

STUDENT HANDBOOK 2019/2020



PREFACE

The Student Handbook (Procedures & Guidelines) is designed to assist you to be familiar with the practices of the College on matters relating to academic and general administration. However, for further clarification, on all the procedures or guidelines, you need to refer to the respective departments, or to the Student Affairs and Alumni Division. Hence, it is your responsibility to comply and abide by all the Procedures & Guidelines stated.

Responsibilities of the College:

- To serve and provide you with a well-rounded education.
- To safeguard and protect all your private information, documents and other personal details and that of your parents/guardians within the university. Such information should enjoy total confidentiality within and outside the university at all times. However, the university reserves the right to reveal the details or any part of them to the approved government authorities upon their request and in compliance with the law.
- To seek continuous improvement and setting high attainable standards of education and services.
- To deal with complaints promptly.

Obligations and undertakings of a student:

- To understand and comply with all the rules, regulations, procedures and guidelines stated in the **Student Handbook (Procedures & Guidelines)**.
- To behave and act in a responsible and orderly manner at all times and avoid engagements in actions, which will disrupt the academic environment.
- To use the facilities provided responsibly and not cause damage to the University's properties.
- To attend all classes punctually and complete all assignments, class work and laboratory work as required.
- To maintain regular contact with your respective Centres /Faculties/Institutes/Schools, and duly notify them of any difficulties encountered to obtain the necessary advice.
- To adhere to all deadlines set by the University and/or by lecturers/staff of the University.
- To respond to reasonable requests from staff without any undue delay.
- To make full use of the resources and support services provided.

The College has the right to amend or delete any part of this Handbook or its content in line with the College's policy as well as in compliance with the government regulations and requirements from time to time. This Handbook contains extracts of the College policies, procedures, and guidelines deemed to be relevant to students. However, reference to the full policy is advised for comprehensive clarity. A separate list of policies (Policy for Undergraduate Programmes) is also available at the Student Affairs and Alumni Division for further reading. You may also find the softcopies of this Student Handbook and the Policy for Undergraduate Programmes on the College's website at <http://www.kolejmutiara.edu.my>

Contacts and Location

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Learning Environment

Quality in the provision of appropriate learning opportunities is a key objective of the College. The College has a comprehensive quality assurance system, which is monitored by external audit. Our emphasis will be to encourage and empower you to become an independent learner.

You can expect College to provide:

- Teaching which is up-to-date and supported by appropriate materials and facilities;
- Accurate information about the teaching and assessment timetable;
- Appropriately staffed, programmed classes and as much notice as possible of any alterations to the published timetables;
- The return of marked assessments in reasonable time as per the assessment schedule;
- Details of the structure and content of all programmes of study and how they will be taught and assessed;
- A fair assessment process with the right to appeal and reassessment.

You can expect our quality process to:

- Moderate the summative assessments of all students to ensure fairness, consistency and conformance to standards.
- Work with Kolej Mutiara to provide you with up to date Programmes effective learning and appropriate learning resources.

College can expect you to:

- Attend timetabled classes, hand in work on time and notify your lecturer(s) if for any reason you are not able to keep up your attendance;
- Adhere to the assessment timetable;
- Spend sufficient time in the preparation and completion of assignments to do justice to your ability;
- Make appropriate use of the facilities provided, within the published regulations and guidelines.

TABLE OF CONTENTS

ADMISSION AND REGISTRATION

1. ADMISSION	1
1.1. General	1
1.2. Entry Requirements	1
1.3. Letter of Admission	2
1.4. Conditional Letter of Admission	2
2. CREDIT HOURS	2
3. DEFERMENTS OF STUDIES	3
3.1. General	3
3.2. Procedure for Deferment	3
3.3. Withdrawal Procedures	3
3.3.1. Applicable refunds	4
3.3.2. Student Rights	4
3.3.3. Refund Procedure	4
3.3.4. Appealing Refund Decisions	4
3.3.5. Refunds Due to Non-Delivery Course	4
4. TERMINATION OF STUDIES	7
5. APPEAL PROCESS	7
6. CESSATION OF ACADEMIC AND ADMINISTRATIVE SERVICES	8

PROFESSIONALISM

1. ATTIRE	9
2. STUDENT IDENTITY CARD	9

STUDENT SERVICES

1. ACCOMMODATION	10
2. KOLEJ MUTIARA STUDENT ACTIVITIES & STUDENT REPRESENTATIVE COUNCIL (SRC)	10
2.1. Student Representative Council (SRC)	10
2.2. Learning Enhancement and Support Services	10
2.3. Lost and Found	11
2.4. Student Mail	11
2.5. Extra-Curricular Activities	11
2.6. Loan Liaison Unit	11

FACILITIES & SERVICES

1. GENERAL	12
2. LECTURE ROOMS	12
3. LIBRARY FACILITIES & SERVICES	12
3.1. Operating Hours	12
3.2. Membership	12
3.3. Book Loans	13

3.4. Book Returns	13
3.5. Fines	13
3.6. Lost or Damaged Materials	14
3.7. Library Computers	14
3.8. Personal Belongings	14
3.9. Conduct of Readers in the Library	14
3.9.1. Attire	14
3.9.2. Silence	14
3.9.3. Bags	15
3.9.4. Consumption of Food/Beverage	15
3.9.5. Vandalism	15
4. MEETING ROOM	15
5. LOBBY AND RECEPTION AREAS	15
6. ICT POLICES AND REGULATIONS	15
6.1. General	15
6.2. Anti-virus	17
6.3. Students' responsibilities when using IT facilities	17
6.4. Misuse	18
7. PARKING	18
8. SICK BAY	18
9. MUSLIM PRAYER ROOMS (SURAU)	18

FEES

1. COURSE FEES	19
2. LATE PAYMENTS	19
3. FEE PAYMENTS – STUDENT / STUDY LOANS	19
4. REFUND POLICIES AND PROCEDURES	20

STUDYING AT KOLEJ MUTIARA

1. LECTURE TIMES	21
2. SUBMISSION OF COURSEWORK	21
3. ATTENDANCE AND PUNCTUALITY	21
4. ACADEMIC AND DISCIPLINARY RECORDS	22
5. ASSESSMENTS	22
6. EXAMINATIONS GUIDELINES	23
6.1. General	23
6.2. Examination Slip	23
6.3. Prohibited Items in the Examination Hall	23
6.4. Mobile Phone in the Examination Hall	24
6.5. Washroom Procedures	24
6.6. Attendance Slips and Waiting Period	24
6.7. Examination Materials	24
6.8. Absenteeism from Final Examination	25
6.8.1. General	25
6.8.2. The Examination Regulations	26
6.8.3. Eligibility, Barring and Un-Barring	26
6.8.4. Consecutive Cheating	27

7. RESULTS	28
7.1. Release and Publication	28
7.2. Referrals	28
7.3. Appeals	28
8. INDUSTRIAL TRAINING	29

PLAGIARISM	30
1. POLICIES GOVERNING PLAGIARISM	30
1.1. General	30
1.2. Plagiarism in Course Work Components	31
1.3. Plagiarism in Group Work	

GENERAL SERVICES	32
1. STUDENT SPORTS & RECREATIONAL ACTIVITIES	32
2. PROHIBITED AREAS	32
2.1. Staff Room	32
2.2. Accounts And Finance Area	32
3. PROHIBITED ITEMS	32
4. GRIEVANCE PROCEDURES	

GRADUATION	
1. ELIGIBILITY FOR GRADUATION	33
2. APPLICATION FOR TRANSCRIPTS / CERTIFICATES & DIPLOMAS	33
3. ALUMNI OFFICE	33

APPENDIX 1: PROFESSIONAL CODE OF CONDUCT	34
APPENDIX 2: LIBRARY RULES AND REGULATIONS	38
APPENDIX 3: COMPUTER LABORATORY REGULATIONS	41
APPENDIX 4: EXAMINATION REGULATIONS	43
APPENDIX 5: PROCEDURE FOR DEALING WITH BREACHES OF ASSESSMENT REGULATION	45
KOLEJ MUTIARA ACADEMIC DISHONESTY REGULATIONS	

ADMISSION AND REGISTRATION

1. ADMISSION

1.1. General

All applicants are to submit a duly completed Application Form, enclosing a certified true copy of the relevant documents required. An applicant is advised to complete the Application Form in detail and in legible handwriting (if Application Form submission is made). Please ensure the clarity of your name, correspondence address and contact number(s). Your name must be as printed on the identity card for the legitimate name to be printed on the academic certificate issued.

Once admitted into the programme, you, the student, should ensure that your details are updated accordingly and regularly. All letters, official documents and correspondence shall be sent to the student's last known/recorded address. The College shall not be responsible for information not received due to submission of incorrect/incomplete data due to negligence/non-submission.

Admission to any programme offered by the College is subject to meeting the academic entry requirements and submission of the following:

- a. A complete set of certified true copy of your previous academic achievements, certificates and/or transcripts, and
 - i. A certified copy of your Malaysian National Registration Identity Card (NRIC)
 - ii. Four (4) your passport-sized photograph with white background.

All documents presented to the University for Admissions Purpose will not be returned to the students.

An Admission Letter will only be issued upon you meeting the full conditions, including the required admission documents as stipulated by the College.

1.2. Entry Requirements

Since entry requirements for all programmes may differ from one to another, applicants are advised to ascertain the exact entry requirements or assistance from the University's course counsellors from the Student Enrolment Centre prior to applying. Only applicants who meet the programme entry requirements may be admitted accordingly. The programme entry requirements are governed by the Malaysian Ministry of Education and/or the relevant Professional Boards.

1.3. Letter of Admission

Applicants, who satisfy the programme's entry requirements and, where applicable, passed the interviews or auditions, will be issued with a Letter of Admission.

Fees stipulated in the Letter of Admission are to be paid within the stipulated time period. Kolej Mutiara reserves the right to increase the fees that are applicable and payable, and that the fees mentioned/stated in the letter of acceptance shall only apply to the time stipulated therein.

1.4. Conditional Letter of Admission

A Conditional Letter of Admission may be issued to an applicant whose academic results or other certified true copy of the admission documents have yet to be received at the point of application or required to fulfill additional academic requirement prior to admission into/commencing the intended programme. In the case where certified true copy document is required, the documents must be certified by the authorised and approved authorities.

A Conditional Letter of Admission may also be issued under the following circumstances:

- a. Applications that require further verification of document(s) due to inconsistent information such as different names on various identification and/or admission documents.
- b. Applications with forecast results or academic entry requirements that is not listed in the programme entry list approved by the College and/or MOE or Professional Bodies governing the programme.
- c. The conditional admission is usually made by Kolej Mutiara on the terms and conditions that fulfill the entire entry requirements. It is your responsibility to fulfill all the requirements, failing which you will be prohibited from continuing in the programme or from graduating.

