



**Policy for  
Undergraduate & Postgraduate  
Programmes**

Revised: Aug 2020

<b>CLOSED CIRCUIT TELEVISION (CCTV) MONITORING &amp; RECORDING POLICY</b> .....	5
1    Introduction.....	5
1.0    Purpose .....	5
1.1    Scope.....	5
2    Policy.....	5
2.0    General Principle .....	5
2.1    Responsibility.....	6
2.2    CCTV not a Guarantee of Safety and Security on Campus .....	7
2.3    Public Notice of CCTV Cameras.....	7
2.4    Documentation.....	7
<b>COMMUNICATION DEVICE USAGE POLICY</b> .....	7
3    Introduction.....	7
3.0    Purpose .....	7
3.1    Policy .....	7
3.1.0    Authorisation.....	7
3.1.1    Prohibited Usage .....	8
3.1.2    Accessing .....	8
3.1.3    Misconduct .....	8
<b>MISCONDUCT</b> .....	8
4    Policies Governing Misconduct.....	8
4.0    General .....	8
4.1    Academic Misconduct and Offences.....	9
4.2    Further Inclusion .....	9
4.3    Types of Misconduct and Governing Bodies .....	10
4.4    Beyond Definition.....	10
4.5    Types of Penalties .....	12
4.6    Sexual Harassment.....	13
<b>SECURITY POLICY</b> .....	14
5    Introduction.....	14
5.0    Purpose .....	14
5.1    Scope.....	14
6    Policy.....	14
6.0    General .....	14
6.1    Management of Security Services .....	14
7    Introduction.....	15
7.0    Purpose .....	15
7.1    Scope.....	15

8	Objectives.....	15
<b>STUDENT WITH IMPAIRMENT POLICY .....</b>		<b>16</b>
9	Introduction.....	17
9.0	Purpose .....	17
9.1	Scope.....	17
10.0	Responsibility .....	17
10.1	Scope.....	<b>Error! Bookmark not defined.</b>
<b>COMPUTER LABORATORY .....</b>		<b>19</b>
11.1	Rules and Regulations.....	19
11.2	Disciplinary Actions .....	20
<b>FEES AND FINANCIAL POLICIES .....</b>		<b>20</b>
12	Fee Payments .....	20
12.0	Fee Statement Billing.....	20
12.1	Payment Mode.....	21
12.1.0	Payment at the Payment Counter .....	21
12.1.1	Direct Bank-in / Funds Transfer/ Internet banking/ GIRO Transfer .....	22
12.1.2	E-Payment .....	22
12.1.3	Telegraphic Transfer .....	22
12.2	Non-Cash Payment.....	23
12.3	Bank Charges on Returned Cheque .....	23
12.4	Late Payment Charges .....	23
12.5	Fees matter - Course Selection Terms & Conditions .....	24
12.6	Fees matter – Add / Drop Terms & Conditions .....	25
12.7	Fee matters – Late Course Selection and Late Adding/Dropping of subject ..	25
12.8	Outstanding Fees and Consequences.....	26
12.8.0	Definition.....	26
12.8.1	Barring from Attending Classes .....	26
12.8.2	Denied Access to the IIS (Integrated Information System) .....	26
12.8.3	Denied Access to the Wi-Fi, MyCoop, IT and library services .....	27
12.8.4	Barring from Final Examination .....	27
12.8.5	Official Transcript and Letter of Release will be Withhold.....	27
12.8.6	Forfeiture of Refundable Deposit to Offset Outstanding Fee .....	27
12.9	Refund Policies and Procedures.....	27
12.10	Procedure on Refundable Deposits .....	28
12.10.0	Process of Refundable Deposit .....	29
12.10.1	Additional Charges .....	30
12.11	Procedure on Refund of Tuition Fees .....	30

12.12 Procedure on Refund of External Loan/Fund .....	30
12.12 Fees matter – Transfer of Programme .....	31
12.14 Fees matter – Deferment .....	31
12.15 Visa Renewal – Fees Payment Policy for International Student.....	33
12.16 Other Fees .....	33
12.17 Other Issues Pertaining to Finance .....	33
<b>HEALTH &amp; SAFETY POLICY .....</b>	<b>33</b>
13 Introduction .....	33
13.0 Purpose .....	33
13.1 Scope.....	35
14 Policy .....	35
14.0 Organization and Implementation Arrangements.....	35
14.1 Responsibility.....	35
<b>INFORMATION &amp; COMMUNICATION TECHNOLOGY (ICT) POLICY .....</b>	<b>35</b>
15 Introduction .....	35
15.0 Purpose .....	35
15.1 Scope.....	35
16 Policy .....	35
16.0 Electronic Communications .....	35
16.1 Responsibilities, Privacy & Confidentiality .....	37
16.2 Disclaimer and Confidentiality Notices.....	37
16.3 Prohibited Practices .....	38
16.4 Anti-virus & Anti-spam Protection .....	38
16.5 Backup of Data and Information.....	39
16.6 Sending Mass Electronic Communication.....	39

# **CLOSED CIRCUIT TELEVISION (CCTV) MONITORING & RECORDING POLICY**

## **1 Introduction**

### **1.0 Purpose**

UCSI University is committed to providing a safe environment by integrating the best practices of policing with state of the art technology. A critical component of a comprehensive security plan is Closed Circuit Television (CCTV) — a technology that can remotely monitor and record activities on campus.

The purpose of this Policy is to provide guidelines for the use of CCTV on the University property in a way that enhances security, but also respects the expectations of reasonable privacy among members of the community.

### **1.1 Scope**

This Policy applies to all students, faculty, staff, Schools and Departments within the University community which also includes guest(s)/visitor(s).

## **2 Policy**

### **2.0 General Principle**

The purpose of CCTV monitoring is to deter crime and to protect the safety of life and property of the University community as well as guest(s)/visitor(s). Safety and security purposes include, but are not limited to:

- a) Protection of individuals, including students, faculty, staff ,guest and visitors;
- b) Protection of University owned and/or operated property, and buildings, including building perimeters, entrances and exits, lobbies and corridors, receiving docks, special storage areas, laboratories, and cashier locations;
- c) Verification of alarms and access control systems;
- d) Patrol of common areas and areas accessible to the public, including transit stops, parking lots, public streets and pedestrian walks; and
- e) Investigation of criminal activity and serious disciplinary action in accordance with this Policy, university constitution and laws of Malaysia.

Any diversion of security technologies for purposes other than the safety and security purposes contemplated by this Policy is prohibited.

CCTV monitoring will be conducted in a professional, ethical and legal manner. Personnel involved in monitoring will be appropriately trained and supervised in the responsible use of this technology. Violations of the Code of Procedures will result in disciplinary action consistent with the rules and regulations governing employees and students of the University.

Information obtained through monitoring will only be released when approved by the Group Legal Office according to procedures established in this Policy.

Monitoring will be conducted in a manner consistent with all existing University policies, including the Non-Discrimination Policy, the Sexual Harassment Policy, and other relevant policies. Monitoring based on the characteristics and classifications contained in the Non-Discrimination Policy (e.g., race, gender, sexual orientation, national origin, disability, etc.) is strictly prohibited.

The existence of this Policy does not imply or guarantee that cameras will be constantly monitored in real time.

The university shall at all times **NOT** be responsible and/or liable to any loss and/or damage to property and also to any serious injury or death to any particular individual(s).

## 2.1 Responsibility

The Group Legal Office is responsible to oversee the use of CCTV monitoring for safety and security purposes at the University. This Policy is applicable to all areas of the University using CCTV monitoring.

The Group Logistic Management Office acting on the advice of the Group Legal Office shall be responsible for the installing CCTV monitoring systems and all relevant and applicable maintenance related to the same at all times. In doing so, the following should be adhered to:

- a) a description of the safety or security issue warranting the installation of CCTV monitoring systems,
- b) the number and proposed location of camera(s) to be installed,
- c) whether the location of cameras involve the recording of activity by students, school/faculty, staff or the general public and to what extent,
- d) the names and titles of the individuals who will be responsible for monitoring the cameras,
- e) the frequency by which the recordings will be reviewed (i.e. real time, daily, randomly, when an alarm is sounded),
- f) the length of time recordings will be stored, and
- g) the location where the recordings will be stored.

The Group Legal Office will review and respond to subpoenas from outside law enforcement to release recordings obtained through CCTV monitoring. Requests for CCTV recordings made in connection with internal investigations of University disciplinary matters will be forwarded to the Group Human Resource or Student Affairs & Alumni whichever is relevant and appropriate.

Group Logistic Management Office shall be solely responsible to view and record the relevant recordings arising out of requests for CCTV recordings made in connection with internal investigations of University disciplinary matters will be forwarded to the Group Human Resource or Student Affairs & Alumni whichever is relevant and appropriate, the

details of which shall be submitted to the Group Legal Office for further review and appropriate, action.

This is to ensure there is a clear and transparent system of check and balance in respect of this Policy.

No person besides the appropriate staff from either Group Legal Office and/or Group Logistic Management Office shall view the CCTV or the CCTV recordings for purpose of monitoring and/or investigation and no copy of the same shall be extended to any person other than law enforcement agencies.

## **2.2 CCTV not a Guarantee of Safety and Security on Campus**

No one should assume that the presence of a CCTV system on campus will guarantee safety and security for persons or property at all times. Rather, it is an added measure from the University's continuous efforts to increase campus safety and security.

