



## WELCOME

Dear Student,

I wish to congratulate you for choosing International College Imperia to pursue your studies. It is a very wise decision because our college is committed to provide you with the specialised and world class academic programmes. International College Imperia will provide you the key that opens the door leading to your aspiration as well as career pursuit.

At International College Imperia, we take great care to ensure our students are trained and molded to become individuals with a balanced character and personality that will make the difference when they graduate and look for jobs. Our team of teaching staff who are academically qualified comprising full-time lecturers and also professionals from the various industries, have been our strongest asset in guiding our students in their studies. Indeed, your coming to International College Imperia is a correct move.

Like any institution of higher learning, there are some general rules and regulations that a student has to observe. This handbook will describe the expectations or requirements by the college on the students during their stay. The handbook informs the students regarding certain policies to be observed. It also serves to prepare the students to face whatever challenges faced by them throughout their study period at International College Imperia.

As CEO of the college, it is my duty to ensure Imperia is successfully managed as a premier college and my aspiration is to see that all my students will graduate and be successful in the career of their choice.

Once again, my warmest greetings and good luck to you for making the right choice.

Lim Jee Yat  
Chief Executive Officer

# Contents

## GENERAL RULES AND REGULATIONS

	Page
1. PUNCTUALITY AND ABSENTEEISM .....	3
2. DRESS CODE .....	3
3. BEHAVIOUR .....	3
4. FEE REGULATIONS .....	4
5. ACADEMIC MATTERS .....	7
6. EXAMINATIONS .....	10
7. COMPUTER LABORATORY .....	13
8. LIBRARY .....	14
9. REFUND POLICY .....	16
10. ADMISSIONS AND RECORDS .....	19
11. HOSTEL & ACCOMMODATION .....	23
12. DISCIPLINARY ACTION .....	23
13. RESPONSIBILITY OF STUDENTS .....	24
14. PROHIBITIVE ACTIONS .....	25
15. INSURANCE .....	25
16. STUDENT AFFAIRS .....	25
17. DISCRIMINATION, HARASSMENT, OR INTIMIDATION .....	25
18. STUDENTS COMPLAINTS .....	26
19. PROHIBITIVE POLICIES .....	27

## GENERAL RULES AND REGULATIONS

### 1. PUNCTUALITY AND ABSENTEEISM

- i) Students must be punctual for lectures. Late-comers (more than 15 minutes), without reasonable excuse, would not be allowed to enter the class and join the lesson.
- ii) Students must attend classes regularly. Absentees, with or without reason, should be marked accordingly by the lecturer / tutor in the class register. Absentees must provide explanatory letters or medical certificates and submitted to the lecturer / tutor.
- iii) Students who recorded less than 80% attendance per subject, per semester without permission or valid excuse, will receive a warning letter, a copy of which will be sent to the parents / guardians.
- iv) The college reserves the right to suspend or / and terminate any student who repeatedly absents himself or herself despite being warned by the College Management / Authorities.
- v) Attendance percentage may be taken into consideration in continuous assessments and may be referred during examination board when considering 'borderline cases'.

### 2. DRESS CODE

- i) Students are required to wear proper and acceptable attire when attending classes including final exam.
  - ii) Students are required to wear shoes and suitable attire when attending talks, seminar, site visits, attending lab sessions and final exam. Rubber sole shoes must be worn during lab and site visit sessions.
- **Improper attires may be as follows:**
    - i. *For all students:*  
Obscene T-shirts, shorts, or beachwear, torn or patched jeans.
    - ii. *For female students:*  
Mini-skirts 3 inches above the knee, bare mid-riff, bare-back, or low-cut blouses / dresses, halters, and transparent shirts.
    - iii. *For male students:*  
Sleeveless shirts and any kind of ornaments, cult-like or gang-suggesting attire and symbols. Long hair must be neatly tied.

### 3. BEHAVIOUR

- i) Smoking and any form of gambling or being in possession of any kind of drugs or gambling materials are strictly prohibited in the College premises. **Students are also prohibited from smoking at stairways in the building premises.**

- ii) Any form of harassment – sexual, racist, verbal and physical will initiate disciplinary action.

#### 4. FEE REGULATIONS

##### a) APPLICATION / REGISTRATION FEES

The registration fee is **non-refundable**.

- i) The registration fee is waived for students who enroll in subsequent programme(s) following the first registration e.g., enrolled in diploma programmes and proceed to enroll in the undergraduate programme after completing his diploma.
- ii) Students however, who enrolled for a subsequent programme **two years after** leaving the college are required to pay the application / registration fee.

##### International Students

- International students will be charged with the International Student Charge in Banker's Cheque for the fees payable to International College Imperia. The payment is meant for your Application/Registration fee as well as for your student permit processing fee. The Application/Registration fee schedule will be attached to the offer letter send to students.

##### b) PERSONAL BOND for International Students.

International students are required to pay the **Personal Bond**. The Personal Bond will be refunded after the student completed his course of study. However, if the student has committed a breach of the college regulations or the laws of the Malaysian government, the Personal Bond will be forfeited.

##### c) TUITION FEES

- i) Any student who enrolls in a course of study with Imperia is deemed to have agreed to pay his/her fees according to the mode of payment chosen.
- ii) International students will be required to pay 1 year's tuition fee plus the administration fee (fees for computer lab & library (for a year) and refundable deposits upon their arrival and formal registration at the College.
- iii) All administrative and course fees are payable in full upon enrolment.
- iv) 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.

v) The mode of payment can be either by 'online payment', 'cheques' or 'credit card'. Cheques must be crossed and made payable to 'INTERNATIONAL COLLEGE IMPERIA'. A penalty charge of RM100.00 will be imposed on cheques that are returned by Imperia's panel of bankers. Students should ensure that sufficient funds are available to honour any personal cheques presented as payment to the Institute.

