



KOLEJ ANTARABANGSA INOVATIF  
**INNOVATIVE**  
INTERNATIONAL COLLEGE  
84P 8030

# STUDENT HANDBOOK

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## A WORD FROM CHIEF EXECUTIVE OFFICER

Choosing where to continue your education is a major decision.

I extend a warm welcome and appreciate your interest in Innovative International College – the college that really values its students.

I know how difficult it is for you to choose the right course and the best college that suits you.

This is one of the most important decisions you will make as your future career and life will be affected by your choice.

Most of us are in a position at various times in our life when we look at improving our skills and qualifications, either as a new student or a new employee and it is difficult to make the right choice to figure out what will be the best for us.

At Innovative, we want to give you the best that any college can offer and to help you in every way possible. With comprehensive advice on courses, excellent teaching and learning, and support provided by our qualified and committed staff, our students have access to the best resources and facilities.

We want your time here to be enjoyable. You will get enough opportunities to make new friends as there are many social activities for students throughout the year, and you will find the college to be a very safe and friendly place to study as we do not tolerate any form of discrimination or bullying.

My team and I are here for you, to help you succeed and to ensure that you enjoy your time at the college.

If you are considering to study at Innovative, you will probably or already know of our reputation and success. At Innovative, you can be assured that you will be in good hands and destined to succeed.

Of course, by far the greatest recommendation for you will be the views and experience of our previous and current students.

After reading this handbook, if you wish to talk to our current students, we will try and arrange for it.

We welcome your interest in our college and look forward to meeting you.



*Encik Abdul Rahman Bin Kasbi*

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## 1. INTRODUCTION TO THE INSTITUTION AND PROGRAMMES

### Institution

Innovative International College (Innovative) was established in 1999 to provide quality and innovative education to students from various walks of life, both local and international.

Approved by the Ministry of Higher Education, Innovative programmes have been accredited by the Malaysian Qualifications Agency (MQA).

Innovative is set up to provide students with the opportunities to improve themselves academically, especially by creating various career pathways including study opportunities with other leading higher education institutions and universities.

Our high quality and challenging programmes not only keep pace with the global education but also equip the students with knowledge, skills and practical experiences to face the working world.

### 1.1 Vision

To evolve into a full-fledged university, recognized and respected in business and industry.

### 1.2 Mission

Innovative is committed to produce individuals who are multi-taskers and resilient with professional skills and knowledge to effectively function in business and industry.

### 1.3 Philosophy

Innovative stands by the belief that all individuals, of every color or creed or economic background, given the opportunity with proper guidance and education, can be molded into respectable individuals who will make a positive contribution to the well-being of the society.

### 1.4 Values

Innovative encourages the highest standard of integrity and ethics in the process of creating a challenging work culture to deliver value to the students. Our employees at Innovative work together as a team to build a better future for our students.

## 1.5 List of Programmes

As of 2020, the programmes below have received approval from the Ministry of Higher Education:

- a) **Certificate in Law Enforcement.**
- b) **Certificate in Business Studies.**
- c) **Certificate in Hotel Operations.**
- d) **Diploma in Law Enforcement.**
- e) **Diploma in Business Administration.**
- f) **Diploma in Information and Communications Technology.**
- g) **Diploma in Tourism Management.**
- h) **Diploma in Hotel Management.**
- i) **Diploma in Hotel Management (Work-Based Learning).**
- j) **Diploma in Culinary Arts.**
- k) **Diploma in Islamic Banking.**
- l) **Diploma in Hajj and Umrah Management.**
- m) **Diploma in Accountancy**
- n) **Diploma in Retail Management**
- o) **Diploma in Aviation Management**
- p) **Diploma in Ground Handling**
- q) **Foundation in Business**
- r) **Bachelor of Tourism Management with Hons.**
- s) **Bachelor of Hospitality Management with Hons.**

## 2. ACADEMIC STRUCTURE, REGULATIONS AND PROCEDURE

### 2.1 Philosophy of programmes offered

The programmes designed are in support and response to the development needs by the rapid globalization and market requirement to ensure employability. These programmes are designed to encourage students to think beyond employability. Programmes are specifically designed to be hands-on and industry related.

In Innovative, we balance theoretical courses with practicals where students' work is graded individually. This allows the students to present their ideas personally. This encourages students to experiment on ideas generated and it also encourages character building, talent and personality development. In addition, it is in line with the Malaysia 10<sup>th</sup> Plan.

List of current Innovative Awards are as following. Kindly visit our website [www.innovative.edu.my](http://www.innovative.edu.my) for further details.

- **Certificate**
- **Diploma**
- **Degree**

### 2.2 Programme Structure

The following table shows the different structures offered:

STRUCTURE		AWARD
Certificate	Duration – 1 Year 5 Months Total Semester – 4 (3 Long Sem. & 1 Short Sem.)	Certificate
Diploma	Duration – 2 Years 6 Months Total Semester – 7 (5 Long Sem. & 2 Short Sem.)	Diploma
Diploma (Work-based learning)	Duration – 2 years 6 month Total Semester – 7 (3 Sem. theory class & 4 Sem. Practical)	Diploma
Structure		Award
UK Degree	Duration – 3 Years	Degree
US Degree	Duration – 4 Years	
Local Degree	Duration - 4 Years	

TABLE 1



## 2.2.1 Entry Requirements

### Certificate

- a) Pass SPM with 1 credit; or
- b) Pass Unified Examination certificate (UEC) with at least obtain grade B for one subject; or,
- c) Pass O-Level with at least obtain grade C for one subject; or,
- d) Pass Sijil Kemahiran Malaysia (SKM) level 2 in related courses and pass SPM
- e) Others requirements that equivalent, which is approved and recognized by the Ministry of Higher Education of Malaysia or equivalent by the Academic Board

### Diploma

- a) Pass SPM/STPM with 3 or 5 credits or 'O-Level' or equivalent, which is approved and recognized by the Ministry of Higher Education of Malaysia or equivalent by the Academic Board. For Diploma in Information and Communication Technology and Diploma in Islamic Banking, applicant must pass SPM with 3 credits include Mathematics; or
- b) For International Students, complete Year 11, or equivalent, which is endorsed by the embassy of the country of study, and is approved and recognized by the Ministry of Education of Malaysia, or equivalent which is approved by the Academic Board;
- c) Students are required to sit for English Placement Test (EPT). If they fail, they will be required to attend Accelerated English Programme class. However, the students who have achieved IELTS score of 6.0 (no band less than 6.0) or equivalent, are exempted from sitting for English Placement Test.
- d) The Academic Board has the authority to override the above in the event of an exceptional applicant, provided that a thorough portfolio review and/or interview has been conducted by the review committee who has been confirmed by the Malaysia Qualification Agency (MQA).

### Foundation in Business

- a) Pass SPM / SPMV with at least credit in 5 subjects; or
- b) Passed UEC with at least grade B in 3 subjects; or
- c) Pass O-Level with at least grade C in 5 subjects; or
- d) Other qualifications recognized as equivalent.

### Degree

#### Universiti Utara Malaysia (Degree):

#### Bachelor of Tourism Management with Hons.

- a) Possess Diploma that recognized by the Ministry of Education of Malaysia and approved by the university senate with a minimum CGPA of 2.50; or

- b) STPM (2011 or earlier). Pass with minimum CGPA 2.000 and obtain grade C for three subject include Pengajian Am and comply with special program; or
- c) Matrikulasi Kementerian Pendidikan Malaysia / PASUM/ Asasi Undang- Undang (2011 or earlier). Passed all subject; or
- d) Pass Sijil Tinggi Agama Malaysia (STAM) in 2011 or earlier with at least jayyid
- e) Pass Sijil Pelajaran Malaysia (SPM) with at least grade E/8E in Mathematics or Additional Mathematics or Principal of Accounting; and
- f) Pass Sijil Pelajaran Malaysia (SPM) with at least grade C+/5C in English; or
- g) Achieve a minimum level of band 3 for the MUET examination.

Note:

Obtained Minimum of grade C (CGPA 2.00) at the STPM level for Bahasa Melayu/Kesusasteraan subject can be accepted in lieu of the terms obtain honors for Bahasa Melayu at the SPM level

### **Bachelor of Hotel Management with Hons.**

- a) Possess Diploma that recognized by the Ministry of Education of Malaysia and approved by the university senate with a minimum CGPA of 2.50; or
- b) STPM (2011 or earlier). Passed with minimum CGPA 2.000 and obtain grade C for three subject include Pengajian Am and comply with special program; or
- c) Matrikulasi Kementerian Pendidikan Malaysia / PASUM/ Asasi Undang- Undang (2011 or earlier). Passed all subject;
- d) Pass Sijil Tinggi Agama Malaysia (STAM) in 2011 or earlier with at least jayyid
- e) Pass Sijil Pelajaran Malaysia (SPM) with at least grade E/8E in Mathematics or Additional Mathematics or Principal of Accounting;
- f) Pass Sijil Pelajaran Malaysia (SPM) with at least grade C+/5C in English; or
- g) Achieve a minimum level of band 3 for the MUET examination.

Note:

Obtained Minimum of grade C (CGPA 2.00) at the STPM level for Bahasa Melayu/ Kesusasteraan subject can be accepted in lieu of the terms obtain honors for Bahasa Melayu at the SPM level.

### **2.2.2 Credit Evaluation System**

The semester system uses the credit system to give values to all subjects taught. To graduate, students are required to successfully complete the number of prescribed credits. This is in line with the Malaysian Qualifications Framework (MQF) requirements. (Note: Malaysian

Qualifications Framework is an instrument that develops and classifies qualifications based on a set of criteria that have been agreed upon nationally and benchmarked with International practices, and which clarifies the academic level, learning outcomes and credit system based on student academic load.

A credit is the agreed-upon value to measure a student load in terms of learning time required to complete course units, resulting learning outcomes (UNESCO, 2004). As stated in the statutory of the MQA, under the MQF, the minimum credits required vary for the levels as below:

MQF Levels	Qualifications	Min Credit
8	Doctoral	No given credit
7	Fully or Partly Taught Masters	40
	Postgraduate Diploma	30
	Postgraduate Certificate	20
	Bachelors	120
6	Graduate Diploma	60
	Graduate Certificate	30
	Advanced Diploma	40
5	Advanced Diploma	40
4	Diploma	90
1-3	Certificate (Foundation)	60
	Skill Certificate	According to skill and level

**TABLE 2: Malaysia Qualifications Framework: Proposed Minimum Credit**

Credits are accumulated as student progresses through their period of study. Successful completion of courses leads to the award of the approved volume of credits at the prescribed level.

Calculation of credit hour is explained below (*Based on the guidelines from MQA*):

- a) For every 1 hour of lecture, tutorial and lab, it is proposed that student spends 1-2 hours of self-study.
- b) For every 1 hour of presentation, it is proposed that student requires 3-4 hours of preparation.

- c) For every 2000 words of assignment, it is proposed that student requires 10-12 hours of preparation.
- d) For every 3 hours of examination, it is proposed that student requires 10-20 hours of preparation.

**Sample credit calculation:**

**Face to face requirements:**

2 hours of lecture per week, 1 hour of tutorial per week

**Assignments:**

2 individual assignments, 1 project

**Test/Exam:**

1 class test, 1 final examination (3 hours)

Lecture		Tutorial		Others	Exam	Total
F	SL	F	SL			
2 hrs x 14 wks = 28	2 hrs x 14 wks = 28	1 hrs x 14 wks = 14	1 hrs x 14 wks = 14	Assignment 1 = 6 hrs	Class test = 4 hours	(28 + 28 +14 + 14 +6+6+
				Assignment 2 = 6 hrs	Final Exam = 10 hours	12+4+
				Project = 12 hours		10) = 122 hours
122 hours / 40 notional hours = 3.05						
3 Credit Hour						

**TABLE 3**

Based on the above calculation, the credit hour for this particular course with the requirements mentioned before is 3 credit hours.

One (1) credit is equivalent to 40 notional hours of student's learning time per subject. Student learning time is calculated based on all learning activities, face to face and non-face to face/independent student learning time.

