students are advised to:

- Know the **nearest emergency medical centres**
- Be aware of their insurance panel hospitals
- **Carry their medical card at all times**
-

Please inform the **International Student Services Department (ISSD)** immediately in the event of:

- Medical emergencies
- Hospital admission

Medical & Health Insurance Coverage (EMGS)

All international students must be covered by an **EMGS-approved medical insurance policy** for the duration of their studies.

Key Terms & Conditions

- Cashless inpatient treatment at **network hospitals** in Malaysia
- Reimbursement for inpatient treatment at **non-network hospitals** (subject to annual limit)
- Outpatient treatment reimbursed (less **RM25 per visit deductible**)
- Coverage across **70+ hospitals** and **2,000+ clinics** nationwide
- Insurance coverage begins:

From **date of entry**, or

From **VAL issuance date** (if application is made in Malaysia)

- No upfront health declaration required
- Medical screening in Malaysia is compulsory within **7 working days**
- **Insurance downgrade is NOT allowed**
- Insurance upgrade is allowed (subject to EMGS approval and additional premium)
- Pre-existing conditions may not be covered after upgrade
- Medical card issued within **14 working days**
- Claims processed within **14 working days** upon complete submission
- **24/7 insurance helpdesk** available



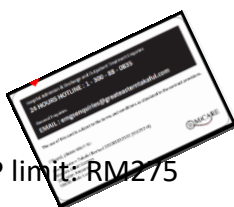
Example: Outpatient Claim

Student A (Basic Plan):

First clinic visit: RM200

→ Fully covered

→ Remaining annual GP limit: RM275



Second clinic visit: RM300

→ Covered up to RM275

→ Remaining RM25 paid by student

Annual GP limit resets in the next coverage year.

Opening a Bank Account in Malaysia

Before leaving your home country, it is advisable to check whether your existing bank has branches in Malaysia or partnerships with Malaysian banks that allow you to continue using their services after arrival.

For long-term financial management, most students will find it more convenient to **open a Malaysian bank account**.

Documents Required to Open a Bank Account

- ✓ **Letter of Student Status Verification**
 - from HELP University
- ✓ **EMGS Bank Verification Letter**
 - with a valid Student Pass (minimum 6 months validity)
- ✓ **Original passport**
 - Most banks require approximately **RM250**
- ✓ **Minimum initial deposit** in Ringgit Malaysia (RM)
 - Most banks require approximately **RM250**
- ✓ **For students under 18 years old:**
 - An indemnity form signed by parents and witnessed by a relevant authority in the home country

Banking Services in Malaysia

Most banks provide:

- **Debit or ATM cards** for cash withdrawals
- 24-hour access to **ATM machines**
- **Online banking services** for easy account management

Important Reminder

- Never share your **PIN** or **online banking password** with anyone
- Keep your bank card secure at all times
- If your card is lost or stolen, inform the bank **immediately** to cancel it and request a replacement

Bank Operating Hours

Banks in Malaysia generally operate:

- **Monday to Friday:** 9:30 a.m. – 4:00 p.m.



4.0 POST-ARRIVAL INFORMATION

1.1 Life at HELP University

HELP University offers a **friendly, welcoming, and supportive environment** for all students. Academic and administrative staff are always ready to assist, so do not hesitate to approach them if you need help.

The University provides a wide range of student support services to ensure that international students can settle in well, succeed academically, and enjoy their university life.

1.2 Welcome & Social Activities

International Student Orientation & Events

Special **orientation programmes and social events** are organized for international students. These usually take place during **registration day** and continue into the **first academic session**, helping students adjust to campus life and meet new friends.

