

# **MULTIMEDIA UNIVERSITY**

## **ACADEMIC HANDBOOK**

**(For Foundation, Diploma and Bachelor Programmes)**

### **ABSTRACT**

This student handbook by Exam and Records Unit is intended to provide information for the guidance of Multimedia University (MMU) students. Students are encouraged to refer to this useful handbook when planning and while undergoing your respective programmes. Students are responsible for knowing the academic regulations and for observing the procedures as published in this handbook. Please take time to read it carefully. The Exam and Records Unit aspires to lead MMU students to become knowledgeable and independent in order to support the University's vision and mission.

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## SECTION 1: GENERAL INFORMATION

### 1.1 Introduction

**Multimedia University (MMU)**, a tertiary education institution set up through University Telekom Sdn Bhd (UTSB), a wholly-owned subsidiary of TM, fulfils the noblest of corporate social responsibilities – taking up the challenge of educating the next generation of leaders and knowledge workers. As the first private university in Malaysia, MMU developed the pioneer model for the successful establishment of private universities in the nation, paving the way for the growth of the private tertiary education sector. As a university at the heart of MSC, MMU also serves as a catalyst for the development of the high tech ICT industry of the nation, parallel to the Silicon Valley-Stanford model in the United States.

### 1.2 University vision and mission

#### **Vision**

To be a Top 100 University in Asia with Global Recognition by 2020

#### **Mission**

To bring together talent for Inquiry, Inspiration and Innovation (I3)

### 1.3 University Tagline

Inquire,  
Inspire  
and  
Innovate

## 1.4 University Logo

**Basic Identity Specifications of MMU Logo**

Design & Colour Description	
Red Circle	<ul style="list-style-type: none"> <li>The red circle in the centre of the logo represents a nucleus to mark the beginning of MMU as the first private university recognized by the Malaysian Government, specializing in the broad sphere of multimedia and IT in Malaysia.</li> <li>The colour red identifies MMU as a dynamic institution, growing in tandem with modern technology.</li> </ul>
Blue Pins	<ul style="list-style-type: none"> <li>The pins facing the opposing directions are proof of MMU's creative approach towards the acquisition and dissemination of multimedia knowledge.</li> </ul>
Blue Band	<ul style="list-style-type: none"> <li>The blue band surrounding the red circle represents MMU's vision of growth and commitment in achieving a world-class status in terms of academic programmes and research and development work.</li> <li>The blue band also identifies MMU as an institution that provides a conducive environment for the holistic growth of the individual.</li> </ul>
Blue band and pins surrounding the red circle	<ul style="list-style-type: none"> <li>The blue band and pins surrounding the red circle are a symbol of MMU's strategic location at the centre of a growing and developed country, particularly in the country's first intelligent city, Cyberjaya.</li> </ul>

## 1.5 Semester System

The University Academic Year consists of three semesters called “Trimester” -two long trimesters and one short trimester - as shown in the table below.

### Orientation week - 1 week

(Before the Beginning of the Academic Year)

TRIMESTER I	WEEKS DURATION
Lectures	14 weeks
Revision Week	1 week
Final Examinations	2 weeks
Trimester Break	3 weeks
TRIMESTER II	WEEKS DURATION
Lectures	14 weeks
Revision Week	1 week
Final Examinations	2 weeks
Trimester Break	3 weeks
SHORT SEMESTER	WEEKS DURATION
Lectures	7 weeks
Examinations	1 week
Trimester Break	3 weeks

**Table 1: Academic Year\***

\*Subject to change

## SECTION 2: ACADEMIC MANAGEMENT

Academic management refers to the people who control and operate an organization or business in the University. Their role is to ensure the university accomplishes its objectives and goals.

### 2.1 University

**University** refers to Multimedia University and its acronym is **MMU**. University is an institution of higher education whereby it is authorised to award academic degrees in various programmes.

### 2.2 Senate and Other Committees

#### A Senate

**The Senate** refers to the Senate of Multimedia University. Senate is the main governing body of a university.

Members of Senate are:

- i. President (Chairman)
- ii. Secretary - Registrar
- iii. All Vice Chancellors
- iv. Deans of Faculties and Directors of Academic Centres
- v. Not more than 20 full time Professor and Associate Professor.

#### B Academic Disciplinary Committee

This committee is appointed by the Senate to administer an academic misconduct. The members of committee consist of

- i. Chairman - Director of Student Affairs Division;
- ii. Secretary – Officer from Student Affairs Division;
- iii. Two (2) representatives from academic staff; and
- iv. Legal Officer.

#### C Senate Appeal Committee

The committee members are appointed by the Senate to handle all appeals by students with regards to examination results.

#### D Academicians

A person who holds the position of Professor, Associate Professor, Senior Lecturer, Lecturer, Assistant Lecturer or Tutor and is involved in teaching and learning activities.

### 2.3 President/Vice Chancellor

The President/Vice Chancellor is the person who is appointed to be responsible in determining the university's direction in order to achieve the university's vision and mission.

### 2.4 Registrar

The Registrar is an officer who is responsible in terms of students' admission, course enrolment, examination, students' records, graduation process and is secretariat of Senate.

### 2.5 Deputy Vice Chancellor (Academic)

The Deputy Vice President / Vice Chancellor (Academic) is the person who is appointed to lead the academic division that is responsible for all matters involving undergraduates and postgraduates.

### 2.6 Dean / Director

Dean / Director means the head of faculty appointed by the President.

The Dean / Director is an officer who heads a faculty and is responsible for all administrative matters involving undergraduates and postgraduates.

### 2.7 Faculty

Faculty means any faculty, institute or academic center at the university that has its own students. Faculty also means the entire administrative and teaching force of a university, college, or school.

## 2.8 Board of Faculty

Board of Faculty is a committee formed by a faculty to be responsible for the faculty's academic matters. It is the governing body of a faculty.

## 2.9 Board of Examiners (BOE)

**“Board of Examiners”** is a committee formed by a faculty to manage the faculty's examination matters.

## 2.10 Divisions

The University is always geared to prepare its graduates to be successful in life, to integrate research with education, to foster interdisciplinary work and thinking and to recognize excellence and achievements among the university community.

- **PRESIDENT'S OFFICE**

- Chancellery Unit

- **VICE PRESIDENT (ACADEMIC)**

- a) Faculty / Academic Centre
  - b) Registrar Office
    - Admission
    - Examinations and Record Unit (ERU)
  - c) Academic Development for Excellency in Programmes and Teaching (ADEPT)
  - d) Siti Hasmah Digital Library

- **VICE PRESIDENT (RESEARCH & DEVELOPMENT)**

- a) Research Management Centre (RMC)
  - b) Collaboration and Innovation Centre (CIC)
  - c) University Centre of Excellence (UCoE)
  - d) Entrepreneur Development Centre (EDC)

- **CHIEF OPERATION OFFICE**

- a) International Office (IO)
- b) IT Services Division (ITSD)
  - Media Support Unit (MSU)
  - Multimedia Product Innovation Unit (MPU)
- c) Marketing & Communication
  - Local Promotion Unit
  - Corporate Communication Unit (CCU)
- d) Legal Unit
- e) Support Services
  - Business Unit
  - Security Department
  - Facilities Management Department (FMD)
  - Property Development

- **HUMAN CAPITAL MANAGEMENT (HCM)**

- a) Human Capital Management (HCM)
- b) Occupational Safety, Health and Environment Unit (OSHE)

- **VICE PRESIDENT FINANCE**

- a) Finance Operation
  - Bursary
  - Financial Management
  - Account Payable / Receivable
- b) Procurement Unit

- **STRATEGIC & TRANSFORMATION OFFICE (STO)**

- a) Quality Assurance and Enhancement Unit
- b) Strategy Development & Execution
- c) Business Performance
- d) Transformation Office
- e) Compliance Unit

- **STUDENT AFFAIRS DIVISION**

- a) Student Activities
- b) Student Welfare (Counselling)
- c) Student One-Stop Centre (SSC)
- d) Sports Unit
- e) Alumni Relations

## SECTION 3: ACADEMIC GUIDE

### 3.1 Course Enrolment

Every student needs to register his subjects following the course structure given during the student's intake. Subject registration is related to the student's study plan that can guide the student throughout the programme. The plan of study for any student contains subjects that the student shall register each trimester for the duration of his studies. The plan shall be formulated by the student on the advice of his academic advisor so as to ensure that pre-requisite subject requirements are met, and core subjects related to the student's major and electives are included in the study plan.

