



Student Handbook

Important:

The College reserves the right to revise the information/rules and regulations in this handbook from time to time without any prior notice.

Welcome to Han Chiang College!

This is the beginning of a new journey for you and we truly hope you will find life at Han Chiang College interesting and challenging. This handbook contains important information on various aspects of student life on campus that will help you to explore the campus and ease your transition to a new environment.

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PERSONAL DATA PROTECTION AND PRIVACY POLICY (STUDENTS)

Personal Data Protection and Privacy policy of Han Chiang College explains how the College collects and handles your personal data in accordance with the Personal Data Protection Act 2010.

1.0 Personal data

Personal data collected may include but not limited to name, NRIC/Passport no, gender, religion, nationality, date of birth, race, marital status, address, telephone number, email address, name of next of kin, NRIC/Passport of next of kin, religion of next of kin, telephone number of next of kin, email of next of kin, academic qualifications, examination results, photographs, information in audio or video format or any other information deemed necessary or appropriate.

2.0 Sources of information

Your personal data will be obtained from the following sources or any other sources from time to time:

- A. information provided by you through the application form or resume.
- B. the use of the College website and any other information you post on the website, email or facebook.
- C. publicly available or publicly accessible information from seminars, workshops, school magazines, surveys etc.
- D. participation in competitions, tournaments, etc organised by the College or other institutions/organisations.
- E. any written documents or verbal communication between you and Han Chiang College.

3.0 Purposes of processing personal data

Your personal data will be processed for the following purposes:

- A. processing your application;
- B. verifying qualifications, educational background and / or examination results.
- C. supplying you with services such as taking attendance, monitoring your academic progress, providing counselling services, etc;
- D. billing you for the services provided;
- E. notifying or contacting you when necessary;
- F. processing scholarship/loan/bursary applications, if any;
- G. collecting outstanding fees from you or your guarantors;
- H. keeping your data in our internal records;
- I. monitoring any other academic and administrative services.

4.0 Incomplete personal data

It is necessary for you to provide your personal data to Han Chiang College to enable the College to process your application so that it can provide necessary services to you. Should you decline to provide such personal information, or if you later withdraw or withhold your consent for the College to process the data, the College may not be able to process your application/request or continue to provide services to you.

5.0 Disclosure of personal data

Personal data provided to the College will, generally be kept confidential but you hereby give consent and authorise the College to provide and / or disclose your personal data to the following parties (where applicable):

- A. Relevant staff members of the college, eg. International office, Registration/Exam, accounts, student services, and human resource sections, Heads of School/Department, lecturers,, administrative staff members, librarians etc.
- B. Ministry of Education
- C. Malaysian Qualifications Agency (MQA)
- D. Immigration Department
- E. Organisations where you undergo your industrial training such as banks, hotels, production companies, press, radio and tv stations, factories, etc.
- F. Partner universities when necessary. For example, when you apply for exemption for courses or further studies abroad.
- G. Others such as EPF (Kumpulan Wang Simpanan Pekerja), SOCSO, providers of scholarships, prizes, sponsorships, insurance companies, etc when necessary.

6.0 Confidentiality

Han Chiang College shall keep and process your data in a secured manner. The College shall take necessary steps to ensure all information is kept confidential. Your personal data shall not be disclosed to any unauthorised third party.

By providing your information to Han Chiang College and signing the application forms, you hereby acknowledge that you have read and agreed to the "Personal Data Protection and Privacy" policy of the College.

We may retain your personal data for a reasonable period in accordance with the commercial requirements subject to prevailing legal requirements.

7.0 Right to access and correct/amend your personal data

The accuracy of your personal data depends largely on the information you provide to the College. Therefore, you may request to amend and / or update your personal data in our possession by contacting the Registry office or email hccexam@hju.edu.my.

8.0 Revision

Han Chiang College reserves the right to revise the "Personal Data Protection and Privacy Policy" from time to time in the event of amendments to the existing laws and regulations and you shall be deemed to have agreed to such revisions without objection during your tenure as a student of the College.