## **2.3 Public Notice of CCTV Cameras**

The University may post signage of CCTV monitoring of a public area, as deemed appropriate to enhance the crime prevention value of the CCTV system.

## **2.4 Documentation**

Each Incident that is investigated requiring CCTV recordings will be documented. In the record of the incident, the Group Legal Office will enter/record relevant details, accordingly. At all times all parties are to strictly comply with the instructions of the Group Legal Office.

# **COMMUNICATION DEVICE USAGE POLICY**

## **3 Introduction**

### **3.0 Purpose**

UCSI University's (hereinafter referred to as the University) Communication Devices Usage include the Internet and e-mail, telephones, facsimiles and video conferences, and all other forms of communication using the University's ICT or otherwise, supplied to assist staff and students with their studies and work.

### **3.1 Policy**

#### **3.1.0 Authorisation**

Users must use only those Communication Devices that they have been authorised to use and not misrepresent or conceal their identity when doing so.

### **3.1.1 Prohibited Usage**

The following are examples of use that are not considered to be reasonable:

- a) Accessing, storing, viewing, publishing or distributing pornographic material
- b) Publishing or distributing any material that is defamatory, offensive, fraudulent or harassing; or which results in excessive mail to other users (for example, passing on chain e-mail letters or hoax letters, hoax phone calls/SMS); and
- c) Copying, loading or downloading any software or other material (including games, movies and music) in breach of copyright license conditions
- d) Notwithstanding the above, prohibited usage also includes references contained in the ICT Policy.

*Note: The above mentioned examples are not an exhaustive list. Students are expected to exercise good judgment when using Communication Devices*

### **3.1.2 Accessing**

The University reserves the right to access and copy files and e-mails that are stored, sent or received on its communication systems and devices if it has reasonable grounds to believe that a User has breached this policy.

### **3.1.3 Misconduct**

A breach of this policy may amount to misconduct or, depending on the circumstances, serious misconduct and may result, if found guilty, being punished not limited to a dismissal.

## **MISCONDUCT**

### **4 Policies Governing Misconduct**

#### **4.0 General**

Students are reminded that UCSI University regards academic misconduct as a very serious matter. Some examples of misconduct which have already been discussed above will be repeated in this section to emphasise the gravity of the matter. Students found guilty of misconduct can be subjected to serious academic penalty.

UCSI University defines misconduct as a host of unacceptable actions and behaviour that can be broadly categorized into academic misconduct and offence, and indiscipline. In practice, certain actions and /or behaviour may overlap and the UCSI Management shall be the main and final body to define the incident in conjunction with other relevant Boards who will mete out the appropriate commensurate penalties.



## 4.1 Academic Misconduct and Offences

An academic misconduct or offence is defined as seeking to obtain an improper advantage in UCSI University's processes of assessment, as evidenced by a breach or an attempted breach of its regulations governing the conduct of assessment or process of assessment.

When a penalty for an academic misconduct or offence is imposed on you, it is the principle that your assessment outcome will be less favourable than had you not committed the offence. Although this clause attempts to outline the common categories of offences, they are by no means exhaustive.

The following are some examples of academic misconduct and offences defined by UCSI University:

- a) Bringing unauthorised materials into an examination venue
- b) Cheating in the final examination, tests, quizzes, assignments, and/or equivalent
- c) Repeated cheating in any of the said component(s) consecutively or otherwise
- d) Submitting work of another person for personal assessment, intentionally or otherwise
- e) Failing to acknowledge the source of material in an assignment or term paper
- f) Intentional falsification of information in any academic work
- g) Obtaining prior knowledge of an examination paper with the intention of using that knowledge in the examination
- h) Intentionally abetting and/or assisting another student to commit an act of academic misconduct
- i) Displaying unruly behaviour towards staff or students, verbally or in written mode
- j) Challenging an academic staff on appropriate progression paths.

Due to the circumstances of individual cases, the penalty levied can range from needing you to re-submit the piece of work, to either suspension or expulsion from UCSI University.

## 4.2 Further Inclusion

An academic misconduct or offence is extended to also include the following offences that are defined further:

- a) **Impersonation:** If you had substituted another person in an examination or had substituted the work of another person as your own, you are guilty of deception by impersonation. The offence for impersonation can be applied both to you and your accomplice.
- b) **Collusion:** Where students in a class are instructed or encouraged to work together in the completion of an assignment, such group activity is regarded as approved collaboration. There may be a requirement for each student to identify your own contribution. However, where there is a requirement for the submitted work to be solely that of the individual, collaboration is not permitted. Students who improperly work collectively in these circumstances are guilty of collusion.
- c) **Plagiarism in Assessed Coursework:** The academic offence of plagiarism is committed when you submit as your own work something of which you are not the author.. All sources should be cited and all quotations from the works of other

authors clearly identified. You are is liable to be guilty of plagiarism if any work presented for assessment is found to contain the unacknowledged work of some other person or persons. If your work is found to contain verbatim (or near verbatim) quotation(s) from the work of other authors (including other students, past or present) without clear acknowledgment, then plagiarism has been committed whether or not you intended to deceive the examiners.

- d) **Forging, Fabricating or Tampering of Results:** A student who is caught fabricating academic results of previous qualification and/or of UCSI University's results (transcript or result slips) or tampering with part of the official results issued by authorities is deemed to have committed an act of gross misconduct. The offence carries a grave and serious penalty, and depending on the field of study, expulsion is usually the outcome with appeals un-entertained.
- e) **Forging of Signatures in Official Letters:** A student who is caught creatively fabricating letters with the intention of deceiving readers that the letters were issued by UCSI University and/or forging official signatures has committed an offence that may be criminal in nature. Where appropriate, the offence will be reported to the police authorities and the penalty imposed is usually expulsion.
- f) **Other Forms of Deception:** A student who seeks in any way to gain an unfair advantage in assessment by deceiving the examiner(s) is deemed guilty of an academic offence, whether or not such an offence matches exactly any of the above categories.

### 4.3 Types of Misconduct and Governing Bodies

The respective bodies in the University sanctioned by the Senate to mete out punishment(s) for misbehaviour(s)/infraction(s) of these Rules and Regulations of the University are as follows:

- a) **University Examination Board (UEB)**  
This Board decides on all matters pertaining to examination and assessment violations, including academic matters such as plagiarism.
- b) **Group Finance Office**  
The Group Finance Office decides on all matters pertaining to fees. Consequences related to non-payment or late payment of fees fall under the purview of this Office.
- c) **Residence Hall Disciplinary Committee**  
The Residence Hall Disciplinary Committee oversees all matters of misconduct/misbehaviour and/or violation of Residential Hall Rules & Regulations of Residents within the Residential Hall. The Residential Hall Rules and Regulations are handed out separately and not contained in this Handbook.
- d) **Student Disciplinary Board (SDB)**  
This Board decides on all other student misbehaviour(s) or infraction(s) of the rules and regulations of the University that are not within the purview of the other three bodies.

(Note: **Library:** Librarians will impose a fine for late return of books, loss and/or damaged books without needing to refer the matter to the SDB).

### 4.4 Beyond Definition

Without limiting the generality of the definition, misconduct SHALL also include:

- a) Disobeying or failing, without reasonable cause, to observe any provision of the University's constitution
- b) Disobeying or failing, without reasonable cause, to observe any provision of any written rules or regulations of the University or any resolutions of the Senate and/or the University Council of which you have been duly notified
- c) Contravening any rules made by the Senate in relation to the conduct of written assessment.
- d) Acting dishonestly or unfairly in respect of presentation of any essay, project, thesis or other work to be assessed by the University; or any examination conducted by the University
- e) Withholding relevant information or furnishing false or misleading information for purposes connected with academic progression or enrolment or proposed enrolment as a student, whether such withholding or furnishing of information takes place before or after the person becomes a student of the University
- f) Disrupting any teaching, study, assessment, research or activities of the University or the administration of the University
- g) Contravening any rules of the University or instruction of the University Librarian or a member of the University library in relation to the use of library books or facilities.
- h) Obstructing any Staff of the University in the performance of his/her duties
- i) Disobeying, without reasonable cause, any instruction of an Officer or employee of the University, including failing to leave any building or part of a building when directed to do so
- j) Damaging or wrongfully dealing with or using any University property or any property under the control of the University or on the University premise or on a location where a student is present under the auspices of the University
- k) Entering prohibited places or areas within the University
- l) Wilfully defaming or discrediting the University, employee of the University or other student(s)
- m) Making unauthorised representation or communication to the press or the public on matters concerning the University
- n) Unlawfully or without obtaining prior written consent of the University, organising or participating in any assembly, talks or seminars
- o) Making unauthorised disclosures or using of, or having unauthorised access to official University documents, computer resources or information, or confidential information
- p) Being involved or abetting in activities, which are deemed subversive or tantamount to conviction in the criminal court or the Syariah court
- q) Being involved in any form of gambling, consumption of alcohol or sexual misconduct, within or outside the University premise
- r) Using or having unauthorised possession of intoxicants, controlled or illegal substances or materials dangerous to public health and safety, within or outside the University premise
- s) Smoking within the University premise
- t) Having in possession or distributing obscene materials, within or outside the University premise
- u) Assaulting, threatening or intimidating a person, within or outside the University premise
- v) Violating any provision of any written laws of the country

- w) Being involved in any political party or participating in any politically-linked activities.
- x) Being engaged in any undesirable occupation, employment, business, trade or activities
- y) Any other misconduct that the University will establish from time to time whether written or otherwise.