### 3.2 Eligibility to Register Subject

A student is eligible to register for a subject under the following conditions:

- a) Has no outstanding fees
- b) Has passed the subject's pre-requisite
- c) Follows the academic load allowed to the student based on his programme and result status.

### 3.3 New Student

New students are categorized as normal students and can register up to a maximum number of academic load allowed to them. They are advised to register according to their programme structure or study plan provided to them during the registration day or they may get it from their faculty office.

### 3.4 Returning Student

Based on academic performance, students are categorized into two groups as the following:

Category	Descriptions
Follow Programme Structure (FPS)	Students who registered subjects as prescribed in their programme structure and passed all.
Not Follow Programme Structure (NFPS)	Students who fall under this category are due to the following reasons: <ul style="list-style-type: none"><li>- Did not register subjects as prescribed in the programme structure</li><li>- Failed in any subject(s),</li><li>- Withdrew from (a) subject (s)</li><li>- Took Leave of Absence (LOA).</li></ul>

### 3.5 Pre-Subject Registration

Pre-subject registration is normally conducted 2 weeks prior to the current trimester's final examination. Students are scheduled based on seniority to do pre-subject registration. This exercise allows students to choose the subjects and timetable which the subjects chosen are indicative of the classes that the students are contemplating to undertake in the following trimester. This process allows students to progress accordingly in their programmes until completion while allowing them to plan their classes in order to avoid clashes.

### 3.6 Subject Registration

Registration for subjects must be completed before the beginning of each academic trimester. Students may register for new subjects or drop from a subject during the first two weeks of the trimester.

Students should also print out a copy of their schedule for record. As a final precaution, students are advised to check their schedules online prior to subject add, drop and withdrawal deadlines. Changes to a student's class schedule will not be approved after these deadlines have passed.

### 3.7 Repeat Subject

A student may be allowed to repeat a subject up to a maximum of two times. In the event that the student has failed in the subject more than two times and his status is terminated, his appeal for reinstatement may not be considered. Where a student has repeated a subject, only the best grade shall be taken into account for the computation of the Cumulative Grade Point Average. In the case where a student is required to repeat a subject, he shall be required to re-do the entire course work and examinations for that particular subject.

### 3.8 Academic Load

Students are to adhere to the academic load as prescribed below:

#### **New Student & Students who fall under 'Follow Programme Structure'**

A student who is in this category is required to register the subjects as prescribed in his programme structure.

#### **Students who fall under 'Not Follow Programme Structure'**

A student who is under this category is allowed to register for a maximum number of credit hours as the following:

	Engineering	Non Engineering
14 lecture-week trimester	18 CH	20 CH
7 lecture-week trimester	9 CH	10 CH

The above is not applicable to students who are undergoing industrial training or doing final year projects).

#### **Minimum Academic Load**

All students from both categories are allowed to register a minimum of 12 credit hours for a long trimester and 6 credit hours for a short trimester.

### 3.9 Auto Drop Subject

Students are advised to finalize the subjects registered within the first two weeks of a new trimester and drop subjects that failed the pre-requisite and exceeding allowable credit hours. The auto-drop process for pre-requisite and exceeding allowable credit hours will be done within 3 working days upon received feedback from the Faculty. ERU will run the auto drop process in week 3 for short semester and week 4 for long trimester.

### 3.10 Credit transfer / Grade transfer

Credit Transfer is a procedure of granting credit to a student for educational experiences or courses undertaken at another institution. It is done in the first two weeks of first trimester when the students are first registered with the faculty. Students are advised to obtain the latest credit transfer guideline / policy from their respective faculties. Student may also refer to the Credit Transfer policy available in intranet.

Grade transfer is a procedure of transferring the credit and grade to a student due to change of faculty or programmes. In this case, receiving faculty will determine the outcomes based on equivalency of the subject.

### 3.11 FYP Registration

Final Year Project (FYP) are controlled by the faculty and students have to fulfill certain subject requirements before they can be allowed to proceed with FYP registration. Students are advised to consult their faculty office or the FYP supervisor before registering for FYP.

### 3.12 Industrial Training Registration

Industrial training registration is controlled by the faculty which requires students to fulfill certain subject requirements before they can be allowed to proceed with industrial training. Students will be assigned a supervisor for the training progress.

## SECTION 4: ACADEMIC ADMINISTRATION

### 4.1 Add and Drop Subjects

Students are expected to give serious thought to their subject selections when pre-registering for subjects so that schedules do not require adjustments when the trimester begins. However, during the first two weeks of each semester, students may make necessary changes.

During the first two weeks of each trimester, students may add and drop subjects without written approval, unless the subject is full or will cause a credit overload. The approval from faculty dean, academic supervisor and lecturer is required for the case of credit overload.

### 4.2 Subject Withdrawal

A student shall be allowed up to week 7 (long trimester) and week 4 (short trimester) to withdraw from any subject(s) that he registered for, provided his academic load does not fall below the prescribed minimum load.

Withdrawal will result in an automatic grade of (W) to be recorded. This grade will not be used in the computation of the Grade Point Average and Cumulative Grade Point Average for the student concerned.

### 4.3 Refund of Tuition Fee

The Refund of Tuition Fees is as follows:

- 100% of the subject fee shall be refunded if a student dropped from a subject within the first and second week of any trimester.

No refund shall be made during the withdrawal period of any trimester.

#### 4.4 Leave of Absence (LOA)

- Leave of Absence is defined as a student's request to be away from the University for a Minimum of a trimester to a maximum of three trimester.
- Leave of Absence may be requested on the reasons of national services, serious illness, financial problems, or compassionate reasons. Application for Leave of Absence must be supported by official documents.
- An application for Leave of Absence must be made before the end of Week 7 (Long Trimester) or Week 4 (Short Trimester).
- A student who is on the barring list is automatically disqualified from applying for Leave of Absence.
- The official date of Leave of Absence is the date when the student submits his online leave of absence application.
- No tuition fee will be charged if the Leave of Absence is applied in Week 1 or Week 2.
- A student who is on Leave of Absence will still be charged Resource Fees.
- Despite being granted LOA (Leave of Absence), a student shall sit for the Supplementary Examination when the subject is offered by the faculties/centres. Upon failing the Supplementary Examination, the 'I' status will be converted to 'F'.
- A student on Leave of Absence should not enrol in another academic institution during the period of leave without prior approval from the University.
- With the exception of National Service, Students Exchange Programme, Medical reasons and other approved reasons by Senate, the period of the student's leave or 'away from the university' shall be counted as part of the student's candidature period.
- A student who fails to register for any subject after the end of the leave of absence period shall have his status to 'Dismissed'.
- Students should discuss with their academic advisors prior to applying for the Leave of Absence. International students must report to the International office before applying for Leave of Absence.