FEE POLICY / FEE REFUND POLICY / FEE PAYMENT

Fee Policy

Below list is the policy related to fees:

1. Fees are default as Ringgit Malaysia unless otherwise stated.
2. Fees quoted are subject to changes without prior written notice to users.
3. The obligation to pay the tuition fees is unconditional. No portion of such fees paid or outstanding will be refunded or cancelled notwithstanding the subsequent absence, suspension, expulsion, dismissal or withdrawal of the student for any reason.
4. All registration and administrative fees are non refundable and non transferable.
5. Students with outstanding balances will be immediately placed on hold by the College and will be barred from attending classes and examination(s) as well as denied access to College premise and facilities, until payment is made in full. The College reserves the right to deny the students access to any facilities.
6. The School reserves the right to suspend, expel or prevent students from attending lectures without any advance notice if their fees are in arrears or in noncompliance to applicable Terms and Conditions.
7. Students may not transfer to another institution unless their account with Han Chiang College is paid in full.
8. Fees are payable for repeated years of study whether undertaken internally or externally.
9. Students are responsible for payment for any damage caused by them to Han Chiang College and associated property, including fixtures and fittings in approved accommodation and premise. Compensation will be determined by degree of recovery.
10. Students who wish to terminate their studies must notify the Examination Section in writing. Failure to do so may result in full fees of a complete tenure.

Fee Refund Policy

1. **Registration fee:** Not refundable.
2. **Tuition fee**
 - A. Tuition fee is not refundable once the semester has commenced.
 - B. If an offer is being withdrawn by the College for whatever reason, the College shall fully refund the tuition fee to the affected student.
 - C. Should the International student pass application is rejected by the Immigration of Malaysia, the College will fully refund the tuition fee to the affected student.
 - D. If the students notify the College in writing (more than 14 days before the semester commences) of their intention to withdraw from the programme, the College will make a refund of 50% of the full tuition fee paid.
 - E. If the students notify the College in writing (less than 14 days before the semester commences) of their intention to withdraw from the programme, the College will make a refund of 20% of the full tuition fee paid.
3. **Library deposit:** The library deposit is refundable upon completion, withdrawal, cancellation or termination of the course of study. Students are required to fill up the Library Deposit Refund Form (Appendix 31). The College shall offset the cost of library books/ materials not returned or damaged or etc before refunding the deposit to the students.
4. **Facility fee:** Not refundable.
5. **Insurance:** Not refundable.
6. **Assessment fee:** Not refundable.
7. **Personal bond:** Refundable upon cancellation of student visa. International students are required to submit their passport to the International Office upon completion of their studies for cancellation of student pass. Their personal bond will be refunded in full within 2 months from the expiry date of the student pass provided that the students do not have outstanding payments due to the College and have not flouted any rules and regulations of the College.
8. **Student pass processing fee:** Not refundable.
9. **Hostel Rental & Deposit**
 - a. Hostel fees are payable on a semester basis.
 - b. The rental is inclusive of utilities.
 - c. Tenants who fail to pay the required fees by the fixed date will be charged a penalty of **RM5.00** per working day and shall be evicted from the hostel if his/her accounts remain outstanding three weeks after the new semester commences.
 - d. The deposit will be refunded only after the hostel room has been vacated; the keys and the resident pass returned, no damage of property in the occupied room, all other monies due to the college have been cleared, and one month's advance notice is given. Failure to provide the required notice will result in the deposit being forfeited.
 - e. Tenants are required to complete a Hostel Deposit Refund Form which can be obtained from the hostel warden.

Fee Payment

To prevent the risk of identity theft and cash deposit fraud, with effect from 9 June 2015, cash deposit receipts via bank tellers or cash deposit machines (CDM) will no longer be acceptable.

Fee payments can be made by:

- a. Fund transfers through ATM / Interbank Giro or direct online transfer via: **Maybank2u/ Hong Leong Connect/ CIMB Clicks;**
- b. Debit card / Credit Card (VISA & MASTER)with minimum payment of RM50 & above.
- c. Cheque / Banker's cheque. (All cheques should be crossed);
- d. Cash payment to the Finance Section of Han Chiang College.

PAYABLE TO: HJU INTERNATIONAL COLLEGE SDN BHD

Hong Leong Bank Berhad a/c no. 11900005678

Maybank a/c no. 507077409856

(Students are required to submit a copy of the payment receipt to the Finance Section of Han Chiang College for verification purposes. Please write your name, student ID number and telephone number clearly at the back of every cheque or payment receipt)

Collection of payment is available as follows:-

8.30am - 4.00pm Monday - Friday

All processing fee (if any) levied by finance institution(s) arising from inter/intra bank transfer, cash withdrawal, refund process, etc, will be borne by the payers.