2. CREDIT HOURS

In a long semester (March – July and October – February of each academic year), a full-time student is required to undertake four (4) to five (5) courses, or more than 9 credit hours, whichever is higher. The maximum credit hours that a full-time student is allowed to undertake are 21 credit hours.

In a short semester (July – September), a full-time student are expected to undertake approximately three (3) courses, or nine (9) credit hours or, whichever is higher. However, the Faculty/School/Centre/Institute reserves the right to approve additional credit hours per semester on a case-to-case basis. Total credit hours undertaken for an academic year must not exceed 51 credit hours.

3. DEFERMENTS OF STUDIES

3.1. General

Deferment of Studies may be defined as the approved period of non-study requested by a student. The reasons for this request must be valid and acceptable before approval can be given. The approved deferment must be accompanied with your confirmed ticket to return to home during the specific period of deferment.

You are strongly discouraged to defer your studies on tolerable grounds, as it will prolong your length of studies. **The norm allowable deferment period at any one time is one (1) semester.** Requests for subsequent deferment of semester are unlikely to be granted but may be considered on a case-by-case basis, depending on the circumstances. **Absence for two (2) semesters or eight (8) months (whichever is longer) without notification will result in automatic termination of your studies.** If you wish to continue with the programme, you need to re-apply as a new student.

3.2. Procedure for Deferment

The request for deferment must be accompanied by a duly completed **Deferment Form**. You must seek approval from the relevant Centres/Faculties/Institutes/Schools as stated in the form before submitting the duly completed form to the Academic Office. In the event the deferment is on medical grounds, supporting documents from the respective medical centre is required.

The deadline for a deferment request is stipulated in the academic calendar. The request for deferment should be made and finalized by the stipulated deadline.

3.3. Withdrawal Procedures

You must seek approval from the relevant Centres/Faculties/Institutes/Schools as stated in the form before submitting the duly completed form to the Academic Office.

You may voluntarily withdraw from your studies prior to completing the programme. The reasons for the withdrawal may vary from going to another institution to financial difficulties. Such withdrawals will be processed in accordance with the procedure and requirements. This will include the completion of the 'Withdrawal Form' which includes obtaining the approval from all relevant departments and/ or persons outlined in the Form.

Tuition fee refunds (if any) are guided by the College's Refund Policies and Procedures and you are advised to ascertain the procedure. It is imperative that all rules and regulations are strictly adhered to, including settling the outstanding tuition fee (if any), failing which, the Refundable Deposits shall be forfeited.

Failure to attend class is not equivalent to withdrawal.

3.3.1. Applicable refunds

Registration fee paid is strictly, NOT REFUNDABLE under any circumstances.

Tuition fees:

WITHDRAWAL	REFUND
i. Withdraw weeks after commencement of class.	75%
ii. Withdraw 1-month after commencement of class	50%
iii. Withdraw more than 1-month after commencement of class	35%
iv. Withdraw after completed one semester	Non-refundable

3.3.2. Student Rights

This agreement and availability of complaints and appeal process does not remove the right of the student to take option under the Consumer Protection Act.

3.3.3. Refund Procedure

Refund application requests must be made in writing on the student Fee Refund Application Form provided by the college. The application fund will be processed within seven (7) working days from the date of application being lodged. Final approval of refund request will be approved by the Chief Executive Officer after being considered and approved by the Finance Department.

Refund shall be made within 4 weeks after receiving the written application and it will be recalculated by officer in charge after receiving the application. All refunds must be in accordance with the Refund Policy and maintained in their individual student file and in the student electronic management system.

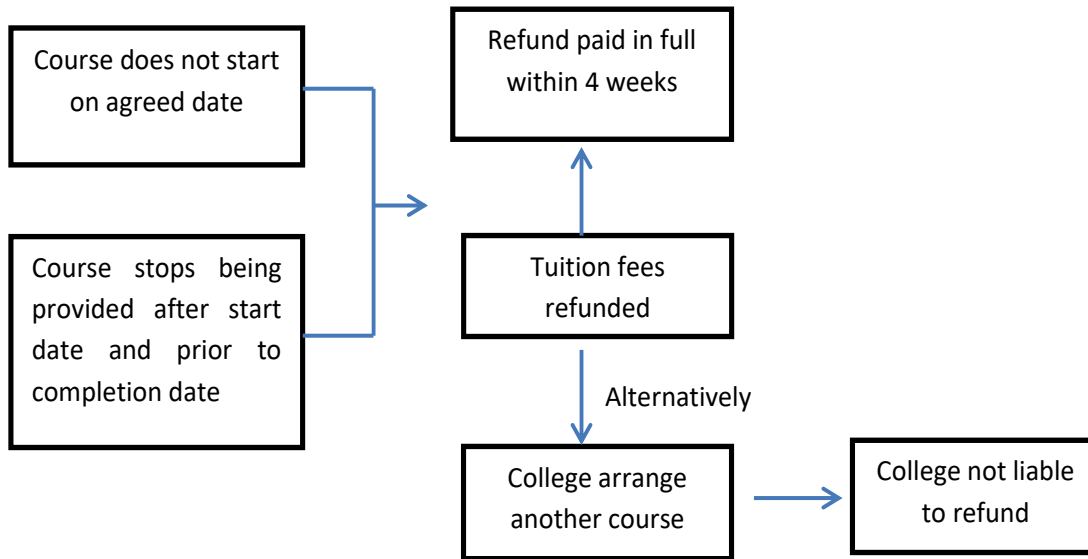
3.3.4. Appealing Refund Decisions

Students have the right to take action under the Consumer Protection Act following any disagreement. The college's dispute resolution processes do not remove the student's right to pursue other legal necessary remedies.

3.3.5. Refunds Due to Non-Delivery Course

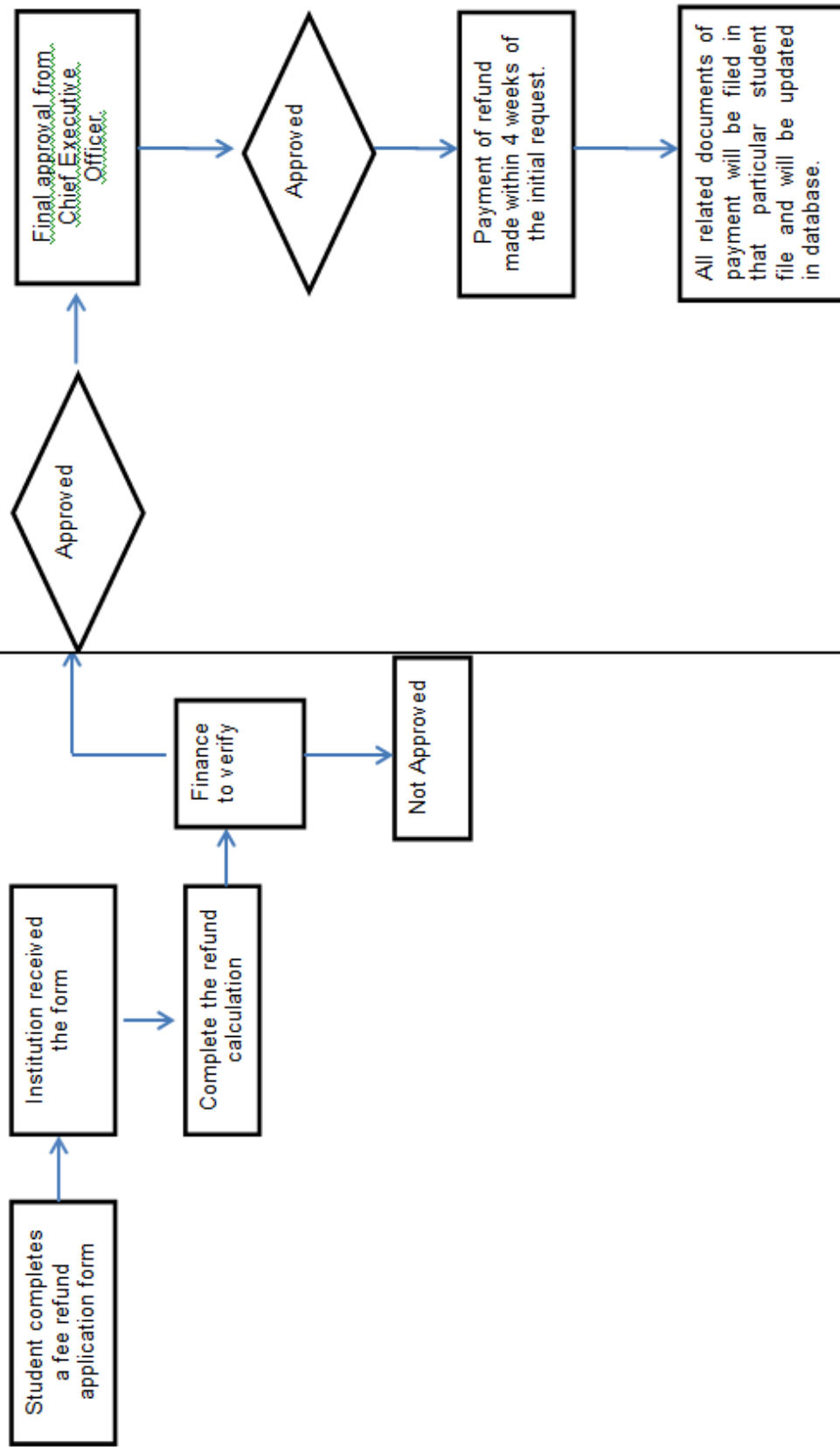
The tuition fees will be refunded in full if the course does not start on the agreed date. The course stops being provided after it starts and before it is completed. Refunds under the above conditions will be paid in full within 4 weeks. If the college may arrange for another course; or part of a course, to be provided to students at no cost to be charged to the student as an alternative to refund the money. Where the students agree to this arrangement, the college will not be liable to refund the money owed for the original enrolment.

Refunds (Non-Delivery Course) Flowchart



Words	Definition
Commencement of class	For new student- Orientation date Existing student- The first day class begins
Registration fees	Fees related to student registration with the college.
Withdrawal	The students that have filled the withdrawal form to withdraw from their studies and have not completed their course.
Non-Delivery Course	The course does not start on the agreed starting date or incomplete.