Payments can be made to the cashier at the Cashier's Counter and via online.

vi) A student is allowed to attend classes only after he/she has enrolled and paid the registration and tuition fees including any other payments such as resource fee, smart card fee and insurance.

vii) Students whose semester's tuition fees are in arrears are liable to be suspended from sitting for examinations and are not entitled to students' privileges until such arrears are fully paid.

viii) Penalty for late payment is RM5.00 per day from due date.

- **Easy payment scheme**

- i) In exception circumstances, students are allowed to pay fees under the Easy Payment Scheme. This would allow payments of tuition fees to be made in prepared installments schedules

- ii) However, students must submit their salary slips or their parents' salary slips or EA form before their application for the easy-payment plan can be considered.

- iii) **Acceptance for an application for the easy payment plan is not automatic upon submission of the documents above.**

- iv) The last date for the settlement of fees under the easy payment scheme is as per the scheduled agreed between the student and the college irrespective of date of enrollment unless otherwise agreed between student and Imperia. **An administrative fee will be levied for late payment of each installment (RM50 per month – one time charge)**

- v) The Easy Payment scheme is not available to international students.

- **Sponsored Students**

- i) For local sponsored students by PTPTN or other federal or state government agencies, students are allowed to pay fees according to the date set by the financial institutions or other agencies.

- ii) The last date for settlement of fees is to be agreed between the sponsor and the college.

- iii) Late payment charges will be waived if fee is paid within the semester.

**d) RESOURCE FEE**

Resource fee is payable for the maintenance of infrastructure, hardware & software and services provided. They include on-campus and off-campus e-learning platform & support, Cyber Centre, library services, internet access, utilities for facilities & resources, etc. This fee is payable each semester.

**e) SMART CARD FEE**

Smart card is payable for the student ID card where the student must carry when in the campus. The card needs to be presented when were asked for identification by any of campus's staff.

**A fee of RM70.00 will be imposed for the replacement of a lost student card.**

**h) TRANSFERRING COURSE FEE**

A fee of RM250.00 will be payable for a student who wish to transfer/change course. Payment will be made after the transfer is approved by Imperia or the partner University. The fee is not refundable. This fee is **ONLY** applicable to undergraduate programmes.

**i) DEFERMENT FEE**

A fee will be payable if a student wishes to defer his course. The deferment fee will be levied for each deferment applied by student. Payment will be made after the deferment is approved by Imperia or the partner university. The fee is not refundable. This fee is **ONLY** applicable to undergraduate programmes. The details of the fees are as below:

Programme	Foundation	Diploma/Executive Diploma	Degree
Deferment Fee	RM300	RM300	RM400

**5. ACADEMIC MATTERS****a) Subjects Registration**

- i) Students must register their subjects taken from the list of subjects offered in the semester.
- ii) Students must only be allowed to take maximum of 20 credit hours per semester during long semesters and 10 credit hours during short semester.
- iii) However, a student's subject registration will not be accepted by the Admissions and Records if:
  - a) He/She had failed a pre-requisite subject(s) or;
  - b) Student has reached the maximum number of subjects for the semester, in which case the last subject(s) listed on the form will not be enrolled or ;
  - c) Student has outstanding debt, which has yet to be settled at the point of subject enrolment.

**b) Adding or Dropping of Subjects**

- i) A student who wishes to add or drop a subject (s) is required to complete the Add/Drop Form. There will be administrative charges, but the terms and conditions on withdrawal of a subject shall prevail.
- ii) Adding or dropping a subject must be done within the first 3 weeks into the semester. Application after the deadline will not be entertained and the student's grade may be recorded as a failure.
- iii) The coursework marks for a student will not be transferred to the other semester once a student decided to drop a subject after the completion of his or her coursework. He or she must do the coursework of given in the other semester.
- iv) **NO refund will be given for dropping subject (s) after the cut-off date.**

**c) Credit Transfer**

Credit Transfer Procedures:

**I) General Rules**

- i) An application form (Credit Transfer Application Form) must be filled and submitted within two weeks after registration day on THE FIRST SEMESTER of your study.
- ii) Application for transfer of credit must be submitted together with the following compulsory documents: -
- iii) The certified full transcripts/results slip of the previous program of study.
- iv) The synopsis/course contents or syllabus of the previous subject(s)/course(s) requested for credit transfer.
  - a. A one-time processing shall be done for all subject(s) courses applied for credit transfer.
  - b. Only those subjects/courses from diploma, executive diploma and degree qualifications of relevant courses can be considered for credit transfer.
  - c. All information supplied by the applicant must be correct and true. If it is found that any document has been tampered, even after the credit transfer is approved, International College Imperia has the right to withdraw or cancel any or all previous decision made on transfer application.

**II) Specific Rules:**

- i) A student must have completed the previous programme of study for a period of more than or equal to one (1) year.
- ii) Credit transfer will be given to subjects/courses of an academic programme which is recognised by the Malaysian Qualification Agency, or by the government of the student's home country.
- iii) A minimum of B or grade point 3.00 for the subject/course is necessary to be considered for credit transfer. The grade B or grade point 3.00 is equivalent to a score range of 65%-69%.