Examples of learning activities are shown in the list below:

- i. Face to face learning
  - Guided learning through lectures/tutorials/instructions
  - Tests/quizzes
  - Seminars/invited speakers

- Laboratory work
- Field work/assignment
- Project presentation
- Industrial training

ii. Independent learning

- Preparing for lessons/tutorials/ practical /presentations
- Completing assignments
- Completing project work (final year project)
- Revising for examination & attempting examinations

NOTE: Students are advised to register for not more than 20 credits per long semester and 10 credits per short semester. Students are only allowed to register more than the above-mentioned credits in specific situations where a written approval from the Head of Academic on the enrolment form is obtained during semester enrolment.

### 2.2.3 Mode of Study

Innovative is currently offering one mode of study, which is full time. As a full time student, one is registered to complete an award within the minimum period of registration, as prescribed in the programme structure.

### 2.2.4 Teaching Methodology

Teaching methodology explains the technique of managing teaching and learning. At Innovative, teaching is done through the traditional method of conducting a course of study:

- a) Face to face contact for lecture, tutorial, and laboratory sessions.
- b) Continuous assessments: both formative and summative assessments (quizzes, tests, assignments, projects, presentations, and final examinations)
- c) Online teaching and learning in which lectures/tutorials/assessments are offered in part or wholly via the internet.

### 2.2.5 Grading System

A student's performance in a subject is reflected by the grade received. The relationship between the grade and the point value is standardized for all courses in all programmes as shown in Table 4.



### Grading System for Certificate, Diploma and Degree Programme.

The grading system used is as follows:

MARKS	GRADE	GRADE POINT	STATUS
90 – 100	A+	4.00	DISTINCTION
80–89	A	4.00	
75–79	A-	3.67	
70–74	B+	3.33	PASS
65–69	B	3.00	
60–64	B-	2.67	
55–59	C+	2.33	
50–54	C	2.00	
47–49	C-	1.67	CONDITIONAL PASS
44–46	D+	1.33	
40–43	D	1.00	
0-39	F	0.00	FAIL

**TABLE 4: Relationship between Marks, Grade and Grade Point**

For Compulsory courses (MPU2163, MPU2133, MPU2212, MPU2222, MPU2412 and MPU2422), the grading system is shown in Table 5:

Marks	Grade / Status
75 – 100	A
65–74	B
50–64	C
0-49	Fail

**TABLE 5**

### GPA & CGPA

The Grade Point Average (**GPA**) is calculated by dividing the total number of grade points earned by the total number of credit hours attempted. GPA may range from 0.0 to 4.0.

$$\frac{\text{Total Number of Grade Points for one semester}}{\text{Total Credit Hours for one Semester}}$$

The Cumulative Grade Point Average (**CGPA**) is defined as the calculation of the cumulative grade point average value obtained by students in all subjects. The grade points obtained in all subjects are calculated along with the total number of credit hours' students have attempted.

$$\frac{\text{Total Number of Grade Points for all semesters}}{\text{Total Number of Credit Hours taken}}$$

### Repeating & Re-sitting Criteria for Diploma Programmes

Students who failed a subject are required to repeat the failed subject during their study. To be eligible to re-sit an examination, a student must achieve between **35 to 39** marks.

The grading system used for re-sit examination is shown in Table 7:

MARKS	GRADE	GRADE POINT	STATUS
47–49	C-	1.67	CONDITIONAL PASS
44–46	D+	1.33	
40–43	D	1.00	
0–39	F	0.00	FAIL

**TABLE 6**

## 2.3 Credit Transfer

Credit transfer in general has been standardized with the criteria that have been set by the Malaysian Qualifications Agency (MQA).

### 2.3.1 Diploma

Credit transfer from one diploma to another based on the courses that have been taken;

The syllabus/i of the course/s for credit transfer must cover at least 70% of the syllabus/i of the corresponding course/s at Innovative.

The grade obtained for the course/s for credit transfer shall be equivalent to at least grade C (refer to Table 4).

Credit transfer will follow the criteria and standard of the Malaysian Qualification Agency (MQA), which is credit transfer of not more than 30% from the total credits, where a maximum of 30 credit hours may be granted.

A committee appointed by the Head of School will conduct the vetting exercise of the credit transfer.

An interview shall be conducted to evaluate the capability of the student (if necessary).

### 2.3.2 Degree

#### **Bachelor of Tourism Management (Hons) and Bachelor of Hospitality Management (Hons) – UUM**

*Please refer UUM Academic Handbook*

<http://hea.uum.edu.my/index.php/24-handbook-faq/105-handbook>

### 2.4 Credit Transfer Process

A student is allowed to transfer credits for subjects that have already been taken at another academic programme. *Transfer* is the recognition of work by one school completed at another. Students who have completed a program of study at IIC may be able to transfer credits earned at IIC advanced standing in an approved transfer program at another college or university. Students must officially apply to have their credits recognized. If the courses students take are a good match, they may be able to use credits they have already earned to fulfil some of the requirements of the program they transfer to.

The credit of a subject may be transferred if:

- The subject(s) are of the same credit value or equivalent or more, to the subject(s) in the new programme;
- The subject(s) must be equivalent/similar to 80% in content based on subject to subject comparison;
- The subject(s) must be from an accredited programme;
- The student must have obtained at least a grade C or equivalent in the subject(s)

Note: For the credit transfer process, refer to Table 7.

1	Process of Evaluation	The course has to be compared: a) Between similar level of study b) Course by course, and c) Content for content
2	Evaluate and compare courses at the same level of study; Diploma to Diploma, or Degree to Degree.	A Diploma level course can only be accepted and transferred to another Diploma level programme. It cannot be compared and transferred to a Degree level programme. The degree programme is at a different level of study.  It is possible to accept a Diploma level programme for certificate level programme, but this is not always true as the objectives and outcomes may be different. Certainly, there cannot be a transfer of credit from a certificate level programme to a Diploma level programme.
3	Evaluate and compare course by course and semester by semester	The semester in which different study courses are placed vary with institutions, depending on the programme and its objectives and philosophy.  For a given course, some institutions find it better to place them in the early years of study, but others put them in the higher semesters. Hence, in the credit transfer evaluation, it is necessary to search if there are courses of study in the new programme that is equivalent to the one the student has studied at the previous programme.  Note: It does not automatically follow that if a student has completed Year 1 in one institution, they can continue in Year 2 in the next institution. When the credit transfer is done, it is possible for a student to be placed at semester 3 but having to do a number of courses in semester 1 and 2, or be placed in semester 2 but given exemptions of minor courses in semester 3 and 4.
4	Evaluate and compare the course content	Courses taught in the first year of study e.g. Introduction to Business and Business Foundation have very different names but the content and objectives may be very similar. If the levels are the same, they are transferable.
5	Documentation	Student must produce a copy of their transcript and the official course outlines for the courses they are applying for exemption. Portfolio of work may also be required.

**TABLE 7: Credit Evaluation & Transfer**

## 2.5 Subject Exemption

Subject Exemption allows students to be exempted from having to take a subject but they must replace the credit in order to fulfil the required total credit to graduate. The value and grade of the replacement subjects will be calculated into the student's GPA & CGPA.

## 2.6 Academic Regulations

### 2.6.1 Registration

Students must register for their subjects within the timeframe allocated for semester enrolment. The registration dates are published via Innovative Management System (IMS).

#### Late Registration

The last day for semester registration is stated in the Academic Calendar. **Failing to do so, students will be charged with a penalty, which is RM10 per day.**

Students are responsible to verify the correctness of their registered subjects and keep a copy of the semester enrolment form.

#### Add /Drop a course

##### A student can add a course if:

- a) The total credit hours registered for a particular semester do not exceed the maximum credit hours allowed (20 credits for long semester and 10 credits for short semester).
- b) Application to add a course is done within the timeframe allocated in the Academic Calendar.
- c) Approval is granted by the Programme Leader/Head of School.

##### A student can drop a course if:

- a) The total credit hours registered for a particular semester do not exceed the minimum credit hours allowed (12 credits for long semester and 6 credits for short semester).
- b) Application to drop a course is done within the timeframe allocated in the Academic Calendar.
- c) Approval is granted by the Programme Leader/Head of School.

If students wish to carry an extra load, or to reduce the total credit hours more than is allowed, they can appeal to the Programme Leader/Head of School.



### Important note:

If students do not register their current semester during the permitted time, the student status shall be automatically classified as having deferred their study for the current semester. Generally, students are permitted to defer their study for maximum of two times only. As a consequence of failure of students to register themselves for the current semester after having deferred their study twice, the students shall be automatically terminated.

### 2.6.2 Attendance

Students must fulfill the attendance requirements as set by both the institution and the Ministry of Higher Education.

Students must attend a minimum of 80% of overall attendance. **Failing to do so will result in being barred from sitting for final examination.**

For international students who fail to fulfill the attendance requirements, a report to the Immigration will be lodged. This will result in termination of student's visa.

A formal warning letter will be given to students whose attendance is below satisfactory. Table 8 shows the absenteeism procedure.

Certificate	Diploma	Remarks
Absent for 2 times	1 <sup>st</sup> Absenteeism	Counselling by respective Programme Leader & lecturer & MOU
Absent for 4 times	2 <sup>nd</sup> Absenteeism	1 <sup>st</sup> warning Letter and Counselling by Programme Leader
Absent for 6 times	3 <sup>rd</sup> Absenteeism	2 <sup>nd</sup> Warning Letter and Counselling by Academic Director
The next absenteeism	The next absenteeism	To be barred from sitting for final examination (Following 80% attendance rules from the Ministry of Higher Education)

**TABLE 8: Absenteeism Procedure**

### Study Leave

Students are required to apply for study leave if they need to be absent for a valid reason. Supporting documents must be submitted to the Programme Leader. A study leave must be approved by the Programme Leader & endorsed by the Head of Academic; otherwise, the student is considered to be absent.

### Sick Leave

A Medical Certificate (MC) must be submitted to the Programme Leader within 72 hours. Else, the student will be treated as absent.

### Emergency Leave

Supporting document (e.g. Death Certificate, Police report and etc) must be submitted to the Programme Leader within 72 hours. Else, the student will be treated as absent.

### Appeal against Debarring

Students can appeal against the school's decision on debarring from sitting for the final examination and appeal must be submitted 1 week before the examination. They must fill out the appeal form. The form must be submitted to the Programme Leader together with supporting documents. Decision will be made known to the student & decision made is FINAL.

#### 2.6.4 Assessment

The following guidelines concern various assessments assigned to the students as part of their course.

The number of assignments/projects/tests varies from one course to another. Each assessment will be marked and added towards a final percentage grade for the semester.

- a) All assignments/projects must be completed and presented for marking by the deadline given. Marks will be deducted for late submission without a valid written explanation. If a student knows that he/she is not going to meet a deadline, he/she must inform the lecturer in writing prior to the deadline. A counseling session will be held with the respective lecturer & Programme Leader and an MOU must be in place if the student is allowed to submit work on a later date.
- b) All assignments/projects must be delivered only to the lecturer concerned unless other arrangements have been made. No other lecturer will accept students' work unless officially arranged for by the lecturer/Programme Leader.
- c) Note: Assignments **MUST BE** submitted directly to a lecturer. Any work not handed to the lecturer directly and signed for is at the student's own risk. All students are strongly advised to keep a soft copy of all work handed in as back up.
- d) Fulfilling the assessment requirements of a course should take precedence over any outside commitments.

### Plagiarism and Penalty for Late Submission

Plagiarism is a form of cheating. Plagiarism may occur in oral, written or visual presentations. Plagiarism consists of, but is not limited to, copying parts of the writing of others with inadequate footnotes, quotes, or other reference forms of citation.

The advancement of information technology has enabled students to copy images and text from all over the world (via the Internet). If students' work is found to have copied elements

without acknowledgement or appropriate citation, the penalties will be severe and will affect the overall results. The minimum result will be a 0 mark if student is found guilty.

**Penalty for late submission:**

1 day	Deduction of 5% from the marks obtained
2 days	Deduction of 10% from the marks obtained
3 days	Deduction of 15% from the marks obtained
4 days	Deduction of 20% from the marks obtained
5 days	Deduction of 25% from the marks obtained
5 days	Not accepted. 0 marks will be awarded

**TABLE 9**

**2.6.5 Final Examination**

All scheduled final examinations are held at the end of the semester during the institution's final examination period in the academic calendar. Comprehensive final examinations are required for all theory based courses.