Student Societies

Students are encouraged to join **student societies and clubs** through the Department of Student Affairs. These clubs allow students to:

- Pursue hobbies and interests
- Meet new friends
- Interact with both local and international students



1.3 Life in Malaysia

Malaysia is a **multicultural and diverse country**, offering students unique cultural experiences. The **International Student Services Department (ISSD)** is available to assist with any questions or concerns about living in Malaysia. Malaysia is generally a **safe country**; however, students are advised to observe basic safety precautions:

Personal Safety Tips

- Be cautious of pickpockets and bag snatchers, especially in tourist areas
- Carry bags securely across your body
- Women travellers should be sensitive to local customs
- Do not leave valuables (e.g. laptops) in parked vehicles
- Avoid travelling alone late at night; travel in groups when possible
- Use taxis or e-hailing services for long distances or late travel
- Do not enter taxis with unknown passengers
- Avoid using mobile phones or headphones when walking alone at night
- Stay alert and aware of your surroundings

Living Expenses in Malaysia

The cost of living in Malaysia is **generally affordable** compared to many Western countries. Estimated monthly expenses are as follows:

Item	Estimated Cost
Accommodation	RM800 – RM2,000 (depending on location, facilities, and sharing)
Food	RM950 – RM2,000 per month
Study Expenses	RM1,500 – RM2,000 per year
Transportation	RM200+ per month
Social Activities	Depends on lifestyle

Typical Social Costs

- Movies: RM12 – RM25
- Bowling: RM10 – RM20 per game (shoe rental RM3 – RM5)
- Gym / Dance classes: From RM200 per month (package dependent)

Transportation Services in Malaysia

Express Rail Link (ERL)

- Connects **KL Sentral** to **KLIA / KLIA2**
- Travel time: **28 minutes**
- Fastest airport transport option

Rapid Kuala Lumpur (LRT)

- Affordable and efficient city transport
- Covers major areas in Kuala Lumpur

Monorail

- Convenient for travelling within the city centre
- Daily and monthly tickets available

KTM Commuter Trains

- Suitable for travel outside Kuala Lumpur
- Routes include **Batu Caves–Port Klang** and **Rawang–Sungai Gadut**

Taxi

- Meter starts at **RM4**

- Taxi coupons available at KL Sentral

E-Hailing Services

- Available apps: **Grab, Maxim, InDrive, Bolt**
- Convenient and widely used



maxim[®]