GENERAL RULES & REGULATIONS

1. Students must be properly attired at all times on campus.

RECOMMENDED ATTIRE:

<u>Male students</u>	<u>Female students</u>
<ul style="list-style-type: none"> ● Respectful and neat pair of jeans/slacks/long sleeved shirts/ suits/ blazers. ● Proper sports attire during physical exercise. ● College T-shirts during T-shirt day or College event. Formal attire with neck-tie during presentation/seminar/talk. 	<ul style="list-style-type: none"> ● Respectful and neat blouses/blazers/ jeans/slacks. ● Proper sports attire during physical exercise. ● College T-shirts during T-shirt day or College event.

INAPPROPRIATE ATTIRE:

- Students are advised not to wear sandals/slippers/ short pants/ halter tops/ tank tops/ tops with bare shoulders/ wrinkled shirts/ undershirts on campus.
 - Male students are not allowed to put on earrings or studs.
 - Male students are advised to ensure that their hair is always short and neat.
 - Colored hair is not permitted.
 - Female students are not allowed to wear mini skirts.
2. Students causing damages to College property will have to pay full compensation.
 3. Should there be any changes to residential or permanent address, students are required to notify the College immediately.
 4. No student is allowed to be absent from lectures, tutorials, practicals or examinations without approval or valid reasons.
 5. Students furnishing false information or documents may be dismissed without prior warning.
 6. For all matters pertaining to discipline and conduct, the decision of the Disciplinary Board is final.
 7. Gambling and smoking are strictly prohibited within Han Chiang College premises.
 8. Students driving cars or motorcycles into the campus must park their vehicles at designated "Students parking" lots only. All vehicles entering the College campus must have valid stickers on them. Students can obtain the vehicle stickers from the General Affairs & Maintenance Department.
 9. Students must obtain official approval from the Student Affairs Section for the display of notices/posters/other promotional materials.
 10. It is compulsory for students to buy their own insurance. Han Chiang College and its management will not be held responsible for any injuries to students caused by accidents, etc.
 11. Students must observe the rules and regulations of the College in terms of payment of fees, attendance during lectures, tutorials, practicals, examinations and participation in industrial training.
 12. The College shall not be responsible or liable for any damages to students' properties or injuries to students caused by the misuse or unauthorised use of College equipment in the College premises.

Computer Laboratories Rules and Regulations

1. Students are advised to save the file into the USB drive or external hard disk.
2. No food or drinks are allowed.
3. No smoking is allowed.
4. No littering is allowed.
5. No games or movies are allowed.
6. All mobile phones must be switched off in the computer labs.
7. Students must show their respective student identification cards at all times.
8. No reservation of computers is allowed. The allocation of computers is on a First-Come-First-Served basis, unless stated otherwise by the ITS staff.
9. Students are responsible for ensuring that only licensed software is utilized and all files used are free from virus.
10. Only stationary, floppy diskettes and important personal belongings are allowed to be brought into the computer labs. The college shall not be responsible for any damage or loss of personal belongings left outside the computer labs.
11. Students must maintain good behavior at all times and bear the responsibility for any damage resulting from their behavior or action in the computer labs. Unethical behavior such as 'spamming', 'nuking' and actions with malicious intent will not be tolerated.
12. The use of additional computer peripherals or hardware such as zip drive or notebook is not allowed, unless prior permission is obtained from the college staff.
13. The computer labs will be opened to students for word processing or internet access according to the timetable set.
14. The last lab user of the day must ensure that all the power switches in the lab are off, including air-conditioning before leaving the lab.
15. Black and white and color printing services are provided to students at ITS center for coursework related purposes at minimal charges. Paper is also provided.
16. Authority is given to all appointed lab assistants to ensure that all users are abiding by the rules and regulations.

The college reserves the right to request users who do not adhere to the above rules & regulations to leave the computer labs, and take the necessary actions which may include suspension from the uses of computer lab services.

LIBRARY

1. Operating Hours

DAY	TIME
Monday – Friday	9.00 a.m. – 6.00 p.m.

(The library is closed on Saturdays, Sundays and Public Holidays.)