No other coursework, including laboratory work will be due during the final examination period, unless it is assigned in advanced, and in lieu of the course final examination.

*Regardless whether there is a final examination in the course, no other than review sessions shall be held during the final examination period.*

No student is required to take more than two (2) examinations that start within 24-hour period. A student who has more than two (2) examinations scheduled within 24-hour period or has two examinations scheduled at the same time should first contact the exam unit and then the school for assistance in resolving conflicts.

Students are expected to be present at the place assigned at the start of the examination. Late arrival will reduce the total time a student has to complete the examination. Students who arrive **30 minutes late** are not allowed to enter the examination hall.

Students who **miss an examination** with a valid reason may appeal for a re-sit examination as first attempt. In this case, students will have to appeal to the Exam Unit. The appeal must be filed within 48 hours, and no later than week 16.

Concerns related to final examination, complaints about violations of the final examination policy for alternations of the final examination schedule should be directed to the Exam Unit.

**PLEASE NOTE: students will be barred from Final Exam if they:**

1. Do not meet the 80% of attendance requirement OR
2. Do not settle tuition fee or any other cost incurred.

Please refer to examination handbook.

### 2.6.6 Academic Dishonesty

Students who are caught cheating in their mid-term test or final examination will be called for academic disciplinary hearing. The penalties are severe and the minimum result will be a 0 mark and the students are required to repeat the paper if appeal is not successful.

**Regulation in appeal for re-sit in cheating cases is as follows in Table 10.**

1	1 <sup>st</sup> time caught in cheating	Disciplinary hearing and if the appeal is approved, student is entitled to re-sit the paper. Maximum of grade C will be given if the student passes the course.
2	2 <sup>nd</sup> time caught in cheating	Fail all the courses & to enroll in the current semester.
3	3 <sup>rd</sup> time caught in cheating	Termination from the Programme.

**TABLE 10**

### 2.6.7 Sick Leave/Emergency Leave

A Medical Certificate (MC) or Supporting Document (e.g. Death Certificate, Police Report and etc) must be submitted to the Exam Unit and a copy to the school within 72 hours. If approval is granted, the students will sit for re-sit examination as first attempt.

### 2.6.8 Passing an Examination

A student is deemed to pass a course if he/she passes the overall marks (achieved 40%).

### 2.6.9 Re-sitting an Examination

A student is eligible for a re-sit examination if he/she has achieved between 35 – 39% of the overall marks. Please refer to the grading system in 2.2.5.

### 2.6.10 Repeating a Course

A student is required to repeat the entire course if he/she scores less than 35% of the overall marks.

### 2.6.10.1 Student Failure

A student who has failed to complete a course within the time limit specified may submit an official request to the faculty to continue his or her studies by repeating the courses or requesting a time extension.

### 2.6.11 Appeal against Assessment Results

A student is allowed to appeal against assessment results if he/she feels that the respective lecture has misjudged his/her work. The student is advised to discuss his/her concerns with the lecturer before making an appeal.

All appeals must have good and valid reasons; otherwise the appeals will be rejected. A minimum charge of RM50 will be imposed if the appeal is approved. This may or MAY NOT change the result. Any decision made is FINAL and no further appeal is allowed.

### 2.6.12 Deferment

A student may apply for deferment of a semester if it is necessary but he/she must provide concrete evidence.

Student must fill up Deferment Form indicating the reason(s) for deferment attached with supporting evidence and submit to his/her Programme Leader for approval.

Upon approval, the student will be notified, and a copy of the Deferment Form will be circulated to various departments.

#### **PLEASE NOTE:**

- a) Students are only allowed 2 deferments for the entire duration of their Programme.
- b) Fee paid will not be refundable for late deferment.
- c) All sponsored students must provide a written approval from their sponsors before the deferment of semester can be executed.

### 2.6.13 Change of Programme for International Students

If a student wishes to change programme, he/she must do so 8 weeks before the commencement of the new academic semester. Students will not be allowed to change programme after this deadline.

**PLEASE NOTE: All approval is subjected to Ministry of Education approval. Students must remain in the current program if application for change of course is not approved by Ministry of Education.**

**To change a programme, students must:**



1. Obtain a “Change of Programme Form” from the Registry
2. Complete the form and ensure all appropriate signatures are obtained.
3. Hand in the completed form to the Registry. Keep a copy for themselves.
4. Present a copy of the completed form to their new Programme Leader who will provide them with appropriate timetable and instructions.
5. Present a copy of the completed form to their new lecturers. Lecturers will not assign them to their class without a completed form and proper authorization from the Programme Leader.

**Note: All sponsored students must provide a written approval from their sponsors before the change of programme can be executed.**

#### **2.6.14 Exit Programme**

A student who has completed the programme must complete a Completion of Programme form. The form can be obtained from the Registry. Refundable deposit (if any) will be processed upon submission of the Exit Programme form.

#### **2.6.15 Withdrawal of Programme**

Student must inform the Programme Leader and Registry in writing while applying for withdrawal. Supporting document must be attached (if there is any). He/she must complete Exit Programme form. The form can be obtained from the Registry.

#### **2.6.16 Change of Address and Personal Details**

If a student has a change of address, telephone number or any other personal details, he/she must inform the Registry as soon as possible. It is the student’s responsibility to do so. It is vital that the Registry maintains updated personal details for correspondence and mailing of results. Personal information kept on files has restricted access.

**PLEASE NOTE:** Students are required to fill out the Students Info Update form each and every registration day.

Unauthorized staff and students are not allowed to access student files. In case of international students, it is a legal requirement of their visa that they update the institution on any changes.

### **2.7 Termination of Registration**

College reserves the right to terminate the registration of any student on **academic** grounds and **disciplinary** grounds. Decisions relating to termination of registration must be made in accordance with the College policy which falls on of the following cases:

- a) Serious disciplinary issues

- b) 3 times being caught cheating in examination
- c) Exceeding more than two (2) deferment of semester or two (2) semesters missing classes
- d) Exceeding three (3) times repeating the same subject
- e) Exceeding three (3) times extension of semester 7
- f) Overstaying international students

## 2.8 Graduation requirement

### 2.8.1 Completed

Students must fulfill the following requirements to graduate:

- a) Fulfill the minimum required residential requirements during the course of studies
- b) Obtain a CGPA of 2.00 and above for the programme.
- c) Achieve a minimum grade C or a grade point of 2.00 for MPU Courses.
- d) Fulfill credit requirements depend on programme structure for each course.

<b>Certificate in Law Enforcement</b>			
	<b>Subject Classification</b>	<b>Credit Value</b>	<b>Percentage</b>
1	Basic Major	29	48.3
2	Core Major	22	36.6
3	Elective	9	15.1
	<b>Total Credit Value</b>	<b>60</b>	<b>100%</b>

<b>Certificate in Business Studies</b>			
	<b>Subject Classification</b>	<b>Credit Value</b>	<b>Percentage</b>
1	Major	36	60
2	Core	15	25
3	Compulsory	9	15
	<b>Total Credit Value</b>	<b>60</b>	<b>100%</b>

<b>Certificate in Hotel Operations</b>			
	<b>Subject Classification</b>	<b>Credit Value</b>	<b>Percentage</b>
1	Major	9	15
2	Core Major	40	66.67
3	Compulsory	11	18.33
	<b>Total Credit Value</b>	<b>60</b>	<b>100%</b>

<b>Diploma in Law Enforcement</b>			
	<b>Subject Classification</b>	<b>Credit Value</b>	<b>Percentage</b>
1	Compulsory	12	13
2	Core	58	62
3	Major	24	25
	<b>Total Credit Value</b>	<b>94</b>	<b>100</b>

<b>Diploma in Business Administration</b>			
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	Subject Classification	Credit Value	Percentage
1	Core	75	83
2	Compulsory	15	17
	<b>Total Credit Value</b>	<b>90</b>	<b>100%</b>

<b>Diploma in Information and Communication Technology</b>			
	Subject Classification	Credit Value	Percentage
1	Compulsory	9	10
2	Core	27	30
3	Concentration	40	44
4	Elective Modules	10	11
5	Industrial Training	4	5
	<b>Total Credit Value</b>	<b>90</b>	<b>100</b>

<b>Diploma in Tourism Management</b>			
	Subject Classification	Credit Value	Percentage
1	Compulsory	9	10
2	Core	28	30
3	Major	35	37
4	Minor	22	23
	<b>Total Credit Value</b>	<b>94</b>	<b>100</b>

<b>Diploma in Hotel Management</b>			
	Subject Classification	Credit Value	Percentage
1	Major	38	41
2	Core	45	4
3	Compulsory	9	10
	<b>Total Credit Value</b>	<b>92</b>	<b>100%</b>

<b>Diploma in Hotel Management (WBL)</b>			
	Subject Classification	Credit Value	Percentage
1	Major	42	46
2	Core	40	44
3	Compulsory	9	10
	<b>Total Credit Value</b>	<b>91</b>	<b>100%</b>

<b>Diploma in Culinary Arts</b>			
	Subject Classification	Credit Value	Percentage
1	Common Core	18	20
2	Compulsory	9	10
3	Core	65	70
	<b>Total Credit Value</b>	<b>92</b>	<b>100%</b>

<b>Diploma in Islamic Banking</b>			
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	Subject Classification	Credit Value	Percentage
1	Discipline Core	42	46
2	Discipline Elective	15	16
3	MIF Core	21	23
4	Compulsory	9	10
5	Project Paper	4	5
	<b>Total Credit Value</b>	<b>91</b>	<b>100%</b>

Diploma in Hajj and Umrah Management			
	Subject Classification	Credit Value	Percentage
1	Major	25	26.9
2	Core	17	18.3
3	Compulsory	18	19.4
4	Elective	25	26.9
5	Industrial Training	8	8.6
	<b>Total Credit Value</b>	<b>93</b>	<b>100%</b>

Diploma in Accountancy			
	Subject Classification	Credit Value	Percentage
1	Common Core	33	36
2	Discipline Core	42	46
3	Compulsory	17	18
	<b>Total Credit Value</b>	<b>92</b>	<b>100%</b>

Diploma in Retail Management			
	Subject Classification	Credit Value	Percentage
1	Core	75	81
2	Compulsory	18	19
	<b>Total Credit Value</b>	<b>93</b>	<b>100%</b>

Diploma in Aviation Management			
	Subject Classification	Credit Value	Percentage
1	Major	49	54
2	Compulsory	12	13
3	Core	21	23
4	Industrial Training	8	10
	<b>Total Credit Value</b>	<b>90</b>	<b>100%</b>

Diploma in Ground Handling			
	Subject Classification	Credit Value	Percentage
1	Major	48	53
2	Compulsory	12	13
3	Core	18	20
4	Industrial Training	12	14
	<b>Total Credit Value</b>	<b>90</b>	<b>100%</b>

Foundation in Business			
	Subject Classification	Credit Value	Percentage
1	Major	41	82

2	Compulsory	9	18
	<b>Total Credit Value</b>	<b>50</b>	<b>100%</b>

<b>Bachelor of Tourism Management with Hons</b>			
	<b>Subject Classification</b>	<b>Credit Value</b>	<b>Percentage</b>
1	Compulsory	13	10
2	Core	104	77
3	Elective	18	13
	<b>Total Credit Value</b>	<b>135</b>	<b>100</b>

<b>Bachelor of Hospitality Management with Hons</b>			
	<b>Subject Classification</b>	<b>Credit Value</b>	<b>Percentage</b>
1	Compulsory	26	18
2	Core	110	74
3	Elective	3	2
	<b>Total Credit Value</b>	<b>148</b>	<b>100</b>



### 3. FACILITIES

#### 3.1 Library

IIC Library offers an excellent collection of materials in a conducive and vibrant ambience for the library users to indulge in a wider scope of reference for study and research. Students are allowed to borrow 2 books for 2 weeks. The IIC Library is responsible to determine the rules and regulations for user behavior and conduct in the library. It is to enable the best distribution of resources and facilities for all.