#### 4.5 Types of Penalties

Penalties imposed vary according to the seriousness of the misconduct or offence. A student found guilty of misconduct may be liable to any one or a combination of two or more of the following punishments:

- a) **Admonition.** A written reprimand from the Deputy Vice Chancellor to student.
- b) **Warning probation.** Further violations will result in severe disciplinary action in the form of counselling, educational seminars, or unpaid work assignments for any violations related to misconduct. Failure to comply with the conditions of the disciplinary action(s) shall be considered as an additional violation. Consequently, you may be placed on probation during this period. Expulsion or suspension may result if the conditions of the disciplinary action are not fulfilled satisfactorily.
- c) **Disciplinary probation.** Students are to comply with the specified terms and conditions that include not engaging in further conducts of violation of these Rules, and which could include conditions of the disciplinary action(s) related to the misconduct, such as counselling, educational seminars, or unpaid work assignments. Failure to meet the condition(s) shall be considered an additional violation. Students may be placed on probation during this period. Expulsion or suspension may result if the conditions are not fulfilled satisfactorily.
- d) **Withholding Results.** Withholding of grades or official transcript or degree, or denial of degree will be imposed for scholastic dishonesty.
- e) **Revocation or Withdrawal of Degree.** This penalty may be imposed when the violation involves scholastic dishonesty or which calls into question the integrity of the work required for the Degree.
- f) **Award of Fail Grade.** A Fail grade for an examination or assignment or course and/or cancellation of all or any portion of prior course credit may be awarded to a student who is found to have breached the examination and assessment rules.
- g) **Barring from Final Examination.** You may be barred from entering the classrooms and lecture theatres, especially for the violation of rules pertaining to finance and fee related matters.
- h) **Fine.** In the event of multiple instances of Misconduct, multiple fines may be imposed; the fine for each instance shall not exceed **RM500.00**; in addition, in the event of a Misconduct relating to a breach of the constitution, you will be fined not exceeding **RM1,000.00**.
- i) **Restitution or Reimbursement of Damages.** Students may be asked to reimburse or reinstitute damages or misappropriation of University property where students may be charged for the costs incurred in replacing or repairing the property or in redressing any other results of the misconduct.
- j) **Suspension.** Suspension of rights and privileges, including participation in an athletic or extracurricular activity for a limited period, or suspension from the University for a specific period especially, if found committing an offence of repeated cheating or consecutive cheating.
- k) **Expulsion.** Students may be expelled from the University.

Other penalties may apply as deemed appropriate under the circumstances.

#### **4.6 Sexual Harassment**

The University considers all allegations of sexual harassment to be an extremely serious matter and will not be tolerated under any circumstance. Every complaint of sexual harassment submitted to the University will be reviewed and investigated. Engaging in sexual harassment will lead to disciplinary actions, up to and including expulsion from the University.

On the other hand, the submission of false or frivolous claims, however, will result in the immediate consideration of disciplinary action, up to and including suspension or expulsion.

Sexual harassment is defined by UCSI University as any visual, verbal, psychological or physically unwelcome conduct of a sexual nature against an individual which affects his/her dignity. Where in doubt and locked in conflict, the view adopted by the relevant Boards shall be conclusive.

#### ***Examples of Sexual Harassment***

The following are illustrative examples of conduct that, if proven, would be considered by the University to establish sexual harassment:

- a) unsolicited, unwelcome flirtations, advances, and/or propositions of a sexual nature
- b) insults, jokes, or anecdotes that belittle or demean an individual or a group's sexuality or gender
- c) unwelcome sexually-oriented gestures, verbal expressions, or comments of a sexual nature about an individual's body, clothing, or sexual experience
- d) inappropriate displays of sexually suggestive objects or pictures
- e) unnecessary and inappropriate touching, such as patting, pinching, hugging, or brushing against an individual's body
- f) suggestions that submission to or rejection of sexual advances will affect decisions regarding such matters as an individual's work assignments, academic standing, grades, receipt of financial aid, or letters of recommendation, etc.

Several relevant sections in the Penal Code of the Malaysian Legal System may be used as guides to help govern sexual harassment. These sections are extracted and appended below, viz Section 354, 355 and 509.

#### **Section 354**

Whoever assaults or uses criminal force to any person, intending to outrage or knowing it to be likely that he will thereby outrage the modesty of that person, shall be punished with imprisonment for a term which may extend to ten years, or with fine, or with whipping, or with any two such punishments.

### **Section 355**

Whoever assaults or uses criminal force to any person, intending thereby to dishonour that person, otherwise than on grave and sudden provocation given by that person, shall be punished with imprisonment for a term which may extend to two years, or with fine, or with both.

### **Section 509 (Amendment Act A 727)**

Whoever, intending to insult the modesty of any woman, utters any word, makes any sound or gesture, or exhibits any object, intending that such word or sound shall be heard, or that such gesture or object shall be seen by such woman, or intrudes upon the privacy of such woman, shall be punished with imprisonment for a term which may extend to five years or with fine, or with both.

## **SECURITY POLICY**

### **5 Introduction**

#### **5.0 Purpose**

This Policy establishes the context within which security services are provided within the University Campus. The aim of the Policy is:

- a) To ensure the management of security is consistent with the University's vision, mission and Strategic Plan; and
- b) To prevent and minimise the University's exposure to all levels of risk where personal and property safety may potentially be compromised.

#### **5.1 Scope**

This is a University wide policy which applies to persons and facilities within the University campus. This includes Residence Halls and tenants as well as guest(s)/visitor(s).

### **6 Policy**

#### **6.0 General**

- a) Group Legal Office is responsible for managing the provision of all security services for the University.
- b) Notwithstanding the above, staff and students are responsible for taking **ALL** reasonable precautions to ensure their personal safety and the security of personal and university property.
- c) Staff / employees who wish to work beyond office hours shall be required to obtain an approval from his/her respective department HoD/Manager, and to fill in the **Work Beyond Normal Office Hours Requisition**. Such requisition shall then be submitted to the Security Department.

#### **Management of Security Services**

- a) Group Legal Office manages the provision of security services by:
  - Ensuring security requirements are included in **ALL** buildings which include but

- not limited to new buildings and renovated and/or refurbished facilities;
- Delivering agreed security services through the day to day operation of the security systems and procedures.
  - Coordinating all emergency management response.
- b) Group Legal Office shall liaise with relevant government enforcement agencies and relevant internal departments of the University to ensure appropriate levels of security service are delivered and relevant protocols are adhered to.
- c) Group Legal Office shall provide an annual operational plan, which shall include the budget, together with guidelines for delivering security services.

**Important Note:** In cases of emergency please refer to the Campus Emergency Guide for guidance and direction in respect of relevant actions to be taken.

<http://www.ucsiuniversity.edu.my/pdf/campusEmergencyGuide.pdf>

## STUDENT REPRESENTATIVE POLICY

### 7 Introduction

#### 7.0 Purpose

UCSI University (hereinafter referred to as the University) places great importance on ensuring student representation on University Committees and obtaining formal and informal feedback from students on issues of concern to them.

The University has delegated the management and operation of the Student Representation System to the Student Council who work in partnership with the schools/faculties and the University to ensure effective representation at all levels of the University's formal committee structure.

Student representation on formal committees should be seen within the context of the variety of methods by which students give feedback on the quality of their learning experience and issues of concern. Further methods of gaining student feedback including questionnaires, the Student Services Satisfaction Survey (4S) and the National Student Survey are addressed separately by the University.

#### 7.1 Scope

This Policy applies to all students currently enrolled with the University.

### 8 Objectives

- a) To recognise the value of student input for the continuous improvement in the quality of the student learning experience
- b) To ensure effective student feedback on issues of concern to students and the identification of improvements to student experience
- c) To provide a mechanism whereby issues are openly reported, actions agreed and effects monitored with feedback on resolutions reported
- d) To ensure student involvement in policy making via the Student Council involvement
- e) To enable a summary of student issues and their resolutions to be incorporated into

the formal annual monitoring mechanisms of the University.

**Role of student representatives**

- a) To participate in training as devised and delivered by the Student Council appropriate to their role
- b) Liaise with their programme committee cluster of courses to represent their views at scheduled meetings
- c) Report back to the student body, the Student Council and the school/faculty on discussions/actions arising at programme committees.

**The Student Council is responsible for:**

- a) Promoting and advertising the student representation system to all students including publishing in appropriate student forums:
  - 1) the structure of student representation
  - 2) the ways of raising issues of concern or good practice in relation to their learning experience
  - 3) the ways in which schools/faculties will provide feedback on the resolution of these issues
  - 4) the methods of election of representatives
- b) The election and appointment of student representatives to programmes, across schools/faculties and the University committees
- c) The training and preparation of student representatives.

**i) Schools/Faculties are responsible for:**

- a) Promoting and advertising the student representation system to all students under the direction of the Student Council
- b) Providing guidance for programme committee representations and to identify the number of student representatives required to be elected and from what level, mode or regime
- c) Providing confirmation to the student representative of the meeting dates set for programme committees
- d) Convening programme committees and ensuring students are provided feedback on the resolution of matters raised as per the method agreed with the Student Council.