Refund Fee Flowchart



4. TERMINATION OF STUDIES

When and if you are found guilty of any serious disciplinary tarnish the image of the College, your studies will be terminated immediately. Apart from the above, reasons for termination of studies may include any one or a combination of the following:

- Poor academic performance for two (2) or more consecutive semesters.
- High absenteeism in classes (i.e., less than 80% attendance).
- Non-response to warning letters issued.
- Unacceptable reasons in reply to warning letters.
- Advised by Dean of the Faculty/ Director of the Centre/ Institute or designated staff of the Faculties/ Centres/ Institutes/ Schools
- Submitting forged/ tampered documents.
- Exceeding maximum duration allowed completing a programme.
- Disciplinary issues.

For poor academic and attendance performances, you will be issued a warning letter and may be referred to the Academic Committee for the necessary support and guidance. If the poor performance continues, a second warning letter will be issued. A termination letter will follow if the poor performance persists.

Where and when the causal factors for termination appear to be too severe (as deemed by the College), a termination letter may be issued without notice or warning letters. Such incidents usually relate to an offence that are criminal in nature or that places the College's name at stake.

Tuition fee refunds (if any) are guided by the College's Refund Policies and Procedures and you are advised to ascertain the procedure. It is imperative that all rules and regulations are strictly adhered to, including settling the outstanding tuition fee (if any), failing which, the Refundable Deposits will be forfeited.

5. APPEAL PROCESS

The appeal board is set up for purpose of having a final avenue for students to appeal to. The process of appeal will be discussed and decided by an appeal board for the termination based on submitting fake documents and committing serious offences.

The Appeal Board shall comprise of the following members:

1. Senior Academic Manager
2. Head of Academic
3. Registrar
4. Head of Student Affairs
5. Head of Programme

The Registrar will attend appeal against termination due to the following circumstances:

1. Consecutive poor academic performances
2. Poor attendance record

6. CESSATION OF ACADEMIC AND ADMINISTRATIVE SERVICES

Upon termination of studies, all academic and administrative services previously extended to you will be curtailed and ceased with immediate effect. Students whose studies have been terminated are required to comply with the exit procedures immediately and refrained from entering the College and its premises thereafter.

PROFESSIONALISM

1. ATTIRE

Attire must be compatible with the public image of College. The College's aim is to prepare you professionally for the job market. Although there is no uniform dress, you are expected to dress sensibly and discreetly while at the same time ensuring your own comfort and convenience.

Students are expected to dress sensibly and discreetly and are to adhere to the following conditions and guidelines: -

1. Students must be well dressed, wearing clothes that are smart and neat.
2. Sloppy, crumpled or provocative attire is not acceptable.
3. Slippers, flip-flops, open toes sandals, singlet, shorts, torn jeans, etc are not allowed.
4. Students must be polite at all times.
5. Students must at all times maintain the highest standard of personal hygiene and cleanliness.
6. Female students are to dress modestly and discreetly at all times; see through materials are strictly prohibited.
7. Students must wear their Student ID Card prominently.
8. Any losses for ID card or lanyard will be charged RM20 each.

2. STUDENT IDENTITY CARD

Students must wear their student identity cards at all times while on the College premises.

STUDENT SERVICES

1. ACCOMMODATION

The Residential Manager and warden will assist you in obtaining accommodation.

Students living in rented homes should abide by the following rules:

1. You should at all times refrain from any behaviour or action of a kind which is likely to bring the good.
2. Name of the college into disrepute or which reflects adversely on the good relationships which the university seeks to maintain with the landlords.
3. You must show consideration towards neighbours and residents in the local community. It is essential that such people should be able to live and rest undisturbed and, therefore, students must be reasonably quiet.
4. You must show respect for the premises, furniture and fittings, which are the property of any private landlord. You must pay promptly any debts due for which you are personally responsible and which arise in connection with the rent of the premises or for services supplied to those premises.

2. KOLEJ MUTIARA STUDENT ACTIVITIES & REPRESENTATIVE COUNCIL

2.1. Student Representative Council (SRC)

The Student SRC brings together a huge number of enthusiastic, committed and talented people, who are all prepared to work to improve the lives of the College student community. It has over fourteen committees, all working on different aspects of student life. Most of these are active and innovative individuals, who would be skilled talented professionals, our pride & joy!!

The services and representation provided by the Student SRC exist solely for you - the students of Kolej Mutiara. Kolej Mutiara recognizes that academic coupled with social & recreational activities will emphasize to cultivate all round characters, so come and participate and don't miss out the ***FUN of a Students' LIFE!***

2.2. Learning Enhancement and Support Services

Personal Growth and College Skills Seminars, and Workshops: Students will greatly benefit from the various seminars and workshops organized each semester to acquire relevant knowledge and skills for academic success and personal well-being.

2.3. Lost and Found

Students who lose their belongings can contact the Lost and Found Section. A general proof of ownership is required to reclaim any lost items. Students are requested to hand over lost and found items to the college.

2.4. Student Mail

Students may request their mail to be directed to Kolej Mutiara office. Collection of mail can be done during office hours. Students are required to produce their student ID cards when collecting their mail. Though the office takes precautionary measures to ensure that no student's mail is lost, it will not be responsible for any lost mail.

2.5. Extra Curricular Activities

2.5.1. Kelab Seni Silat Cekak Pusaka Ustaz Hanafi

2.5.2. Askar Wataniah

2.5.3. Lasak Crew

2.6. Loan Liaison Unit

This unit handles all enquiries and provides information on scholarships/financial aids available to Kolej Mutiara students. A study loan talk is also conducted every semester. The talk provides information on the various types of study loans available to students such as PTPTN loans, MARA loans, SOCSO study loans and etc.

FACILITIES & SERVICES

1. GENERAL

The College is committed to the provision of reasonable access to its learning support services. The facilities are designed to provide a supportive student learning environment. The University property must be treated with care and respect at all times. No property of the College shall be removed from the premises without prior approval, in writing, from the Vice President (Operations) or his duly appointed representative.

Students causing loss of, or damage to, the College's property from activities, which are not permitted by the College, shall be held personally responsible and liable for the cost of replacement and repair as necessary.

2. LECTURE ROOMS

Lecture rooms are set up to provide a modern and conducive learning environment. All lecture rooms are carpeted, air-conditioned and equipped with comfortable chairs and tables, multi-media, projectors and white board. You should always maintain the cleanliness of the lecture rooms in order to preserve an environment that is conducive to learning.

3. LIBRARY FACILITIES & SERVICES

The Kolej Mutiara library is a well-equipped facility that offers an extensive range of reading and audio-visual materials. It aims to support the College's instruction and programmes. The Library's Mission is to establish and maintain state-of-the-art Multimedia Information Resources Service Centres for Kolej Mutiara operations.

Kolej Mutiara's main library is located on the Second Floor at Kolej Mutiara. Kolej Mutiara Library provides a comprehensive range of core materials for all subjects taught within its current curriculum. These include newspapers, books, and CD Rom References.

3.1. Operating Hours

- Mondays – Fridays - 9.00 am – 5.30 pm
- Saturdays - 9.00 am - 1 pm
- Sundays and Public Holidays - Closed

* Counter Service begins at 9.00 am

3.2. Membership

Membership of the library shall be granted to the following groups:

1. All Full-Time of Kolej Mutiara who have paid for their library deposits and library fees
2. Academic and Administrative staff of Kolej Mutiara.
3. Members of the Kolej Mutiara Alumni.

3.3. Book Loans

1. Each member can only borrow one copy of a book title.
2. A member is not allowed to renew or reserve a book on the same day that it is returned to the library. This is to ensure that other members have the opportunity to borrow the book.
3. A member will need to ensure that the books he/she is about to borrow is in good condition and have not been scribbled upon. Damaged Books should be handed to the Library Assistant on duty. The Library assistant will then take appropriate action to get the book repaired. Should you need the book very urgently, please ensure that details of the extent of the damage is noted on the date due slip before the book is issued on loan to you,
4. The Library Member should ensure that the Library Assistant stamps the Due Date on the date slip of the book prior to the member leaving the library.

3.4. Book Returns

1. Books should be returned on or before the due-date assigned. Fines are imposed on overdue book(s).
2. It is the member's responsibility to ensure that the books returned are processed by the Library Assistant before he /she leaves the counter.
3. Members returning books are strongly advised against leaving books at the counter without notifying the staff on duty.
4. A member's account will be suspended if his/her fines are not settled. For details on fines, please refer to "**Fines**".

3.5. Fines

1. An item will become overdue if it is not returned or renewed on or before the expiry date.
2. Overdue items incur fines and blocked borrowing privileges. A member's account will be remained suspended until the book(s)/items are returned and the fines settled.
3. The table below shows fine is levied on overdue items:

DAY	PENALTY
First 7 days	RM 0.20 per day
Next 7 days	RM 0.30 per day
Third 7 days	RM 0.40 per day
22nd day onwards	RM 0.50 per day
After 30 days	RM 0.50 per day

4. Library Membership will be suspended after a reminder notice has been issued.

3.6. Lost or Damaged Materials

1. If an item out on loan is lost or damaged, the borrower will be held liable for it and he/she must cover the cost of replacing or repairing the material.
2. If an item out on loan is confirmed lost, a member must inform the Library Assistant on duty so that fines will not continue to be accumulated. Payment for or replacement of lost materials will have to be settled within a given grace period of 30 days.
3. An additional charge may be included to cover the administrative costs of replacing the material.

3.7. Library Computers

1. The computers provided in the library are to be used for academic purposes only.
2. Use of computers for sending emails and SMS Messaging and for online chatting is strictly prohibited.
3. Members are prohibited from installing application programs into the computers made available for student use.
4. Members caught committing any of the above-mentioned offences will be penalized.
5. Members are advised to save their work onto their own thumb drives. The Library Management will not be responsible for any loss of work saved in the library computers.
6. Please approach the Library Assistant on duty when faced with technical problems with the computers.

3.8. Personal Belongings

Members should not leave their belongings (hand phones, wallets, and notebooks) unattended within the library. The Library management will not be held liable for any loss of personal belongings.

3.9. Conduct of Readers in the Library

3.9.1. Attire

Members are required to dress sensibly and discreetly, in compliance with rules and regulations of Kolej Mutiara. Sports shoes, sneakers, T-shirts, Collarless shirts and jeans are strictly prohibited. Librarian has the authority to request a member to leave the library premises if he/her fails to meet the basic requirements.

3.9.2. Silence

Hand phones are required to be switched to silent mode prior to entering into the library. Action will be taken against members who answer their hand phone or make calls within the Library Premises. Students should book allocated rooms to carry out group discussions within the library. Room bookings are on an hourly basis. Conversation should be carried out in an acceptable volume.

The library corridor should be kept clear at all times. Students should not gather along the corridor and carry out long conversations. All this will be very distracting to students working in the library.