#### **These rules are intended to;**

- Protect the rights of users, the use of library materials and facilities.
- Protect the rights of library employees to conduct their work well.
- Preserve library materials and facilities from damage.
- Ensure the safety of library users and staff.

Students should know the due dates of borrowed items checked out in their names, and to return them on time. Students also may renew loans twice only. Lost material charges will be based on the cost of book plus processing fees of RM 30.

#### **IIC Library Rules and Regulations**

- a) Library opening hours during semester is 9:00 a.m. to 6:00 p.m. daily except Saturday, Sunday and Public Holidays.
- b) Students must be formally and decently attired as defined in the college dress code.
- c) Only reading and writing materials can be brought into the library. Other materials such as bags, umbrellas, parcels, crash helmet, etc., are not to be brought into the library.
- d) Students are required to conduct themselves properly and cooperate fully with the staff to create a pleasant atmosphere in the library conducive for study and research.
- e) Silence is to be observed in the library.
- f) Damaging or stealing library materials/properties will lead to strict disciplinary action.
- g) Students are not allowed to remove or change the placement of chairs, tables or any other furniture in the library.
- h) The library accepts no responsibility for lost of personal belonging(s) left unattended.
- i) The library staff on duty has the authority to ask any student, who causes disturbance in the library to leave the premises.
- j) Students may be required to show all books and items they carry for inspection before leaving the library.

## 3.2 Computer Lab

### Computer Lab Rules

#### General

All computer users (staff, students, and others) are expected to be responsible for their own behavior on the computer system, including the Internet, just as they are anywhere else in the college. Users are reminded that their actions can represent the entire college community. This includes materials they choose to access, language they use, ideas they express, and other actions which they take.

#### Uncertainty

If you are unsure of what to do, for instance in the case of an error message, a web site offer, a strange e-mail, a hardware malfunction, etc., ask a lab supervisor. It is better to wait and ask than to take an action by yourself that would compromise the computer, or the network.

#### No Noise

Noise must be kept to a minimum to avoid causing distraction of concentration. Please do not let your phone ring, and do not have conversations, or listen to music without headphones in the lab. Students are not allowed to access the computer lab when they are scheduled to have other classes.

#### Air Conditioning

Because the labs are air conditioned, doors and windows must be kept closed. This is also to prevent the insects which can damage the computers.

#### Equal Access

It is common that there are not enough computers for the number of people who want to use them (more users than computers). In order to ensure that everyone has some opportunity to use the computers, please limit computer use to one hour, if there are people waiting.

#### In order to manage this process, please observe the following:

- Add your name to the bottom of the list if there is a computer free and note the time you begin using the computer.
- If you are waiting, check if there is someone who has been using the computer for more than one hour. If there is, you may ask this person to leave and if they should leave, then you can use the computer (note the time in the list).
- When you leave, please note the time you had finished. If no one is waiting, you may use the computer for more than one hour.
- When you are asked to leave, you may add your name to the list again if you want to continue using the computer. Please be respectful of your fellow students and help ensure that everyone has a fair chance to use the computers.

- **Broken Equipment** - Do not try to repair the equipment yourself. If you encounter problems with equipment, you should report this to the lab supervisor.
- **Cleanliness** - Smoking, drinking, or eating in the lab can damage the equipment and attract insects or rodents and these actions are strictly prohibited. Please keep the lab neat; clean up any mess, use rubbish bins, and leave equipment and furniture properly arranged.

### **Inappropriate Content**

Controversial content (e.g. pornography) is not appropriate in an academic setting. Users should expect that their browsing history will be recorded, and might be examined by system administrators. For more details, see the ICT Policy and sections below on Web and E-Mail Usage.

### **Account Usage**

Each user must have his/her own account. Accounts are not to be shared. This is for accountability and security. You must log out when you leave. Users should not access other people's files unless permission has been given by the owner of the file.

Programs (e.g. Yahoo Chat) may NOT be downloaded and installed from the internet. If you are unsure whether a web page is downloading a program, please ask a lab supervisor. This is for security and uniform lab maintenance. Personal program files may NOT be installed. This is for licensing and security reasons.

Personal work files, such as documents, may be brought into the lab, but must be scanned for viruses prior to use, to prevent system infection. Ask a lab supervisor for details. Hacking (attempting to gain unauthorized access to secured content, violating system policies and/or permissions, creating viruses or propagation, etc.) is prohibited.

### **Web Usage**

Computer users browsing the World Wide Web are expected to avoid offensive materials. Should any user encounter any such material accidentally, they should report immediately to an instructor. Users should expect that their browsing history will be recorded, and might be examined by system administrators.

Users should note that the internet is available to all kinds of people, and that there are many scams and otherwise illegal or immoral activities on the internet. They should be just as cautious of information on the internet as they should be in the streets. Bandwidth is a limited resource. When throughput is slow, you may be asked to cease high-bandwidth activity (e.g. music downloading). to an instructor. Users should expect that their browsing history will be recorded, and might be examined by system administrators.

Users should note that the internet is available to all kinds of people, and that there are many scams and otherwise illegal or immoral activities on the internet. They should be just as cautious of information on the internet as they should be in the streets. Bandwidth is a limited resource. When throughput is slow, you may be asked to cease high-bandwidth activity (e.g. music downloading).

## **E-Mail Usage**

Computer users should realize that, in their on-line communications, their actions may be interpreted to represent the college community. Therefore, users should not use any rude language, or communicate any offensive ideas.

Users should again note that the internet is available to all kinds of people, and there are many scams and otherwise illegal activity perpetrated through e-mail. E-mail from unknown persons should be received very cautiously. You are cautioned against giving out your personal information (such as name, phone, and address). It is forbidden to forward chain letters/e-mails. These are defined as any e-mail which states that it should be forwarded to others. These especially include warnings of viruses, worms, security warnings, etc. Such warnings will be sent by system administrators only.

## 4. FINANCE

### 4.1 Introduction

**The Bursary Office is responsible for:**

- a) The financial aspects of registration
- b) Invoicing students for their tuition fee
- c) Making arrangements with students for payment of their accounts
- d) Ensuring that students pay their accounts in a timely manner
- e) Placing surcharges on accounts when due dates are not met

### 4.2 Objective

To ensure that financial arrangements are in place at the start of each academic session to enable students to concentrate on their academic studies and to make the most of the period in the college.

### 4.3 General Policies

This general policy is applicable to all students, including existing students.

- a) All students who apply for loan/scholarship are required to make full payment of semester fees within one month from the date of enrolment. The college will undertake to refund the amount paid when the fund is eventually received from respective sponsor. The college will offer assistance in loan application.
- b) All fees must be fully paid within 30 days after commencement date of each semester.
- c) International Students are required to pay tuition fees for the following semester when applying for extension of student visa.
- d) If the fees are not paid by the last day of the semester, the student will not be allowed to enroll in the subsequent semester.
- e) If a student is not registered, he/she is not allowed to proceed for any classes.

### 4.4 New Students

- a) An offer letter with an attached fee structure will be sent to successful applicants.
- b) Upon registration date, students are required to pay the full fees as stated in the offer letter; otherwise he/she is not allowed to enroll in the programme in the semester.
- c) **Once the fees are paid, there will be no refund.** However, in certain circumstances, the college will refund the fees, subjected to the college's refund policy.



#### 4.5 Special Circumstances

If a student is unable to pay his/her fees within the allocated time-frame, he/she must write an official letter to the head of the relevant school and forward a copy to the Bursary Department.

**PLEASE NOTE: Reason given must be relevant & with proof as evidence.**

The Bursary will forward this matter to the Principal, who will decide on the next course of action. The Bursary will inform the students on the decision made.

#### 4.6 Ancillary Fees and Penalty Charges

Table 11 will show the Ancillary Fees and Penalty Charges:

Description	Charges (RM)
Replacement of Student Identification Card	50
Purchase of Lanyard	5
Replacement of Hall Docket	10
Replacement of Internal Award	150
Replacement of External Award	200.00 – 300.00
Reprint of Transcript	10
Reprint of Semester Result Transcript	10
Appeal to review examination result	50
Late Registration	10.00/Day
Late Renewal of Student Pass	50.00/Day
Late Collection of Exam Docket	50
Re-sit of Final Exam	50
Remark Paper*	50.00/Subject
Repeat Paper	170.00/Credit Hour
Extension of Semester	1000.00 (Local)
	1500 (International)

**TABLE 11**

*\*Due to approval from top management, they agree to give discount 50%, i.e. RM85.00 per Credit Hour.*

#### **4.7 Cheque Returned Penalty Charges**

Students shall be charged a penalty fee of RM50.00 for every cheque that is dishonoured by the bank for whatsoever reason, regardless of the amount of the cheque.

#### **4.8 Library Fines**

- a) Library material borrowed by the students has an overdue period. Students will be charged RM0.30 per day overdue.
- b) Reference material will be charged RM1.00 per hour overdue.
- c) Borrowing privilege will be suspended for students who have reached fines of RM5.00.

#### **4.9 Lost and Damage**

- a) If an item borrowed is accidentally lost or damaged, the student will be charged for replacement. Additionally, a processing fee of RM30.00 will be imposed.
- b) If an interlibrary material is lost or damaged, the student will be charged accordingly by the said library according to their lost and damage policy. Students are advised to report lost or damaged immediately, so that their privilege is not suspended.

#### **4.10 Payment by Sponsor**

- a) If a student has secured sponsorship for the whole or part of the fees, it is important that proof of sponsorship is forwarded to the Bursary Department. If the proof is not provided, the student will be liable for the full fees and is subjected to the standard tuition fee option.
- b) In the event of a sponsor defaulting on payment, responsibility for payment of fees will return to the student.

#### **4.11 Refund Policy**

The policy is only applicable to all IIC students.

- a) Registration Fees are not refundable or transferable after registration & commencement of classes.
- b) Tuition fees can only be refund based on the certain rate as stated in Table 13.
- c) Partial Fees may only be refunded to students under the following circumstances:

#### 4.11.1 Notice of Withdrawal

Students must follow the procedure in filing up the withdrawal form & seeking approval from Programme Leader & Academic / Assistant Academic Director followed by verification from Library and Bursary within 30 days from the commencement date in order to be eligible for any percentage of refund. Please note that outstanding fees prior to the application of withdrawal must be cleared in order to facilitate the withdrawal.

#### 4.11.2 Deferment

Refunds are only applicable if deferment is made during the grace period which ends on the 2<sup>nd</sup> week of the semester.

- a) Onetime payment during the 1<sup>st</sup> registration will be forfeited regardless of time frame.
- b) Any student who withdraws from the College with outstanding fees will be contacted by letter.
- c) Each student remains individually liable for all fees, debt and other charges payable to the College on his/her behalf.
- d) Fees after he/she has submitted his/her clearance form and surrendered his/her student's identification card.

#### 4.12 Rates of Refund of Tuition Fee

Withdrawal within day 1 – 15 after the official registration	30%
Withdrawal within day 16 – 30 after the official registration	10%
After 30 days of registration	No refund will be made
After commencement of classes	No refund or transfer

**TABLE 12**

#### 4.13 Approval of Refund

Approval of request for refund is subjected to discretion by the Principal. Bursary department will only process the payment after obtaining approval.

#### 4.14 Refund for Sponsored Student

- a) For sponsored students, if there is any excess payment in their account after receiving from sponsor, refund will be given to the students.
- b) Refund will be made within SIX (6) weeks after the college receives payment from the sponsor. The amount is refunded after deducting any outstanding fees or charges to the college.

#### 4.15 Policies Relating to Unpaid Fee & Charges

Action will be taken against students who are unable to pay the fees within the required due date (60 days after the commencement of each semester). The action taken against is as below:

- a) On the 31<sup>st</sup> day after commencement of semester, first reminder letter and statement of account will be issued to student and parent/custodian.
- b) On the 60<sup>th</sup> day after commencement of semester, second reminder letter and statement of account will be issued to student and parent/custodian.
- c) Upon failure to settle the fee, students will be barred from all courses for final exam.
- d) Students will have to repeat all the courses.
- e) Students must pay fee for the courses they are repeating on top of the outstanding fees to which they are barred from.
- f) Students who have outstanding fees shall not be awarded a diploma, certificate / qualification from the college until the debt is cleared. Such students shall be prevented from registering for a new semester.