**ii) Reporting**

Student representatives are responsible to provide a written report on each meeting attended, as per the agreed pro-forma. The minutes of all programmes, across schools/faculties and the University committees containing student representatives will be used by the schools/faculties, accordingly.

**iii) Monitoring**

The effectiveness of the student representation system will be monitored by the Student Affairs & Alumni Division in partnership with the schools/faculties through regular meetings.

**STUDENT WITH IMPAIRMENT POLICY**



## 9 Introduction

### 9.0 Purpose

The University is committed to provide equal opportunities to all students in line with one of its Mission (*To provide equal opportunity education and fulfil social obligations*). This includes the provision of support and reasonable accommodations to allow students with impairments to demonstrate their abilities and to fully participate in the University life to realise their individual goals and potential.

### 9.1 Scope

This Policy applies to all students with impairment, i.e. temporary or long term condition illnesses or injuries that affect learning, communication, concentration, memory, hearing, mobility, movement, speech or vision.

## 10 Policy

### 10.0 Responsibility

#### **The Student Affairs and Alumni Division (SAA)**

The Student Affairs and Alumni Division assists the students with impairments to fully participate in all aspects of University life, and in particular to:

- a) Provide support and advice for students with impairments to determine areas of support(s) that are appropriate upon received of supporting documentations from the student. In making the assessment, the SAA and student may seek advice from the appropriate professionals such as doctor, neurologist, or educational psychologist.
- b) Coordinate with the Group Logistics Management Office in the provision of specialised furniture, equipment, or other accommodations as necessary
- c) Liaise any other relevant student service providers to ensure that where required, appropriate support is provided to any student with impairment.

#### **Students with Impairments**

- a) A student with any impairment should discuss your situation with the SAA at the earliest opportunity, normally before commencing study, or at the beginning of your university term, or when an injury/illness occurs.
- b) Since it may take some time to provide appropriate evaluation and to arrange for any resulting accommodations or specialist services, it is important that the SAA be notified as early as possible of your intention to study. Late notification may reduce the range of accommodations that could be implemented.
- c) All students with impairments seeking support through the SAA are required to provide verification of your impairment or medical condition. Where appropriate, the SAA may require verification every six months for temporary or changeable conditions such as accident-related conditions.
- d) You are required to share responsibility for negotiating and developing solutions, and to abide by the formal evaluation by the SAA. You should discuss your practical needs with the staff as appropriate. The SAA can provide support, or if necessary

discuss requirements on your behalf.

- e) You should advise the SAA of any change in your condition or injury that could alter the support or accommodations required.
- f) You should advise the SAA of any difficulties arising with the support or accommodations provided.
- g) Special examination facilities and administration may be considered by the examination centre in consultation with the SAA and the relevant schools / faculties. In situations where the impairment occurs immediately prior to, or during an examination, it is sometimes more practical for you to contact the Examination Office of Registrar's Office directly.

### **School / Faculty and Academic Staff**

- a) To ensure an inclusive learning and teaching environment, all courses should be designed in such a way so as to avoid any unnecessary barriers to access participation and achievement.
- b) Where a student's impairment means that the course requirements are more challenging for you than for other students, or are not achievable, the following approaches are to be taken:
  - Provide support to enable you to satisfy the assessments and other requirements as stated in the course outline. This may include, but is not limited to, time extensions, adapting the course delivery, the use of a different format (for example, large print or Braille) for handouts, or the use of a reader/writer.
  - Where such support alone does not allow you to satisfactorily meet the course requirements, further accommodations should be implemented in consultation with the relevant Dean. These may include accommodations that set different assessment tasks to afford you with comparable opportunities to demonstrate your knowledge and competence of the subject matter. Such adaptations to course requirements should not compromise the academic standards, the essential nature of the course, or what are deemed as essential skills or knowledge.

### **The Group Logistics Management Office**

- a) The Group Logistics Management Office is responsible for organising and making available specialist accommodation needs within its budget and the University's constraints. This includes access to building and facilities within the Campus ground.
- b) The Group Logistics Management Office in consultation with the schools/faculties may provide items to aid in the classroom teaching and learning processes including providing the physical modifications required to the University's teaching spaces within its budget.

### **Examination Centre**

- a) The University Examination Centre will make special examination arrangements for students with impairment so that you will all be provided with a comparable opportunity to demonstrate your knowledge and competency for assessment purposes.
- b) All special examination accommodations must be authorised by the Registrar and communicated to the Examination Centre.
- c) A determination of special arrangements for an examination will be based on the following considerations:
  - The nature and onset of the impairment;
  - The type of assessment;

- The student's usual work method;
- The effect of long examinations on the student;
- Information from consultations with the student;
- Precedents set at the University and the principles of equity and fairness.

## COMPUTER LABORATORY

### 11.1 Rules and Regulations

Below are rules and regulations for computer lab users.

- a) You need to have your student identification nametags displayed when using any of the computer laboratories.
- b) You may switch off mobile phones while in the lab. Alternatively use low ringtones or vibrator mode only
- c) You are to log off after using the computer to avoid unnecessary complication
- d) You are only allowed to use the computer laboratories during its operation hours
- e) Food and Drinks are not allowed inside the computer laboratories.
- f) Do not attempt to repair or tamper with lab equipment.
- g) Be responsible when using equipment, software and facilities in the lab.
- h) Do not move any equipment from its original position.
- i) Changing computer desktop setting is not allowed unless with authority of lecturer.
- j) Turn off the computer accordingly after use.
- k) Switch off all power supplies before leaving the lab.
- l) Report all problems related to the system to the Lecturer.
- m) Scan removable disks before using them.
- n) Playing of computer games are not allowed inside the computer laboratories.
- o) Don't stay inside the Laboratories when you have no classes
- p) Exploring pornographic sites and saving porno images are not allowed
- q) Do not steal any computer parts or accessories, it major offense.
- r) Workspace must be kept clean and tidy at all time.
- s) All equipment, apparatus and chairs must be RETURNED to their original place after use.
- t) Respect the laboratory and its other users. Noise must be kept to minimum.
- u) Booting-up computers from removable disks or bootable CD is strictly PROHIBITED.
- v) You are NOT ALLOWED to install Software or Hardware inside computers in the laboratories.
- w) Unauthorized copying of software, or using illegally copied software is strictly FORBIDDEN.
- x) Respect the privacy of others by refraining from accessing their files or electronic mails.
- y) Please check the laboratory notice board regularly for any updates and announcements.
- z) Report problems promptly to Computer Services Department.
- aa) Labs are available for use only by UCSI University staff and students and authorised external users. DO NOT bring guests or visitors into the lab.
- bb) Save all work in external storage device but not in the computer.

- cc) Do not waste computer resources (e.g. unnecessary printing) or disadvantage other users by monopolising equipment, network traffic, etc.
- dd) Internet facility is strictly for educational purposes only.
- ee) Do not abuse the hardware. If you encounter a problem with hardware or software, tell your instructor or inform the Computer Department Services.

## **11.2 Disciplinary Actions**

Disciplinary action taken against students found violating any of the above may include:

- a) Verbal warning
- b) Formal written warning
- c) Fine up to RM200/-
- d) Withdrawal of user account/access

Further actions taken against repeat offenders include:

- a) Restriction
- b) Suspension
- c) Expulsion

## **FEEES AND FINANCIAL POLICIES**

### **12 Fee Payments**

The fees stated in your letter of acceptance/fee statement billing/letter issued are to be paid within the stipulated period and they shall only apply to the time stipulated therein only. UCSI reserves the right to increase the fees that are applicable and payable and the onus is on the student to take note of any changes made and settle promptly and accordingly.

#### **12.0 Fee Statement E-Billing**

You are required to settle your tuition fees according to the due date and the amount charged for the registered courses. A fee statement E-Billing will be available in the Integrated Information System (IIS) after the approval of the online Course Selection from your respective School. The fee statement E-Billing will not be posted to your mailing address. Students/Parents are advised to access the semester E-Billing via the IIS portal anytime, anywhere, where you can retrieve and review your E-billing and payment history. The E-Billing is in line with the industry's move towards a more digital lifestyle and as a step towards a greener and eco-friendly future.

If you are not able to access your semester fee statement E-Billing after the approval of your online Course Selection, please visit Group Finance Office or email [finance@ucsigroup.com.my](mailto:finance@ucsigroup.com.my).

Alternatively, you may also obtain your fee information from the e-payment in the IIS website [<https://iis.ucsi.edu.my/Student/Login.aspx>].

You are required to update your latest local mailing address with the Registrar Office to ensure that the fee statement billing is sent to the correct address. Postal charges will be imposed on all the returned mails.

The fee statement E-Billing received will not be the FINAL payment schedule if you have transferred to a different programme of study/need to repeat any courses/have added and dropped a course(s) after the final examination results of the previous semester were published.

The deadline for tuition fee payment falls about one (1) week to ten (10) days before the commencement of the semester. The exact date will be published in the general email communication announcement about a month before the commencement of the semester. The class commencement date is stipulated in and according to the Academic Calendar for the programme and semester. The class commencement date may defer from programme to programme and you are advised to check the dates.

You are also advised to inform your parents or guardians to settle the amount of tuition fees payable before the deadline, i.e. about one (1) week to ten (10) days before the class commencement of the semester.

## **12.1 Payment Mode**

To avoid long queues at the payment counter, especially during the commencement of the semester, you are advised to make earlier arrangement and pay your tuition fee before the due date.