3.9.3. Bags

Members may place their bags on the racks provided in the library. Bags should not be placed on the floor as there is a likelihood that library users may trip over these bags.

3.9.4. Consumption of Food/Beverage

Eating, drinking and smoking are strictly prohibited within the library. Food and drinks should be left on the racks outside the library.

3.9.5. Vandalism

The furniture and fittings provided in the library are organized to allow for maximum comfort and privacy for members to carry out their work. Members caught scribbling or mutilating the library property will be penalized.

4. MEETING ROOM

The meeting room is another venue for you to use for discussion with lecturers and for reference to projects on display on the shelves. The use of the meeting rooms should be through request and approval may be obtained from the Administrators.

5. LOBBY AND RECEPTION AREAS

The lobby and reception area is for receiving and meeting visitors and guests. In order that a welcoming atmosphere is maintained you are requested not to crowd or make excessive noise in this area.

6. ICT POLICES AND REGULATIONS

6.1. General

Technology facilities and services provided by the Kolej Mutiara, Kajang is intended primarily for use in teaching, learning, research, and approved business activities by its staff, students and other authorised persons ("Users"). Kolej Mutiara encourages good and full use to be made of these facilities.

For the protection and benefit of the community of users, any person using the information technology facilities and services must comply with the ICT regulations, Internet Policy Statement, Email Policy and

Information Systems Security Guidelines. These ICT guidelines can be found in the student handbook or staff manual.

To ensure that IT facilities and services are not abused, Kolej Mutiara retains the right to randomly monitor a selection of messages and materials sent over its network and to take any appropriate action if there is misuse. This may include referral to the Police or the relevant authority in the event of suspected criminal activity.

IT hardware must be treated with care and used only in accordance with the proper operating instructions. Any apparent fault with hardware should be reported promptly to Technical Assistant (TA) or TS personnel. Equipment must not be used if there is reason to believe that it may not be in safe working order.

Users must not by any deliberate or careless act or omission jeopardise or seek to jeopardise the integrity of any IT equipment, and/or its software and/or any information stored within it and/or accessed through it.

Users must not access and/or attempt to access any IT equipment, software and/or data which they are not properly authorised to access. In particular, the confidentiality of data belonging to other Users must be respected.

Users must take all necessary steps to protect and maintain the security of any equipment, software, data, storage area and/or passwords allocated for their use. Users must not use access codes that belong to someone else for any reason whatsoever.

Users must not use any IT facility for a purpose other than that for which they are authorised. Users must seek advice if they have any doubt about their authority to use any of the IT facilities.

Users must comply with all their legal obligations affecting their use of IT facilities.

Users are advised to refer to the Guide to Students' Responsibilities when using IT facilities, a copy of which may be obtained from college.

The use of any IT equipment for storage and/or transmission of materials which Kolej Mutiara considers to be obscene and/or offensive are strictly prohibited. Furthermore, IT facilities must not be used to download pornographic, obscene, excessively violent and/or offensive materials from the Internet.

Users must take all reasonable steps to exclude and avoid the spread of malicious software, e.g. viruses, and must co-operate fully with all measures instituted by college to prevent the spread of such software. In particular, Users must not install or execute on a Kolej Mutiara computer any software obtained from a third party source, unless such software has been previously checked and cleared of the presence of malicious software by college personnel or appropriate technical personnel within their Faculty/Service.

Computer programs on the IT facilities are protected by the law of copyright.

Kolej Mutiara has the appropriate licences to use these programs. Users must comply with all their legal obligations concerning copyright, and must not copy any software or other data without the prior authorisation from the copyright owner.

Such action would be in breach of copyright law. Furthermore Users must comply with any contractual obligations imposed on Kolej Mutiara concerning the use of any of the IT equipment or software.

Users must comply with their legal obligations concerning data on living persons. Student Users must not store personal data on any of the IT facilities without consultation and the prior written approval from the member of the academic staff supervising their work. Any requirement students have to store or process personal data as defined within the Act must be undertaken under the direct supervision of a member of the academic staff. As such Kolej Mutiara are not responsible for any loss of data belonging to Student Users.

6.2. Anti-virus

1. Antivirus software shall be installed in all Servers and PCs or any computing device deemed necessary by college to have an antivirus.
2. The appropriate college staff shall download the latest Virus Definition file and store it on the Master Anti-Virus server for all users to update their respective virus pattern database.
3. Users are advised to update their Virus Definition file in their individual PCs on a daily basis.
4. Users and System owners are responsible to ensure their computers are installed with anti-virus with the latest virus definition updates.
5. The refusal or failure to have an antivirus install or updated on a computing device assigned to a particular staff will result in severe disciplinary action by IT staff.

6.3. Students' responsibilities when using IT facilities

1. Computing facilities within Kolej Mutiara areas are provided for approved purposes only.
2. We have implemented secure username and password protected systems, to ensure that you can maintain individual and secure access to your work and email. These security features cannot be bypassed without detection. Do not jeopardise that privilege by giving others access to your email or other Kolej Mutiara related IT accounts (e.g. Webspaces and Learning Management System) as you are in breach of the regulations if you do this.
3. All computers are monitored centrally for misuse. (IT staff are able to monitor IT accounts but not change anything within them.)
4. Breaches of the IT Regulations will lead to disciplinary action being taken.
5. Where misuse is suspected, the account may be disabled. If this happens you may be unable to complete essential assignments, and this may ultimately jeopardise your chances of completing your coursework.
6. If your IT account has been disabled, please raise an enquiry at the nearest Student Technical Assistant Help Desk.
7. Your passwords cannot be obtained from the system.
8. You are the account holder and deemed responsible for use of that account. No one may access your IT account and use it without your password.

9. If you have allowed another person to use your account then you are implicated in any instance of misuse.
10. Disciplinary action taken will depend upon the severity of the offence.
11. Persistent offenders will be subject to escalation procedures.

REMEMBER:

1. RESTART the workstation when you finish using it.
2. DO NOT leave your account open for someone else to use.
3. If your account has been used incorrectly it will be assumed that it is you who was using it at the time.
4. It is essential and very simple to keep your passwords for access to the computers and e-mail private, and be sure to change them often.

6.4. Misuse

Misuse of IT accounts includes:

1. Downloading or viewing obscene, pornographic, racist, offensive, material. (Exceptions may be made for anyone requiring material as a legitimate part of research. Authorisation must be obtained from beforehand)
2. Email messages sent to annoy harass or upset the recipient.
3. Email messages of a threatening, abusive or obscene nature.
4. Hacking or attempted hacking of systems.
5. Using IT facilities for a purpose other than that for which you are properly authorised.

7. PARKING

Kolej Mutiara does not provide car-parking facilities. Kolej Mutiara will not be responsible for parking offences committed by students. You should note that it is an offence to park your vehicles at lots designated for other vehicles.

8. SICK BAY

The sick bay is located in SRC Room at Second Level. You are advised to get assistance from a staff at an Academic Office prior to using the sick bay.

9. MUSLIM PRAYER ROOMS (SURAU)

Prayer rooms for Muslim students are available on college, located at Third Level.

FEES

1. COURSE FEES

You must comply with the following requirements:

- 1.1. course fees must be settled in full and in the case of installments, paid promptly each month;
- 1.2. you are required to settle fee payments due before being allowed to sit for examinations; results will not be issued to students with outstanding fees;
- 1.3. you must retain official receipts for income tax deduction purposes;
- 1.4. fee collection time is between 9.00 am to 1.00 pm, and 2.00 pm to 5.30 pm only from Mondays to Fridays. On Saturdays fees can be paid from 9.00 am to 1.00 pm. (except the 1st and 3rd Saturdays in a month) *Please refer to the Fees and Enrolment Scheme guide for the correct amount for your fees.*

2. LATE PAYMENTS

A late payment charge is levied for overdue payments. Should the fees and late payment charge still remain unpaid after 21 days, you will cease to enjoy all rights and privileges of a student of Kolej Mutiara, and will no longer be able to use the library and laboratory facilities, participate in any teaching and assessment activity or enjoy access to student services such as university and job placements.

These rights and privileges will then only be reinstated upon full settlement of fees due plus the late payment charge, and by paying an additional administrative charge. Overdue charges will only affect students whose fees fall overdue. They are to avoid the additional overheads involved in managing student debtors, and will result in our administrative staff being able to fully concentrate on providing high quality professional services to you at all times.

3. FEE PAYMENTS – STUDENT / STUDY LOANS

Students who have applied and awaiting for student loans to be approved by the various agencies will have to continue to make payments towards their course. On receiving the payments from the loan agency, Kolej Mutiara will convert the payment into full payment mode if the loan payment is received within the first semester. If the loan payment is received after the first semester examination period then accounts will use the installment mode as the fee payment.

All excess money will be returned in the parents' name.

4. REFUND POLICIES AND PROCEDURES

1. I hereby agree that the Registration Fee paid is strictly, NON-REFUNDABLE under any circumstances.
2. I hereby agree that once the initial fees are fully utilised, fees will be charged based on the Approved Course Selection.
3. I hereby agree that in the event I drop all the courses before the ADD/DROP deadline and subsequently follow up with a withdrawal from Kolej Mutiara, the College will charge back the full fees based on the initial Approved Course Selection.
4. I hereby agree that Kolej Mutiara will refund the following: Caution Fee; Library Deposit. However, this is provided that no rules or regulations have been breached and I do not have any outstanding fee with the College.
5. I hereby agree that in the event of graduation or in the event of a withdrawal, the respective forms must be submitted within a maximum of 2 semesters from the event for the Refundable Deposits as per paragraph 4 above.
6. I hereby agree that at all times, it is imperative that all rules and regulations are strictly adhered to, failing which Kolej Mutiara shall forfeit all Refundable Deposits and the said deposits may be required to be paid once again, where applicable.
7. I hereby agree that in the event that I fail to settle my fees in accordance with the respective due date, I shall be liable to pay late payment charges that will be levied accordingly by Kolej Mutiara.

STUDYING AT KOLEJ MUTIARA

1. LECTURE TIMES

Lectures are held from Monday to Friday. Morning lectures normally start at 9.00 am. Afternoon lectures normally end at 6.00 pm from Monday to Friday.

2. SUBMISSION OF COURSEWORK

Whether assignments or projects, students undertaking courses are academically bound by the compulsory submission of coursework required in those courses. You are advised to be aware of the respective due dates and deadlines for submission, as well as the penalties for late submission. You are also advised to adhere to the stringent format required of each course/lecturer to avoid marks being deducted for non-compliance.

3. ATTENDANCE AND PUNCTUALITY

Being present at all lectures, tutorials and practicals is a pre-requisite/of a successful student. Punctuality also constitutes a very important part of the educational process (Please refer to appendix 1). Attendance is required at all teaching sessions for the modules for which you have enrolled. Sessions include all tutor-led activities such as lectures, seminars, tutorials and presentations. "Sessions" should not be interpreted as "weeks".