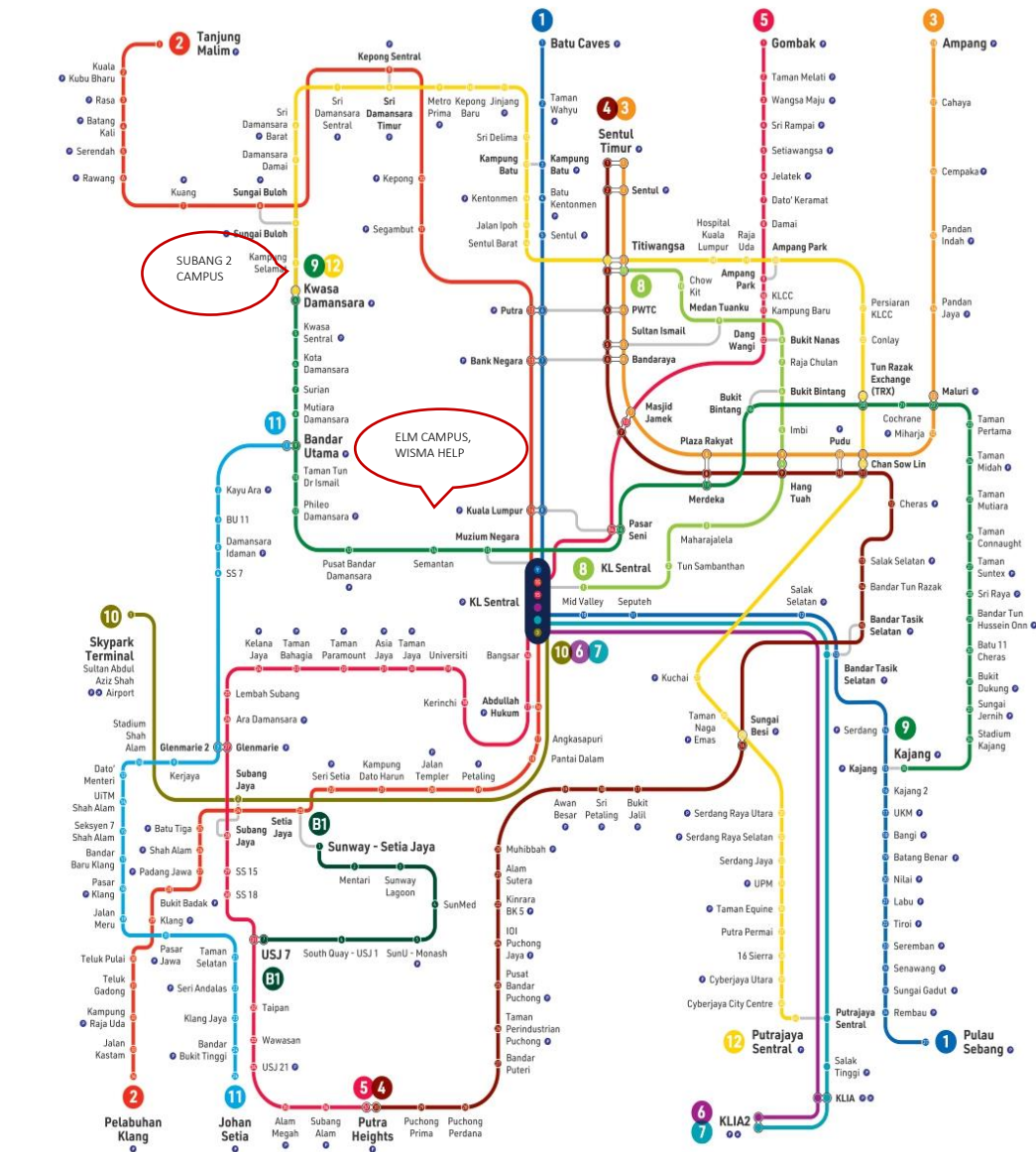
Peta Transit Berintegrasi Lembah Klang

Klang Valley Integrated
Transit Map



rapidKL

SUBANG CAMPUS ↔ ELM / WISMA HELP
MRT BUS T802 ↔ KWASA SENTRAL ↔ SEMANTAN



Muat Turun Peta
Download Map

rapidKL

Waktu Operasi Perkhidmatan/ Service Operation

Kein - Sabtu/Mandi
& 80 pergitin - 12:30
*Waktu operasi perkhidmatan
Service operating hours



KL AskRapidKL

Telecommunication Services

Landline Telephone Calls

Area Codes in Malaysia

- **03** – Kuala Lumpur, Putrajaya & Selangor
 - **04** – Kedah, Penang & Perlis
 - **05** – Perak
 - **06** – Melaka, Negeri Sembilan & Muar (Johor)
 - **07** – Johor (except Muar)
 - **08x** – Sabah & Sarawak
 - **09** – Kelantan, Pahang & Terengganu
 - **02** – Singapore
- (When calling Singapore from Malaysia, the country code is not required)*

How to Call a Malaysian Landline

- **From overseas:**
Dial **+60**, followed by the area code (without “0”), then the phone number
Example: +60 3 1234 5678
- **From another local area:**
Dial the full area code + phone number
Example: 03 1234 5678
- **Within the same area:**
Dial the phone number directly
Example: 1234 5678

Mobile Phone Services

Malaysia has several mobile service providers. The major providers include **Digi, Maxis, and Celcom**. Common mobile prefixes are:

010, 011, 012, 013, 014, 016, 017, 018, 019

How to Call a Malaysian Mobile Number

- **From overseas:**
Dial **+60**, followed by the mobile prefix (without “0”) and the phone number
Example: +60 12 1234 5678
- **Within Malaysia:**
Dial the mobile prefix (with “0”) and the phone number
Example: 012 1234 5678



5.0 IMMIGRATION RULES AND REGULATIONS

5.1 Immigration & Visas

In line with Malaysia's aspiration to become a Regional Education Hub and a Centre of Educational Excellence, the Immigration authorities have instituted a hassle-free entry procedure to welcome international students to study in Malaysia.