- iv) Credit transfer for a subject can only be given if the subject does not require a pre-requisite. If the application for credit transfer is made for a subject which has a pre-requisite, the score for the pre-requisite subject completed at the previous college/institution must have achieved a minimum B grade or GPA of 3.00
- v) The credit transfer for Bahasa Malaysia/Bahasa Kebangsaan requires a minimum grade of C6 at SPM/'O' level.
- vi) The credit transfer for English 1 requires a minimum grade of C6 at GCSE 1119 or the student has undergone a course of study (diploma and above) for a year where the medium of instruction is English.
- vii) Transferred credit points will not be taken into consideration when awarding the International College Imperia's certificate or diploma.

### III) Industrial Training

- i. Student must fulfill the conditions below:
  - a. Duration of industrial experience for Degree must be 4 months (for built environment & business).
  - b. Duration of industrial experience for Diploma must be 4 months (for built environment & business)
  - c. Verification from the employer of student's work experience.
- ii. The student must submit by the second week of his first semester or two weeks after he registers, a summary of his/her work which is countersigned by his immediate superior.
- iii. Grades awarded according to the following system of assessment:

No	Marks	Results	Grade	Status
1	75-100	Distinction	A-, A, A+	PASS
2	60-74	Credit	B-, B, B+	
3	50-59	Satisfactory	C, C+	
4	40-49	Probation	C-,D+,D	Re- Sit
5	0- 39	Fail	F	Fail/Re-Take

### IV) Academic Calendar

Classes will be conducted in 14 weeks for each long semester and 7 weeks for short semester referring to the schedule below:

Long Semester	Duration
Lecture	7 weeks
Mid-semester break	1 week
Lecture	7 weeks
Study Break / Revision Week	1 week
Final Examination	1 week



Short Semester	Duration
Lecture	7 weeks
Study Break / Revision Week	1 week
Final Examination	1 week

Academic Calendar shall be distributed to lecturers and students at the beginning of each semester.

Any changes will be notified by using a new revision of the academic calendar.

#### V) Academic Probation

Student who obtained CGPA less than 2.00 will be under Academic Probation. He/she shall only be placed two (2) consecutive Academic Probation throughout the course (refer 6.d). Failure to improve on the CGPA to above 2.0 will be subjected to dismissal.

#### VI) Deferment

- i) A registered student is only allowed to defer two (2) semesters in his/her period of study. Additional deferment will be based on case-to-case basis. This applies to only certificate and Diploma students.
- ii) For undergraduate students, deferment will be subject to partner university rules and regulations.

#### VI) Dismissal

A student can be dismissed from a course if:

- i) He/She failed to pass a subject in **THREE** sittings.
- ii) He/She obtained CGPA below than 1.67 in any semester throughout the course of studies, or;
- iii) He/She obtained  $1.67 < \text{CGPA} \geq 2.00$  three times throughout the course of the studies.

### 6. EXAMINATIONS

#### a) Eligibility to sit for the final examination

- i) Eligibility to sit for an examination which is set at the end of the semester will depend on whether a student satisfies the required standard and marks in his coursework and if he has satisfied any outstanding payments before the examination commences.
- ii) The Examination Department will publish the list of students who are eligible or barred to sit for the examination.
- iii) The publication of the list shall be made after a Moderation Meeting. Decisions made in the meeting are finalised and not subject to appeal.

**b) Examination Procedures**

- i) Examination Candidates must bring along the Identification Card (ID) and Student Identification Card (SID) into the examination hall. Invigilators must bar examination candidates from sitting for the examination if they fail to bring both documents.
- ii) If a student fails to attend the examination sitting due to his bad health or other extenuating circumstances such as death of a close family member (parents, siblings, children, grandparents, first uncles and aunts as well first cousins), documentation from a medical practitioner or hospital as a proof must be submitted within a week from the date of the examination sitting. In such a case, student may be allowed to re-sit the examination and his marks will not be subjected to the ceiling marks in a re-sit attempt. A fee will be charged for re-sitting, currently a nominal fee of RM50.00 per subject.
- iii) In the case of a student being absent without documentation such as MCs, Death Certificate, or other documents as proof of absence, he/she is required to re-sit the examination the following semester.

**c) (i) Grades and Grade Point Average:**

The quality of a student's academic work is measured by letter grades:

Marks	Grade	Status	Grade Point
90 – 100	A+	Pass	4.00
80 – 89	A	Pass	4.00
75 – 79	A-	Pass	3.67
70 – 74	B+	Pass	3.33
65 – 69	B	Pass	3.00
60 – 64	B-	Pass	2.67
55 – 59	C+	Pass	2.33
50 – 54	C	Pass	2.00
47 – 49	C-	Redeemable Pass/Re-sit	1.67
44 – 46	D+	Re-sit	1.33
40 – 43	D	Re-sit	1.00
00 – 39	F	Fail/Re-take	0.00

***\*To pass a module, a student must obtain at least: 50% of the overall total marks (i.e: 50/100) and 40% of the overall total marks for MPU modules (i.e: 40/100).***

Each letter grade corresponds to a numeric value on a scale from 0 to 4 on which A corresponds to 4. A student's academic success for a semester is measured through **Grade Point Average (GPA)**. To calculate a **GPA**, calculate the total number of points earned. This is done by multiplying the numeric value of the letter grade times the number of credit hours. For instance, you earned an "A" in a math course of 3 credit hours, so you would earn (4X3) 12 points.

Repeat this calculation for each class, and then add these points. Divide the points by the total number of credit hours taken. That is your **GPA**. The **CGPA** is the **cumulative grade point average** of the grades for all the semesters.

For a failed subject, the letter grade 'F' will be indicated on the examination result slip and a '0' grade point will be included in the calculation of GPA.