#### 4.16 Mode of Payment

Payments for all fees are possible with the following methods:

##### 1. Via Cheque/Bank Draft/Money Order or Postal Order

<b>Pay to</b>	KOLEJ ANTARABANGSA INOVATIF SDN. BHD
<b>Bank</b>	Public Bank Berhad
<b>Account Number</b>	3150 9890 34

**2. Via Cash in Ringgit Malaysia (RM).** We do not encourage cash payment for security reason. Upon obtaining cash from the bank, you may request for a Banker's Draft. **Payment can be made to the Bursary Department. Its operating hours are:**

<b>Day</b>	Monday – Friday
<b>Time</b>	9.00am to 6.00pm

**TABLE 14**

A copy of the bank transaction or bank in slip must be forwarded to the Bursary Department via fax or mail to:

**Bursary Department,  
Innovative International College  
GL 35, Block C, Kelana Square,  
47301 Kelana Jaya, Petaling Jaya,  
Selangor Malaysia  
Malaysia**

Tel: +603-27262436

Email: [info@innovative.edu.my](mailto:info@innovative.edu.my)

**Please include details of the payment and the student's details.**

Failure to follow the above guidelines will make it impossible for the Bursary department to verify and update the payment status of the students and therefore the Bursary will not be responsible for that and can take action against the students for non-payment of fees due to the above omission.



## 5. International Students Services (ISO)

### Overview

Our International Students Office (ISO) caters to international students' needs. Key services provided include:

- a) Enrolment information for international students.
- b) Visa and Immigration advisory assistance (Students Pass application and extensions).
- c) Airport pick-ups for new students.
- d) Welfare (Insurance, Health, Counseling, etc.)
- e) International Students Orientation.
- f) Issuance of documents needed (Embassies, etc.)
- g) Sending student to airport after finish/ terminate from study.

### 5.1 Application Procedures

1. All international students should read the requirements for enrolment carefully and ensure all information is complete before submission.
2. Email or fax your academic legibility before submitting an application.
3. Fill out and submit the International Students Application Form. To avoid delays, please ensure that all information is complete, with the following documents attached:
  - Eight (8) pieces of recent passport size photos 45(mm) high x 35 (mm) wide, (white background).
  - One (1) CLEAR copy set of your passport including blank pages. (Passports should be valid for at least one year from the intake date and any important date should be in colour).
  - Certified true copies of all relevant academic transcripts and examination results.
  - For African and sub Saharan countries, on objection certificate (NOC) from the relevant embassy.
  - A copy of pre - medical report (to be conducted at home country).
  - Scratch card (for students who attend WAEC and NECO)
  - Copy of yellow card fever (for sub Saharan country)
  - If financed by scholarship / study loan, documented evidence must be attached. If self – financed, a guarantee letter from bank, parents, financier etc. must be submitted.
  - English translation of all documents submitted, if necessary.
  - RM 2,250 for application fees.
  - Incomplete application cannot be processed.

4. Please mail or courier or fax to: -

**INNOVATIVE INTERNATIONAL COLLEGE**

Registry Department  
GL 35, Block C, Kelana Square,  
47301 Kelana Jaya, Petaling  
Jaya, Selangor Malaysia  
Tel: 603-27262436  
Fax: 603-27262437  
Email: [info@innovative.edu.my](mailto:info@innovative.edu.my)

5. Please include the Application Fees with the Application Form. Remittances by electronic transfers should be evidenced by a clear copy of the bank confirmation advice and referenced with the student's particulars – name, passport no, programme and intake month and year. Refer to Payment Instructions.
6. Conditional Offer Letters will be sent to successful applicants (please allow 1-2 weeks).
7. INNOVATIVE will also apply for a Student Pass from the Malaysia Immigration Department. This may take about 2-3 weeks. We advise that all application forms arrive eight (8) weeks before the intake dates.
8. All new International Students are required to make a balance payment of Admission / Registration fees, Intensive English fees and tuition fees for 2 semesters as stated in conditional offer letter. Students Pass (Visa) Approval Letters can only be given receipt of this payment.

## 5.2 Additional Documents required

1. If you have graduated from an international high school in Malaysia:
  - School Leaving Certificate or Completion Certificate.
  - Shorten Visa
  - Checkout Memo
2. If you have previously studied in another higher education institution (college or university level) in Malaysia, additional documents needed are:
  - Release Letter (From former institution) and
  - Attendance Report (must be at least 80% attendance)
  - Academic Result
  - A copy of short term visa from previous college.
3. International students from other higher education institutions in Malaysia who intend to change institutions before successfully completing their courses will need approval from the Ministry of Higher Education and Immigration Department.

### 5.3 Payment Information

New international students starting their first semester in INNOVATIVE are required to make an initial payment of two (2) semester fees, admission/registration and Intensive English fees. Students Pass (Visa) Approval Letters will be sent upon confirmation of such payments. Please refer to the Payment Instructions section for payment methods.

**Important Note:** Telegraphic Transfer may take up to 14 working days to reach our bank account. This should be taken into account when remitting funds.

If Malaysia Ringgit is not available, the equivalent amounts in international currencies are also acceptable (e.g. USD, AUD, SGD, EUR, GBP etc.).

### 5.4 Payment Instruction

Payment should be made payable to “KOLEJ ANTARABANGSA INOVATIF SDN. BHD”  
PUBLIC BANK BERHAD (Account No: 3150 9890 34)

(Swift Code: PBBEMYKL)

(Upon your acceptance of conditional offer letter. All payments are not refundable).

### 5.5 Immigration Information

#### Immigration Policies for International Students

All international students are required to comply with policies set by the Immigration Department of Malaysia. Please adhere strictly to these requirements to minimize delay and other problems that may arise.

#### Requirements for New International Students:

Your passport needs a minimum validity for 18 months (1 ½ year) to come into the country.

#### Procedure for New International Students:

- To apply for your student pass, please coordinate and send all the necessary documents to the University’s marketing counsellors. They will submit this to the Education Malaysia Global Service (EMGS) for processing and send it to immigration. Note that VAL processing takes 6 to 8 weeks.
- Once approved by the immigration, the University will send you your Visa Approval Letter (VAL). All new students **MUST** go to the nearest Malaysian Embassy (preferably in their home country) to obtain a “Single Entry Visa” and come into Malaysia at least 1 month before their VAL expires.
- The VAL is valid only for **6 months**. You should get your "Single Entry Visa" and come into Malaysia at least 1 month before your VAL expires.

- Once you get your “Single Entry Visa” and have made your travel arrangements, inform the University at least seven (7) working days before departing from your country. Bring a copy of your VAL.
- Your passport must be submitted to the visa unit **at least 23 days** before your VAL expires.
- As required by the Malaysian government, international students need to undergo two sets of health examination/ medical check-up:
  - First health examination – International students must undergo the medical check-up in their respective countries before leaving for Malaysia. They will need to send a softcopy immediately to the college. Upon arrival, they will also need to hand-over the original copy to the International Student Office Department.
  - Second health examination – International students need to undergo a second medical check-up within seven (7) days of arrival in Malaysia.
- **What's the difference between VAL & Visa sticker?**

*The VAL is your letter from the Immigration allowing you to study in Malaysia. Your "Single Entry Visa" is a stamp in your passport that the Malaysian Embassy in your home country issues after you submit your VAL.*

## **Immigration Advice for International Students**

The International Students Club serves the needs of our growing population of students from overseas. Their purpose is to help international students like you adapt to life at the college / university and in Malaysia, as well as help you get the most out of your stay by organizing a wide range of extra- curricular and cultural activities.

### **Social/Tourist Pass**

It is illegal to study in Malaysia under a social or tourist pass. Students are NOT ALLOWED to enter the country via any other pass other than the student visa. We are NOT ALLOWED to convert social or tourist pass into student visa any more.

#### **Step 1**

**Submissions of Documents:** Please refer to the Application Procedures section for updated information.

#### **Step 2**

**Letter of Conditional Offer:** Upon receiving the required documents, application fees and meeting the entry requirements, INNOVATIVE will send the Conditional Offer Letter.

#### **Step 3**

**Await Approvals from EMGS and Immigration Dept:** INNOVATIVE will submit the qualifications to the EMGS for further approval. It may take about 4 – 6 weeks. Upon approval by EMGS, the application will be sent to the Malaysia Immigration Department for the Issuance of a student pass (students' visa) approval letter. It may take another two (2) weeks. Approval is valid for only 3 months.



#### Step 4

**Remit Initial Payment for Fees:** Upon approval of the student pass, the student will be notified by the International Students Office (ISO). As a pre-condition for release of Student Pass Approval Letter the initial admission/registration fees for Intensive English and Tuition fees as included in the conditional offer letter or its equivalent value in USD, GBP, EUR, AUD, SGD, etc. are to be paid.

#### Step 5

**Await Receipt of Original Student Pass Approval Letter:** Arrangements can then be made for arrival in Malaysia.

### 5.6 General Information

- The issuance of Student Pass (Visa) Approval Letter by the Malaysian Immigration Department can take up to 2 to 6 months depending on individual situation. Please take note that it is the prerogative of the Malaysian Immigration Department to approve or reject any visa application.
- Students are responsible to check with the Malaysian Embassy in their country regarding any special requirements or visa requirements before coming to Malaysia. For example, a student may need to apply for a Single-Entry Visa to enter Malaysia in order to avoid a fine or being turned away at the Airport.
- Students from yellow fever endemic areas (e.g. Africa, Central and South America) are required to take the necessary inoculations before coming to Malaysia. The Medical Certificate will be verified by the Health and Quarantine officers at the Airport.
- Student Pass and Visa charges are imposed by the Malaysian Immigration Department and payable by students. Price ranges from RM15 – RM90 per year, depending on your country of origin. The ISO staff will inform you of the relevant charges when collecting your passport.
- Students are referred to INNOVATIVE's Rules and Regulations governing their academic rights and obligations during their tenure of study in INNOVATIVE.

### 5.7 Arrival to Innovative

Pre-Arrival Procedure to Innovative

#### Step 1

**In Home Country:** Students must ensure that the Airport Arrival Form with the following information is faxed to the International Students Office at 03-27262436 or email to respective officer or [iso@innovative.edu.my](mailto:iso@innovative.edu.my) at least seven (7) working days before arriving to Malaysia:

\*Innovative International College ISO staff's email [helmi@innovative.edu.my](mailto:helmi@innovative.edu.my)

- a) Date and Time of departure from country of origin;



- b) Date and Time of arrival in Kuala Lumpur (to specify if it is the Kuala Lumpur International Airport (KLIA) or (KLIA2).
- c) Flight number and Airline information.
- d) Pickup Fee – RM250.00 per person.

**Note:**

INNOVATIVE will not bear any responsibility if the instructions above are not followed.

**Step 2**

**Preparation for Pre-Departure:**

Before the departure, students must bring along the following important documents:

- a) Original Academic Qualification Certificates/transcript- in English (compulsory), passport size photographs, medical information, spare photocopies of passport and etc.;
- b) Passport (which is valid for at least 12 months before expiry); and
- c) Original copy of Visa Approval Letter or Valid Entry Visa (for countries that require visa to enter Malaysia).

**Step 3**

**Arrival at the Airport**

Upon arrival at KLIA, students are required to find their way to the Immigration section. If you are confused, please approach the airport staff in uniform for assistance.

**Step 4**

**At the Airport's Immigration Counter:**

Arrival at KLIA or KLIA 2 - When arriving at the Immigration Counter, INNOVATIVE representative will pick you up at the Student Waiting Area (in front of Health and Quarantine Office - main terminal).

**Notes:**

- a) The INNOVATIVE representative will normally carry a signage of INNOVATIVE or an Innovative pass. The representative will then accompany the student to the Immigration Counter for clearance.
- b) Students are reminded that Immigration Officer WILL NOT release the student without the presence of an INNOVATIVE representative to escort the students out of the airport.
- c) Therefore, prior notification of arrival is important. Only students with Student Pass Approval Letters may be allowed to leave the airport, otherwise our staff will be unable to clear them.