## SECTION 5: GRADING SYSTEMS

### 5.1 Scheme of marks and Grades

The standard scheme of marks and grades are as follows:

[The contents under this topic are largely linked to all the rules and regulations set by the MMU's Senate which are being regulated by the Examination and Records Unit (ERU).]

- (a) Students who are admitted to Multimedia University prior to Trimester I, Session 2000/2001 shall be allowed to opt for either *Scheme of Marks & Grades (A)* or *Scheme of Marks and Grades (B)* as given below.

Grade	Marks	Points
A +	90 – 100	4.00
A	80 - <90	4.00
A -	75 - <80	3.67
B +	70 - <75	3.33
B	65 - <70	3.00
B -	60 - <65	2.67
C +	55 - <60	2.33
C	50 - <55	2.00
C -	47 - <50	1.67
D +	44 - <47	1.33
D	40 - <44	1.00
Fail	0 - < 40	0.00

- (b) Students who are admitted to Multimedia University on or after Trimester 1 Session 2000/2001 shall be governed under *Scheme of Marks and Grades (B)* as given below.

Grade	Marks	Points
A+	90 – 100	4.00
A	80 - <90	4.00
A-	79 - <80	3.93
A-	78 - <79	3.87
A-	77 - <78	3.80
A-	76 - <77	3.73
A-	75 - <76	3.67
B+	74 - <75	3.60
B+	73 - <74	3.53
B+	72 - <73	3.47

B+	71 - <72	3.40
B+	70 - <71	3.33
B	69 - <70	3.27
B	68 - <69	3.20
B	67 - <68	3.13
B	66 - <67	3.07
B	65 - <66	3.00
B-	64 - <65	2.93
B-	63 - <64	2.87
B-	62 - <63	2.80
B-	61 - <62	2.73
B-	60 - <61	2.67
C+	59 - <60	2.59
C+	58 - <59	2.53
C+	57 - <58	2.46
C+	56 - <57	2.40
C+	55 - <56	2.33
C	54 - <55	2.26
C	53 - <54	2.20
C	52 - <53	2.13
C	51 - <52	2.07
C	50 - <51	2.00
Fail	0 - <50	0

- (c) All students are governed under *Scheme of Marks and Grades (C)* as given below on or after Trimester 1 2009/2010:

Grade	Marks	Points
A+	90 – 100	4.00
A	80 - <90	4.00
A-	75 - <80	3.67 - 3.93
B+	70 - <75	3.33 - 3.60
B	65 - <70	3.00 - 3.27
B-	60 - <65	2.67 - 2.93
C+	55 - <60	2.33 - 2.59
C	50 - <55	2.00 - 2.26
C-	47 - <50	1.67
D+	44 - <47	1.33
D	40 - <44	1.00
F	0 - <40	0
PS	50 – 100	-
Fail		-

- (d) All students are governed under *Scheme of Marks and Grades (D)* as given below on or after Trimester 1 2014 / 2015

Grade	Marks	Points
A+	90 - 100	4.00
A	80 - <90	4.00
A-	79 - <80	3.93
A-	78 - <79	3.87
A-	77 - <78	3.80
A-	76 - <77	3.73
A-	75 - <76	3.67
B+	74 - <75	3.60
B+	73 - <74	3.53
B+	72 - <73	3.47
B+	71 - <72	3.40
B+	70 - <71	3.33
B	69 - <70	3.27
B	68 - <69	3.20
B	67 - <68	3.13
B	66 - <67	3.07
B	65 - <66	3.00
B-	64 - <65	2.93
B-	63 - <64	2.87
B-	62 - <63	2.80
B-	61 - <62	2.73
B-	60 - <61	2.67
C+	59 - <60	2.59
C+	58 - <59	2.53
C+	57 - <58	2.46
C+	56 - <57	2.40
C+	55 - <56	2.33
C	54 - <55	2.26
C	53 - <54	2.20
C	52 - <53	2.13
C	51 - <52	2.07
C	50 - <51	2.00
C-	47 - <50	1.67
D+	44 - <47	1.33
D	40 - <44	1.00
F	0 - <40	0
PS	50 - 100	-
FL	0 - <50	-

## SECTION 6: BARRING

### 6.1 Barring

- a) Attendance shall be counted immediately from Week 1 of every trimester. Any absence from class without valid reasons and evidence will be recorded and students who fail to achieve 80% of the attendance would be barred.
- b) The attendance for lectures, tutorials, labs, and studios should be counted separately. If a student fails to achieve 80% of the attendance for either lectures, tutorials, labs or studios, s/he would be barred from sitting for the final examination of that particular subject.
- c) The attendance should be counted until the day of the submission of the barring list
- d) Students with medical certificates which contribute to more than 20% of the absence in the respective trimester, shall be advised by the Faculty/Center to take Leave of Absence as he/she will be deemed unfit to go through the whole trimester's workload.
- e) All lecturers are strictly required to exercise the barring practice and students' attendance should be recorded in CaMSys. Lecturers who do not adhere to this Policy and guidelines shall be liable for disciplinary action by the Dean and Management.
- f) The final barring list should be submitted to the Examination and Records Unit on Monday of Week 13 (long trimester) of week 7 (Short trimester).

## SECTION 7: EXAMINATION

### 7.1 Eligibility to Sit For Examination

- A No candidate shall be eligible to be admitted to any examination unless:
  - i. He is officially registered in such a subject;
  - ii. He has paid the tuition fees; and
  - iii. He is not barred from examination by his Faculty / Centre.
- B Every candidate who is eligible to sit for an examination is allowed to print the confirmed examination slip by the Examination Unit as proof of eligibility.

### 7.2 Examination Session & Schedule

- A. There are 3 slots of examinations:
  - i. Morning session – begins at 9.00 am
  - ii. Afternoon session – begins at 2.30 pm (excluding Friday – 3.00 pm)
  - iii. Evening session – begins at 8.15 pm
- B. The Draft Schedule will be released tentatively in:
  - i. week 8 (Long Trimester)
  - ii. week 5 (Short Trimester)
- C. The Draft Schedule may be changed in the events of:
  - i. A student found to have:
    - a) More than two exams\* in one day, or
    - b) More than three exams\* in two days, or
    - c) More than four exams\* in three days, or
    - d) More than five exams\* in four days.

Note: \* excluding RESIT or PENDING exam

  - e) Clashed session(s) - where a student is found to have two exams in the same session (time and date).
  - f) The Confirmed Schedule will be released a week after the release of the Draft Schedule.

**Note:** There would be no change to the Exam Schedule once it has been confirmed.

### 7.3 Instruction to Candidate of Examination

#### 7.3.1 General

- Only candidates who are registered for the subject and not disqualified for the examination are admitted into an examination.
- Candidates are advised to go through the examination time-table carefully. Any additional instructions or changes to the time-table will be displayed on the bulletin boards
- Candidates are required to have the following to be allowed to sit for an examination:
  - a) Student Smart Cards (students who do not bring the Student Smart Card are required to produce certain proof of identification); and
  - b) Examination slip as a proof of eligibility to sit for the examination.
- Candidates will not be permitted to sit for their examination if they appear thirty minutes after the commencement of an examination.