### **12.1.0 Payment at the Payment Counter**

Payments can be made in the form of cash (for amount less than RM600/-), or cheque, credit card (visa/master), and banker's cheque. For safety reasons, cash payment above RM600 will not be accepted.

Opening hours for Payment Counters at Level 2, Block A, South Wing, Finance Office:

Monday – Friday      9:00 am – 5:30 pm

Saturday              9:00 am – 12:30 pm

Closed on Sundays and Public Holidays.

However, you may still make payments via the UCSI University ePayment available at <https://iis.ucsi.edu.my/Student/Login.aspx> after 5:30 pm. This is only applicable for tuition fee payments.

You may approach the Finance Officers for guidance on ePayment at the computer terminal located at the Finance Office.

### **12.1.1 Direct Bank-in / Funds Transfer/ Internet banking/ Instant Transfer**

You may alternatively deposit your fees through a direct bank-in, funds transfer, internet banking or instant transfer to the University account. The account information is stated on the fee statement billing and UCSI website or could be obtained from the Group Finance Office. Please also indicate your Student ID number during the transaction.

You are required to fax or handover the customer copy of the bank-in slip/funds transfer slip complete with your student ID number and name to the Group Finance Office. You may also e-mail the scanned copy or the screen shot of the bank-in/funds transfer slip to: [finance@ucsigroup.com.my](mailto:finance@ucsigroup.com.my).

Once the payment is credited to the University's account, you may collect the official receipts or receive an e-mail after three (3) working days from the Group Finance Office. Alternatively, you may also obtain the receipt directly from the IIS portal at <https://iis.ucsi.edu.my/Student/Login.aspx>.

### **12.1.2 E-Payment**

E-Payment is only applicable for tuition fee payment using Credit Card (Visa or Master) and FPX (Savings or Current A/C). You are required to use the IIS ID (applicable to every existing student) to access the e-Payment portal which is linked to the UCSI University website, that is protected and enabled to secure a user's private information using the SSL Certificate. The website address is the same as the student's IIS portal at <https://iis.ucsi.edu.my/Student/Login.aspx>.

You are required to read and agree to the Refund Policies & Procedures of the University before proceeding with the payment. Once the payment status is completed, an acknowledgement receipt with a reference number will be displayed. You are advised to print the acknowledgement receipt, as there will not be any other receipt issued by the Group Finance Office.

Payment through e-Payment is also subject to the Late Payment Charges of 1% per month calculated on a daily basis. Inquiries on e-Payment can be e-mailed to [finance@ucsigroup.com.my](mailto:finance@ucsigroup.com.my).

Inquiries on the technical matters will be forwarded to the IT Department for advice.

### **12.1.3 Telegraphic Transfer**

A telegraphic transfer is applicable for payment made from abroad, normally involving international students only. Newly registered international students may obtain the account details from the University's website at <http://www.ucsi.edu.my>. You must submit a copy of the telegraphic transfer slip to the marketing counsellor of Student Enrolment Centre or Admission Office to be forwarded to the Group Finance Office for payment verification. You may also email the telegraphic transfer slip to [finance@ucsigroup.com.my](mailto:finance@ucsigroup.com.my) with Enrolment or Student ID number.

Student who is currently studying at the University must submit a copy of the telegraphic transfer slip (with Student ID number) to the Group Finance Office for payment verification.

You could also e-mail a scanned copy of the Telegraphic Transfer slip to [finance@ucsigroup.com.my](mailto:finance@ucsigroup.com.my). Once the payment is confirmed and credited to the University's account, an official receipt will be issued.

The University only accepts payment meant for tuition fees and not money/remittances for your personal upkeep. If you had mistakenly sent your personal upkeep money through the University's account, a request for a refund can be made. There will be an administrative fee charged for the process determined by the Group Finance Office. However, if the inward telegraphic transfer is not meant for both reasons, the University reserves the right **NOT** to make any refunds and the amount will be returned to the remitter's account.

## 12.2 Non-Cash Payment

Cash payment for tuition fees will only be accepted for the amount of RM600/- or less at the Group Finance Office. The Group Finance Office only accepts payment for sums larger than RM600/- in the form of cheques, credit card, banker's cheque, direct bank-in/funds transfer or telegraphic transfer. This is to minimise cash transactions and ultimately, your safety.

## 12.3 Bank Charges on Returned Cheque

The Group Finance Office does not accept any post-dated cheque. You are advised to provide a valid cheque for fees payment to avoid any returned cheque from the bank. If the cheque was returned, it has to be replaced with another form of payment, i.e. banker's cheque, cash or credit card payment together with the bank charge of RM15.00. The University does not accept personal cheques as replacement for returned cheques. Please note that late payment charges will also be imposed after the due date. The University reserves the right **NOT** to continue accepting personal cheque if there are several records on returned cheque.

## 12.4 Late Payment Charges

A late payment charge of 1% per month calculated on a daily basis will be levied on all late payments, including Saturday, Sunday and Public Holiday. To avoid late payment charges being imposed, please settle your fees promptly. The willingness and ability to pay the charges does not give you the right to delay the payment of your fees.

You are required to inform your parents or guardians of the outstanding fees (if any) to settle the amount accordingly. Please note that non-receipt of the fee statement billing (through lost-in-mail-transit) is not an acceptable reason for not paying the late payment charges since you could also check your tuition fee on the IIS website.

Students are required to pay their tuition fees according to the semester deadline, not as and when they receive a disbursement directly from their sponsorship (private/external) such as PTPTN loan, bank loan etc. Late payment charges will be imposed on late payment.

## 12.5 Fees matter - Course Selection Terms & Conditions

You are required to read the Terms & Conditions clearly before proceeding with the Course Selection online via the IIS website, as fees will be charged based on the approved Course Selection. You are advised to do Course Selection only if you are confirmed of studying for the particular semester.

- 1) You are advised to select courses ONLY if you plan to continue your studies for the coming semester because fees will be charged once your Course Selection exercise is approved.
- 2) Once the Course Selection is submitted and approved:
  - a. The Group Finance Office will bill you based on the number of approved subjects. You need to pay the tuition fees amount based on the number of approved subjects.
  - b. Facilities fee, insurance, medical plan, lab consumables and resource fee will be charged to all active students (including students taking Co-Op subjects). Repeat fee will be charged for repeating the Co-Op subject.
  - c. Student can access the semester E-billing via the IIS Student/Parent portal. The University will no longer send hard copy of the E-billing to your mailing address.
  - d. Late payment charges will be imposed after the payment due date.
- 3) Student with outstanding fee is unable to access in-campus Internet Wi-Fi, LMS/CN (Course Networking), IT and library services of the University. Computer Services Department will reinstate the access once the overdue fees are settled. Student with outstanding fees will not be allowed to attend classes and will be barred from assessment and final examination. All official transcripts will be withheld until the outstanding fees are settled.
- 4) In the case of dropping the approved subjects and withdrawals from the University, the above amount in item 2(a) will be charged.
- 5) If the withdrawal is after the semester's commencement date without informing the Group Finance Office (via online Withdrawal Form), the University has the right to impose a charge on tuition fees until your formal notification is received. In this case, refundable deposits will be used to offset any outstanding tuition fees.
- 6) In the case of Late Course Selection (after the online course selection period is closed), you are required to pay the Tuition fees together with Late Course Selection fee. The University will NOT post any E-billing to your address. You may obtain your fee information from the [IIS website](#) or contact the Group Finance Office at 03-9101 8880 or e-mail them at: [finance@ucsigroup.com.my](mailto:finance@ucsigroup.com.my). The rest of the Course Selection Terms & Conditions under Items (1) - (3) of the above still apply.
- 7) **Visa Renewal - Fees Payment Policy for International Student:** For all international students, if the submission of your visa renewal falls on the same time as your Course Selection period, you must pay the fees that commensurate with the Course Selection before your visa renewal process can be done. If you intend to renew your visa at any other time when your Course Selection is not due, you must first settle all your outstanding tuition fees for the present semester.
- 8) **For all scholarship recipients of UCSI University Trust \*\*, the continuation of your scholarship is subject to your current semester's academic**



**achievement. If you do not meet the minimum CGPA requirement, your scholarship will be terminated. Therefore you are required to pay the FULL tuition fee for the coming semester.** (\*\* All scholarships awarded by UCSI University Trust, which also include scholarship offered through The Star Education Fund, Sin Chew Daily Education Fund, TheSun-MAPCU Higher Education Scholarship Fund, Nanyang Tertiary Education Fund. )

## **12.6 Fees matter – Add / Drop Terms & Conditions**

Please read the Terms & Conditions carefully before proceeding to the Adding/Dropping of course (s) online via the IIS website because fees will be charged based on the approved Adding/Dropping of course(s).

### **Fees matter – Add / Drop Terms & Conditions**

- 1) You are responsible to check if your respective Schools have approved the applications for the Adding/Dropping of course(s).
- 2) You are required to pay the tuition fee within four (4) working days after your application for adding a course has been approved. Late payment charges will be imposed after the due date.
- 3) Adding/Dropping of courses is only applicable for the **ACTIVE** students who are continuing their studies at the University. In the event that you drop all the courses and subsequently follow up with a Withdrawal from the University, the University will charge you the **FULL** fees based on the initial Approved Course Selection. Students withdrawing from the University will be subject to the Course Selection Terms & Conditions as well as the Refund Policies & Procedures of the University.