## 5.8 Post-Arrival Procedure to Innovative

### Step 1

#### Report to International Students Office:

INNOVATIVE student must report to the International Students Office, INNOVATIVE (located at 10<sup>th</sup> floor International Students Office) upon arrival or the following day. The following needs to be done at the ISO:

#### 1. Fill up relevant forms

- Student Data Form
- Insurance Form
- Medical Form (to attend Medical screening within 3 working days)

#### 2. Welcome Kit

Students will be briefed by the staff of International Students Office on the Welcome Kit.

- Welcome Letter (from the CEO)
- Innovative Student Handbook

#### 3. Other Matters

- A bank introduction letter will be given for opening a bank account.
- Students are given 1 week to open their bank account upon receiving their Passport from ISO.
- Students are advised not to make travel plans out of Malaysia with student pass being processed.
- Students are required to settle all payments stated in the conditional offer letter before being eligible to commence classes.

### Step 2

#### Orientation

It is **COMPULSORY** for students to attend the scheduled orientation. Important information is communicated during orientation.

**All students are required to sit for an English Placement Test (EPT). The EPT results will be released on the following day by their respective academic faculties/departments.**

**Students who do not meet the English requirements may be required to undergo an Intensive English Programme for a minimum period of 3 months or additional remedial English classes in the first semester.**

### Step 3

#### Submission of Passport for Student Pass Endorsement/Extension

New students **MUST** submit their passports for endorsement together with visa charges - payments are payable to the Malaysian Immigration Department and it depends on country of origin.

Students are provided with a Certified True Copy of passport and a receipt as temporary identification pending the endorsement process.

Failure to hand in passports for endorsement may result in students overstaying their current visit pass or be classified as illegal immigrants by the Malaysian Immigration Department.

### **Penalties for Expired Visa**

Overstaying is a serious offence under the Malaysian Law and can result in imprisonment and deportation. Fines for overstaying student passes/visas can be up to RM1,000 and it increases for repeated offences.

In addition, INNOVATIVE also imposes fines up to RM1,000 to cover emergency administrative paperwork and manpower to solve the cases.

### **Over stay:**

**EMGS** = 1-7 days: Special Pass 1

### **IMMIGRATION SHAH ALAM**

1-6 days: Special Pass 1

1-6 days: Special Pass 2

7-30 days + jail: Special Pass 1 or 2

\* *Please refer ISO for details*

Students are referred to INNOVATIVE's Rules and Regulations governing their academic rights and obligations during their tenure of study in INNOVATIVE.

### **INNOVATIVE INTERNATIONAL COLLEGE**

GL 35, Block C, Kelana Aquare,

47301, Kelana Jaya,

Petaling Jaya, Selangor, Malaysia

Tel: 603-27262436

Email: [info@innovative.edu.my](mailto:info@innovative.edu.my)

## 5.9 GENERAL INFORMATION

### **Immigration Policies for International Students.**

International students must comply with the policies set by the Immigrations Department of Malaysia. Please adhere strictly to the requirements to minimize delay or other problems that may arise. A valid passport with minimum one year (12 months) validity is required to apply for your student visa. You need to obtain an approval letter from the Malaysia Immigrations Department prior to entering the country via the University. It is advisable that you obtain your Visa Approval Letter before entering Malaysia to avoid any issues or problems. Please note that the visa Approval Letter is ONLY valid for six (6) months.

#### **Social / Tourist Pass**

- a) It is illegal to study in Malaysia under a social / tourist pass
- b) A Special Pass MAY BE granted at the discretion of the Director-General of Immigration or person acting on his behalf
- c) The Director-General has the right to reject any Special Pass applications without giving any reason.
- d) The college strongly discourages the use of Social Visas to enter Malaysia before receiving your Visa Approval Letters. Please be reminded that as the college cannot guarantee the approval of your application for student's visa / pass, it may place your studies at high risk.

## 5.10 Transfer Students from Other Colleges

- a) Students who wish to change colleges / universities after receiving student visa will need to obtain approval from the Immigration authorities.
- b) Transfer students who wish to study at Innovative International College have to cancel their students pass from the previous college / university. We advise such students to submit all the relevant documents to the International Student Office to facilitate returning to their home country.
- c) Students are encouraged to enter Malaysia only once they have obtained the Visa Approval Letter from the Immigrations Department which will be sent to them by the College.
- d) Students who are holding valid pass under one college / university are not allowed to study in any other institution.

## 5.11 Renewal or Extension of Student Pass

Please bring your passport to the International Students Office 3 months (90 days) before the expiry date of your student pass for processing.

Failure to do so may result in late approvals and additional overstay. A penalty charge of RM50 per day will be incurred for late submission.

Students are required to pay RM1000.00 to Bursary in order to renew visa. You need to submit the following documents to the Visa Processing Centre:

- a) Visa extension form to be endorsed by respective departments.
- b) Photocopy all pages passport (Important biodata in color \*other than black and white)
- c) Immigrations fee for student pass (vary from country to country within the range of RM60 – RM 150) and tuition fee for 1 year in advance.

It will take approximately 60 days to obtain renewal from the Immigration.

**The Approval for renewal is also subject to:**

- a) Students attendance to be **at least 80%**
- b) CGPA – **2.0 and above**
- c) A valid reason should be provided to the Immigration for 3 consecutive days of absence from class.
- d) The Immigration has the right to cancel a Student Pass based on poor attendance and poor academic result.

### **5.12 Withdrawal**

- a) If you wish to withdraw from your studies, you must report to the Registrar's Office one month prior to leaving for your home country.
- b) You are required to complete the Withdrawal Form from the Receptionist Counter and obtain a release letter from the Registrar's Office within 14-30 working days.
- c) You must bring along a confirmed air ticket for student pass cancellation or an offer letter from a different college / university for shorten visa/ checkout memo.
- d) Failure to comply with this procedure will necessitate the College having to notify the Immigration Department and the Ministry of Higher Education to cancel your student pass.

### **5.13 Defer Studies**

- a) If you wish to defer your studies, you will have to obtain approval from the Academic Department.
- b) You need to report to the International Student Office & Registrar's Office for advice on your next Student Pass renewal.



- c) You will only be given 6 month visa for your next renewal if you have deferred any semesters.
- d) Failure to comply with this procedure will result in the college to notify the Immigration Department and the Ministry of Higher Education to cancel your Students Pass.

#### **5.14 Returning Home during Holidays**

If you are planning to return to your home country during the semester break or holidays, you need to inform the International Student Office & Registrar's Office for advice on your next Student Pass renewal.

#### **5.15 When you have a new passport:**

If you renew or change your passport for any reasons, please your students pass sticker from the old passport to the new passport immediately.

- a) Your student pass will not be valid in the old passport.
- b) You need to bring your old and new passport to the International Student Office to prepare the necessary documents for the endorsement passport (RM150.00).
- c) There will be charges for a single / multiple entry visas based on the entry country.
- d) The duration for transferring the sticker would be 14 working days upon submission to the Immigration.

#### **5.16 If you lose your Passport:**

If you lose your passport, you need to do the following:

- a) Lodge a police report. With the police report, proceed to your Embassy or High Commission to issue a new passport.
- b) Upon obtaining your new passport, proceed to the International Student Office with a copy of your police report and a letter from the embassy as the support document to obtain your new student pass sticker for your new passport.

#### **5.17 Completion or Termination from Programme**

Please be reminded that students who completed their studies or being terminated from the college due to valid reasons, must submit their passport and documents required (etc: flight ticket, offer letter.) to International Student Office (ISO) to process the passport. Students will be given checkout memo or shorten visa approval from Immigration Department of Malaysia before leaving the country or continuing study to other institutions.

### 5.18 **Other General and Important Information:**

Please be reminded that you are required to carry your passport at all times while travelling in Malaysia.

#### **For enquiry**

For further enquiries or information please drop by the Registry office. Our office hours are between 9:00am to 4:00pm, Monday to Friday or e-mail to [iso@innovative.edu.my](mailto:iso@innovative.edu.my).

## 6. LIVING IN MALAYSIA

### 6.1 About Malaysia

Malaysia consists of 13 states and 3 federal territories populated by multiple ethnic groups. The Malays form the majority of the population, followed by Chinese and Indian communities. Peninsula Malaysia shares a land border with Thailand in the north, while across the Straits of Johor in the South, just a short drive over the connecting causeway, is the island nation of Singapore. Across the Straits of Malacca to the west, lies the Indonesian island of Sumatra. Sabah and Sarawak are located on the northern coast of the island of Borneo, their neighbours being Brunei, Indonesia and the Philippines. Kuala Lumpur is the capital of Malaysia and the largest city in the nation. It is home to almost one and a half million people who hail from Malaysia's many diverse ethnic groups.

#### **Climate**

Malaysia's tropical climate is the result of its proximity to the Equator. The country enjoys a perpetual summer with a high humidity of about 80% all year round. It has an annual rainfall of between 2,032mm and 2,450mm. The climate is affected by the north-east and south-west monsoon, tropical winds that alternate during the course of the year. The north-east monsoon prevails from November to March and brings rain to the east coast of the Peninsula. The south-west monsoon is from mid-May to September.

#### **Major Religions**

Malaysia is home to many faiths, with Islam being the official religion. All ethnic Malays are considered Muslims. Ethnic Chinese are predominantly Buddhists while some are followers of Taoism and Christianity. The majority of ethnic Indians follow Hinduism with significant minority identifying themselves as Christians and Muslims.

#### **Major Festivals**

Malaysians observe a number of public holidays and festivals throughout the year. Some holidays are gazetted as federal public holidays and some are public holidays observed by individual states. The Open House is a concept in Malaysia where the hosts invite their family, friends, relatives and acquaintances to their houses to participate in the celebration of festivals. Open houses may be held from and until a specific time while some Open Houses may be held throughout the entire day and guests are free to come and go.

The major festival observed by the Muslims is Hari Raya Aidilfitri to mark the end of the month of Ramadan, which is the designated fasting month. Muslims also celebrate Hari Raya AidilAdha, Awal Muharram and other Muslim festivals.

As for the Chinese in Malaysia, the most celebrated festival is Chinese New Year which lasts for 15 days and ends with Chap Goh Mei. Other festivals celebrated by the Chinese are the Qingming Festival, Dragon Boat festival and the mid-Autumn Festival. Buddhist Chinese celebrate Wesak Day.

Most Indians in Malaysia subscribe to the Hindu religion and they celebrate Deepavali and Thaipusam.

## Malaysians

Most Malaysians can speak a variety of languages, including English. They speak English most commonly referred to as Manglish, or “Malaysian English”. It incorporates words from other languages such as Cantonese, Malay and Tamil. It is not unusual to hear.

Malaysians punctuate their sentences with fillers such as “oh”, “lah”, “mah”, to name a few. Foreigners who first arrive in Malaysia may find it difficult to understand the locals when they speak English.

Malaysians are generally a friendly and helpful lot. Being made up of several different racial and ethnic groups and being citizens of a country which has been colonized by more than their fair share of European powers, Malaysians are no strangers to cultural diversity and generally welcome foreigners with open hearts.

## Some dos and don'ts

Malaysia is generally a relaxed and easygoing place. Although most Malaysians would be forgiving of a foreigner who commits faux pas, they would certainly appreciate and respect those who are well-versed with the local custom and etiquette.

## Social interactions

Hugging and kissing is not practiced among non-family members, so except for children, refrain from doing so, no matter how fond you become of someone, especially someone of the opposite sex. Necking or fondling each other in public is a no-no, particularly in rural areas.

Shoes must always be removed before entering the home of a Malaysian as well as places of worship such as mosques and temples. The right hand is always used for eating or when giving and receiving objects. The left is traditionally “unclean” because of its washroom connections.

The right forefinger is not used to point at places, objects or persons. Instead, pointing with the thumb of the right hand with the fingers folded under is considered more polite.

Although handshakes are generally acceptable for both men and women, some Muslim ladies may acknowledge introductions to gentleman by merely nodding and smiling. Please do not be

offended if a Muslim women declines to shake hands with you (if you are male). A handshake should only be initiated by ladies. The traditional greeting or ‘salam’ resembles a handshake with both hands but without the grasp.