2. General Rules and Regulations

- 2.1 Students MUST show their own Student Cards when using/borrowing the library materials.
- 2.2 Students are advised to wear proper attire while in the library. Smoking, eating, drinking, sleeping, making noise etc are not allowed inside the library.
- 2.3 Students are only permitted to bring in their notebooks, stationery and valuable items such as wallets, cameras and handsets (must be switched off while inside the library). Other items such as bags, files, helmets, umbrellas etc are to be deposited into the lockers the library.
- 2.4 Students are not allowed to shift chairs from one table to another and no reservation of seats is allowed. Students are required to push all chairs to their original positions before leaving the library.
- 2.5 Students are advised to leave the books which have been taken from the shelves on the trolley next to the library counter.
- 2.6 Students can borrow all the library collections except newspapers, magazines/journals, reference books, audio-visual materials and any other materials restricted by the library staff.
- 2.7 Students who deface and lose the library items will have to pay the price of the items as well as a fine.
- 2.8 Students who are found stealing the library items will face disciplinary action and will be suspended from using the library services for a period of time.
- 2.9 The library has the right to call back books lent out from library at anytime for stocktaking, book binding or other official purposes.
- 2.10 The library only open for the use of Han Chiang College staff and student.

3. Rules of Borrowing/ Returning Books

3.1 Library Membership

***(Please bring along your student card to the library for membership registration during your first week in the College.)**

3.2 Borrowing Privileges

User Category	Books	Periodical	Audio Visual	Renewal	Red Spot
Foundation, Diploma & Degree Students	14 days / 2 books (English) & 4 books (Chinese)	For use inside the library only		Twice (if nobody reserves the items. After 2 nd renewal, the items must be returned to the library and can be only borrowed again after 1 week's lapse.)	5 items / same day – have to return back before 5.30 p.m.

3.2 Library Fine

3.2.1 Overdue : RM0.20 per day for each item except for Redspot collection where a fine of RM1.00 will be imposed per day for each item borrowed (excluding Saturday, Sundays and Public Holidays).

Reminder of overdue :

- 1st Reminder (after the due date)**
- 2nd Reminder (after the 1st Reminder)**
- Final Reminder (after the 2nd Reminder)**
- Blacklisted (1 month after the due date)**

Students who have been blacklisted cannot borrow any items for duration of 2 months starting from the date they return and pay the fine.

3.2.2 Charges for lost and damaged library materials

Students need to report if the items lost or damaged and the compensation charges will be imposed on them. Students may purchase the replacement item for library or pay the current book price with an additional administration fee of **RM20.00** per item.

3.3 Library Web OPAC (<http://hcclibrary.com.my/>)

Online Public Access Catalogue (OPAC) is used to search materials available at Han Chiang College library. Materials could be searched by author, title, subject or keyword. Registered members can renew online, hold/reserve book, view loan history, check fine and create favorite book or materials list. At library Web OPAC the users also can view the rules and regulations for general library rules, Tea-Room and lockers facilities.

DIPLOMA PROGRAMMES
(RULES AND REGULATIONS)

1. Registration Guidelines

1.1 Registration Procedure

Students must register online for courses at the beginning of each semester.

A duly completed registration form must be submitted to The Registry within **2 days** after the commencement of the semester. A late processing fee of **RM50.00** will be imposed on students who submit the registration form after the deadline but within **1 week** (i.e. on the first Friday of the semester).

1.2 Adding a Course

Students who wish to add courses after submitting the registration forms must complete the Add Form, indicating the course(s) to be added. Approval for adding courses is subject to class size. Students will be given **2 weeks (long semester)/1 week (short semester)** after the commencement of the semester to add courses for the semester. Students will not be allowed to take the exam of the course if they fail to submit the form within the stipulated time.

1.3 Dropping a Course

Students who wish to drop courses after submitting the registration forms must complete the Drop Form, indicating the course(s) to be dropped. They will be given **4 weeks (long semester)/ 2 weeks (short semester)** after the commencement of the semester to drop courses for the semester. They will deem to have failed the course(s) if they do not submit the Drop Forms within the stipulated time.