Under certain circumstances, grades such as:

**PASS** means if the CGPA is  $\geq 2.00$

**PROVISIONAL PASS** if the CGPA  $\geq 1.67$  and  $< 2.00$

**FAIL** if the CGPA  $< 2.00$

ii) **For undergraduate students (degree programmes), please refer to the partner university handbook for the grading system.**

## (ii) Good Academic Standing

To achieve and remain in good academic standing (Active Status), a student must maintain a minimum grade point average of 2.00.

Student whose semester grade point average falls below 2.00 (Probation Status) are required to meet with the Head of Department for academic counseling and **may be** allowed to take a minimum of only 3 subjects for the subsequent semester.

## d) Students Academic Status

The following terms will be used in the result slip and transcript to indicate students' academic status based on the GPA and CGPA.

Academic Status	CGPA
Distinction	$3.67 < \text{CGPA} > 4.00$
Credit	$2.67 < \text{CGPA} < 3.33$
Satisfactory	$2.00 < \text{CGPA} > 2.33$
Probation	$1.67 \leq \text{CGPA} \geq 2.00$
Fail	$\text{CGPA} \leq 1.67$

The range of CGPA mapped to the Academic Standing is summarized in Table 1

Table 1:  
The range of CGPA mapped to the Academic Standing

Academic Standing	CGPA Range
Pass	$\text{CGPA} \geq 2.00$
Failed	$1.67 \leq \text{CGPA} < 2.00$
Probation 1 (P1)	$1.67 \leq \text{CGPA} < 2.00$

Probation 2 (P2)	$1.67 \leq \text{CGPA} < 2.00$ after P1
Dismissal	CGPA < 2.00 after P2

**e) Appeal against Grade**

- i) An appeal can be made by student against the grade awarded to him and he is allowed to request for his answers to be re-marked. He must appeal in writing to the Examination Department.
- ii) A fee of RM150.00 per subject will be chargeable.
- iii) An appeal must be made within a week after the results are released. An appeal made after this deadline will not be entertained.
- iv) For an external programme, rules and regulations for the appeal are governed by the partner university.
- v) All application for an appeal will have to be submitted through the Admission and Record unit together with the fee.

**f) Re-sit**

- i) Re-sit will be carried out on designated dates as published by the Examination Department. This is usually conducted at the beginning of the next semester
- ii) Candidates must register before attending the re-sit session(s)
- iii) A candidate can not choose to re-sit during the next examination session (at the end of the next semester) if he/she cannot sit for the re-sit attempt at the beginning of the semester; however, he/she cannot demand that there will be a re-sit session just for him/her if the subject is not offered in that semester.
- iv) If the subject is a pre-requisite, he/she must pass the pre-requisite subject first before taking the requisite subject.
- v) Re-sit attempt is not allowed for student who wishes to improve his/her grade.

**Re-sit fees are as below:**

PROGRAMME	FOUNDATION	DIPLOMA	EXECUTIVE DIPLOMA	DEGREE
RE-SIT FEE	RM300	RM300	RM300	RM400

**g) Retake of a failed subject**

An examination candidate who:

- a. failed to satisfy the coursework marks required to allow him/her to sit for the examination; or
- b. failed in his re-sit attempt

- must re-take (re-do) that subject in the semester in which that subject is offered.

- i) A re-take fee is then payable and must be paid before the student commence with the course of study. Re-take fee charged by credit hours. Details as per below:

Programme	Foundation	Diploma	Executive Diploma	Degree
Re-take fee (per credit hours)	RM250	RM300	RM300	RM400

- ii) For an external programme, rules and regulations for the retake are governed by the partner university.

#### h) Academic Dishonesty

Academic dishonesty includes cheating in written examinations, collusion, submitting the work of another person in the name of the student submitting the same work to more than one subject, falsification of data and plagiarism. Plagiarism means presenting someone else's ideas or work as if they were your own. To protect yourself against inadvertent plagiarism you must be careful to acknowledge all source material used in writing essays and in preparing coursework projects. Lecturers may give specific instruction on how to reference sources, and as a student you are required to follow those instructions.

Depending on the seriousness of the offence committed, the disciplinary action against offenders will be decided by the Disciplinary Board.

**Please refer to Article 12 for the Disciplinary Action.**

## 7. COMPUTER LABORATORY

- i) A student has to log-in and log-out personally. Logging-in and logging-out for other students is not allowed.
- ii) No student is allowed into the computer lab without his/her Student Identification Card which must be worn at all times in the lab and within the college premises.
- iii) Students are required to leave their bags and water bottles, at the designated area only in the lab.
- iv) Personal items, found in the computer lab, will be automatically confiscated.
- v) Strict silence must be observed in the computer lab. Any discussion should be done outside the lab.
- vi) No Student is permitted to enter the computer lab wearing: -
- Caps
  - Slippers/sandals
  - Sleeveless shirts/blouses
  - Shorts and short skirts (3 inches above the knee)
  - Long hair (for male student only)
- v) No drink and food (including sweets, chewing gum and tidbits) are allowed into the computer lab.

- vi) There must be no littering in the computer lab.
- vii) Hand-phones/Pagers must be switched off before entering the computer lab. They must remain "Switched Off" at all times in the lab.
- viii) No Walkman/Discman is allowed into the computer lab.
- ix) Students are not allowed to bring their own electronic devices into the computer lab.
- x) Anti-virus software is provided in the computer lab. All students must scan their own diskettes/USB drive or other storage device before use in the computer lab.
- xi) Playing computer games and on-line chatting are not permitted in the computer lab.
- xii) Students are not allowed to delete or change the settings of the computers.
- xiii) Students are not allowed to surf/download any unnecessary website and software from the Internet, including any pornographic websites / materials. Any breach will result in the students being banned from the computer lab, and other disciplinary action including expulsion.
- xiv) Students who vandalise or damage the lab facilities in any manner whatsoever will be subject to disciplinary action including paying for the repair or/and damage.