#### 7.3.2 In the Examination Hall/Room

- Once candidates have taken their seats, they must:-
  - a) Fill in the attendance slips and leave them on the top right-hand corner of the table.
  - b) Place their Student Smart Card and examination slips on top of the attendance slips for the Invigilators' inspection.
- The attendance slips shall be collected by the Invigilators. Candidates are reminded to take back their respective Student Smart Cards and confirmed examination slips after they have been checked.
- Candidates must fill in every information required (e.g. ID no., section no, desk no, examiner's name, etc.) on the cover page of every answer book used. Candidates are not permitted to write their names on the answer books.
- Candidates must follow all instructions printed on the answer book. All rough work must be done on the answer book only. Candidates are warned not to tear off pages from the answer books or write on pieces of papers. All answer books, whether used or unused, must be left behind in the examination halls/rooms after the examination.
- Writing pads, booklets, pieces of papers, pictures, purses or handbags or any articles on which writing is possible cannot be brought into the examination halls except for stationery that is permitted by the Chief Invigilator. While in the examination

hall/room, candidates must not receive books, papers, booklets or pictures of any kind from anyone, but they may receive these items from invigilators authorized to do so by the Chief Invigilator.

- Candidates are not allowed to communicate with one another in any manner while the examination is in progress. Candidates who wish to communicate with invigilators shall raise their hands.
- Candidates are not allowed to leave the examination hall/room within half an hour after the examination has commenced, or within the last thirty-five minutes or any specific period as specified by the Invigilator before the end of the examination.
- In ordinary circumstances, candidates are not allowed to be given any additional time with the exception of cases where permission is given by the Dean/Director of the relevant Faculty/Academic Centre.
- Candidates must observe and obey all instructions given by the Chief Invigilator or invigilators throughout the examination
- The Chief Invigilator/Invigilator in-attendance will announce the end of the examination. After the announcement, all candidates must stop writing.

#### 7.3.3 After the Examination

- At the end of the examination, candidates are responsible for placing all examination scripts on the table or as specified by the Chief Invigilator to be collected by the Invigilators. Any misplaced script will not be accepted for marking.  
Candidates who are absent without any legitimate reasons or barred from any examination shall be deemed to have failed the examination.

#### 7.3.4 Health Problem and Emergencies

- Having missed an examination because of ill-health, candidates shall submit the medical report and medical certificate to ERU within 2 working days from the last date of the medical leave or the date of the examination. Should the medical report state that the student is fit to sit for examinations; the candidate will have to sit for the examination.
- Having missed an examination because of unforeseen emergencies, shall normally submit official evidence to ERU within 2 working days from the examination date.

### 7.3.5 Special Examination Arrangement

- The University aims to ensure that all students receive equal opportunity to demonstrate the achievement of learning outcomes in examinations. The Examination and Records Unit will make alternative examination arrangements for individual disabled students and students with special needs, in the Final Examination.
- Students are advised to ensure that the University is aware of his or her disability by informing the Faculty so that all aspects of support, including arrangements for any variation in examination conditions, can be considered. Students need to provide acceptable evidence of disability and special needs.
- Specific arrangements should be identified at the beginning of the programme. However, there may be some changes in the effect of a disability, such as; a student may acquire a disability after they have begun their studies. Thus, from time to time, alternative arrangements may need to be made for students with temporary disabilities or sudden illnesses.
- All recommendations or requests for alternative examination arrangements must be supported by **Application Form**, which must be submitted to the Faculty at least a month before the Final Examination. The faculty will notify Examination and Records Unit the alternative arrangements that need to be provided to student as per approved by Senate. If for any reason the **Application Form** has not been completed such as in the case of a temporary disability, students should contact the Examination and Records Unit to present the necessary documentary evidence and to make appropriate arrangements.
- The following are examples of common arrangements which are available for students with special needs:-
  - i) **Examination paper formats**

Fonts can be enlarged or examination paper to be produced on coloured paper as appropriate.
  - ii) **Additional Time allowances**

The extent of additional time allowance depends on the needs of the individual student and recommendations from the medical officer/specialist. In general the minimum additional time allowed would be 30 minutes per hour.
  - iii) **The use of specific personnel**

*Reader*

Students who have reading or print disability or students who prefer auditory information may require a reader. Additional time can be allowed due to the extra demands involved. A student using a reader will also be allocated a separate room.

*Amanuensis or scribe*

Disabled students who require an alternative format to handwriting/typing may require a scribe. Faculty will nominate the scribe. Students can request the opportunity to practice with the scribe before an examination and should contact the Examination and Records Unit to arrange this. Additional time will be allocated for examinations dictated to a scribe and a separate room will also be provided.

*Personal Assistant*

A personal assistant may accompany some students. Arrangements can be made for such an assistant to sit in close proximity to the student and invigilators would be informed of the role of the personal assistant by the Examination and Records Unit.

**iv) Assistive technology**

Specific equipment may need to be available to the student in an examination. Such arrangements often include the use of personal computers and word processors. Where assistive technology is required then arrangements would be made in consultation with the Examination and Records Unit and Network and Technology Unit.

- The student will be given a designated examination venue and should arrive there approximately 15 minutes prior to the commencement of the examination. Invigilator will take the papers from the Examination and Records Unit and bring them directly to the room concerned.
- A notification letter / email to the student, outlining the modifications and/or adjustments made on his/her behalf, will be sent from the Examination and Records Unit approximately one week before the given examination period. Student who does not receive his/her letter/email message 3 days prior to the commencement of the examinations period should contact the Examination and Records Unit.

#### 7.3.6 Disciplinary Action

- Any act of cheating or attempt to cheat, or any act of copying or attempt to copy in any examination, or any act to cause or attempt to cause leakage of examination questions or part thereof is a serious offence.
- The disciplinary action that can be taken against any such offender is that stated under Section 53 of the MMU Students' Discipline Rule (Rule No: 4). The maximum penalty that can be imposed on candidates found guilty of this offence is dismissal from MMU.
- The procedure on how the disciplinary action can be taken is that as stated in the MMU Students' Discipline Rule.

#### 7.4 Probation Status

- A student shall be put on probation if his/her Grade Point Average for a trimester examination is less than 2.00.
- For students who have been allowed to take the Supplementary Examination, the decision to put a student on probation shall be made based on his results after the Supplementary Examination.

#### 7.5 Discontinuation of Study

- The student's course of study shall be terminated if his Grade Point Average in 2 consecutive trimesters is less than 2.00 and his Cumulative Grade Point Average for the current trimester is less than 2.00.
- A student, whose course of study has been terminated, may appeal to the Senate Appeal Committee to be reinstated as a student. Should a student is not satisfied with the decision, he/she may make a second appeal to the President of Multimedia University. All appeals should go through ERU office.

#### 7.6 Incomplete Subject

- The status of 'Incomplete' (I) may be recorded for an incomplete subject if the student had attended at least 80% of the trimester.
- The student shall be required to sit for the final examination during the supplementary exam week or in the earliest trimester in which the subject are offered by the faculty.
- The Board of Examiners shall decide on the exact period the assessment should be completed.

### 7.7 Absence from Examination

In the case where a student has been absent from the examination of any subject due to medical or humanitarian reasons, the status of that student for that particular subject will be recorded as 'Incomplete' (I), and he shall be allowed to sit the Supplementary examination for that particular subject as the main examination.