5.2 Validity of Student Pass/Visa

The Student Pass/Visa is endorsed onto your passport. The endorsement indicates your visa type, the length of stay in Malaysia, the number of entries permitted, and the validity of the Student Pass. It is mandatory for you to submit documents to our International Student Services Department (ISSD) four (4) months in advance of the expiry date for us to either extend or apply for your new Student Pass/Visa on your behalf.

Extension of Student Pass/Dependent Pass

An application for the extension of a Student Pass/Dependent Pass must be made at least four (4) months before the expiry date of the existing pass/visa. The application must include a photocopy of the passport, the original passport, and Immigration's fee for Student Pass (they are according to countries within the range of RM60–RM150) and advance tuition fee payment. Any penalty imposed by the Immigration Office for overstay or other penalties must be borne by the applicant.

(The Immigration has the right to cancel a student pass based on poor attendance and poor academic results.)

It is your responsibility to check the expiry date of your passport, and have it extended at least six (6) months before it expires. Students who fail to submit their passport or fail to inform our officer about their expiry dates would be considered as overstaying. Overstaying is considered a federal offense and therefore prosecutable by the court. Punishment imposed will vary from prison sentence to caning followed by immediate deportation back to country of origin depending on the severity of the case. It is strongly encouraged for all international students to be alert and wary of their Student Pass expiry date to avoid this.

Immigration Requirements

- You must satisfy programme requirements by attending 80% of all scheduled classes and achieving satisfactory academic results with a CGPA of 2.0. Failing to do so can result in your Student Pass being revoked.
- Students who are absent from classes within fourteen (14) consecutive days will be reported to the Malaysian Immigration Department and will be blacklisted.
- International students whose attendance is below the required percentage will be reported

for non-attendance in accordance with Malaysian Government requirements and the Student Pass will not be renewed.

- Attendance in class is always compulsory unless you are able to provide a Medical Certificate (MC) from a certified doctor. Consistent failure to do so will result in your Student Pass being revoked.
- You are required to take responsibility for monitoring the expiry dates of your passport and Student Pass.
- Where an extension of the Pass is required, students must submit their passports to the International Student Office at least four (4) months before the expiry of the Pass to facilitate the extension. Failing to do so would result in paying an extra RM154.00 to obtain a Special Pass.
- All penalties imposed by the Malaysian Immigration Department in the event of late extension or expiry of the Student Pass are to be borne by the student.
- One (1) Month before completion of your education at HELP University, you are required to inform the International Student Services Department (ISSD) so that your Student Pass can be canceled, or it might lead to forfeiture of the Personal Bond Deposit.

5.1 Immigration & Student Pass

Malaysia welcomes international students as part of its goal to become a regional education hub. Student Pass applications and approvals are governed by **Immigration Malaysia** and processed through **Education Malaysia Global Services (EMGS)**.

All international students must hold a **valid Student Pass** to study in Malaysia.

5.2 Validity of Student Pass

Your **Student Pass** is endorsed in your passport and states:

- Type of visa
- Validity period
- Number of permitted entries

Students must submit their documents to the **International Student Services Department (ISSD) at least four (4) months before** the expiry date for renewal or extension.

Failure to do so may result in **overstay penalties**, visa cancellation, or legal action.

Extension of Student Pass / Dependent Pass

Applications must be submitted **4 months before expiry**

Required documents:

- Original passport
- Renewal Form (to be filled out by student and approved by Faculty)
- Passport photocopy
- Renewal Fee of RM100 will be invoice to student via MY Pride
- Proof of Payment to EMGS via JOMPAY (will be advise by ISSD)
- Documentation to support the student pass extension (if needed)

Important Notes

- Immigration may cancel a Student Pass due to **poor attendance or academic performance**
- Students must ensure their **passport is valid for at least 6 months**

- Overstaying is a serious offence and may result in **finances, imprisonment, caning, and deportation**

5.3 Immigration Requirements & Student Responsibilities

Students must:

- Maintain **minimum 80% attendance**
- Achieve **satisfactory academic results (minimum CGPA 2.0)**
- Submit passport for renewal **4 months before expiry**
- Inform ISSD **1 month before programme completion** for Student Pass cancellation

Failure to comply may result in:

- Student Pass not being renewed
- Blacklisting by Immigration
- Additional Special Pass fee (RM154)

5.4 Student Pass Fees

- Student Pass fee: **RM60–RM150 per year** (based on nationality)
- Entry visa fees (if applicable) vary by country
(Please check with the Malaysian Embassy in your home country)

5.5 Personal Bond

All international students (except Diplomatic Pass, PR, MM2H holders) must pay a **Personal Bond**, as required by Immigration Malaysia.

- Amount varies by nationality
- Fully **refundable upon completion of studies**, provided no immigration violations occur

5.6 Dependent / MM2H / Spouse Pass

Students holding a **Dependent, MM2H, or Spouse Pass** must:

- Obtain **permission to study** OR
- Surrender the existing pass and apply for a **Student Pass**

A person cannot hold two passes at the same time.

Dependent Pass for Family Members

Eligible dependents:

- Parents
- Spouse
- Children

Eligibility:

- **Postgraduate students:** All nationalities allowed
- **Undergraduate students:** Only selected nationalities approved by Immigration

Required documents include:

- Certified passport copies
- Relationship documents (marriage/birth certificates)

- Medical insurance
- Bank statement (minimum RM10,000 average balance) total of RM30,000 latest 3 months bank statement
- Personal Bond

Dependents are advised to **enter Malaysia only after approval.**

5.7 Transfer to Another Institution in Malaysia

Students must submit:

- Letter of acceptance from the new institution
- Withdrawal form from HELP University
- Valid visa or Special Pass (if applicable)

Please get ISSD advise before transferring.

5.8 Withdrawal or Deferment of Studies

Withdrawal

Students must:

- Notify ISSD **1 month before departure**
- Obtain release letter
- Provide confirmed flight ticket or new offer letter

Failure to comply may result in:

- Police report
- Notification to Immigration, Embassy, and Ministry of Education

Deferment of Studies

Medical Reasons

- Allowed with specialist medical report
- Student may remain in Malaysia if visa is valid

Non-Medical Reasons

- Visa will be shortened
- Student must exit Malaysia
- Maximum deferment allowed: **2 semesters only**

5.9 Returning Home During Holidays

Students planning to travel must:

- Inform ISSD
(Applicants are required to submit copies of flight tickets showing departure from and return to Malaysia, along with the corresponding Malaysia exit and entry passport stamps.)
- Ensure Student Pass validity for re-entry

5.10 Social / Tourist Pass

- Studying under a **Social/Tourist Pass is illegal**
- Special Pass approval is discretionary and not guaranteed

- Students are strongly advised **not to enter Malaysia before receiving the Visa Approval Letter (VAL)**

5.11 New Passport

If you obtain a new passport:

- Student Pass must be transferred immediately
- Bring old and new passports to ISSD
- Processing time: **14 working days**
- Visa fees may apply

5.12 Lost Passport

If your passport is lost:

1. Lodge a police report immediately
2. Apply for a new passport at your embassy
3. Submit documents to ISSD for Student Pass replacement

Students must **carry their passport at all times** while in Malaysia.

APPLY FOR THE GRADUATE PASS

Apply for the Graduate Pass today and enjoy an additional 12 months to live and work in Malaysia. Do not miss out on this chance to gain valuable work experience and make the most of your time in Malaysia.

Apply for the Graduate Pass now take the next big step in your journey!

ISSD – Updated 31 December 2025

Semester-Based Fixed Course Fee Scheme

(Applicable only to NEW STUDENTS, effective for the January 2026 Intake)

1. Introduction

The University will implement a fixed semester fee scheme starting from the January 2026 intakes onwards. This change aims to:

- Simplify billing and administrative processes.
- Facilitate more effective planning for students and their families by ensuring greater predictability of course fee expenses.
- Enable students to know the total cost of each semester in advance, thereby enhancing transparency and supporting better financial preparedness.