## 8. LIBRARY

- i) Students are allowed to use the library for academic purpose only, and they must comply with the following rules and regulations.

Library Opening Days	Hours
Monday – Friday	9.00am – 5.00pm
Saturday	9.00am – 1.00pm (If there is any class ONLY)
Sunday	CLOSED
Public Holiday	CLOSED

- ii) All students entering the Library must show their Student Identification Card with their photographs attached to the library staff on duty. A student without this identification will not be allowed to enter the library.
- iii) No student is permitted to enter the library wearing the following items:
  - (a) Caps
  - (b) Slippers/sandals
  - (c) Sleeveless shirts / blouses
  - (d) Shorts and short skirts (3 inches above the knee)
  - (e) Long hair (for male students only)
- iv) **Food and drinks are strictly prohibited in the library.** Walkman, radios, tapes, recorders, hand phone or any form of audio cannot be used inside the library. Anyone caught breaking this rule will be fined RM5.00 and will be asked to leave the library after the first warning. Repeat offenders shall not be allowed to use the library facilities until rules of the library are observed.

- v) Complete silence is to be observed at all times and students are not allowed to talk or discuss inside the library. Discussion rooms are provided for students.
- vi) Bags are not allowed to be taken into the reading area of the library. They must be placed at the pigeon-holes located at the entrance of the library.
- vii) Students are advised not to bring any valuables into the library. Personal belongings are kept in the lockers at the student's own risk. The library **WILL NOT BE RESPONSIBLE** for any loss or damage to the personal belongings of the students.
- viii) Full-time and Part-time students are allowed to borrow two books at a time for a period of **fourteen (14)** days only (Public Holiday inclusive). The user must ensure that the books are returned on the due date stamped by the library staff, in good condition.
- ix) A fine of 0.50sen per book per day will be imposed for late return (including Public Holiday).
- x) Reference books such as encyclopedias, dictionaries, magazines, journals and "Red Spot" books can be used inside the library only. They are not for loan.
- xi) Periodicals may **NOT** be borrowed and **ONLY** being used as reference purposes in the Library.
- xii) Borrowing time:  
Monday – Friday : 9.00 a.m. – 5.00 pm  
Saturday- Sunday : CLOSED
- xiii) If a user wants to continue using a book after the due date, he/she may do so by coming to the library and getting the due date extended. Extension is only possible if the book has not been reserved by another user, and it can be done for a maximum of **one (1)** time only. Request for extension made through telephone/fax/email or short messaging is **NOT ACCEPTABLE**.
- xiv) Reservation of reading materials can be done at the circulation counter.
- xv) The user is responsible for keeping the borrowed item in good condition. Defacing or damaging the book is strictly prohibited. If a student is caught damaging or defacing a book, he/she will be either suspended from using the library or asked to replace the book or pay for the book. The penalty is at the discretion of the librarian, depending on the severity of the case.
- xvi) If any book is damaged or defaced, it should be brought to the attention of the library staff immediately before the student borrows it.
- xvii) Hand phones must be in silent mode or vibrate mode.
- xviii) Students are **ONLY** allowed to borrow a maximum of **TWO** books at any one time.

## 9. REFUND POLICY

### a) Programme withdrawal (i.e., complete withdrawal\* from the programme)

- i) \*Please note that absenteeism/failure to hand in coursework will not be taken as a form of communication that a student has completely withdrawn from a course of study.
- ii) Students who are terminated by Imperia due to continuous absenteeism or failure in examinations will not be entitled to apply for refund of their fees.
- iii) Withdrawing students must write in formally or complete the withdrawal form and submit it to inform Imperia before any refund application can be processed.

### b) If payment has been made by a student according to his fee structure

Qualifying Period	Tuition Fee Refund
Within two weeks <u>before</u> commencement date of programme.	100% of <b>tuition fees</b> paid only.
Qualifying Period (of a current semester)	Fee Refund (of a current semester)
After commencement date and up to the weekend of the 3rd week after the programme commences.	i) 50% of amount of tuition fees paid (if any);
<b>On the 4th week of the semester and onwards</b>	<b>No refund</b>

### c) IF a student has paid in full the tuition fees for his course of study

Qualifying Period (of a current semester)	Fee Refund
After commencement date and up to the weekend of the 3 <sup>rd</sup> week.	i) 50% of tuition fees payment of the current semester ii) 100% of tuition fees of the remaining semesters
During and after the 4 <sup>th</sup> week of the current semester	100% of tuition fees paid for the remaining semesters only

### d) Subject(s) Withdrawal-for retake students only

Qualifying Period	Subject Fee Refund
Within a month <u>before</u> commencement date	100%



**e) International Students (International student has to satisfy tuition fee for one academic year upon registration)**

<b>Qualifying Period</b> * for a student who attends lessons only-please refer to a(i-iii) above of the Refund Policy	<b>Tuition Fee Refund</b>
After commencement date and up to the weekend of the 3 <sup>rd</sup> week after the course commences	i) <b>No refund</b> of the tuition fees of the current semester. ii) 100% of tuition fees of the remaining semesters.
During and after Week 4	100% of tuition fees of the remaining semesters only.