The man offers both hands, lightly touches his friend’s outstretched hands, and then brings his hands to his chest to mean, “I greet you from my heart”. The visitor should reciprocate the “salam”.

## Dressing

Malaysia is predominantly a Muslim country but you will find both men and women dressed in many types of clothes which may or may not be deemed conservative and religious. In the cities, you will tend to find more liberal dress codes amongst the inhabitants. When visiting rural areas however, you may observe that people are dressed more conservatively and it may be wise to adopt a more modest form of attire. However, when visiting places of religious significance or worship, please respect others by dressing modestly; no shorts or slippers (for men), no revealing dresses or bearing of arms (for women).

## 6.2 Culture Shock

Culture shock refers to the mental shock one can experience when moving to a new country and having to adjust to a new culture which is dramatically different from one's own.

When you first arrive, you might feel excited and everything about the new country appears fascinating and the future looks promising. After some time, you might start experiencing symptoms of culture shock such as homesickness, irritability, nervousness, fear and anxiety. You may even experience physical symptoms such as headaches and have trouble sleeping. Take heart that the effects of culture shock are only temporary.

If you still continue to be affected by your new and strange environment, remember that you have many resources at hand to help you adjust to your new life in Malaysia.

You can speak to your lecturer, staff in Innovative International College or other international students who will know exactly what you are experiencing.

Some of the things you can do to cope with fitting into a new environment:

- a) Don't panic.
- b) Find out as much as you can about Malaysia before you arrive. Knowing what to expect when you come over help reduce anxiety.
- c) Accept that no matter how well prepared you are, you will experience culture shock to some extent.
- d) Keep an open mind and a sense of humour.
- e) Explore and familiarize yourself with the local culture.
- f) Make friends with other international students as well local students.
- g) Accept that while culture shock may be painful, it can be a valuable experience that will leave you with broader perspective and a deeper insight into yourself.

## 6.3 Malaysian Laws

When you are in Malaysia, please remember that even if you are a foreign national, you are subject to Malaysia law and penalties. If you happen to get arrested or imprisoned, your government may try their best to help you in any way they can but they cannot get you out of trouble or keep you out of jail. Please check with your country's consular offices and embassies on what they can and cannot do to help you when you land yourself in trouble while abroad.



All international students are advised to carry with them a photocopy of their passport and visa as well as their medical card at all times. Police officers may conduct random checks and both citizens and non-citizens are expected to produce some form of identification. Failure to do so may result in immediate arrest and detention. You are encouraged to apply for the Malaysian I-Kad which is issued to foreign nationals working or studying in Malaysia. It has 17 security features and equipped with a microchip containing the biometric thumbprint of the holder. You may carry the I-Kad with you in place of your passport if you are concerned about losing or misplacing your passport. Some foreign nationals continue to be subject to their country's criminal laws even though the offences in question are committed abroad. This means that if you commit certain offences in a foreign country, you may be prosecuted in your home country. Please check which of these laws apply to you.

#### 6.4 Drug Offences

**Malaysia imposes a severe penalty for drug offences. Drug trafficking carries the mandatory death penalty if found guilty.**

#### 6.5 Safety

Malaysia is a relatively safe country but this doesn't mean that you don't need to be sensible and take unnecessary risks. Always be on the alert. Pickpockets are able to fleece your wallet without you even being aware of it. Snatch thieves often operate in twos using motorcycles where they will speed past you and grab your bag off you. In some cases, they may drag you along the road causing serious injuries or even death. If you cannot avoid travelling at night, please take as many precautions as you can. It may not guarantee your safety and security but it will at least minimize the risks to your personal safety and security.

**Try to practice the following;**

- a) Walk in well-lit, busy areas and travel home or anywhere in a group.
- b) If you are travelling by bus, avoid isolated bus stops, especially after dark.
- c) Plan your journey home in advance.
- d) Ensure that you have money for a taxi to take you home.

**If you are unfortunate enough to be a victim of crime, please adopt the following steps;**

- a) Go to nearest police station to lodge a report.
- b) Get the police inspector's contact number.
- c) Keep a copy of police report.
- d) Come to International Student Office Department to inform them what happened.

## 6.6 Identity theft

Identity theft is not unknown in Malaysia. There have been cases of unauthorized withdrawals made from bank accounts and fraudulent use of credit and debit cards.

- a) Never ever give out your PIN numbers to anyone.
- b) Be wary of “phishing” emails sent to your email account purportedly by your bank or other organizations, requesting you to enter your bank or credit card details for the purpose of verification. If you receive such mail, report it to your bank immediately.
- c) Do not give personal details over the phone, even if it is from your bank. They should have it on their system and do not need to ask you for them.
- d) Avoid leaving your mail lying about.
- e) Shred or destroy all documents containing sensitive personal information.
- f) Immediately report lost or stolen credit or debit cards.
- g) Select strong passwords. Avoid using words or numbers that others can guess easily. These include your date of birth, your address, passport or identity card number.

## 6.7 Contacting Home

There are many ways you can stay in touch with family and friends back home while you are studying in Malaysia.

### **Public phones**

Most public phones accept coins and telephone cards which can be purchased at bookshops or corner shops. International direct dial calls and operator assisted calls can be made from any private phones.

The access code for making most international calls is 00. For information on international calls, dial 103. For operator assisted calls, dial 108. International direct dialling phone cards, which offer cheaper rates than local telephone operators, are also available for sale in most urban centres – the usual outlets which stock these are 7-11, newsstands and shops. Public payphones throughout the country are offered by Uniphone, Citiphone and TM.

### **Mobile phone**

Almost everyone has a mobile phone in Malaysia. It is very easy to purchase a mobile phone and sim card in Malaysia. You can purchase a cheap mobile phone and a sim card to go with it almost anywhere; in mobile phone shops and interim booths. There are 4 different mobile telecommunications providers to choose from; namely DiGi, Maxis, Celcom, U-Mobile and Tune-talk.

### **Postal service**

Post offices in Malaysia are open from 08:30 till 17:00 from Monday to Saturday. They are closed on Sundays and public holidays. Parcels can be sent from any post office although the rates are fairly high. Other than the ordinary delivery services, there is also a national courier service known as Poslaju or Expedited Mail Service (EMS). Malaysia is also serviced by private courier companies such as DHL, UPS, FedEx, City-Link and etc.

### **Email**

If you do not have your own computer, sign up with one of the many web-based e-mail services available (Hotmail, Yahoo, Gmail, and so on) and then check your e-mail using online terminals at your institution, a public library or a friend's home. This option should cost you absolutely nothing. You will also find that most high streets have internet cafés, where you pay by the hour. If you have your own laptop, Wi-Fi can be accessed for free in an increasing number of coffee shops and public places.

### **Skype**

As long as your PC meets the system requirements, all you have to do is download Skype onto your PC, have a speaker and microphone ready and you can make free calls from your PC to another PC. You can also make calls through your PC to phones and mobile phones. See [www.skype.com](http://www.skype.com) for more details.

## **6.8 Exploring Malaysia**

With its warm climate, friendly people, rich culture, natural beauty and modern cities, Malaysia makes for the perfect sight-seeing destination.

Malaysia's primary gateway is the state-of-the-art Kuala Lumpur International Airport (KLIA). It is located in Sepang, which is about 50km (less than an hour's drive via highway) south of Kuala Lumpur. Air travel is popular in Sabah and Sarawak because of the states' mountainous and lush terrain. It's quite normal to catch a flight from Sabah to Sarawak and vice versa, as well as to hire helicopters to get around within either state.

### **Penang International Airport Pulau Pinang**

Tel : 04-4252 0252

### **Langkawi International Airport, Langkawi, Kedah**

Tel : 04-955 1311

### **Kuching International Airport, Kuching, Sarawak**

Tel : 082-454 242

### **Kota Kinabalu International Airport, Kota Kinabalu, Sabah**

Tel : 088-238 555

### **Major airlines servicing Malaysia**

#### **Malaysia Airlines**

[www.malaysiaairlines.com](http://www.malaysiaairlines.com)

**MASWings**

[www.maswings.com.my](http://www.maswings.com.my)

**AirAsia**

[www.airasia.com](http://www.airasia.com)

**Firefly**

[www.fireflyz.com.my](http://www.fireflyz.com.my)

**Malindo Air**

[www.malindoair.com](http://www.malindoair.com)

**Berjaya Air**

[www.berjaya-air.com](http://www.berjaya-air.com)

## 6.9 Public Transportation

### Trains

An extensive rail transport system links major parts of Kuala Lumpur, serviced by Putra and STAR Light Rail Transit (LRT), KL Monorail and KTM Kommuter. These services are frequent, punctual and hassle-free. Feeder bus services are available from train stations to designated surrounding areas. Weekly and monthly passes are available for frequent travellers. All lines, except the STAR LRT converge at the KL Sentral Station.

### Buses

In Kuala Lumpur, bus services such as Rapid KL, City Liner and Metrobus play a network of routes. Feeder buses are available from LRT stations to designated surrounding areas. Express air-conditioned buses are available to all states in Peninsular Malaysia. The main terminals in Kuala Lumpur are Puduraya Bus Terminal for north bound travellers, Terminal Bersepadu Selatan (TBS ) for south bound travellers, Pekeliling Bus Station mainly East coast States and Duta Bus Terminal mainly going to Northern states. Tickets must be purchased early during festive seasons. Visitors are advised to carry adequate small change before boarding buses and taxis.

### Taxis

Taxis fares are charged according to metered rate and are available 24 hours a day. The flag-off rate is RM 3.00 and 10 cents is charged for every subsequent 115 metres. Extra charges apply for services after midnight or services booked over the telephone.

It is not unknown for taxi drivers to charge a flat (and usually higher) rate to foreigners for their services.





## 6.10 Driving in Malaysia

When driving in Malaysia, you must ensure that you have the following before taking a vehicle to road;

- Valid driving license
- Valid motor vehicle insurance
- Valid road tax

**Procedures for converting a foreign driving license to a Malaysian one**



License holders from certain countries (see below) may qualify for automatic conversion and are allowed to drive in Malaysia as long as their foreign driving license is valid and they carry with them a translated version of the license in either English or Bahasa Melayu.

Australia	Libya	France	Philippines
Brunei	Laos	Germany	Poland
Belgium	Mauritius	Hong Kong	Russia
China	Myanmar	Iran	Switzerland
Denmark	New Zealand	Iraq	Spain
Egypt	Netherlands	Italy	Singapore
Fiji	Nigeria	Japan	Thailand
finland	Papua New Guinea	korea	Turkey

**License holders from other countries will need to apply for conversion of license. These countries are as follows:**

Afghanistan	Cameroon	Gambia	Malawi	Rwanda	Kampuchea
Albania	canada	Georgia	Maldives	San Marino	Kenya
Algeria	Cen. Africa Republic	Ghana	Mauritania	Saudi Arabia	Kuwait
Argentina	Chad	Greece	Mexico	Senegal	Lativia
Austria	Chile	Guatemala	Moldova	Seychelles	Lebanon
Bahamas	Colombia	Guinea	Monaco	Sierra Leone	Lesotho
Bahrain	Congo	Guyana	Monggolia	Slovakia	Liberia
Bangladesh	Costa Rica	Haiti	Morocco	Slovenia	Liechtenstein
Barbados	Cote D'Ivoire	Holy See	Namibia	Somalia	Trinidad & Tobago
Belarus	Croatia	Honduras	Nepal	South Africa	Tunisia
Benin	Czechoslovakia	Hungary	Nicaragua	Southern Yemen	Turkemenistan
Bolivia	Dominican Republic	Iceland	Niger	Sri Lanka	Uganda
Bosnia – Herzegovina	Ecuador	India	Norway	Sudan	Ukraine
Botswana	El Salvador	Indonesia	Pakistan	Swaziland	United Kingdom
Brazil	Estonia	Luthiana	Panama	Sweden	USA
Bulgaria	Ethiopia	Luxembourg	Paraguay	Syria	Uruguay
Burkina Faso	French Polynesia	Macedonia	Peru	Taiwan	Uzbekistan
Burundi	Gabon	Madagascar	Romania	Togo	Venezuela
Vietnam	Western samoa	Yemen	Yugoslavia	Zaire	Zambia
Zimbabwe					

*\* Please note that these are subject to change from time to time. Check the Road Transport Department's website (English version) for the latest updates ([www.jpj.gov.my](http://www.jpj.gov.my)).*

There are many car rental agencies located in Malaysia. You just need to produce a driving license, money for a deposit and rental charges for the car.