2. Fee Structure

As stated above, all fees apply to new students effective from the January 2026 intake. Fees are payable according to long and short semesters, depending on the structure of the programme.

The examples below illustrate how semester fees are applied across different programmes. For details on other programmes, please refer to the 2026 HELP University Undergraduate Programme Fees Summary.

Example 1: Diploma in Information Technology

- **Total indicative fees (Malaysian): RM45,000**
- **Long semester fee: $RM9,000 \times 4 \text{ semesters} = RM36,000$**
- **Short semester fee: $RM4,500 \times 2 \text{ semesters} = RM9,000$**
- **Note: Except for FEB & OCT intakes**

Example 2: Bachelor in Accounting (Honours)

- **Total indicative fees (Malaysian): RM81,000**
- **Long semester fee: $RM10,800 \times 6 \text{ semesters} = RM64,800$**
- **Short semester fee: $RM5,400 \times 3 \text{ semesters} = RM16,200$**

Example 3: UK Degree Transfer Programme (Law)

- **Total indicative fees (Malaysian): RM64,000 (for 2 years)**
- **Semester fee: RM16,000 per semester**
- **Long semester fee per year: $RM16,000 \times 2 \text{ semesters} = RM32,000$**
- **Note: There is no short semester for the UK Degree Transfer Programme (Law)**

2. Payment Methods

For Malaysian Students

1. Payment via FPX or MPGS for invoice issued in students' portal 'Mypride'

- **FPX (Internet Banking transfer)**

This payment method is only available for participating Internet banking account with a local Malaysian bank.

Please ensure that pop-up view is enabled on your device (e.g. mobile phone, laptop, or tablet).

- **MPGS (Visa/Mastercard)**

This payment method accepts various local and international Visa and Mastercard credit/debit cards.

Please ensure that pop-up view is enabled on your device (e.g. mobile phone, laptop, or tablet).

Steps for making payment via the MyPride Portal

Please follow these steps to make your payment through the MyPride online payment gateway:

1. Log in to MyPride.
2. Click the Outstanding Invoices tab to view your outstanding invoice(s).
3. Select the invoice(s) you wish to pay by ticking the corresponding checkbox(es). You may select multiple invoices or amend the payment amount if applicable.
4. Click Preview Amount to Pay to review the payment details.
5. Click Confirm to proceed.
6. Select your preferred payment method (FPX or MPGS) and complete the payment.

***Official receipts are generated immediately for successful payments made via FPX and MPGS only.**

2. JomPAY

Payment via local Internet banking account or E-Wallet

Steps for making payment via JomPAY

1. Log in to your Internet banking account or E-Wallet and select JomPAY.
2. Enter the Biller Code: 8433 (HELP University Sdn Bhd).
3. Enter the following reference details:
 - Ref-1: Student ID
 - Ref-2: Student Name (as per NRIC/Passport)
4. Enter the payment amount and confirm the transaction.

*The official receipt in Mypride will be issued within three (3) working days after payment clearance.

3. Online Transfer or payment at Cash Deposit Machine/Cheque Deposit Machine

Bank Name: RHB Bank Berhad
Account Name: HELP UNIVERSITY SDN BHD
Account Number: 2143 3435 0034 32

*Receipts would be issued upon confirmation of fund clearance within 2 working days. Students are required to email the proof of payment to bursarycashier@help.edu.my, and include their student's name and student ID for verification purpose.

Payment Methods for International Students

1. Flywire

<https://payment.flywire.com/pay/payment>

*The official receipt will be issued within three 3-4 working days after payment clearance.

2. QR Code / E-wallet / Alipay



*Receipts would be issued upon confirmation of fund clearance within 2 working days. Students are required to email the proof of payment to bursarycashier@help.edu.my and include their student's name and student ID for verification purpose.