- f) **Registration Fee is non-refundable;**
- g) Except stated above, for all intensive programmes, including English language programme, there will be NO REFUND after the end of the 1<sup>st</sup> week of classes.
- h) Absenteeism or failure to hand in coursework/project will not be taken as a formal communication that a student wishes to discontinue with the programme that he/she has earlier registered.
- i) Submission of the refund form to the Finance Department is not considered an approval of refund.
- j) Amount may be refunded (less the administration charges) to international students under the following circumstances:-
- i) The Malaysian Immigration Authorities has rejected the application for a Student Pass, but student has paid in advance (prior their arrival)
  - ii) The Malaysian Immigration Authorities has approved of a Student Pass after the semester has commenced and the student wishes to withdraw and not enroll for the subsequent semester.
  - iii) Imperia discontinues the course/program offered to the student.
  - iv) The student does not fulfill academic requirements to continue with the course but has paid fees in advanced.
  - v) The student submits written notification to withdraw from the course at least 30 days before the course commences.
  - vi) Valid forms/receipts must be shown by student before application for refund can be processed. Otherwise, customer copy of the forms or photocopy of the banker's cheque can be used as evidence. Communication (in any form) that payment had been made will not be taken as proof that payment has been made in favour of International College Imperia.

- k) Credit Transfer (where applicable)
  - i) After a successful application of credit transfer, there may be a reduction of tuition fee.
  - ii) The reduction of fee will be according to a fix quantum of RM200 per subject;
  - iii) The reduction of fee will be indicated in the final installment of the tuition fee only.

## 10. ADMISSIONS AND RECORDS (A & R)

### a) Purpose

- i) The purpose of a policy pertaining to A&R is to define the rights and obligations of the College, its officers and students in matters concerning record-keeping of admission data and examination performance achievements of the students.

### b) General Principles

- i) By applying for admission into International College Imperia and by registering for its programmes or courses, students accept the right of IMPERIA to collect and use pertinent personal information by the management of IMPERIA to achieve stated goals and objectives.
- ii) The information is usually needed to assess the qualification for entry and to establish a record on the performances of the students. It also provides the basis for awards and procurement of governmental funding, and it assists the College in the academic and financial administration of its affairs.
- iii) All documentations provided by the students to IMPERIA in support of an application for admission, residence / hostel accommodation or financial award, or any appeal or petition, become the property of the College, and shall be used at the discretion of the college within permissible legal rules and regulations.
- iv) IMPERIA is expected to take every precautionary step to protect the confidentiality and privacy of the information contained in the records of students. Unless compelled to do so by law, or authorised by the student in writing, the College will not disclose the contents of a student record to any party outside the College.
- v) The record of a student's achievements at the college is preserved indefinitely, but all other documentations contained in the student's file will be destroyed when they are no longer required.

### c) Student Identification Card/Smart Card (SID)

The Student Identification Card will be issued by the Admission and Record.

- i) Issuance is after the full payment of first semester tuition fee and all other related fees (resource fee, insurance etc). Every student will be issued a Student Identification Card showing his/her identification and the validity period of the Card. The student is required to carry and display the Card at all times within the college premises. During the period of study, he/she must produce the SID upon request by any authorised staff of the college. This SID is not transferable.
- ii) For a **replacement of the Student Identification Card** that is lost or damaged, there will be a charge of **RM70.00** payable to the cashier who must duly acknowledge receipt of such sum by way of an Official Receipt.
- iii) The Student Identification Card is not the official payment record of the student in the college. In case of any dispute, the Official Receipt issued by the college shall be used to substantiate any payment made.

**d) International Students**

International Students must have their SID and their passports or the immigration green card at all times for easy identification.

**e) Information Contained in Student Records**

- I) A student's record consists of the following:
  - (i) personal information (name, address, telephone, date of birth, nationality, sex next to kin, etc.);
  - (ii) admission information (application form, record of previous studies, including copies of certificates and transcripts);
  - (iii) enrolment data (programmes of study, courses and timetable, registration date and duration of study);
  - (iv) performance evaluation (tests and assignments, attendances, examination results, narrative distinctions, awards and sanctions, degrees obtained);
  - (v) financial information (fees charges, payments, scholarships and bursary); and
  - (vi) partner institution / university databases (correspondences, examination, etc).
- II) It is taken by Imperia that all information provided by students is correct and truthful.
- III) Student is responsible in informing the Admissions and Records of any changes to the information recorded in (i) to (vi) in 10(e) above.
- IV) Storage and Conservation of Records.
  - i. The College maintains student records in non-electronic, electronic (machine-readable) forms and other means that can facilitate easy access, storage and retrieval.

- ii. Non-electronic records are maintained in the A & R office. Each regular student's file normally consists of the following:
  - (a) All letters and forms which bear the signature of the student.
  - (b) Official supporting documents provided by, or at the request of, the student.
  - (c) Documents pertaining to the student's programme of study, progress report in courses taken and project report / dissertation / thesis.
  - (d) Other documentations pertinent to the student's life and progress while in college.
- iii. Electronic records contain all the information required to monitor the progress and performance of students, producing periodic performance reports, attestations of achievement, and official transcripts of academic data. They also form the basis of official statistical and management information needed for the operation of the College.

**f) Record Retention**

- i) The non-electronic records of graduated students such as a project reports and theses / dissertation are retained for five years. Other non-electronic records, except for student's supporting documents when applying for admission, will normally be eliminated two years after the student's last study session at the College.
- ii) Documentations submitted by applicants who are not accepted, or by applicants who fail to enroll following acceptance, are normally destroyed at the end of each admission cycle.
- iii) All portions of a student's electronic record which are needed to produce official transcripts are maintained indefinitely.

**g) Access to records and Disclosure of Information**

**i) Public Access**

It is the policy of IMPERIA to be discreet about disclosing information to the public, except to the Ministry of Higher Education and the Malaysian Qualification Agency or/and the Government of Malaysia as and when deemed. This includes the student's name, current registration status, field of study and certification awarded by the College. Information contained in the record will be disclosed only with the student's oral or/and written consent.