In the case where a student has been absent from the examination of any subject due to reasons that are not acceptable to the Board of Examiners, the Board may record the status of the student for that particular subject as 'Fail' (F or FL).

In the case where a student has been absent from the examination of any subject without any reason, the Board shall record the status of the student for that particular subject as 'U', which carries 0 marks.

### 7.8 Supplementary Examination

- Supplementary Examination's Administrative Fee of RM 50.00 per subject will be charged to student. Student will be invoiced for this fee, which must be paid before the release of the Supplementary Examination Result.
- The eligibility of a student to sit for supplementary examination is not granted automatically.
- The eligibility of a student to sit for a supplementary examination has to be recommended by the Board of Examiners (BOE) for Senate approval.
- The BOE will make two types of recommendations;
  - a. eligible to sit for supplementary examination as 1st attempt (Grade I),
  - b. eligible to sit for supplementary examination as 2nd attempt ( Grades with \*)
- Supplementary Examination would be granted for genuine MC or special cases as 1<sup>st</sup> attempt, and for "Fail" subject as 2nd attempt with conditions as follows:-

Level	Coursework (Minimum)	Overall Exam Mark (Minimum)
Foundation	50%	30%
Diploma & Degree	50%	40%

- For the Supplementary as 2nd Attempt, a student with recommendation from the BOE can only take a maximum number of supplementary examination as below:
  - i. 14 week Trimester: maximum of 3 papers
  - ii. 7 week Trimester: maximum of 2 papers
- Supplementary Examination will be held within the first week of the commencement of the trimester.
- The following reasons are generally accepted by the BOE when granting supplementary examination as 1st attempt (Grade I) to a student:
  - a. Obtained the medical certificate and report from:
    - i. MMU Panel Clinics,
    - ii. Government Hospitals / Clinics,
    - iii. Other Hospitals / Clinics of which the responsibility is on the student to provide evidence that the clinic/hospital is under the medical insurance that is covering the student or their parents/guardian and, the referral letter from the Government/MMU Hospital/Clinic under the insurance policy MUST also be attached,
  - b. Demise of immediate family members (supported by death certificates),
  - c. Representing Malaysia/State/University in an official capacity for competitions, conferences, conventions, meetings and sporting events, (supported by letter from STAD)
  - d. Involved in accidents (supported by police report)
  - e. Attending scholarship interviews (supported by a letter)
  - f. Admitted to Intensive Care Unit (ICU) or had undergone major operations, or
  - g. Referred to a Non-Panel Hospital in emergency medical cases that require immediate hospitalization and treatment.
- For the purposes of clause 8) above, with the exception of 8) f), all medical certificates, reports and/or supporting documents MUST be submitted to Examinations and Records office within 2 working days from the date of the examination.

- Any other special cases not stipulated in clauses 8) above will be recommended by the BOE directly for Senate decision.

There will not be any second supplementary examination for any circumstances. Problem cases will be treated as follows:

FINAL EXAM	SUPPLEMENTARY EXAM	RESULT	REMARK
BOE has granted Supplementary as a First Attempt  (Grade of the subject "I")	Reason acceptable by BOE	I	Student is given a year to convert the status, in which failing to do so, the status for the subject shall be converted to 'F'
	Reason not acceptable by BOE  Student did not turn up for the Supplementary exam	F	Student has to re-take the subject once it is offered by the faculty
BOE has granted Supplementary as 2 <sup>nd</sup> attempt. (Grade of the subject: C-*, D+*, D*, FL* and F*.)	No reason is acceptable by BOE	C-, D+, D, FL and F. (*) will be removed.	Student has to re-take the subject once it is offered by faculty.

- Supplementary Examination Process Flow:

Sequence of Process	Process	Action & Attention
1	After the Senate Meeting, the actual result will be published. Student may check their result and are required to pay attention on subjects which have been graded as follows: a) Grade "I" b) C-*, D*.D+*, F* & FL*	ERU  Student
2	The schedule of Supplementary Examination will be published 2 days before the commencement of the Supplementary Examination.	ERU
3	The exam slip of the supplementary Examination can be printed out 2 days before the start of the Supplementary Examination	ERU

	At this point, Students are required to ensure that all outstanding fees have been paid in order to enable them to print out the exam slip.	
4	A day after the end of the Supplementary Examination, ERU will generate the attendance list of those who attended the Supplementary Examination and those who have submitted MCs. The list will be forwarded to Finance for Invoice.	ERU  FINANCE
5	Student will be invoiced based on the subjects that they have taken for the Supplementary Examination and based on the number of MCs that have been submitted for the Supplementary Examination. Students have to pay the Supplementary Examination Administration Fees before the release of the Supplementary Examination result in order to obtain the result.	Student
6	The Supplementary Examination result will be released within 14 working days after the last date of examination.	ERU
7	Student is given a week starting from the day of the release of supplementary result to apply for remarking.	Student

## 7.9 Implementation of Programme Standard for IT and Computing

The MQA has circulated the Programme Standard for IT and Computing to all IPTs to be implemented. Therefore, MMU in the Senate Meeting no. 181 on 5 November 2015 has agreed to implement this programme standard starting from Trimester 1, 2016/2017 to:

- a. all Information Technology and Computing programmes at FCI, FIST and CDP, and
- b. all students from FCI, FIST and CDP regardless of intake.

Through this programme standard, students are required to pass the Formative (coursework) and Summative (Final Exam) assessment in order to pass the subject. Below is the breakdown for the passing marks.

- a. 50% passing marks for formative (coursework) assessment,
- b. 40% passing marks for summative (final exam) assessment, and
- c. 50% passing marks for the total of the assessment (overall).

The following are the scenarios of the results.

1. If Students fail their Formative Assessment.

- a. Students who fail their formative assessment are required to sit for Final Examination since they still have to be assessed for the summative assessment. Students who do not attend the Final Examination without any reason will be given "U" grade.
- b. Students who fail their formative assessment will still fail the examination although they pass their summative assessment and their accumulated marks (overall mark) are 50% or above. The students will obtain the grade of C- #.
- c. Students who fail their formative assessment are not eligible to sit for the Supplementary Examination.

2. If Students passed their Formative Assessment.

Students who pass their formative assessment are eligible to sit for Supplementary Examination even if they fail to achieve the passing marks of 40% for the summative assessment provided that their accumulated marks (overall marks) are 40% or above.

3. If Student passed both Formative and Summative Assessment.

Students who pass their formative and summative assessment, but their accumulated marks (overall marks) are within 40% to 49%, are eligible to sit for Supplementary Examination.

Sample situations:

	Coursework (Formative Assessment)	Final Examination (Summative Assessment)	Overall Mark	Final Grade / Remark
STUDENT A	F	P	≥ 50 (PASS)	C-# = Grade point : 1.67
STUDENT B	P	F	≥ 50 (PASS)	Grade will be changed to C-*. Student will be granted Supplementary Exam
STUDENT C	F	P	≥ 40	F# No Supplementary Exam is granted

STUDENT D	P	F	$\geq 40$	Student will be granted Supplementary Exam
STUDENT E	P	F	$\leq 40$	No Supplementary Exam is granted

F = Fail

P = Pass

Note : C- # and F# are new proposed grades to facilitate this assessment.

#### **SUPPLEMENTARY EXAMINATION GUIDELINES [ FOR FORMATIVE AND SUMMATIVE ASSESSMENT ONLY]**

1. Students who do not attend the Final Examination but have provided reasons for their absence will be given "F#" grade instead of "I" grade.