3. Online Transfer/Cash Deposit Machine/Cheque Deposit Machine

Bank Name: HSBC BANK MALAYSIA BERHAD

Account Name: HELP UNIVERSITY SDN BHD

Account Number: 359 010 303 101

Bank Address: LEVEL 1, ANNEXE MENARA MILENNIUM, JALAN DAMANLELA,
PUSAT BANDAR DAMANSARA 50490 KUALA LUMPUR

Swift Code : HBMBMYKL

*Receipts would be issued upon confirmation of fund clearance within 2 or more working days. Students are required to email the proof of payment to bursarycashier@help.edu.my and include their student's name and student ID for verification purpose

4. Billing Cycle

In general, fees are charged to students' accounts **one week** before the commencement of the relevant semester (except for January intakes). Students are required to check the student e-portal (New MyPride), as printed invoices will not be sent by post.

5. Billing Dates

New Students (i.e., Semester 1, August 2026 intake):

The due date for course fee payment is stated on the invoice (i.e., one week before the first Monday of Week 1).

Note:

- ***Students from any intake prior to January 2026 who apply for deferment and wish to rejoin from the January 2026 intake onwards will be subject to the new semester-based fixed-fee arrangements.***

6. Due Dates for Payment of Fees

- New Students (Semester 1 with effect from August 2026 intake):
Fees must be **paid on or before** the due date stated in the invoice.

Example:

Invoice issued and sent (by system)	Start of Class (Day 1)	Payment Due Date
10 August 2026 (Monday)	24 August 2026 (Monday)	17 August 2026 (Monday)

Note:

- ***A penalty of RM150 will apply if students do not pay by the due date as specified in the invoice.***

7. Consequences of Non-Payment of Fees

In the absence of an approved extension for fee payment, failure to make payment by the stipulated due date will result in the following actions:

- Access to the student Learning Management System (LMS) will be suspended.
- Courses in which the student is currently enrolled for the semester will be dropped from the system.
- The student will be barred from attending classes.
- Examination dockets and results will be withheld.
- **The student will be barred from sitting for the final examinations at the end of the semester, and any assessments submitted for the semester will be nullified.**
- No official documents will be issued by HELP University.
- The student will not be allowed to enrol in courses for the subsequent semester.

8. Transfer Abroad Arrangements

Students who wish to transfer overseas after completing 1 or 2 years of study at HELP and have already made semester payments may be eligible for a refund, subject to any applicable surplus amount.

Example:

If a student has paid fees until the 6th semester but decides to go overseas after completing the 5th semester, the fees paid for the 6th semester will be refunded, subject to the following:

- i. The student must submit a written notice of withdrawal following the institution's procedures.
- ii. Refunds will be made according to the institution's current refund policy.
- iii. Any administrative or processing fees may be deducted from the refund.
- iv. Refunds will be processed within the timeframe specified by the institution once all required documents have been submitted.

Note:

- ***Students are required to fulfil the MPU course requirements prior to going overseas.***
- ***Students must adhere to the original study plan as provided by the faculty.***
- ***Should a student need to withdraw from a course, approval from the faculty is mandatory.***

9. Deferment

9.1 Eligibility and Application

Students may request deferment for medical or non-medical reasons. All requests must be submitted as a formal application to the respective academic department and are subject to approval by the Head of Department (HOD) or Dean.

9.2 Implications of Deferment on Study Progression

Students are responsible for understanding and acknowledging the potential impact of deferment on their study plans, including possible changes to course sequencing and the availability of courses in subsequent semesters.

9.3 Approval

No deferment will be granted without prior approval from the faculty.

9.4 Academic Records and Fees

- Current marks and any fees paid for the ongoing semester, if applicable, will be carried forward to the following semester.
- Fixed semester fees will continue to be billed to students who are deferred and/or inactive.

10. Credit Transfer

10.1 Eligibility

Students who have obtained prior formal learning or qualifications from other institutions may apply for a credit transfer.

10.2 Refund for Exemptions or Transfers

For students enrolled at HELP University who are granted course exemptions or credit transfers, a refund will be provided based on the number of exempted or transferred courses. The refund amount will be calculated by multiplying the number of credits per course by the fee per credit and by the number of exempted or transferred courses.