If you have paid the semester's tuition fee based on the approved Course Selection, and later drop the courses during the Adding/Dropping period, the excess tuition fees will be brought forward to the following semester. This amount is refundable only when you have completed your studies in the following semester and do not owe any outstanding fees.

However, in the event that you quit/withdraw from the University, the excess amount (if any) is subject to the University's Course Selection Terms & Conditions and Refund Policies & Procedures. Any other requests for refunds should be in writing and a letter must be submitted to the Group Finance Office.

## **12.7 Fee matters – Late Course Selection and Late Adding/Dropping of subject**

If you are allowed to do online Course Selection or Adding/Dropping of a course AFTER the semester has started, the due date for the tuition fee payment is four (4) working days after the approval of the Course Selection or Adding/Dropping of course. Late payment charges will be imposed after the due date. In this case, a fee statement billing will **NOT** be posted to your mailing address. Therefore, you may view your fee at the IIS website or proceed to the Group Finance Office or e-mail [finance@ucsigroup.com.my](mailto:finance@ucsigroup.com.my) to obtain the fee statement billing immediately.

If you are doing a manual LATE Course Selection or LATE Adding of course(s) after the

deadline for Adding/Dropping of course (with penalty) has elapsed, you are required to pay the tuition fee together with the late processing fee as stipulated in the Form. The Group Finance Office has the right to charge the additional late processing fee should the request for the LATE Course Selection or the LATE Adding/Dropping of course is extremely late.

## **12.8 Outstanding Fees and Consequences**

### **12.8.0 Definition**

Outstanding fees refer to tuition fee, facilities fee, administrative fee, hostel rental, late payment charges and any fees imposed by the University on the various services, examinations, offences, library fines, replacement cost for damages, charges on returned mail and any other fees charged. Any requests to settle the outstanding fees should be made in writing and submitted to the Group Finance Office at the beginning of the semester for consideration.

### **12.8.1 Barring from Attending Classes**

Students with outstanding tuition fees will not be allowed to attend classes. Lecturers are authorised to bar such students from attending the classes.

A list of students' names with outstanding tuition fees will be published after the deadline of the Adding/Dropping of course. You are urged to view the list to ensure your name/student identification numbers are not printed therein. The list will be published on the Announcement Board of the IIS website and around the Faculty. Once your name is published on the list, you are required to settle the issue immediately with the Group Finance Office.

You are required to inform your parents or guardians regarding any outstanding fees to settle the amount accordingly. The Group Finance Office will send out email Reminder or send text messages to your valid mobile numbers, reminding you of the outstanding tuition fees.

At this time, late payment charges are already imposed from the due date in accordance with the Course Selection Terms & Conditions and Add/Drop Subject Terms & Conditions. The reason or excuse of not receiving the fee statement E-billing is **NOT** acceptable as a reason for not paying the late payment charges since you could check your tuition fee on the IIS website using your student ID.

### **12.8.2 Denied Access to the IIS (Integrated Information System)**

Students with outstanding fees will not be able to access the IIS to do the Course Selection online for the following semester, as the entry will be automatically denied by the system. Access to the IIS is only granted to those who have settled their outstanding tuition fee within the period of online Course Selection as stated in the University's Academic Calendar. You are advised to immediately contact or proceed to the Group Finance Office

for further clarifications if you are still not able to access the IIS to do Course Selection online. Failed to do so will result in a Late Course Selection fee after the deadline.

However, if you only settled the outstanding fees after the deadline for the online Course Selection has elapsed, you will be subject to the Late Course Selection penalty imposed by the University. You need to settle the outstanding fees for the current semester before you are allowed to proceed to the following semester.

### ***12.8.3 Denied Access to the Wi-Fi, LMS, MyCoop, IT and library services***

Students with outstanding fees will not be able to access in-campus Wi-Fi, LMS (Learning Management System), MyCoop, IT and library services of the University. Once the overdue fees are settled but in any case is still not able to access to the services, student is required to approach Computer Services Department for assistance.

### ***12.8.4 Barring from Final Examination and Final Online Assessment/Assignment***

Students with outstanding fees will be barred from sitting for final examinations and final online assessment/assignment in the current semester. They will also be barred from sitting for any external examination that is conducted within the University.

All last minute requests before the final examination will not be entertained. Once the outstanding fee is settled, this shall not be used as a justification to appeal to sit for another supplementary examination.

### ***12.8.5 Official Transcript and Letter of Release will be Withhold***

Your official transcript, internal and external result, Letter of Release, any other award parchments, be it from Foundation, Degree or Postgraduate programme and any letter for external use will be withheld until the outstanding fee for the previous and current semester, if any, are settled fully.

If you have already performed an online Course Selection for the subsequent semester and that the subjects are approved, you are advised to pay the tuition fee for the subsequent semester before an official University's transcript can be released.

### ***12.8.6 Forfeiture of Refundable Deposit to Offset Outstanding Fee***

If you do not submit the official Completion/Withdrawal Form or inform the Group Finance Office of your withdrawal from the selected programme, the University will continue to charge tuition fee until such formal notification from you is received. The refundable deposits will be used to offset any outstanding tuition fee. A letter will be issued to you to settle the balance outstanding fees (if any). Completion/Withdrawal form can be obtained from the Registrar Office.

## **12.9 Refund Policies and Procedures**

Requests for the refund of amount paid will be subject to the Refund Policies and

Procedure of the University. The terms and conditions governing the refund policies and procedures are outlined in the Student Handbook and are duly acknowledged by the student in the IIS upon enrolment.

### 12.10 Procedure on Refundable Deposits

Completion/Withdrawal Form (online) – For those who have completed their studies or have withdrawn but have not completed the course.

Residential Hall Check-out Form – For those who have checked-out of the Residential Hall.

- a. You are required to submit the online Completion/Withdrawal Form through <https://apps.ucsiuniversity.edu.my/StudentPortal/> within a maximum of two (2) semesters from the completion/withdrawal of your studies to process the refundable deposits. Students staying in the Residential Hall are also required to submit a completed Residential Hall Check-Out form to the Accommodation Unit upon checking out from the Residential Hall.
- b. The University will refund the following: Caution Fee; Library Deposit; International Student Bond and Hostel Deposit provided that no rules or regulations have been breached and you do not have any outstanding fee with the University.
- c. The Completion Fee Deposit (postgraduate programme) is only refundable upon completion of the postgraduate programme. This deposit will be forfeited if student withdraw without completion; or prolong the study more than three (3) years or required timeframe.
- d. It is imperative that all rules and regulations are strictly adhered to, failing which the University will forfeit all the refundable deposits and the said deposits are to be paid once again, where applicable.
- e. Once you have submitted the Completion/Withdrawal Form, your studies at UCSI University will cease. If you re-enrol with UCSI University for any programme in the future, you will have to pay again all the relevant registration fee, deposits and tuition fee.
- f. The Group Finance Office will only accept the duly completed online Completion/Withdrawal Form after the following clearance procedures are approved by the respective Departments:-
  - Library – No outstanding library books or fines as deemed confirmed by Chief Librarian or designate
  - Academic Division (Faculty) – Exit interview is to be conducted by the Head of Programme/designate for students who have not completed the course
  - Student Affairs and Alumni Division, Alumni & Support Services Department – All items of the accommodation facilities are in good condition with no outstanding hostel rental
  - International Office – Confirmation upon receiving a copy of your Student Visa and air ticket for international students.
  - Group Finance Office – No outstanding tuition fee or any other fees owed to the University

### **12.10.0 Process of Refundable Deposit**

The Completion/Withdrawal form can be submitted online through <https://apps.ucsiuniversity.edu.my/StudentPortal/>.

Your refundable deposit will be processed upon receipt of a duly completed and full clearance from the respective Departments of your online Completion/Withdrawal Form. You are required to return your white Student ID Card (if any). Failing to return your white Student ID Card will result in a deduction of RM25/- from the refundable deposit for the cost of the card. In the event if the deposit is used to offset the outstanding fee, you are then required to pay RM25/- separately for not returning the white student ID Card. Once the respective Departments have given full online clearance and approval, the refundable deposits will be processed within one (1) month, as per the clauses stated in the University's Refund Policies and Procedures.

The Group Finance Office will start to process the Hostel Deposit upon receiving the duly completed Residential Hall Check-out Form from the Accommodation Unit. The Hostel Deposit is expected to be prepared within one (1) month's time. The deposit will be processed according to the clauses stated in the University's Residential Rules and Regulations.

In the event if there is any outstanding tuition fee, the refundable deposit is used to offset the outstanding fees. Student will be notified and you are required to settle the balance outstanding fees (if any).

#### **12.10.1 Additional Charges**

You are required to write the correct payment mode and payee name on the Completion/Withdrawal Form and Residential Hall Check-out Form. If the refund cheque is ready or already being prepared but you have requested to stop or returned the cheque to the Group Finance Office (for reasons such as error, cheque lost through incorrect mailing address or incorrect payee name), a bank charge of RM10.00 will be imposed per cheque.

If you had collected or received the cheque but forgotten to bank in the cheque within six(6) months from the expiry date of the cheque, a bank charge of RM10.00 will also be imposed (per cheque) to stop the existing cheque and to re-issue a new replacement cheque.

For any cash cheque requisition (for international students who do not have local bank account in Malaysia), a bank charge of RM3.00 will be levied.

The RM10.00 bank charge can be paid separately or deducted from the refundable deposits and the Group Finance Office will reissue a replacement cheque.