Sample situation:

Student	Coursework (Formative Assessment)	Final Examination	BOE's Recommendation	Remark
STUDENT A	F or P	Absent (with no reason)	U	No Supplementary Exam  [ Student will be charged 100% of tuition fees when he/she repeats the subject ]
STUDENT B	F	Absent (with reason submitted)	F#	No. Supplementary Exam.  [Student will be charged 50% of tuition fees when he/she repeats the subject]
STUDENT C	P	Absent (with reason submitted)	I	Student will be granted Supplementary Exam  Supplementary Exam Fee: RM50  <u>Possible grade:</u> "U" Grade [students pay 100% of tuition fees when he/she repeats the subject]  "I" Grade [students are able to sit for Final Exam in the Trimester in which the subject is offered again]

				<p>Fail Grade (C-, D, D+ or F) [ students pay 50% of tuition fees when he/she repeats the subject]</p> <p>Passing Grade (C- A)</p>
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F = Fail Formative

P = Pass Formative

## 7.10 Calculation of Result

### 7.10.1 Grade

Grade means the final grade of a course for a trimester based on the total scores awarded for coursework and end-of-trimester examination.

Every single grade will carry points.

### 7.10.2 Grade Points

Grade Points are computed by multiplying the number of credit hours per course by the Grade Points of the letter grade earned.

### 7.10.3 Grade Point Average (GPA)

GPA is the average grade point of a student for a particular trimester computed by dividing the Total Grade Points by the Total Credit Hours.

$$\text{GPA} = \frac{\text{Total Grade Points}}{\text{Total Credit Hours}}$$

### 7.10.4 Cumulative Grade Point Average (CGPA)

CGPA is the average cumulative point equivalent of a student from the beginning of trimester computed by dividing the Cumulative Total Grade Points by the Cumulative Total Credit Hours.

$$\text{CGPA} = \frac{\text{Cumulative Total Grade Points}}{\text{Cumulative Total Credit Hours}}$$

Sample:

First Trimester

CODE	CREDIT HOURS	GRADE	GRADE POINT	GRADE POINTS EARNED	GPA	CGPA
MPW2133	3	PS	-1.000	-	34.201(b) 13 (a)	34.201 (d) 13 (c)
TCE1111	4	C	2.200	8.800		
TCP1231	3	B-	2.667	8.001		
TMT1111	3	A-	3.800	11.400		
TDB2111	3	C	2.000	6.000		
<b>TCH</b>	<b>13 (a)</b>			<b>34.201 (b)</b>	<b>2.63</b>	
<b>CTCH</b>	<b>13 (c)</b>			<b>34.201 (d)</b>		<b>2.63</b>

Second Trimester

CODE	CREDIT HOURS	GRADE	GRADE POINT	GRADE POINTS EARNED	GPA	CGPA
TCP1241	3	B	3.000	9.000	22.600 (f)	56.801 (h) 20 (g)
TDS1191	4	B+	3.400	13.600	7 (e)	
<b>TCH</b>	<b>7 (e)</b>			<b>22.600 (f)</b>	<b>3.23</b>	
<b>CTCH</b>	<b>20 (g) [c+e]</b>			<b>56.801 (h) [d+f]</b>		<b>2.84</b>

## 7.11 Status of Subject

The following codes shall be used to indicate the status of a subject:

Code	Meaning	Explanation
PS	Pass	Student passed the examination of the subject. The grade would not be calculated in GPA or CGPA This code is for the PASS or FAIL subjects only.
FL	Fail	Student failed the examination of the subject. The grade would not be calculated in GPA or CGPA. This code is for the PASS or FAIL subjects only.
FL*	Fail but student is eligible to sit for Supplementary Examination	Student failed the examination of the subject. Upon Board of Examiner's (BoE) Approval, the student is allowed to sit for Supplementary Examination. This code is for the PASS or FAIL subjects only.
F	Fail	Student failed the examination of the subject. The grade would be calculated in GPA and CGPA.
F*	Fail but student is eligible to sit for	Student failed the examination of the subject. Upon the Board of Examiner's (BoE) Approval, the student is allowed to sit for Supplementary Examination.

	Supplementary Examination	
I	Incomplete	Student did not attend the examination for the subject due to reason(s) acceptable to the Board of Examiner (BoE), OR Student attained at least 75% of attendance at lectures, tutorials, workshops and laboratory classes for the subject, but did not complete the requirement of the subject due to reason(s) acceptable to the BoE.
W	Withdrawal	Student withdrew from the subject within the period allowed prior to the final examination.
U	Unofficial Withdrawal	Student was absent from the examination for a subject, without giving any reason acceptable to the BoE. The code U is equivalent to grade "F" or "FL"
R	Barred from sitting examination	Student is barred from the examination. The code R is equivalent to grade "F" or "FL".
BAR	Barred from sitting examination	Student is barred from the examination. The code BAR is to replace code R and is equivalent to grade "F" or "FL".
AU	Audit Subject	Student audited the subject and attended 70% of the lectures, tutorials, workshops and laboratory classes for the subject.
CON	Continue	This code is for project or subject conducted over more than one trimester or where the evaluation of the project or subject was more than one trimester. The result would be calculated in the trimester's CGPA and GPA when the project or subject is completed or when the result is made known. The code "CON" would not be placed for the previous trimester except in the trimester where the result is announced.

### 7.12 Status of Academic

The following codes shall be used to indicate the Academic Status of a student:

Status	Explanation
Pass (PASS)	Student obtained GPA at least 2.00; passed all subjects or there is no grade "I" / grade*
Probation (PROB)	Student obtained a GPA of less than 2.0 for a particular trimester.
Pending (PEND)	Student obtained grade "I" for all subjects and eligible to sit for Supplementary Examination or waiting for Industrial Training results.
Supplementary (SUPP)	Student obtained GPA at least 2.00; having subject with grade* & eligible to sit for Supplementary Examination for the subject with grade*
Probation, Pending (PRPD)	Student obtained GPA less than 2.00; having subject with grade "I" & eligible to sit for his/her Supplementary Examination.
Probation, Pending, Supplementary (PPSU)	Student obtained GPA less than 2.00; having subject with grade "I" & grade*. Students are eligible to sit for Supplementary Examination if they have subjects with grade "I" & grade*.

Probation, Supplementary (PRSU)	Student obtained a GPA of less than 2.0 and are allowed to sit the Supplementary Examinations as second attempt (*) for the subjects in which they have failed.
Terminated (TERM)	Student obtained GPA less than 2.00 for two consecutive trimesters and CGPA for current trimester is less than 2.00.
NA	Student has no GPA for a particular trimester because subject(s) registered graded with no Grade Point (i.e.: PS/FL/W/I)
Repeat (RPT)	Student failed for that particular subject and he/she needs to repeat the subject.

## SECTION 8: TRANSFER

A transfer of programme is defined as a switch from an existing programme of study to a new faculty, programme or major effective from the next new semester.

### 8.1 Transfer of Faculty or Programme

A transfer of programme or faculty occurs when students switch from an existing faculty or programme of study to a new faculty or programme that students would like to pursue. Students are required to fill in 'Change of Faculty' form for this process.