**ii) Student Access**

- Students can request to inspect all documents contained in their own record, with the exception of evaluation documents and confidential Letters of References supplied to the College.
- Students can also request that erroneous information contained in their records be corrected, and that recipients of any information found to be in error be advised of the correction.

- Students who request to inspect their records must first make an appointment with an authorised official of Admission and Records (A&R) Office before the request is entertained.
- Students whose fee account shows no outstanding balance, upon written request to the A&R Office, may obtain official transcripts of their study programmes.
- All official transcripts issued are complete and unabridged. Partial transcripts cannot be issued.
- Transcripts issued directly to students bear the notation "Issued to Student," dated and signed.
- Official documents from other institutions will not be released or redirected.

### iii) **Staff Access**

- Staff members of the College are given access to information contained in student records if they **NEED TO KNOW** the information in order to perform their official duties. As a general rule, only employees directly involved in critical aspects of academic administration or student affairs are given access to the contents of student records.

### h) **Emergency Disclosure**

- In emergency situations involving the health and safety of an individual, or in compassionate situations such as death or injury of a relative or friend of a student, the Admission and Record Officer or/and the Principal or authorised nominee of the College may, if they consider it to be in the best interest of the student, authorise the release of information needed to contact the student.

### i) **Protection of Records**

- a) Protection of non-electronic records against unauthorised access, damage or loss is the responsibility of the officer designated by the Principal or authorised nominee. Records shall be kept in locked office when not in use. The area in which they are stored is restricted to authorised personnel only.
- b) Protection of electronic records against loss or destruction is the responsibility of the Information System (IS) officer through regular data back-up procedures and storage of back-up data in designed restricted-entry location.
- c) Employees who have been given access to electronic records must observe established security measures, such as frequent change of the password, not sharing a computer account with another person, not leaving a logged-on terminal unattended and always locking away input documents. Employees must refrain from inspecting information which is not relevant to their duties and may perform only those record transactions for which they have received authorisation from their superior and the Registrar or/and Principal or authorised nominee.

**j) Exception**

- No exception may be made to this policy without the written permission of Principal or authorised nominee.

**k) Transferring course/intake/session**

- Students are required to complete a Transfer Form if there is a request to change the course/intake/session. This Form must be submitted to the Admissions and Records before a final decision is made by the Principal or authorised nominee,
- An application to transfer course/intake/session must be made within the timeframe allowed (End of semester and before new semester will starts). Any application made after this date, unless otherwise allowed by Imperia or the partner university, will not be entertained. A transferring fee will be chargeable [please refer Item No.4 Fee Regulations (h)].

**11. HOSTEL & ACCOMMODATION**

Imperia does not provide accommodation but has engaged a reputable service provider to provide comfortable accommodation to Imperia's students. The service provider provides accommodations within the vicinity of the college. However, students may choose to find their own accommodations.

**a) General Rules & Regulations**

When applying for a course at Imperia, an applicant must state clearly whether he requires an accommodation or otherwise.

Imperia will then advise the applicant to be in contact with the service provider.

Imperia shall also inform the service provider that an applicant wishes to be provided with an accommodation. From thereafter all communications must be made with the service provider.

**12. Disciplinary Action****i) Absenteeism**

<b>Number of Attempt</b>	<b>Actions</b>
First, Second and Third	Warning letter issued to student
Fourth	Parents/guardians will be informed
Fifth and more	Disciplinary Action will be taken and lecturer has the right to bar the student from the final examination.

**ii) Late to Class**

<b>Number of Attempt</b>	<b>Actions</b>
First	Warning letter issued to student
Second	Second warning letter issued to student
Third and more	Disciplinary Action will be taken and lecturer has the right to bar the student from the final examination.

**iii) Late submission or failure to submit assignment**

<b>Number of Attempt</b>	<b>Actions</b>
First	Warning letter issued to student and parents will be informed.
Second	Second warning letter issued to student
Third	Disciplinary Action will be taken and lecturer has the right to bar the student from the final examination.

**iv) Academic Dishonesty**

<b>Offence Committed</b>	<b>Actions</b>
Cheating	Failed the subject or automatic barred from one semester or both.
Collusion	Failed the subject or automatic barred from one semester or both.
Plagiarism	Failed in the subject or resubmit a new project paper.

**13. Responsibility of Students**

All students shall be obliged to:

- obey the Laws of the country;
- obey the rules and regulations of the College;
- co-operate with Imperia's authorities in all matters, whether personal or otherwise;
- always display the student identification card (SID) within the vicinity of the College.
- attend all tutorials or study sessions, except with reasonable excuse and/or with permission from Head of Department; and
- sit for the final examination, unless barred from doing so.

## 14. Prohibitive Actions

Students are prohibited from:

- being involved in any activity or activities or conduct which may damage or harm the interests, harmony, or good name of Imperia or its students, staffs, officers or employees;
- using any lecture, tutorial or teaching materials which was provided to him/her by the College for the purpose of publication or distribution, whether for payment or otherwise;
- cheating or attempt to cheat or act in a manner that can be construed as cheating or attempting to cheat in an examination;
- bringing or in possession of alcoholic drink while in the College;
- bringing or in possession of any form of drugs or poison or dangerous weapon;
- participating, organising or conducting in any activity in the name of International College Imperia without the permission or written instructions to do so from the College authorities; and
- participating, organising or conducting in activities which are anti-government or anti College activities.

## 15. Insurance

It is compulsory for every student entering Malaysia to have a medical insurance. All international students must be covered by a locally purchased medical health insurance scheme. You will be insured from the date you enter Malaysia if you inform your institution of the date as soon as you arrive.