### **12.11 Procedure on Refund of Tuition Fees**

Tuition fee is refundable subject to the University Refund Policies & Procedures. Any refund of tuition fee will be processed within one (1) month upon receiving the duly

completed Refund Application Form. The Form can be obtained at the Group Finance Office upon request. Should the request come together when you withdraw from the University or completed your studies, then you must also submit a duly completed Completion/Withdrawal Form together with the Refund Application Form to the Group Finance Office. Please refer to 12.10.0 Process of Refundable Deposits.

Any requests for a refund of excess tuition fee for your personal use will be subject to minimal administrative charges decided by the Group Finance Office. You are required to make payment only for the tuition fee and not to send the personal upkeep to the University's account.

In the event you had mistakenly sent your personal money through the University's account, the University reserves the right not to make any refunds to the third party and the amount will be returned to the remitter's account with administrative charges.

### **12.12 Procedure on Refund of External Loan/Fund**

For those who wish to apply for external financial assistance/funding (Government loans, bank loan, company loan, foundation loan, SOCSO loan and other financial aids), the Group Finance office will assist and expedite the process by providing a letter to the respective external party with the necessary details such as the tuition fees for the entire programme and the detailed breakdown for disbursements. The amount disbursed to the University is not refundable to you and if there were any excess, the amount will be carried forward to the future semesters. Requests for refunds of excess fee are subject to the rules and regulations stipulated in the policy of the external party. You will need to get a formal approval letter from the external party to support the requests for the refund of any excess fee.

If the tuition fee is disbursed from your parent's Employee Provident Fund (EPF), surpluses from the amount disbursed will be refunded to your parents' EPF Accounts instead of to you. This is governed under the Act of EPF. Anyone who contravenes this requirement will be guilty of an offence.

### **12.12 Fees matter – Transfer of Programme**

You will need to pay a non-refundable programme transfer fee of RM150/- for each transfer of a programme. Transferable course(s) must be written legibly on the Programme Transfer Form for them to be transferred into the new programme. Upon completion of a programme transfer, subsequent additional subject(s) to be transferred into the new programme will be charged RM150 accordingly.

You will need to settle the top-up fees (if any) resulting from the transfer of course(s) from a programme with a lower course fee per credit hour to a programme with a higher course fee per credit hour. If you had done the course in a programme where the course fee is higher and later choose to transfer to a new programme in which the course fee is lower, the difference in the course fee will not be refunded or transferred.

Thereafter, you must pay the new tuition fee for the new programme effective from the

semester where the programme transfer occurred. You are not to compare the tuition fee with other course mate who may have enrol the programme earlier under a different batch of fees.

#### **12.14 Fees matter – Deferment**

You will need to submit the deferment request before the deadline as stipulated in the University's academic calendar. If the approved deferment is for the current semester which occurs on/before the deadline of Adding/Dropping of a course, and if you had paid the tuition fee for the current semester, the tuition fees paid can be carried forward to the following semester; provided the dropping of course(s) online is approved by the School authorities. Should there be a new fee structure at the end of the deferment period, you will need to settle the differences in the tuition fee payable.

However, tuition fees paid are not refundable in the event that you quit/withdraw from the University (instead of resuming studies in the following or future semesters). In the event of your withdrawal from the University, the University will charge back the full fees based on the initial approved Course Selection. Students withdrawing from the University will be subject to the Course Selection Terms & Conditions, as well as the Refund Policies & Procedures of the University.

For deferment, which occurs after the deadline of Adding/Dropping of course for the current semester, full tuition fees will be charged and the tuition fees paid will NOT be transferable or refundable. For deferment due to valid medical grounds with full supporting documents and medical reports, requests should be in writing to the Group Finance Office on fees matter. Any decision made should be an ultimate decision.

The tuition fee is chargeable if you defer your studies without following the proper procedures and obtaining the necessary approvals. Student with outstanding fees from the previous and/or current semester(s) is required to settle the entire outstanding fee before Deferment of subsequent semester can be approved.

#### **12.15 Visa Renewal – Fees Payment Policy for International Student**

All international students are required to settle the tuition fee before obtaining fee clearance from the Finance Office for visa renewal.

##### For Current and Existing Students

If the time you submit your visa renewal falls at the same time when your Course Selection is to be done, you must:

- 1) complete your Course Selection; and
- 2) pay the fees that commensurate with the Course Selection before your visa renewal process can be done.

If you intend to renew your visa at any other time when your Course Selection is not due, you must first settle all your outstanding tuition fees for the present semester, according to the current practice. The above is applicable to all current and existing students.

### For New Students

For new students intending to renew your visas at any time, you need to ensure that your fees for the present semester and the following semester are settled.

Last minute requests will not be entertained. Failure to comply will result in payment of fines or penalty imposed by the International Office or the Immigrations Office.

### **12.16 Other Fees**

The following are the information on other fees and penalties imposed on various examinations, services, offences and other situations.

#### Examination Related:

- A fee of RM30 per paper must be paid for each appeal on re-evaluation of marks
- A fee of RM200 is charged for each subject in the supplementary examination, except for the Pharmacy, Medicine and Nursing programmes which is charged at RM250 for each course
- A fee of RM750 will be charged for each challenge examination
- A fee of RM5 will be charged for the re-print of an examination token in the event that you had forgotten to bring the examination token
- All the Examination Related Fees are to be paid separately at the payment counter (not to be deducted from the tuition fee account) together with the respective Forms (if any) which are available at the Registrar's Office.

#### Smoking, Clamping of vehicles and Other Offences:

- A fine of RM50 will be imposed on students who are caught smoking outside the designated smoking area in the University's compound
- A fine of RM50 will be imposed on any one to unlock the clamping device by the Security Office of the University for indiscriminate parking
- A fine of RM25 will be imposed on students who are found consuming food and beverage in certain classrooms, library and laboratory

#### Identification-Related:

- A levy of RM5 will be imposed for not displaying your student ID Card
- A fee of RM5 will be charged to issue a temporary identification tag for a-one day usage
- A fee of RM25 will be charged to issue a new student ID Card.

The University reserves the right to make any amendments, changes, modifications or alterations on matters related to fees without prior notice; and will not bear any liabilities in respect of the said amendments, changes, modifications, or alterations.



## 12.17 Other Issues Pertaining to Finance

### **Requisition Letter from the Group Finance Office**

The Group Finance Office will assist in providing a letter with detailed breakdowns of the tuition fee payment upon request. You are required to submit a Requisition Letter Form stating the type and purpose of the letter. However, the University reserves the right to charge a minimal fee of printing costs for the subsequent and continuous requests of the same letter over a length of time. You will be notified to collect the letter once it is ready. Additional time might be needed if the request comes during peak semester.

All other requests relating to financial issues must be made in writing to the Group Finance Office. The Group Finance Office will reply within **seven (7) working days**. Additional time might be needed if the request comes during peak semester or if it requires further approval from the Management.

## HEALTH & SAFETY POLICY

### 13 Introduction

#### 13.0 Purpose

UCSI University is committed to providing a safe environment by integrating the best practices in policing all health and safety matters in accordance with the Occupational Safety and Health Act 1994, by creating and maintaining a healthy and safe environment, and securing the health and safety of all staff, students and public within the University community.

The purpose of this document is to recognise and comply with the health and safety measures, to ensure a high quality and standard of health and safety are practised and achieved.

#### 13.1 Scope

This Policy applies to all staff, students, schools/faculties, departments and public within the University community.

## 14 Policy

### 14.0 Organization and Implementation Arrangements

UCSI University acknowledges its corporate responsibility for all health and safety matters, as set out in the Occupational Safety and Health Act 1994. UCSI University will maintain a working environment where the health and safety of its staff and students are assured. UCSI University will not only comply with the relevant legislation, but will take positive action to prevent ill health, injury and loss to promote good health and good practice. UCSI University will take all the relevant steps to promote and maintain a positive safety

culture with high standards of safety throughout its premises, paying particular attention to achieve the following objectives:

- a) To ensure all significant risks arising from its activities are assessed and appropriate control measures are implemented with the relevant retrievable records retained
- b) To provide and maintain plant, structure, fabric, equipment and a working environment that is safe and without risks to health
- c) To base the design, operation and maintenance of safe systems of work on sound risk management principles
- d) To provide information, instruction, training and supervision that are relevant and appropriate to its activities
- e) To provide and maintain safe access and regress to and from all sites and places of work
- f) To monitor, evaluate and audit the effectiveness of the health and safety plans and strategy.

### 14.1 Responsibility

Effective health and safety management depends on commitment, co-operation and effort by all. The identification of responsibility and accountability for health and safety within the University is a key part of both the safety management system and the development of a positive safety culture.

- (a) The University management must:
  - Maintain an effective programme to ensure that all workplace hazards are systematically identified and appropriate measures introduced to control these hazards
  - Review and monitor the hazard management programme to take into account changing conditions and the circumstances within the workplace, as well as to ensure appropriate records are kept
  - Ensure all employees and students have the opportunity to participate in the development of health and safety practices, and that all relevant documentations relating to health and safety issues are made available
  - Ensure that all employees and contractors are provided with information to undertake their duties safely
  - Ensure all personal protective equipment needed to secure health and safety are provided to employees and that they are adequately trained in its proper use, maintenance and storage
  - Encourage all staff to set a high standard of health and safety management by personal example
  - Comply and ensure staff compliance with all relevant health and safety legislation, standards and codes of practice
  - Ensure that all equipment, substances and work systems used are suitable for their intended purposes and take all reasonable and practicable steps to meet safety requirements
  - Ensure prompt response to any health and safety issues and hazards brought to their attention
  - Ensure that all accidents and incidents are investigated and reported promptly and accurately
  - Undertake training and/or instruction in health and safety related subjects to

ensure competency in carrying out health and safety responsibilities.