### 8.2 Eligibility and Procedure

- To initiate a transfer of programme, the said student must possess the following
- a full acceptance into an existing programme;
- meeting of the entry requirement of the new programme;
- approval from the Dean of the accepting Faculty;
- approval from the Dean of the departing Faculty;

The 'Change of Faculty' form needs to be filled and submitted after approving signatures are obtained by the student from the respective Deans. Sponsored students (especially by governments) may need to obtain further approval from their sponsoring government according to additional regulations not stated in this handbook.

#### 8.2.1 Subjects Completed in Previous Programme

The student is required to acknowledge that some of the subjects successfully completed in the existing programme may not be transferable into the new programme.

Where relevant, subjects completed may be accepted by the new faculty and transfer of grades will be done accordingly. If a student changes faculty, the period of study shall start afresh.

### 8.3 Transfer of Major within the Same Faculty

A transfer of Major occurs when students switch from an existing major of study to a new major within the same faculty. Students are required to fill in 'Change of Major' form for this process.

#### 8.3.1 Eligibility and Procedure

To initiate a transfer of major, the said student must possess the following:

- a full acceptance into an existing major;
- meeting of the entry requirement of the new major;
- approval from the Faculty Dean;

The 'Change of Major' form needs to be filled and submitted after approving signatures are obtained by the student from the Faculty Dean. Sponsored students (especially by governments) may need to obtain further approval from their sponsoring government according to additional regulations not stated in this handbook.

## SECTION 9: APPEAL PROCEDURE

### 9.1 Reinstatement and Re-admission

An appeal for reinstatement is an application by a student who has been placed under quit, dismissed or terminated (currently 'inactive') status to continue his studies at the University. The Senate Appeal Committee shall decide whether to reject or to grant for reinstatement.

Reinstatement refers to the decision to continue study in the same programme.

A student who has been granted reinstatement or readmission will maintain the same student ID.

#### **REINSTATEMENT**

1. A student whose status is inactive due to Termination, Terminated (D), Dismissed or Quit by the University on whatever grounds except for disciplinary reasons may appeal for reinstatement into the same programme.
2. Reinstatement whether granted or not shall be at the absolute discretion of the University. The general criteria for reinstatement are:-
  - a) There is still sufficient duration of study available for him/her to complete the programme.
  - b) He/she could still meet the requirement of 80% attendance for all subjects taken for the trimester
  - c) He/she has remitted all payments of prescribed fees including arrears, penalty and administrative charges.
3. The application for reinstatement must be submitted to the Registrar Office no later than one (1) week after the commencement of the new trimester.
4. For students who appeal after the due date, if it is granted, the effective date of the reinstatement will be in the following trimester. The current trimester will be considered as Leave of Absence.
5. In the event the student failed the subject more than twice, and his status is terminated, his appeal for reinstatement may not be considered by the Senate Appeal Committee.
6. The Dean of the Faculty or the Director of the Center will be responsible for the recommendation of the application. Upon approval, students are required to pay the

prescribed fees on or before the prescribed deadline. Failing to comply with this will render the approval as null and void.

## **READMISSION**

1. A student whose status has been changed to quit, dismissed, terminated D or terminated (currently 'inactive') may at any time thereafter apply for re-admission.
2. A student who has been terminated by the University on disciplinary grounds will not be eligible for re-admission into the University.
3. Re-admission of student is subjected to meeting the entry requirement for the programme of MMU.
4. A student who has been offered re-admission into the University will be granted a fresh duration of study from the date of the re-admission.
5. A student who has been offered readmission will be charged Admission Registration Fees and will be governed by the latest university rules, regulations and guidelines.
6. A student who has been offered re-admission shall not be entitled to credit or grade transfer.
7. A student shall not be offered admission or re-admitted to the academic programme that he/she has been terminated from.
8. A student who wishes to be re-admitted into a different major in the same academic programme, may be referred to the respective faculty for recommendation.

### 9.2 Remarking

A student, who may have sufficient reason to believe that he/she has been unjustly graded or an error has occurred in the marking of hi/hers paper or in the computing of grades, may appeal to the relevant Board of Examiners through the Examination and Records Unit.

The re-marking form must be forwarded to the respective Dean/Director through the Examination and Records Unit, and a fee of Ringgit Malaysia one hundred only (RM 100.00) per paper (or as determined by the Senate from time to time) shall be imposed as appeal fee.

All appeal cases shall reach the Examination and Records Unit not later than one week after the commencement of the following trimester or one week after the announcement of the result. Any appeal submitted after one week shall be deemed null and void.

The Dean/Director, together with the examiner concerned, shall review the answer script of the student. The Dean/Director may direct that the student's answer script to be re-examined by a second examiner.

After the review, if there is a change in marks and/or grade, the change shall be submitted to the Senate through the Board of Examiners for approval.

The appeal fee shall only be refunded if there is a change in marks and/or grade.

Sequence of Process	Process	Process Owner (person responsible for the process)
1.	The re-marking form must be forwarded to the respective Dean/Director through the Examination Unit and a fee of Ringgit Malaysia one hundred only (RM 100.00) per paper (or as determined by the Senate from time to time) shall be imposed as appeal fee. The appeal fee shall only be refunded if the appeal is successful.	Student
2.	All appeal cases shall reach the Examination Unit not later than one week after the commencement of Appeals submitted after one week shall not be entertained the following trimester or one week after the announcement of the result (whichever later).	Student
3.	Examination Unit will record the submission date and the final examination mark and grade. The form shall be submitted to the Faculty/Center concerned within 2 working days.	Examination Unit
4.	Manager of Faculty Center will require the subject coordinator to submit the answer script of the student to the Dean/Director office.	Subject Coordinator
5.	The answer script will be photocopied and the original marks will be erased.	Manager
6.	Dean/Director shall appoint the Subject Coordinator and subject lecturer to mark the script independently.	Dean / Director

7.	<p>If both marks are different, Dean/Director shall call for a meeting to understand the difference and to make final decision.</p> <p>If it is due to mistakes (such as missing pages, wrong keying in, wrong summation), then the Dean/Director must report the examiner's name to Senate.</p>	Dean / Director
8.	Faculties and Centre shall submit the final re-marking result to Examination Unit not later than 14 working days after receiving the Re-grading Application Form from Examination Unit.	Manager
9.	<p>If there is any change of marks, the BOE will make recommendation to Senate for approval. Notification Letter will be issued to student within 3 working days from the Manager's notification of Senate Approval to Examination Unit.</p> <p>If the marks and grade remain unchanged, Examination Unit will issue notification letter within 2 working days.</p>	Manager
10.	Change of 1 mark may not affect the grade but it may affect the GPA/CGPA calculation.	Examination Unit
11.	The appeal fee shall only be refunded if the appeal is successful.	Student / Finance Division

## SECTION 10: GRADUATION AND CONVOCATION

### 10.1 Eligibility to Graduate

Student is eligible to graduate if he/she fulfilled all the requirements below:-

- i. Passed all required subjects stipulated in program structure as determined by the faculty with the approval from the Senate and minimum CGPA of 2.00
- ii. Fulfilled the minimum requirement of Malaysian University English Test (MUET) –applied for local students only. Exit Graduation requirement MUET as below:

Intake	Programmes	Minimum MUET Requirement
March 2012/2013 and onwards	Bachelor of Law (Honours)	Band 4
June 2009/2010 and onwards	All	Band 3
June 2009/2010 and before	All	Band 1

- iii. Settled all outstanding debts to the University (fees, and/or dues)

Students, who are in final trimester, are required to apply via online for graduation during the time frame given. Faculty Admin will process all the applications once the results of final trimester are released. The confirmation graduated list shall be tabled to Senate for endorsement.