For small group sessions (sessions which involve a sub-set of the whole module cohort) you must attend the sessions to which you have been assigned. You must achieve a minimum of eighty per cent (80%) attendance for each module, failing which you may be denied assessment for that particular module.

If you are absent from a module(s) or programme of study on three consecutive occasions in a semester or not achieve a minimum of eight per cent (80%) attendance, including lectures, tutorials, seminars and laboratory based classes for reason other than personal illness without written approval you may be deemed to have withdrawn from the module(s) or from programme of study and your registration on that module(s) or programme of studies cancelled or barred final examination.

You may be excluded from further teaching, denied access to examinations and refused the opportunity to submit assessment for the module or award. You will therefore need to seek permission to start again on the same module (or a replacement where applicable). This may affect your eligibility to progress to the next Level of your award.

4. ACADEMIC AND DISCIPLINARY RECORDS

Self-discipline and the ability to follow regulations and instructions are essential ingredients in professional training. Your ability to adapt and thrive in actual working environment will not only be reflected by the grades received, but also by your self-discipline during the course.

5. ASSESSMENTS

The Programmes have been designed to develop your analytical and problem-solving skills. Thus there is significant emphasis on practical work and projects to complement the theoretical areas within the programme. Your performance in each subject module will be assessed through in-course assessment, which normally comprises assignments, tests, quizzes and projects and final examination. Assessment weightings and their outlines can be found in the module descriptor for each module.

Assignments should be submitted on standard A4 paper. Stationery is not provided by Kolej Mutiara except for answer sheets in examinations. You must submit all pieces of assessment required for each module on or before the submission date for each piece of assessment. Failure to do so may result in failure of the module overall. The submission date will be specified for each piece of assessment for each module. It is your responsibility to make sure you know when your submission dates are and to comply with them.

Failure to meet this deadline will be treated as a non-submission and a Grade Point 0 will be awarded for that component. The only exceptions to these rules apply where a valid claim for extenuating circumstances can be made.

The pass mark is 50% for Diploma and the Certificate programme, for each assessment including the final exam. Students who do not fulfill the minimum attendance requirement will not be allowed to sit for the final examination. In the degree the Pass requirements are given in the Module Specifications.

The final examination will be held after completion of each subject module. Examination dates will be announced at least 1 month in advance.

You must pass **ALL** subject modules.

6. EXAMINATIONS GUIDELINES

6.1. General

The Examinations Office oversees all examinations and the processing of students' examination grades after the Examinations Board meetings. Vital information on examination time-tables (final, make-up and resits), quarantine schedules, guidelines on filling up multiple choice forms, last date to submit petitions for review of grades, etc. are displayed on the Examinations notice boards. Students are advised to read the notices and announcements on the Examinations Notice Boards.

6.2. Examination Slip

As mentioned, you are required to obtain an examination slip approximately one (1) week prior to the final examination. Your student ID and examination slip are required to enter the Examination Hall. Without either one, you will need to approach the Academic Head to obtain a temporary slip and/or identification tag after a penalty payment of RM5 for each item needed.

The examination slip will outline all the courses that have the final exam component and you are undertaking for the particular semester. Where a student is barred from the final examination, a line will be drawn across the course and you are urged to act swiftly to be unbarred from the examination.

6.3. Prohibited Items in the Examination Hall

Certain items and materials are strictly prohibited from being brought into the examination hall. If you are caught with these items in the examination, you may be found guilty of cheating and may, face disciplinary action.

This is notwithstanding whether the examination has commenced or not, and whether the prohibited items were brought in intentionally or otherwise. The onus is on the student to check that prohibited items are not brought into the examination hall. Invigilators will check items that are allowed into the examination hall when suspicion arises. Examples of such items are outlined below:

Table 1: Prohibited Items

ITEMS TO BE CHECKED		
<ul style="list-style-type: none">• Papers of any size• Caps• Books or notes• Electronic devices	<ul style="list-style-type: none">• Coats, jackets, pockets, pants• Calculators• Calculator covers (on the floor)• Pencil cases/boxes (on the floor)• Spectacle casing (on the floor)• Dictionaries (where allowed)	<ul style="list-style-type: none">• Rulers• Books (where allowed)• Examination Tokens• Wallets and purses• Other suspicious materials or items

6.4. **Mobile Phone in the Examination Hall**

Mobile phones *may* only be brought into the examination hall **on the condition** that students keep their mobile phones **in their bags** and the bags must be placed **at the front of the examination hall** located outside the examination hall. All mobile phones must be switched off (including any alarms) throughout the examination.

If a mobile phone is found in your possession (pockets, clothing, on your desk / chair / on the floor) or rings in your bag during an examination, the mobile phone will be confiscated. A penalty of **RM100.**

Students are advised to take proper precaution with regards to safeguarding their own mobile phones or other valuable items. Kolej Mutiara will not be held responsible for the loss or theft of any items within the premises.

6.5. **Washroom Procedures**

To safeguard the integrity of the examination, you are prohibited to go to the washroom immediately upon entering the examination hall within the first 30 minutes of the examination, and towards the last 15 minutes before the examination ends. However, the Chief Invigilator on duty is authorised to exercise his/her discretion to act accordingly on needs arising under special circumstances.

You are advised to visit the washroom before any examination session. Where deemed appropriate, you may be subject to a body search by Invigilators (of the same gender). When consent is given, you are required to sign a washroom control booklet outside the restroom to indicate when and who has been to the washroom during a particular paper.

6.6. **Attendance Slips and Waiting Period**

If you enter the examination hall early, you have the advantage of completing the attendance slips and the details requested on the answer booklets and other documents before the examination commences. The announcement to start the examination will be made only when the hall has been put in order and/or it has reached the scheduled time to commence the examination.

Recorded warning messages will be played at each session, and you are required to listen attentively and abide by the instructions and examination regulations announced. The attendance slip should be completed prior to attempting the questions. It will be collected at the end of the first 30 minutes for attendance affirmation. As such, you are not allowed to leave the hall within the first 30 minutes when the examination commences.

6.7. **Examination Materials**

All materials distributed to candidates at any examination session, used or unused, are to be returned to the examiner. Taking materials out of the examination hall is regarded as an offence. If you are caught bringing out the examination material from the examination hall, you will be subject to penalty as deemed appropriate by Academic Unit.

6.8. Absenteeism from Final Examination

6.8.1. General

The College defines absenteeism as not physically present in the examination hall during the stipulated date and time of the paper in question, under whatever circumstances.

Absenteeism in the final examination entails a serious consequence amounting to an 'F' grade awarded. However, absenteeism due to extenuating circumstances may be considered for a supplementary exam if supporting documents justifying the absenteeism are acceptable to the Academic Unit.

Misreading or misunderstanding the final timetable cannot be accepted as a reason for failure to attend an examination.

If you are unable to attend the final examination due to a medical condition, you are required to submit a medical certificate issued by a doctor from either a government hospital. **A Medical Attestation Form** duly completed by the doctor who attended to the illness must be enclosed with the medical certificate(s).

The medical certificate(s) must be submitted to the Academic Office within five (5) calendar days inclusive of the scheduled examination day. Late submission of medical certificate must be supported by justification from doctors from the same hospital where the student obtained the medical certificate. Acceptance of the late submission is subject to decision of the Academic Unit.

In the case of a student who had submitted medical certificate(s) for being absent in examination for three (3) consecutive semesters or more, the College reserves the right to reject future medical certificate(s) and to disallow the student from attempting the supplementary examination.

Medical certificate(s) will not be accepted if you are found to have fees owing to the College prior to and/or during the final examination period.

Students who submit medical certificate(s) for absenteeism may apply to attempt the supplementary paper at the beginning of the next semester.

Submission of forged and tampered medical certificates will be referred to the Discipline Unit for further action. Depending on the degree of the severity of the act, the penalties imposed could be one or more of the following actions:

- Recorded warning letters.
- Award of an "F" grade.
- Suspension of a semester or more.
- Termination of studies at Kolej Mutiara.

6.8.2. The Examination Regulations

In order to conform to external examination requirements and standards, a system has been developed to ensure that confidentiality exists on the identity of the student. The issue of examination docket achieves this. Examination dockets will be issued to students before the commencement of any examination. The docket must be collected before the stipulated date of the examination.

Examination dockets are issued only to students with no overdue fees and with attendance records of at least 80%. If you have not settled overdue fees you will not be given a docket and will not be allowed to sit for the examination.

Students who do not collect their dockets by the issue dates will be charged with an administration fee per docket. Dockets will not be issued on the day of the examination.

Students, who have lost their dockets, will have to obtain a new docket (s) with an administrative payment.

For re-sit candidates, dockets will be issued upon producing there-sit receipt. The examination docket has 2 sections with perforations in between for tear-off. The invigilator will collect one portion with your name on it for record purposes.

6.8.3. Eligibility, Barring and Un-Barring

To meet the eligibility to sit for the final examination, you have to meet the 80% attendance requirement in the semester. If this requirement is not met, the system will bar you from the course and you will be prohibited from taking the examination.

Students are responsible to check their status (if status is barred) in the system two (2) weeks before the final examination period and take the necessary remedial actions. E.g. engaging discussions with the lecturers concerned to clarify the reason(s) for your high absenteeism, or to work out the various options to lift the bar status. Should the lecturer accept the justification, they will update your status (unbar) in the system.

Ineligibility to sit for the final examination may also be due to long outstanding and unsettled tuition fees. The Financial Unit will check your payment record and withhold the examination slip if you have outstanding tuition fees.

Students who failed to settle the outstanding fees by the last day of classes will be barred from the final examination sitting. Settlement of outstanding fees after the examination day/period will not entitle you for a re-sit and/or supplementary examination. As such, you will receive an "F" grade for the course registered and you are to repeat the course in the next offering semester.

You have to settle your tuition fees before the semester commences. Finance charges will be incurred for fees settled after the stipulated due date for payment but prior to the commencement of the examination period. While delays in fee payment may be tolerated on valid grounds, the onus is on you to approach the GFO to discuss an alternative and acceptable pattern of payment.

The Head of academic will not entertain any verbal barring or unbarring of students without the receipt of the supporting documents from the lecturers and/Faculties/Schools.

6.8.4. Consecutive Cheating

Students with recurring/consecutive cheating offences will be suspended for one semester or more or termination of studies depending on the degree of severity of the act. Consecutive cheating is defined as follows:

- Being caught cheating in one paper on a particular day and again in another paper a few days after the first incident;
- Being caught cheating in course work components (such as test, mid-term test, quiz, and other reported incidents) and again in the another assessment component or final examination;
- Being caught cheating in any form of assessment in one semester and again a repeat of the incident in another semester.