## **INFORMATION & COMMUNICATION TECHNOLOGY (ICT) POLICY**

### **15 Introduction**

#### **15.0 Purpose**

The purpose of this Policy is to ensure the proper use of UCSI University's (hereinafter referred to as the University) ICT facilities, software, services and systems (hereinafter collectively known as ICT resources) by its employees (academic and administrative), guests and students (hereinafter are collectively known as the community) in an appropriate, responsible, and ethical manner. This Policy also applies to the use of privately-owned computers or notebooks connected with the University network.

#### **15.1 Scope**

This ICT Policy supports, supplements and facilitates the University's usage of ICT facilities in administration, communication, research, teaching and learning endeavours within the scope of existing Malaysian laws; and which requires that the community does the same.

### **16 Policy**

#### **16.0 Electronic Communications**

All electronic communications (e-mail, data, associated attachments, objects, graphics, videos, and any other related communication which is ejusdem generis) transmitted or received by the University networks are subject to the provision of this Policy, regardless of whether the communication was sent or received on a private or the University-owned computers.

When faced with evidence of violations of the University's Policy and/or procedures, of contractual obligations, or of the existing laws of Malaysia, the University may consider the electronic communication and its associated stored on or transmissions on the University's computer equipment to be the property of the University and may inspect them without prior notice.

#### **16.1 Responsibilities, Privacy & Confidentiality**

The electronic communication is a privilege and should be used in a responsible manner which conforms to privacy and confidentiality.

Individual users using the University's ICT facilities must assume full responsibility for their acts. Individuals making use of the electronic communications are cautioned that they may willingly or unwillingly receive or discover electronic or hardcopy material they find offensive.

The University assumes no responsibility for the initiation and/or transmission of such material, whether or not such material originates inside or outside the University.

Most electronic communication users may intend their message to be private communications between themselves and another party. The privacy and confidentiality of the electronic communications cannot be guaranteed by the University, inter alia for the following reasons, but are not limited, to:

- a) The electronic communications may be saved indefinitely on the receiving computer
- b) Copies of the electronic communication can be forwarded electronically or printed on paper
- c) The electronic communications can be intentionally or accidentally forwarded to others
- d) The electronic communications may be sent to incorrect addresses or be improperly delivered by an e-mail system or Internet Service Provider (ISP)
- e) It may be impossible to find out who sent a message, especially if it is passed on by many people
- f) It may be possible for other people to read and/or change messages that you sent by forwarding them to others.

All employees are permitted to use the electronic communications for business, private and confidential communications whereby he/she must assume full responsibility and accountability for his/her actions.

All students are reminded to use their official email addresses that have been created and assigned by the University for all official correspondence. For example:

- For individual student: 1000XXXXXX@student.ucsiuniversity.edu.my
- For Associations/Clubs/Societies: psychology@student.ucsiuniversity.edu.my

This is to ensure the protection of the interest of the student/sender, to promote authenticity of information as well as to facilitate the verification process.

The University reserves the right to examine materials stored on, received and/or transmitted through its communication infrastructure.

However, the University will examine such materials only when, and to the extent that, reasonable business needs require official intervention for the protection and maintenance of the communication infrastructure.

This includes, but is not limited, to the monitoring of electronics communications and the retrieval of information and data for the purpose of investigation under the instruction of the Vice Chancellor and President, whereby such information obtained is admissible as evidence in a court of law, if required. The University community should be aware that privacy cannot be guaranteed in electronic communications, even for information or communication that has been deleted.

On situations and matters not controlled and covered by any law or policy, the University expects community members to exhibit ethical conduct in the use of the ICT resources. Electronic communications can be ambiguous and is less personal in nature as compared to other tools and forms of interaction. Individuals are expected to exercise good judgment to ensure that their electronic communications reflect high ethical standards of the

academic community and display mutual respect. While the University will not restrict access to and/or filter any form of information, individuals using computer workstations or displays in public areas or labs are encouraged to maintain an appropriate level of common civility and courtesy in viewing information content that could be identified as offensive or causing embarrassment to a passer-by or casual observer.

The University expects its community members to know and familiarize themselves with Intellectual Property laws with regards to the educational environment and to understand the nature of the special privileges ( known as “fair use”) extended by most laws to lecturers and students on the limited reproduction of materials for their personal use.

The provision of “fair use” by these laws must be kept within legal limits on their use of Intellectual Property materials in the electronic environment. Posting any Intellectual Property material in an electronic form that is accessible by others within and outside of the community, even if for the purpose of personal use unless authorised by the Intellectual Property owner, is in violation of the law and is strictly prohibited.

## 16.2 Disclaimer and Confidentiality Notices

The electronic communication has many hidden dangers especially when it is used for external electronic communications and sent outside the University. If required, the electronic communication is admissible as evidence in a court of law. It is good practice to insert the following message into all external e-mails:

- a) The electronic communications via the Internet are not secure and therefore the University does not accept legal responsibility for the content of this message. Any views or opinions presented are solely those of the author and do not necessarily represent the University *or*
- b) This e-mail and any attachments transmitted with it are private and confidential to the named recipients. Any information provided is given in good faith. It may not be disclosed to or used by anyone other than the recipient(s), nor copied in any way. The University accepts no liability for the content of this e-mail, or for the consequences of any actions taken on the basis of the information provided, unless that information is subsequently confirmed in writing. If you have received this e-mail in error, please advise the sender, and then delete it from your system.

## 16.3 Prohibited Practices

Community members are prohibited from engaging in any of the practices described below on the University’s ICT infrastructure. The University through the Computer Services Department may suspend or revoke such privileges of any individual who abuses them. In addition to that, if found guilty, the University may impose through the Group Human Resource Department, appropriate disciplinary action(s) for any of the following acts:

- a) Sending obscene, offensive, provocative or embarrassing electronic communication without the recipient’s consent
- b) Sending intimidating, threatening, harassing or abusive electronic communications to another user
- c) Intercepting, disrupting, or altering an electronic communications without proper

- authorization;
- d) Attempting to read, delete, copy or modify the electronic communications of other users without permission
  - e) Electronic communications should not be read or sent from another user's account except under proper delegated arrangements
  - f) Forgery (or attempted forgery) by misrepresenting the identity of the source of an electronic communication
  - g) Allowing another user (known or unknown to the University) to use one's e-mail account for any criminal purposes
  - h) Using the electronic communications to interfere with the ability of others to conduct the University's business
  - i) Sending unsolicited electronic communications, "for profit" messages, or mass electronic mails without a legitimate University business purpose
  - j) Using the electronic communications infrastructure (accessing web-based e-mails and search engines) for commercial purposes unrelated to the University's business
  - k) Reproducing or distributing copyrighted materials without appropriate authorization
  - l) Unauthorised exchange or selling of propriety information, trade secrets or any privileged, confidential or sensitive information that belongs to the University
  - m) Registration to list servers without the proper authorization from your supervisor; such service subscriptions can result in an overload of received messages directly impacting the performance of the electronic communication system
  - n) Users cannot compromise the privacy of their password by giving it to others or exposing it to public view
  - o) Using the electronic communications infrastructure for any purpose, which violates the laws of Malaysia, as well as the University Policy
  - p) Using the electronic communications infrastructure with illegal and/or unauthorised software, for any purpose which violates the laws of Malaysia, as well as the University policy.

The above list is just an illustration and is by no means exhaustive.

#### **16.4 Anti-virus & Anti-spam Protection**

The University will provide its community adequate protection from computer virus, unsolicited and unwanted electronic communications from internal or external sources by investing and deploying anti-virus and anti-spamming software where appropriate on ICT infrastructure owned or leased by the University and ICT services provided by the University. This is intended to:

- a) ensure its community is protected from virus, spy ware, malicious attacks, phishing and are not inconvenienced with the receipt of unsolicited e-mails
- b) ensure its community do not use the ICT resources in an illegal manner against others
- c) minimize any misuse or illegal use of e-mail communications.

The University will install anti-virus software to ensure that all networked computer servers, computers and notebooks owned by the University are protected against virus infection. The effectiveness of these polices within the community is dependent on individuals due to the fact that the anti-virus and anti-spam software can be turned OFF and ON by the individual user and filter options could also be adjusted.

These software(s) are updated on a regular basis.

### **16.5 Backup of Data and Information**

The Computer Services Department is responsible to backup necessary and relevant data for the entire University which is located with the servers. Individual users and staff will be responsible to back up their own data which is on their own desktop and notebook computers. The University provides the necessary storage and backup media to staff who request for it for them to perform the backup process.

### **16.6 Sending Mass Electronic Communication**

All electronic communications, internal / external, of the University will be sent in the form of Mass e-mails by the Group Corporate Affairs. The content of the mass electronic communications is the responsibility of the original user who created the message and the Authorizing person. Messages must be electronically signed with the name, position and contact information provided. If the message is lengthy, it is recommended to provide additional URL links to the electronic communications. If possible the text message should be limited to just one page or less.