### 10.2 Classification of Honours

Students who have graduated shall be awarded the classification of honours based on the cut-off CGPA given below:

Degree Programme

Classification of Honours	CGPA
First	3.67 – 4.00
Second Upper	3.33 – 3.66
Second Lower	2.67 – 3.32
Third	2.0 – 2.66

## Diploma Programme

Classification of Honours	CGPA
Distinction	3.50 – 4.00
Credit	3.00 – 3.49
Pass	2.00 – 2.99

## 10.3 Graduated Status

Upon Senate's endorsement of the list of graduates, the students' status will be changed to "Completed" and graduates will be given the award of degree letter. The list of graduands shall be uploaded into Registry of Graduates for references. Should a student did not fulfill the requirements of MUET or have outstanding dues, the status will be changed to "Pending-Grad".

## 10.4 Convocation

Convocation ceremony to celebrate the graduands is normally held in September every year, and all the information regarding the event shall be uploaded into Convocation website. The graduands are required to confirm their attendance through Convocation's website and perform all the process stated in the website.

The scroll (certificate and transcript) is ready to be collected by the end of convocation ceremony. The convocation extension fees will be imposed to graduates who would like to postpone their convocation ceremony. They shall be required to pay for the Convocation extension fees amount of RM200 before attending the ceremony.

Should a graduand lost the scroll, he/she may request ERU to re-print; however, he/she needs to lodge a police report for the missing item as record. A copy of the police report may be attached with the request for re-printing of the degree certificate.

## SECTION 11: ONLINE SERVICES

### 11.1 Student Service Centre (SSC)

Student Service Centre for student is available at CamSys for student to view general information, programme study, academic achievement, and financial status.

### 11.2 Student Financial Info Kiosk (SFIK)

The purpose of Student Financial Info Kiosk is for student to check financial statement and bills.

#### 11.2.1 Finance Units (Student Related)

##### i. **Billing**

- Generating and monitoring of student's fees invoices, sponsor invoices and general debtors invoice

##### ii. **Account Receivable**

- Collecting and updating of student's fees from sponsor and students
- Collecting and updating of general invoices' payments
- Processing of student's deposit refund

##### iii. **Account Payable**

- Account payment to vendors, students on student's FYP, student activity, Deposit

##### iv. **Credit Management**

- Collection of debts – active students
- and non-active students
- Financial barring, payment deadline reminders, fees payment consultation

##### v. **Sponsor Liaison**

- Liaise with sponsors for the sponsor's invoice matters
- Major local sponsors
- MARA, JPA, YTM, PTPTN

##### vi. **Bursary**

- Liaise with students on sponsorship matter.
- Coordinate/organize session with PTPTN/other sponsors

## Billing services

- Billing generation schedule

Activities	Week
1 <sup>st</sup> generation	Week 0
2 <sup>nd</sup> generation	Week 3
3 <sup>rd</sup> generation	Week 5

- Type of fee

Type of Fee	Frequency
Study / Tuition Fee	Trimester basis
Resources Fee	Trimester / annual basis
Hostel Fee	Trimester basis
Student Activity Fee	Annual basis

\*For new students effective Mar'14, the resources fee is billed on annual basis, for students' prior Mar'14, it is billed on Trimester basis

## Others billing information:

- Invoices for students will be generated online (available in CaMSys)  
(Info available: invoice issued, payment made, refund, Financial Statement, Summon (if any), Receipt/invoice printing online)
- Statement of account will be issued on quarterly basis to home addresses & sponsors
  - Student / Tuition fee

Study Fees Charges criteria	Details
Billing Mechanism	- Programme structure based billing
Fee	- Calculation based on total course fee / total credit hour
Fee Charged	- Based on the subject registered by the students: Academic regulation 7 - Long Trimester: min credit hour to register is 12CHR - Short Trimester: min credit hour to register is 6CHR

- Repeat / Retake Subject

Condition	Charge
Repeat Subject	50% charge of tuition fee
Retake Subject	100% charge of tuition fee
Supplementary Exam	RM50 per subject

- Extended student

Trimester	Charge
Long / Short Semester	30% surcharge on top of tuition fee for any subject taken including retaking subject

*\*Extended student – beyond the normal Candidature period*

- Credit transfer policy

Credit transfer policy
<ul style="list-style-type: none"> <li>- Maximum of 40 credit hours</li> <li>- Credit transfer adjustment will be given as and when it is approved</li> <li>- Applicable for students who change their programme</li> </ul>

### 11.2.2 Account Receivable Services

Week	Revision to Tuition Fee
Week 1 – 2	100% tuition fee reversed
Week 3 and beyond	100% tuition fee charged

#### Policy on refund

- For active students, no refund is allowed for excess or overpayment made to the University – to be set-off with future invoice.
- For non-active students, refund of deposit and excesses or overpayment can only be made upon settlement of all outstanding fees.
- For graduated students,
  - Refund will be based on the senate approved listing which is processed by batch
  - Refund will be made 30 days after the Convocation day.

### 11.2.3 Credit Services

- Payment deadline is 30 days from the invoice date
- Failure to settle the full payment students will be barred
- Financial barring will be done in week 9 for long trimester and week 7 for short trimester.

#### **Financial Barring – Due to non or partial payment:**

Students are **restricted** from the followings:-

- Sitting for exams
- Viewing exam results
- Doing course registration for the following trimester
- Attending classes
- Attending convocation – for graduates students
- Printing of academic transcript
- Viewing attendance & Coursework record

***Students are advised to pay before the due date to avoid being BARRED***

### 11.3 Room Booking

During term time, rooms are available between the hours of 8.30 am – 5.30 pm: Mon – Fri. Below are the steps to book a room:

- Step 1: Student who wants to book a room needs to go to MMU portal. After entering MMU portal, student must select Room booking system.
- Username and ID cards must be presented when submitting a Room booking System.
- Step 2: ID cards, and contact details must be presented when submitting a complete Booking Room Form to ERU
- ERU staff will fill the Room booking system for student.
- Rooms must be left in a clean condition and with all furniture in the same position in which it is found.
- Rooms can only be used for student study purposes and details of the associated Module/Unit Code &/or Description must be provided.
- A full list of all students within the study group must be provided.
- A notification will be given via MMU email account within 24hrs of the submission of a correctly completed Booking Request Form.

#### 11.4 Exam Slip Online

Every candidate who is eligible to sit for an examination shall be given a registration confirmation slip (**EXAM SLIP**) by the Examination Unit (online) as proof of eligibility to sit for the examination.

#### 11.5 Subject Withdrawal Online

The duration for subject withdrawal is from 1<sup>st</sup> until 2<sup>nd</sup> week of the new trimester.

#### 11.6 Online Subject Registration

##### Subject registration for Foundation/Undergraduate

Online subject registration for new trimester will begin 2 weeks (Long Trimester) before the final examination of the current trimester. For short trimester, the online subject registration will begin 1 week before the final examination of the current trimester.

The online subject registration schedule is available for checking in Camsys and Bulletin Board. Timetable of the subjects offered can be viewed via Online website - Shejool. Online Subject Registration schedule are based on the Academic Level Load according to their programme.

Students are advised to check their subject registration slots carefully and registered only within the duration. Should they missed the registration slot, students may proceed with the online subject registration when the system is opened to all up to end of week 2 of the next trimester.