### 6.11 Bringing family into Malaysia

Parents of the student pass holder can accompany their children under Social Visit Pass for the period of 12 months or as long as the student pass is valid. The payment for the social pass Visit is RM 90.00.

Students are allowed to bring their family which includes spouses, children and both their parents. The spouse of the student pass holder is not allowed to participate or work in any sectors or study in any institutions using this pass. If they wish to pursue their studies in an institution in Malaysia, they must terminate their pass and obtain the appropriate visa.

### 6.12 Working in Malaysia

Student pass holders are permitted to do part-time work for 20 hours per week during semester breaks. Part-time work in this context is defined as work in restaurants, petrol kiosks, mini markets and hotels (excluding singer, masseur, musician, GRO and other activities deemed to be immoral) as long as the student pass is valid. They are not permitted to work as cashiers.

A student pass holder is required to apply for permission to work part-time. Supporting documents required for the application are:

- Application form
- Application letter from the college
- Semester break schedule
- Photocopy of the student's passport

### 6.13 Finance & Funding

New students are given assistance with opening of bank accounts and referral to a moneychanger. Such services are available to help students settle down smoothly in a new environment. These services are provided via Marketing Executives and International Student Office.

Please take note that banks require appointments to be made two days before opening of bank accounts. Banking business hours are 09:30 till 15:00, Mondays to Fridays. Banks are closed on the first and third Saturday of each month.

#### **Bureau de Change**

There are a number of money changers whom you can approach to exchange foreign currency into Malaysian Ringgit. There is a money changer situated at the Kuala Lumpur International Airport where you can change your money upon arrival. You can also change money at local banks. Feel free to check the prevalent rates of exchange and make comparisons to ensure you're getting the best deal for your money.

#### **6.14 Entertainment**

Petaling Jaya offers plenty of amenities, eateries and retail shops. There are many eateries you can choose from to whet your appetite, ranging from bakeries and cafes to food courts, restaurants and hawker stalls.

If you like to venture more, there is much more entertainment and excitement to be found in the heart of the city center, that is, Kuala Lumpur. Kuala Lumpur is home to some of South East Asia's biggest shopping malls which can be found in Bukit Bintang, Midvalley Megamall, Pavillion and Kuala Lumpur City Centre (KLCC). Whether you are hunting for bargains or designer labels, you will find all that you need in the shopping capital of Malaysia.

#### **6.15 College Accommodation and Transportation**

Following statement is rules and regulations of college accommodation;

- a) Students are not allowed to meet or invite their parents and family members beyond the security check point.
- b) All accommodation matters; such as moving in, shifting and clearance should be obtained during the college operation hours.
- c) Students are not allowed to move to another apartment or move out from the hostel including personal belongings for the purpose of posting until permission is granted by the college authority.
- d) The college authority will impose a fine of RM 100 on those students who shifted their accommodation to other places or apartments without the consent from Puan Aslina, Head of Students Services. Similarly, we too will impose the appropriate fines on the students who allow any unauthorized students/persons to enter and/or remain in their apartments without any approval from Student Service Department.
- e) Students are not allowed to leave their apartments after 9.30 p.m. and should return to their respective apartments by 10.00 p.m.
- f) Students who want to go out from hostel have to record their names in the 'Stay Out Request' book before or on Wednesday and in the 'Warden Log Book' before going out/coming in to the apartment. Students who fail to comply with this guideline will be subjected to disciplinary action and fine UNLESS the students have decided to remain in the hostel during the weekends or holidays. It is the students' responsibility to notify their hostel warden of entry into or exit from the hostel area.

### 6.16 Student Counselling

Students may seek counselling for a wide range of issues and problems they may have. Counselling can be arranged for with the respective Programme Leaders or lecturers. All information during counselling session is kept strictly confidential between the student and the counsellor.

### 6.17 Orientation for Local and International Students

This is a programme to assist new students to familiarise themselves with the new environment and culture, especially in the campus.

### 6.18 Students Concerns

If at any time during your study at Innovative International College you are unhappy about something or have a formal complaint, it must be made in writing and submitted to the Programme Leader or the Student Council. We are keen to ensure the smooth running of the college to offer you the best education.

### 6.19 Useful Information & Numbers

<b>Emergency</b>	
Police & Ambulance	999
Fire Department	994
Civil Defense Department	991
From Mobile	112
<b>Telecom</b>	
Fault Report	100
Operator – Domestic	101
Directory Enquiries	103
Telegram Service	100
Operator -International	101

<b>Local Authorities</b>	
DBKL	03 2617 9000
MPAJ	03-4285 7000
MPK	03-3374 5555
MBPJ	03-7956 3544

MBSA	03-8000 8000
MPSJ	03-8024 7700

<b>Flight Info / Airlines</b>			
KL Intl. Airport	03- 8776 2000	Iran Air	03- 2161 1351
Penang Airport	04- 4252 0252	Japan Airlines	00 813 6733 3062
Changi Airport Singapore	+65 655 6868	KLM Royal Dutch	03- 2711 2300
Air Asia	03- 7651 2222	Korean Airlines	03- 2142 8616
Air India	0124-2641407	Lion Airlines	03- 7841 5333
Air Mauritius	03- 2142 9161/ 9087/ 9157	Lufthansa Airlines	03 - 2161 4666
Asiana Airlines	03- 2144 2900	Malaysia Airlines	03 - 7846 3000
Austrian Airlines	03- 2148 8033	Merpati Airlines	03 - 2141 1411
Cathay Pacific	03- 2073 5101	Philippines Airlines	03 - 2141 0767
China Airlines	03- 2142 4125	Qatar Airways	03 - 2141 8281
China Eastern Airlines	03- 2161 1666	Royal Brunei Airlines	03 - 2070 6628
China Shenzhen Airlines	0086 755 95361	Royal Nepal Airlines	03 - 4045 6255
China Southern Airlines	0086 400 869 5539	Sri Lankan Airlines	03 - 2072 2833
Emirates Airlines	03- 8778 8575	Thai Airways	03 - 2031 1900
Eva Airways	03- 2181 1000	Uzbekistan Airways	03 - 2142 5818
First Cambodia Airlines	03- 9283 5090	Vietnam Airways	03 - 2141 2416
Garuda Indonesia	03- 2162 1581	Xiamen Airlines	03 - 2166 8222
Gulf Air	03- 2142 2060	Yemenia Yemen Airlines	03 - 2161 6960
Indian Airlines Limited	03- 4044 3055	Etihad Airways	03 - 2687 2222

<b>Transportation</b>		<b>Hospital</b>	
KLIA Transit/Express	03 - 2267 8000	Ampang Putri	03 - 4289 5000
Kelana Jaya Rail Line	03 - 7625 6999	Assunta Hospital	03 - 7872 3000
Ampang Rail Line	03 - 7625 6999	Damansara Specialist	03 - 7722 2692
KTM	03 - 2267 1200	National Heart Institute	03 - 2617 8200
Rapid KL	03 - 7885 2585	Pantai Cheras	03 - 9145 2888
		Pantai Medical	03 - 2296 0888
Sunlight cabs	03 - 9200 1166	Putrajaya Hospital	03 - 8312 4200
Radio cabs	03 - 9221 7600	Serdang Hospital	03 - 8947 5555
Public cabs	03 - 6259 2929	Sime Darby Hospital	03 - 5639 1212
Cityline cabs	03 - 9222 2828	Sunway Medical	03 - 7491 9191



Tawakal	03 - 4023 3599
University Petaling Jaya	03 - 7949 4422

## 7. Student Code of Conduct

The Student Code of Conduct is drawn based on the laws of the country, the national education principles and philosophy. Student Code of Conduct is formed to provide a guideline to all Innovative International College students as to how they should behave in college.

This code applies to students of Innovative International College within the premises of the college.

### 7.1. Students responsibilities

- a) Students shall, at all times, observe good behaviour, concentrate fully on their program of study, and attend all compulsory activities and abide by IIC regulations.
- b) Students shall strive to portray the best possible behaviour in observing the norms and values of the society, mutual respect and good manners and discipline.
- c) All students are required to have their student ID cards at all times while on campus. Students without authorised student cards are not allowed to enter the building and classrooms.
- d) Students are responsible for their own safety in all aspects inside or outside the college premises. Students shall exercise reasonable care all times to ensure that personal items are not damaged, lost or stolen. IIC shall not be responsible for any incidents that occur or matters that arise out of, due to or caused by student's carelessness and/or negligence.
- e) Students shall be responsible for the safety of all IIC properties when using the same and are prohibited from damaging any properties belonging to IIC. Failure to obey the safety rules or damaging equipment shall be considered as an offence under this code. Any form of vandalism will not be tolerated and severe penalties will be imposed.
- f) Students are prohibited to use any equipment, machinery or tools that could cause danger to persons or properties in the college premises.
- g) Students shall not display behaviour that is deemed as indecent or rude in public. Students must never disrespect, display or act and use words that are rude to any person in IIC.
- h) Students shall not get involved in any ragging, bullying or abusive activities within IIC premises.

### 7.2 Academic Integrity

Students must adhere to the academic rules and regulations and maintain academic integrity at all times. Students are prohibited from indulging in any form of academic cheating like plagiarism or cheating during examination, lab work or projects.

### 7.3 Attire

Students must be decently and appropriately dressed within the college premises at all times. Students shall not wear indecent clothing, attires that are flimsy, see-through or revealing, slippers, shorts, sleeveless clothes, or miniskirts.

### 7.4 Personal Hygiene and Grooming

Students must always maintain personal hygiene and must be neatly groomed at all times.

### 7.5 Theft

Theft is a serious offence. Any students caught stealing will be dealt with severely and reported to the police.

### 7.6 Publications

The Management must approve any publication undertaken in the name of the college.

### 7.7 Meetings/Activities/Gatherings

Permission must be obtained from the Management for any of the above to be held in the college. The Management must approve of any activity undertaken in the name of college.

### 7.8 Cigarettes/Alcohol/Drugs

Students are not allowed to smoke on campus. Drinking of alcohol is not permitted. Any student found taking or being in possession of drugs in any form will be expelled from the College with immediate effect. A report will be lodged with the police.

**The Management has the ultimate authority to suspend and/or expel any student found to behave in such a manner that affects the good name and the security of its staff and students.**

**STUDENTS  
HANDBOOK**

# WHY WE CHOSE INNOVATIVE

"Besides being awarded a full scholarship for obtaining straight(A's) in SPM, the reason I chose Innovative in pursuing the Pre - U Programme is because the lecturers are caring and passionate in teaching"  
Denise Tan  
Canadian pre-university

"IIC really cares about us as they provide free accommodation & transport, a plus factor for students from outstation."  
Shanta from Diploma in Information and Communication Technology

"Innovative International College provides us a very comprehensive learning environment and I look forward to attending class everyday because of its special small ratio of student's class."  
Fahmy & Syashivaarma  
Canadian pre-university



**Disclaimer:**

Innovative International College may change, move or delete portions of, or may add to this handbook from time to time.

The rules and regulations are effective unless you have decided to withdraw from the College.

I have read, understood and agreed on the rules and regulations outlined in this student handbook. Should I fail to follow Innovative rules and regulations, I shall take full responsibility of the consequences without any disagreement to the final decision made by Innovative.

---

(Student's Name)

---

(Student's IC/Passport No.)

---

(Student's Signature)

---

(Date)

**\*Kindly tear this portion and return to Registry**

Verified By

---

Registry Staff's Name

---

Signature

---

(Date)

**BUILDING YOU FUTURE**



Unit GL35, Main Lobby, Block C, Kelana Square,  
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[+603-2726 2436](tel:+603-27262436) | [info@innovative.edu.my](mailto:info@innovative.edu.my)