Records of any cheating incidents will be recorded and kept in the respective students' files and Student Database records. These incidents will be referred by authorities to determine the future services to be provided to you and in the provision of character references requested by your future employers.

6.9. Breaches of assessment regulations in formal examinations

1. A candidate taking to his / her desk any books, notes, materials and etc. Of any kind which are relevant to a particular examination other than those permitted by the chief invigilator;
2. A candidate copying or attempting to copy the work of any other candidate sitting for the same examination;
3. Any unauthorized communication with other candidates during the examination;
4. Any attempt to gain improper access to an examination paper before an examination is taken.

7. RESULTS

7.1. Release and Publication

Your results will usually be published on the first day of the commencing semester. You are advised to proactively check the academic calendar for the schedule dates.

The results are published online to enable borderless access. Results enquiry via phone calls will not be entertained.

Your final examination results will only be released after the external moderation has taken place. However, if you are required to resit for any particular examination, you will be notified within one month after the examination date.

7.2. Referrals

For each referral paper, you are required to pay a referral fee. You must register for a referral by the date stipulated in the referral notification. You can register at the Administrative Services Office for your referral. The referral examination will be held between one and two weeks after and no latter then one month from the date of publication of results.

If you fail any subject module, you will be given one opportunity to retrieve the subject with or without further attendance as determined by the Exam Board.

7.3. Appeals

You may not appeal against academic judgment but if you believe a material error has been made you may ask for a review of the Examination Board decision. You may also request a review if there is evidence supporting extenuating circumstances which was not available at the time of the Examination Board decision.

In accordance with Kolej Mutiara's regulations there is a time limit and appeals must be made by filling in and submitting the Appeal Form with the approval of Programme Leader to the Administration within 30 days of publication of your results.

Please read Kolej Mutiara's regulations concerning the appeals procedure. An appeal fee is levied and you will be informed of the appeal results within six weeks after your appeal. In the event your appeal is successful, then the appeal fee will be refunded.

8. INDUSTRIAL TRAINING

Students applying to enter this college must fulfill this requirement by working for four months after year 2.5 or 3. You must submit an Industrial Training Report in which all the work experience during the industrial training is documented.

Kolej Mutiara supports industrial training activities by supervising the preparation and completion of the report. Your report will be sent to the college along with the college application. For more information on this, please contact the Industrial Advisor.

PLAGIARISM

1. POLICIES GOVERNING PLAGIARISM

1.1. General

Kolej Mutiara regards plagiarism as an academic misconduct and treats such incidents with a high degree of severity and attention.

Plagiarism is defined as the act of submitting academic work (e.g. assignment, project, thesis, dissertation, essays, or other equivalent written assessment) with the use of academic work publicly published and produced by another person for the purpose of obtaining credit or fulfilling requirements, without the acknowledgement and consent of that person.

Specifically, Kolej Mutiara further defines plagiarism as:

- The inclusion of ideas, words or sentences, paragraphs, in whole or in parts, from other sources into your work without the appropriate acknowledgement;
- The use of another person's intellectual work, including musical composition (tune or lyrics), computer programme, photographs, drawing or sketches, sculpture or research and other equivalent forms into your own work, attempting intentionally or otherwise to represent it as your own work.

In order to avoid being penalized, where in doubt, you are urged to seek clarification from the examiner or lecturer prior to submission of such work.

1.2. Plagiarism in Course Work Components

The course work components are taken to mean any take-home written assignments between the percentages of 5% to 25%. If sufficient evidence of plagiarism is found in a student's work, the following procedure shall take place:

- The lecturer/examiner of that piece of work is to gather the evidence for documentation;
- Confirmation with Head of Faculties, Director of the Centre/Institute and member of Centres/Faculties/Institutes/Schools that the piece of work does indeed contain plagiarized work. These "members" will form the immediate committee to address this incident until the matter is resolved;
- Request for you to attend a scheduled meeting with the lecturer/examiner, the Dean or Deputy Dean and members of Centres/Faculties/Institutes/Schools. This is to be completed within three (3) days from the date of discovery and with the meeting agenda extended to you. Failure to be present at the meeting may add on penalty to the case, unless proven that the absenteeism is due to extenuating circumstances;

- During the meeting, you will be explained on the allegation of plagiarism and requested to clarify and respond. The Committee would allow you to admit the offence and where possible, resolve the matter informally.
- You are to sign the Admission to Plagiarism Form at the meeting witnessed by the committee members (who will also be required to acknowledge the discussion with their signatures);

The penalties for such an incident are:

- An award of a Fail grade in that particular component, where the committee members are of the opinion that the case is severe OR
- A re-submission of the assignment within a suitable duration determined by the committee and agreed by you, where the committee members are of the opinion that the case is less severe AND
- A stern warning letter issued by the Head of the Faculty/Director of the Centre/Institute or designated staff of the Faculties/Centres/Institutes/Schools and recorded in your student file. The objectives of the meeting are unfulfilled as in:
 - Your absenteeism without notification/acceptable reasons; or
 - Your non-cooperation, or
 - Adamant denial on your part without valid evidence.

The following actions shall be executed immediately:

- An award of a Fail grade in that particular component, where the committee members are of the opinion that the case is severe; and
- A stern warning letter issued by the Head of Faculty and recorded in your student file with the RO.

1.3. Plagiarism in Group Work

Where an assignment is worked on by a group of students (i.e. more than one individual), the process of administering the incident and the corresponding penalties will be similar to those described in items 16.1 and 16.2. The exception is that the number of students will be more than one and each has to sign the same Admission to Plagiarism Form.

GENERAL SERVICES

The following are some of the services available to you.

1. STUDENT SPORTS & RECREATIONAL ACTIVITIES

Kolej Mutiara supports sports and recreation activities undertaken by students at their own initiative and for which approval has been obtained. All requests for reimbursement for sports and recreational activities must be forwarded to ARC who will verify and submit them to the Accounts Department for processing.

2. PROHIBITED AREAS

You are not allowed to enter the following areas:-

2.1. Staff Room

The staff-room is an area in which the lecturers will be preparing for lectures and in which there is confidential information.

2.2. Accounts And Finance Area

The Accounts and Finance area is an area where confidential information is maintained.

3. PROHIBITED ITEMS

You should keep in mind that you should not bring items, which might pose a danger to other members of the College. This would be in violation of the country's laws. Should you be found to be in possession of such items the College would take a very serious view of such offence. Students involved could be expelled. Please refer to Rules and Regulations for details.

4. GRIEVANCE PROCEDURES

Students may report any non-academic grievance to the SAO. Students may file questions, complaints, or statements of grievance in person or in writing. Academic grievances should be directed to the respective Head of Programme.

GRADUATION

1. ELIGIBILITY FOR GRADUATION

Students who have fulfilled the requirements of their respective programmes and have completed their studies are eligible for graduation as per the rules of their respective Schools.

2. APPLICATION FOR TRANSCRIPTS / CERTIFICATES & DIPLOMAS

A student who wishes to apply for his/her transcript must fill an Application for Official Transcript Form (UP3 Form). The collection of the transcript is at the place of application, which is either at Academic Office. The first two copies are issued free of charge while subsequent copies will cost RM5 each.

A student who wishes to apply for his/her FINAL transcript must officially withdraw from college. A student must have successfully completed all the semesters and fulfilled all the prerequisites as stated in his/her respective programme to apply for a certificate or diploma (OAR10 Form). In addition, a student must satisfy the requirements set by MQA. A successful applicant will be issued the diploma or certificate no later than 5 working days.

3. ALUMNI OFFICE

The Alumni Office acts as the liaison between the College, alumni members and students. The Alumni Office assists in its administrative work as well as assists with organising activities for alumni members.

The Office keeps in touch with all Kolej Mutiara alumni who are still studying or working locally /overseas.

The Alumni Office also serves as a center where all Kolej Mutiara Alumni exchange or share job market and business information. The Alumni Office plays an important part in disseminating updated information which helps the Alumni to “keep in touch”.

APPENDIX 1: PROFESSIONAL CODE OF CONDUCT

1. INTRODUCTION

Kolej Mutiara believes that a sense of professional identity is essential to promote the success of its graduates in their subsequent careers. The majority of students enter Kolej Mutiara directly from school. When they leave it is to enter professional employment, or to pursue Programmes leading to higher qualifications overseas. The education provided at Kolej Mutiara is distinctive in that it is focused on the development of the whole person, so enabling effective transition from school to adult life. Every aspect of the student's experience at Kolej Mutiara is therefore considered to be important in developing professional identity. Conformity to dress standards expected. So is respect for a defined code of conduct with regard to attendance, punctuality and behaviour within the College. Great importance is attached to creating an environment in which the students are encouraged to cooperate, and to teach and learn from one another. Students are expected to work unsupervised on projects that require them to show willingness, and a capacity, to share knowledge and experience in solving problems.

The Professional Code of Conduct is designed to create a framework within which the qualities described above can be achieved and Kolej Mutiara's graduates be fully prepared for their lives in the outside world.

1.1. ATTIRE

A smart appearance is expected for a good professional. A smartly attired student enhances the reputation of the College and the respect in which it is held with the outside world. Students are therefore expected to adhere to the following conditions and guidelines:

- 1.1.1. Clothes must be well ironed, smart and neat.
- 1.1.2. Sloppy, crumpled or provocative attire is not acceptable.
- 1.1.3. Casual outfits like T-shirts, collarless shirts, denim shirts, spaghetti straps, slippers, sandals, tracksuits, track shoes, platform shoes, jackets, jeans, shorts and sneakers are strictly not allowed.
- 1.1.4. Students must, at all times, maintain the highest standard of personal hygiene and cleanliness.
- 1.1.5. Students are strictly prohibited from dyeing their hair with unnatural colors. Male students must not have long hair i.e. hair should not extend beyond the collar or the eyebrows.
- 1.1.6. They are required to wear either short or long-sleeved shirts, which are to be tucked in. Shoes should be dark-coloured with matching dark-coloured socks.
- 1.1.7. Female students are to dress modestly and discreetly at all times; see-through materials miniskirts and tight skirts are strictly prohibited.
- 1.1.8. Students must wear their student nametags prominently, as soon as these are given to them, at all times. Students who fail to do so will be penalised. Students are responsible for the loss or damage of these tags and will have to pay a replacement charge for new tags.
- 1.1.9. Students are advised to report to the administrative staff immediately should their name tags be lost, or they will be penalised as mentioned previously.