11. Special Consideration for Reduced Study/Course Load

11.1 Eligibility and Approval

Students experiencing extenuating circumstances or academic challenges may apply to take a reduced course load. Approval is granted at the discretion of the Head of Department (HOD) and/or the Dean of the Faculty.

11.2 Fee Obligations

Students are required to pay the full semester fee, even if they are enrolled in only one course.

If students need to extend beyond the original number of semesters (e.g., nine semesters for a bachelor's degree), no additional fees will be charged, provided they do not exceed the required number of courses. No extension fee applies if full semester fees have already been paid.

11.3 Study Duration

Students must complete the prescribed number of courses within nine semesters for a bachelor's degree programme (e.g., 30 courses depending on bachelor's degree programmes over three years) or six semesters for diploma programmes.

- **Bachelor's degree students:** The minimum duration of study is nine semesters. If a student completes their studies by the eighth semester, the fee for the ninth (final) semester is still payable.
- **Diploma students:** The minimum duration of study is six semesters. If a student completes their studies by the fifth semester, the fee for the sixth semester is still payable.

This is because the total indicative fee represents the overall fee package fixed for nine semesters for all bachelor's degree programmes and six semesters for all diploma programmes and as such is payable within this duration.

12. Fees for Resit, Repeat, and Retake Subjects

12.1 Resit

A resit applies to students who have received a Remedial Coursework (RC) or Remedial Final (RF) grade. These students are required to either resubmit coursework or complete the final

assessment component in the following semester, depending on the assigned grade. The fee for each RC or RF grade is RM300.

12.2 Repeat

A repeat applies to students who have failed both the continuous assessment and the final assessment components of a course. The full course fee is charged.

12.3 Retake

A retake applies to students who have passed a course but choose to retake it to improve their grade. The full course fee is charged.

12.4 Fee Calculation

Students who are required to repeat or retake a course will be charged a full course fee of RMX,XXX (i.e., RMYYY per credit × number of credits), which covers both course delivery and examination.

Example: Bachelor of Psychology (Malaysian)

- ***Total indicative fee: RM97,500***
- ***Total credits required: 120***
- ***Fee per credit: $RM97,500 \div 120 = RM812.50$***

Repeat or Retake Fee Calculation

For a 3-credit Psychology course:

$RM812.50 \times 3 \text{ credits} = RM2,437.50$

Notes:

- ***The above rates may vary depending on the programme.***
- ***Resit, repeat, or retake fees are payable only after the completion of the fixed payment plan: 3 years for bachelor's students or 2 years for diploma students.***
- ***The actual duration of the programme shall comply with the period of study as stipulated in the Letter of Offer.***
- ***Repeat fees are applicable only after the student has completed the original number of courses required for the programme.***

13. Instalment Payment (Available for Local Students Only)

13.1 Eligibility and Approval

Instalment payment plans are not granted automatically. They are considered only in cases of severe financial hardship and are subject to approval by the Management.

13.2 Application Procedure

Students who wish to apply for an instalment payment plan must submit a formal application with clear justification and supporting documents. Instalment plans are not granted

automatically and are considered only in cases of severe financial hardship, subject to the University's approval.

Example: Diploma in Business

- ***Yearly Indicative Fees:*** RM21,000
- ***Initial Payment:*** RM5,600
- ***Subsequent Monthly Instalments:*** RM1,925 per month $\times$ 8 months = RM15,400
- ***Payment Due Date:*** Refer to the invoice.

14. Refund of Fees

Refund eligibility is strictly governed by the University's Refund of Fees Policy. Requests submitted outside the stipulated timeframe, or after the commencement of the programme, will not be entertained.

14.1 General Policy

Refunds, where applicable, are subject to the University's approved refund schedule and must comply with the stipulated timeframes. Refund requests submitted after the prescribed period will not be considered. Once the refund deadline has passed, all fees paid shall be deemed non-refundable.

14.2 Withdrawal from Courses

No refund of fees will be provided if a student withdraws from a course after the payment due date.

The University reserves the right to amend or vary the above financial information as and when the University deems fit and necessary.