An international student, through his/her educational institution, can opt to either one of the following Medical Insurances offered by:

- i) Etiqa Family Takaful Berhad (EFTB)
- ii) Great Eastern Takaful Berhad (GETB)
- iii) The Pacific Insurance Berhad (TPIB)

The insurance package provided meets the minimum coverage requirements set out by the Ministry of Higher Education (MOHE).

Please ask for a copy of the detail insurance coverage if you have not received it from International Student Office.

## 16. Student Affairs

The Office of the Student Affairs handles and manages the welfares, affairs, and activities of the students, whether international or local, which are non-academic in nature while they are studying at International College Imperia. Some of the activities that the Office will be overseeing would include but not limited to discipline, counseling, recreations, clubs & societies, entertainment, co-curriculum, first-aid services, immigration, employment information, advice on financial aid, and sports.



Immigration, passports, visa matters, staff to assist would be:  
International Officer  
Tel. no: 03- 8081 6626 (+165)

**17. Discrimination, Harassment, or Intimidation**

International College Imperia is committed to equal opportunities for all students (and staffs), no matter their age, gender, disability, race, culture, religious beliefs, or sexual orientation. It wishes to maintain a working and learning environment which welcomes diversity and is free from discrimination, harassment, and intimidation. It will act on complaints received and encourage education programmes both to develop awareness of the issues allied to equal opportunities within the International College Imperia.

**18. Students Complaints**

International College Imperia endeavors to provide students with an environment that is educationally conducive and supportive, where services are provided in an efficient and friendly manner. However, we acknowledge that problems occur from time to time. When they do, please let us know through our Student Affairs Office to rectify the situation.

## PROHIBITIVE POLICIES

### POLICIES

It is one of the goals of International College Imperia to "provide a safe, healthy, and attractive environment which promotes a sense of achievement and belonging for students, faculty and staff." Enforcing these policies, therefore, would ensure that these goals will be accomplished.

#### ALCOHOL POLICY

Students are not permitted to possess, distribute, consume, sell, or purchase alcohol, nor are they permitted to be under the influence of alcohol, on Imperia campuses, at Imperia approved or sponsored events on Imperia properties or in the buildings, vehicles or boats used by Imperia for its educational or recreational programs. Any violation of the alcohol policy will result in a referral to the Disciplinary Committee.

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#### ILLICIT DRUG POLICY

Students are not permitted to possess, distribute, consume, sell, or purchase illicit drugs, nor are they permitted to be under the influence of illicit drugs, on Imperia campuses, at Imperia approved or sponsored events on Imperia properties or in the buildings, vehicles or boats used by Imperia for its educational or recreational programs. Any violation of the illicit drug policy will result in a referral to the Disciplinary Committee.

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#### POLICIES ON PROHIBITION OF VIOLENCE

It is the goal and policy of the International College Imperia to have zero tolerance for violence on campus, at all college events, and during college related activities. This policy will apply on all Imperia campuses, at Imperia approved or sponsored events on Imperia properties or in the buildings, vehicles or boats used by Imperia for its educational or recreational programs or in actions against other Imperia students wherever the act of violence may take place.

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#### POLICY ON BANNED WEAPONS

Students may not possess a banned weapon on any Imperia campus, at Imperia approved or sponsored events on Imperia properties or in the buildings, vehicles or boats used by Imperia for its educational or recreational programs. Any violation of the banned weapon policy will result in a referral to the Disciplinary Committee.

**POLICY ON THREATS OF VIOLENCE**

Students may not utter a threat of violence on any Imperia campus, at Imperia approved or sponsored events on Imperia properties or in the buildings, vehicles or boats used by Imperia for its educational or recreational programs, or against members of the Imperia community wherever the act of violence may take place. Any violation of the banned weapon policy will result in a referral to the Disciplinary Committee.

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**POLICY ON ACTS OF VIOLENCE**

Students may not commit an act of violence on any Imperia campus, at Imperia approved or sponsored events on Imperia properties or in the buildings, vehicles or boats used by Imperia for its educational or recreational programs, or against members of the Imperia community wherever the act of violence may take place. Any violation of the banned weapon policy will result in a referral to the Disciplinary Committee.

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**POLICY ON BEING AN ACCESSORY TO VIOLENCE**

Students may not be an accessory in act of violence on any Imperia campus, at Imperia approved or sponsored events on Imperia properties or in the buildings, vehicles or boats used by Imperia for its educational or recreational programs, or against members of the Imperia community wherever the act of violence may take place. Any violation of the banned weapon policy will result in a referral to the Disciplinary Committee.

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**POLICY ON USE OF A BANNED WEAPON TOGETHER WITH ANY OTHER FORMS OF VIOLENCE**

The Disciplinary Committee may consider the range of options for a second offence under this policy, including referral to law enforcement authorities, if appropriate.

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**USE OF ALCOHOL IN THE COMMISSION OF THE ACT OF VIOLENCE**

The use of alcohol by the student is to be considered by the Disciplinary Committee in assessing the appropriate punishment for the offence. The use of alcohol by the student is not to be considered an excuse for violent behaviour

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### **CHEWING BETEL NUT AND/OR TOBACCO USE POLICY**

Students are not permitted to smoke pipes, cigars, cigarettes, or any other tobacco products in Imperia campus buildings. At some places, smoking is only permitted in designated outside smoking areas. Students are not permitted to chew betel nut or any type of chewable tobacco, except at designated areas.

**Note: For undergraduate students (degree programmes), please refer to partner university handbook for more details on the partner university's policies, rules, and regulations.**