1.2. ATTENDANCE AND PUNCTUALITY

Regular and punctual attendance is essential if good progress in employment is to be achieved.

Students are therefore expected to adhere to the following conditions and guidelines:

- 1.2.1.** Students, who fail to achieve 80% attendance without valid reasons, may be disqualified from the award of their Award.
- 1.2.2.** Attendance is compulsory and valid medical certificates or letters from parents / guardians must support any absence from lectures, tutorials or practical. The supporting documents must be submitted to the Academic Office within 7 working days of such absences.
- 1.2.3.** Students are expected to abide by the hours of study set by Kolej Mutiara. Any lateness will be duly noted. Lateness on three occasions will be equal to one absence.

1.3. BEHAVIOUR AND GENERAL CONDUCT

- 1.3.1.** Kolej Mutiara students are constantly mixing with managers and staff from leading Malaysian companies when entering and leaving the area and public areas. They must therefore deport themselves as professionals.
- 1.3.2.** Students are expected to be courteous and to behave with dignity and propriety at all times. Students found to be rude or behaving improperly may bring discredit and disrepute to Kolej Mutiara. Such students are therefore liable for disciplinary action, not excluding expulsion from Kolej Mutiara.
- 1.3.3.** Students are expected to comply with all instructions given by the lecturing and / or administrative staff. Failure to do so or any willful disregard for such instructions amount to insubordination. This also warrants disciplinary action, not excluding expulsion from Kolej Mutiara.
- 1.3.4.** Kolej Mutiara takes a very serious view of plagiarism or cheating, whether during tests, examinations or while writing out programs to fulfill project requirements. Such acts will lead to immediate disqualification of the student and other disciplinary actions may also be applied.
- 1.3.5.** Smoking is strictly prohibited in all areas of Kolej Mutiara and in all the surrounding public areas. Students who breach this rule will immediately be expelled from the College.
- 1.3.6.** Vandalism is a public offence and is viewed very seriously. Students found guilty of willful destruction or damage of any property or asset of Kolej Mutiara will face severe disciplinary action, not excluding expulsion from the centre. In addition, offenders are liable to make restitution for any damage or loss of the item, equipment etc.

- 1.3.7.** Students are expected to speak clearly and politely at all times. Any obscene or abusive language used will attract severe disciplinary action. Students are also reminded that English is the main medium of instruction and communication in Kolej Mutiara and therefore, no other languages or dialects should be used while they are in the centre. The only exception is Bahasa Malaysia, which is our national language.
- 1.3.8.** Students may not sell goods or services on the College's premises without the prior approval of the Senior Academic Manager or his duly appointed representative. Any form of gambling on the premises is strictly forbidden.
- 1.3.9.** The use of illegal drugs and abuse of intoxicating substances on premises is strictly forbidden.
- 1.3.10.** Students are prohibited from carrying any form of knife, blade etc. which could endanger life or damage furniture.
- 1.3.11.** Students are requested to turn off their pagers and hand phone during lectures.
- 1.3.12.** Students who disrupt the lecturers by talking to fellow students, doing other things not related to the current lecture, will be asked to leave the room and disciplinary action will be taken in accordance with the College's Rules and Regulations.
- 1.3.13.** Students should not leave the room during a lecture except with the agreement of the lecturer.
- 1.3.14.** Lecture and syndicate rooms should be kept in a clean and orderly condition to show respect for the next class to occupy the room.

1.4. UPKEEP OF KOLEJ MUTIARA PREMISES AND FACILITIES

Kolej Mutiara endeavours to provide a comfortable, conducive and professional environment for all its students. Kolej Mutiara's facilities are of the highest standard. Thus, the University expects a high sense of responsibility from its students with regards to the upkeep of its physical premises:

- 1.4.1.** Students are restricted to Kolej Mutiara areas only and are not allowed to loiter around the other areas. They may not enter any of the other areas except when authorised by an administrative or lecturing staff.
- 1.4.2.** Students are expected to be considerate when using common facilities like toilets, lobby areas, lifts, corridors etc. Care should be taken to keep these areas clean and tidy. Excessive noise and horseplay in these areas are strictly prohibited.
- 1.4.3.** Students are not allowed to receive visitors or telephone calls during class lectures or practical, except in cases of genuine emergencies.
- 1.4.4.** Students found littering in the premises (including all areas within and around the building of Kolej Mutiara) are liable to be penalised. Where any particular room is found to be untidy or dirty, the group or team last using it shall be collectively liable. Also, no equipment or furnishing may be tampered with, removed from or moved within the classrooms or laboratories.
- 1.4.5.** No eating or drinking is allowed in the training areas, inclusive of corridors.
- 1.4.6.** Students wishing to make use of any Kolej Mutiara facilities for special functions e.g. parties, get-togethers, orientations, etc. must first seek authorisation from the Senior Academic Manager or his duly appointed representative. In such cases, a student committee shall organise these functions with a lecturer's supervision. These student organising committees shall be jointly responsible for the smooth running of the event, ensuring that safety precautions are met with. They are also responsible for cleaning up the premises immediately after use and ensuring that all rooms are properly secured and electrical appliances are turned off.

1.5. ACADEMIC AND DISCIPLINARY RECORDS

Discipline and the ability to follow regulations and instructions are essential ingredients in professional training. As such, the academic report at the end of the course will also contain details of a student's disciplinary record and level of conduct. Inevitably, a student's ability to adapt and thrive in actual working environment will not only be reflected by the grades received, but also by his/her disciplinary record.

APPENDIX 2: LIBRARY RULES AND REGULATIONS

The Library rules and regulations have been formulated to safeguard the interest of the library users and to ensure that they receive the highest level of service from the library.

1. LIBRARY MEMBERSHIP

Library membership is open to all registered students who have paid their fully refundable deposit and/or annual library fees.

2. GENERAL RULES AND REGULATIONS

- 2.1 Library users must prominently display their Student ID on their persons at all times. Students who fail to do so will not be allowed access to the Library.
- 2.2 No items belonging to the library are to be taken out of the library unless they have been checked out at the Library Counter.
- 2.3 Only writing materials, laptops and personal notes are allowed into the library.
- 2.4 Please place bags and other personal items on the shelves provided. Valuables should not be placed in the baggage area. The library management will not be held responsible for loss of personal belongings.
- 2.5 No discussion or any form of conversation that can distract other library users in the library reading area is permitted.
- 2.6 Library furniture/equipment should not be moved from its original location.
- 2.7 Eating, drinking and smoking are not allowed in the library.
- 2.8 Hand phones or any other personal electronic gadgets must be either switched to silent mode or switched off completely before entering the library. Users are prohibited from making or answering calls within the library premises.
- 2.9 The library users should be properly attired, as specified in Library Rules and Regulations. We reserve the right to deny entry to students who are inappropriately attired.
- 2.10 Personal Computers provided are to be strictly used for academic research only.

3. LOAN ENTITLEMENT

2 items at one time.

4. BORROWING/RETURNS PROCEDURE

- 4.1 It is the responsibility of library members to check the condition of the items for any damages and / or scribbling before they hand the books to the library staff to be issued out on loan. Upon return of the item, staff on duty will check Items and will hold the library member responsible for any damage to the item.
- 4.2 Please report any noticeable damage to the staff and should the damage be serious, it will be sent for repair. Minor damage will be noted on the date-due slip and the member will be allowed to borrow the item.
- 4.3 Books should be returned to the library staff at the Circulation Counter. Staff will update the transaction into the system and stamp the return date on the date slip. You are strongly advised not to leave until the loans return has been entered into your records.

5. RENEWALS

Item/s can only be renewed provided there is/are no reservations on the loaned item. Library members can only renew loans once. Members can also renew items online by accessing the Library Homepage.

6. OVERDUE LOANS

- 5.1 A loaned item becomes overdue when it is not returned or renewed through the system on or before the due date.
- 5.2 A penalty of 20 sen is levied for each day the item exceeds the due date.
- 5.3 Fines will increase to 30 sen per day for the following week, 40 sen for the next 7 days and finally 50 sen per day for the upcoming weeks.
- 5.4 Reminders will be sent to your email account seven days after an item becomes overdue.
- 5.5 The student's account will be suspended, if books are overdue for more than 4 weeks. The fines will have to be settled eventually. Examination results will be withheld until such loaned items are returned and outstanding fines are settled.
- 5.6 A penalty of RM1 a day will be imposed on overdue yellow-tagged books.
- 5.7 Students who return red-tagged books after 10am will be subjected to a fine of RM1 an hour
- 5.8 Fines will be imposed for holidays and weekends.
- 5.9 Email Reminders will be sent out seven days after the due date of unreturned items.

7. LIBRARY MEMBERSHIP

Your Library Membership is not transferable. Students found attempting to check-out a book using another member's ID will have disciplinary action taken against them.

8. LIBRARY OPENING HOURS

- Mondays - Fridays: 9:00am to 5:30 pm
 - Closed on Saturdays, Sundays & Public Holidays
- *Note: Counter Service begins at 9.00 am

9. LOST/DAMAGED BOOKS

- 9.1. Lost items should be reported immediately to Library Staff so that fines will not continue to accumulate.
- 9.2. A member has the option of replacing the lost item or paying for the lost item at the current market price.
- 9.3. The cost of a damaged book really depends on how seriously damaged it is. If a loaned item is severely damaged, the student will have to replace the item or pay for the item at its current market price.
- 9.4. If there were to be minor damage, the cost of repairing the book would be RM 10 for soft cover books and RM15 for hardback titles.

10. TERMINATION OF LIBRARY MEMBERSHIP

Membership expires upon completion of an academic programme. Deposits can be collected on and after the expiry date indicated on your Student ID.

Rules and Regulations are subject to change. Members are advised to check the Library Notice Board or Website to update them.

APPENDIX 3: COMPUTER LABORATORY REGULATIONS

1. Students shall not by any willful act seek to jeopardise the integrity of any computing equipment, its software or any information stored within it.
2. Students shall not attempt to access any computing equipment, software or data which they are not properly authorised to access. In particular, the confidentiality of data belonging to other computer students must be respected.
3. Students shall take reasonable steps to protect and maintain the security of any equipment, software, data, storage area or passwords allocated for their use.
4. Students shall not use any computing facility for a purpose other than that for which they are properly authorised.
5. The use of any computing equipment for storage or transmission of obscene or offensive material is prohibited.
6. Students shall take reasonable steps to exclude and avoid the spread of malicious software, e.g. viruses, and shall co-operate with measures properly University to prevent the spread of such software. In particular, students shall not install or execute on the College 's Computer any software obtained from a third party source, unless such software has been checked and cleared of the presence of malicious software by the Laboratory Assistants.
7. Students shall comply with their legal obligations concerning copyright, and shall not copy any software or other data without proper authorisation.
8. Students shall comply with their legal obligations concerning personal data, as stipulated in the Data Protection Act. Students are strongly advised not to store personal data on computer systems; any essential requirement that they have to do so must be undertaken under the direct supervision of an academic staff.
9. Computing facilities should not be abused / misused for the purpose of causing harmful, disruptive and malicious activities.
10. The Laboratory Administrator can arrange the use of external computers and communications networks with the Manager – Technical Services or his duly appointed representative. Students using such facilities must also agree to abide by any additional conditions pertaining to the facilities, including those imposed by the external providers of such facilities.
11. Computing facilities shall not be used for any private purpose, including private consultancy.

OTHER GENERAL ISSUES

- The College reserves the right for authorised staff responsible for computer systems security to monitor all computer usage, to ensure adherence to these rules, and to maintain a secure, efficient and effective computing environment.
- A user's computer access privileges may be suspended immediately upon the discovery of the violation of any of the stated rules. In addition, further actions, including suspension or expulsion may also be taken.
- All users must ensure that they have the authorised time slots before going into the computer Laboratory.
- All computing resources are to be used solely for the purpose authorised by the respective subject Lecturers/Laboratory Administrator.

- Computer users are only allowed to print hardcopies of their assignments, projects or any other work authorised by the respective subject lecturer/Laboratory Administrator.
- Computing hardware may be connected to the University's network facilities only after approval by the Laboratory Administrator.

COMPUTER USERS ARE PROHIBITED FROM:

- using any other person's login without explicit permission;
- disclosing their own or attempting to discover any other person's login password;
- copying or transferring any of the computer software provided by the University without prior permission from the Laboratory Administrator;
- using any of the College's computing facilities to violate the terms of any software license agreement, or copyright provisions;
- copying, renaming, changing, examining or deleting files or information belonging to other users of the College;
- deliberately using computing facilities to harass other users, or to interfere with their work (for example, obscene, abusive, fraudulent, threatening or repetitive messages to a user(s));
- attempting to modify the Laboratory facilities, illegally obtaining extra resources, degrade the performance of the system, or attempt to subvert the restrictions associated with any computer Laboratory, computer account, service or application software protection;
- tampering with terminals, microcomputer or related computerequipment (faults should be reported to the Laboratory Administrator /Laboratory Assistants);
- littering the computer Laboratory;
- Smoking, eating or drinking around the terminals, microcomputer orrelated computer equipment.

APPENDIX 4: EXAMINATION REGULATIONS

1. ENTERING THE EXAMINATION HALL

- 1.1. Students are allowed into the Examination Hall/Room 15 minutes before the commencement of an examination. The seating position may be allocated and you are required to comply with instructions given by the invigilators. No communication between students is allowed once the students enter the Examination Hall/Room.
- 1.2. Students may place their bags and belongings in the area designated by the invigilator (usually in the front of the Examination Hall/Room). No belongings should be left outside the Examination Hall/Room.
- 1.3. Students will be allowed into the Examination Hall/Room up to 30 minutes after the start of the examination. No extra time is given to latecomers for any reason.
- 1.4. Students who arrive after 30 minutes of the published time will not be allowed to sit for the examination.
- 1.5. No unauthorised materials (e.g. books, notes, correction fluid, programmable calculators or those with storage capabilities, etc.) are to be taken to or from the student's seat, except with the invigilator's authorisation.
- 1.6. Each student should bring his / her own writing stationery as students are not allowed to share their stationery.
- 1.7. Students who are not in proper attire will not be allowed to attend the examination (*see Appendix 1*).
- 1.8. No hand phones are allowed in the examination hall/room.

2. PRIOR TO COMMENCEMENT

- 2.1. Students are to fill in details on the front cover of the Answer Booklet and to ensure that they have the correct Examination Paper.
- 2.2. Requests for clarification from students may be allowed during this period, after which there should be no communication.
- 2.3. The number portion of the examination docket is to be torn along the perforation and stuck to the top right-hand corner of the Answer Booklet.

3. READING TIME

- 3.1. 10 minutes will be allocated for reading of the Examination Question Paper (strictly no writing is allowed during this time).
- 3.2. The remaining portion of the examination docket (on which student's name is written) will be collected during this time.
- 3.3. As the invigilator collects the dockets, the invigilator will request each student to initial against their names on the Student Exam Attendance Sheet. The 10 minutes reading time starts at the published start time of the examination. Therefore, 10 minutes will be added to the published finish time.

4. DURING AN EXAMINATION

- 4.1. Students are not allowed to leave the Examination Hall/Room to go to the washroom during the first half an hour and the final half an hour before the end of the examination. Students who need to go to the washroom must obtain the permission from the invigilator on duty and only one student at a time is permitted to go to the washroom. Students are not allowed to carry any writing materials and personal belonging including mobile phone and wallet to the washroom.
- 4.2. Students are allowed to leave if they finish early, but not during the first and last 30 minutes of the examination.

5. AT THE END OF THE EXAMINATION

- 5.1. When the invigilator announces that time is up (based on the clock in the examination hall), no further work by the student is permitted.
- 5.2. Students must fill-in the relevant details on the front cover of the Examination Answer Booklets, and tie any continuation sheets (used to write answers on) to the Examination Answer Booklet. Students must fill in their docket numbers, title of examination and question numbers clearly on the Examination Answer Booklet and continuation sheets.
- 5.3. At the end of the examination, the invigilator collects the Examination Answer Booklet, Question Paper and all used and unused paper. No paper is allowed to be removed from the examination hall.
- 5.4. Students must remain in their seats until the invigilator has completely collected all the examination material. Students may leave the Examination Hall/Room quietly when instructed by the invigilator.

APPENDIX 5:
PROCEDURE FOR DEALING WITH BREACHES OF ASSESSMENT REGULATION KOLEJ
MUTIARA ACADEMIC DISHONESTY REGULATIONS

1. INTRODUCTION

- 1.1. Kolej Mutiara defines academic dishonesty as any attempt by students to gain an unfair advantage over other students in completing an element of assessment or an attempt to assist other students to obtain an unfair advantage in completing an element of assessment.
- 1.2. By defining academic dishonesty and Kolej Mutiara's position in its policies and regulations the reputation of Kolej Mutiara's academic standards can be recognized and maintained.
- 1.3. The Kolej has a public duty to ensure that the highest academic standards are maintained in the conduct of assessment and the proper discharge of this duty is essential to safeguard both the legitimate interests of its students and the college's reputation. Alleged academic dishonesty which threatens the integrity of the college's assessment procedures and the maintenance of its academic standards is viewed as a serious offence and will be thoroughly investigated.
- 1.4. Kolej Mutiara reserves the right to use appropriate software to detect academic dishonesty (plagiarism).

2. DEFINITIONS

- 2.1. Kolej Mutiara defines the following as attempts to obtain an unfair advantage in completing an element of assessment:
 1. **AIDING AND ABETTING:** assisting or inciting a student to become involved in any form of dishonest practice.
 2. **BRIBERY:** paying or offering inducements to obtain advance details of an element of assessment.
 3. **COLLUSION:** where at least two students collaborate to produce an element of assessment in order to submit a piece of work which is defined as an individual element of assessment. Where assessments are defined as group work, students are encouraged to work together but must demonstrate an individual element within the required submission. If a group of students improperly work together then this is considered to be collusion.
 4. **COMMISSIONING/OUTSOURCING:** submitted an element of assessment as a student's own work which has been produced by a third party. Students involved in carrying out an element of assessment for another student is considered to be commissioning / outsourcing.
 5. **COMPUTER FRAUD:** using or manipulating material obtained from an electronic storage device and using it to gain an unfair advantage in completing an element of assessment.
 6. **DUPLICATION:** the resubmission of any part of a previously submitted element of assessment which has been used to gain academic credit, eg submitting the same piece of coursework for two different modules.

7. **FALSE DECLARATIONS:** instances of information being declared falsely or fraudulently in order to be granted approval of extenuating circumstances or special consideration by internal or external examination boards.
8. **FALSIFICATION OF DATA:** data in projects, results of questionnaires or surveys, reports of experiment results etc that have been invented, copied or altered from other sources.
9. **MISCONDUCT IN EXAMINATIONS OR TESTS** such as:-
 - i. Concealing any unauthorised material and taking into an examination or test
 - ii. For a practical examination or test, taking unauthorised data stored on an electronic storage device
 - iii. Using an unauthorised dictionary
 - iv. Using any unauthorised material stored on an electronic storage device such as a pre-programmable calculator, watch, organiser, mobile telephone, PDAetc
 - v. Communicating or trying to communicate with another student during an examination or test
 - vi. Copying or attempting to copy from another student during an examination or test
 - vii. Impersonating a student or knowingly being impersonated by another person in order to sit for an examination or test
 - viii. Referring to concealed notes when leaving the examination or test venue
 - ix. Removing any materials from the examination or test venue that are specified as not being allowed to be removed, such as rough notes, stationery, scripts or examination or test papers.
10. **PARAPHRASING:** altering or rearranging another person's materials, whether published or unpublished, without appropriate citations and references.
11. **PLAGIARISM:** reproducing the work on another person without appropriate citations and references. Examples of plagiarism can be considered, but are not solely defined as:
 - i. using more than a single phrase from another person's work without the use of quotation marks and appropriate citations and references;
 - ii. changing a few words, or altering the order of the content, to summarise another person's work without appropriate citations and references;
 - iii. using another person's ideas or intellectual property/data without appropriate citations and references, or submissions of work which are substantially the intellectual property/data or ideas another person;
 - iv. copying work of another individual;
 - v. obtaining work from the internet or any other form of technology (e.g. library databases etc) to submit as the student's own work;
 - vi. copyright infringements, such as the use of unattributed digital images, graphs, tables, etc. taken from books/articles, the internet or from the work of another person without approval from the publisher;
 - vii. the reproduction/reformatting/altering of digital images, graphs, tables, etc. taken from books/articles, the internet or from the work of another person without appropriate citations and references;

- viii. submitting of a piece of work, as if it were a new piece of work, which has previously been used to gain academic credit in the same or different module/programme of study at Kolej Mutiara or a different institution
- ix. allowing, either knowingly or unknowingly, a student's own work to be copied by another student.

3. RESPONSIBILITIES

- 3.1. Students must be made aware of the Kolej Mutiara Academic Dishonesty Regulations which should be identified during induction programmes.
- 3.2. The seriousness of academic dishonesty must be explained to students with all rules, regulations and penalties fully described.
- 3.3. Any lack of awareness or understanding by students of the Kolej Mutiara Academic Dishonesty Regulations will not be considered as grounds for appeal.