1.4 Repeating a Course

Students are required to repeat courses if they obtained Grade F in core (C) and college (K) courses. For language courses (i.e. English, Mandarin/ English Pronunciation and Advanced Chinese etc), students are required to repeat if they obtain Grade C- and below **except MPU subjects** where students are required to repeat if they obtain Grade D and below. The fee for repeating courses is **RM600.00 per course**. The **deadline** for submitting Repeat Registration Forms is **within 1 week** after the commencement of the semester. A late processing fee of **RM50.00** will be imposed on students who submit the Repeat Registration Forms after the deadline. (Last modified on 6 January 2017)

1.5 Resitting Exams

Students who obtain C-, D+ and D in all courses except language courses will be allowed to resit the courses. The maximum grade a student can obtain in a resit is C. The fee for resitting exam is **RM200.00 per course**. The **deadline** for submitting the Resit Registration Forms is **within 1 week** after the commencement of the semester. A late processing fee of **RM50.00** will be imposed on students who submit the Resit Forms after the deadline. (Last modified on 6 January 2017)

1.6 Minimum/Maximum Credit Units Allowed for Registration

The minimum and maximum credit units that students can take per long semester (regardless of code classification, repeat, or resit courses) are 12 and 20 respectively and 3 and 10 respectively per short semester. The Head of School has the prerogative to allow a student to register a total number of credit units fewer than the minimum units if the student has fulfilled the minimum requirements for graduation or under special circumstances.

All courses within a programme of study will contribute to the total credit units required for graduation.

1.7 Exemptions/Credit Transfer

Students who possess additional qualifications may apply for exemptions from taking certain courses in writing when they enrol in the first semester. Application for exemptions must be accompanied by relevant documents such as syllabus, course outline, notes, etc. The deadline to file for exemptions is **within 2 weeks (long semester)/ 1 week (short semester)** after the commencement of the first semester. The Head of School has the sole discretion whether or not to grant the exemptions. The decision of the Head of School is final and neither correspondence nor appeal will be entertained.

1.8 Change of Programme/Option

Accepted applicants who wish to apply for a change of programme/option must first register as students of the College in the programme they have been offered. The closing date for submission of the completed application form for change of programme/option is **2 weeks (long semester) / 1 week (short semester)** after the commencement of the semester. Approval for the change of programme/option is at the discretion of the Head of Schools concerned.

1.9 Classification of Courses

Students are allowed to register for courses specified by their respective Schools provided that they fulfil the necessary prerequisites, if any.

Courses are coded as follows:

Classification Code	Type of Course
C	Core Course
R	Core-required Course
K	College Course
E	Elective
T	Industrial Training

Note: Industrial Training is Core (C) for students from the School of Communication.

1.10 Time Schedule and Courses Offered

The time schedule and list of courses offered will be made available to the students online by the respective Schools before registration begins. Students are not allowed to register for courses if there is a clash in lecture or tutorial hours.

Every effort will be made by the College to offer courses required for various programmes. However, student enrolment and School resources may affect course availability. In addition, some courses are offered only once a year or only upon sufficient demand as determined by the respective Head of School. Students are advised to adhere to the study plan of the programme. Otherwise, the College cannot guarantee that a student can complete all courses in order to graduate on schedule.

2. Student Attendance

Attendance in lectures, tutorials, laboratory and practical sessions will be recorded by the lecturers. A warning letter shall be issued to a student who is absent for **four (4) hours** of lectures, tutorials, laboratory, or practical sessions without valid reasons. If the student continues to miss another **four (4) hours** of lectures, tutorials, laboratory, or practical sessions, without valid reasons, a **second warning letter** will be issued. A final warning letter will be issued if he/she is absent for four (4) more hours.

A student who is present for **less than 80%** of the sessions of a course will be barred from taking the examination of that course unless the Examination Board is satisfied with the reasons for his/her absence and supported by valid documents. A student who is barred from the examination shall be deemed to have **failed** the course.

For 100% coursework-based courses, failure to meet the attendance requirement alone will result in failing the course.

3. Academic Misconduct

3.1 Definition

3.1.1 Plagiarism

All sources used in the preparation of assignment or projects must be cited and duly acknowledged in the List of References (LOR) or a bibliography at the end of the assignments. Failure to cite sources as they are used is regarded as plagiarism, which is one form of cheating.

3.1.2 Collusion

Students are encouraged to form groups to share ideas and assist one another in the development of assignments and projects. However, it is not acceptable for members of the group to submit identical answers to an individual assignment or project, by simply copying the work done as a group. The lecturer is entitled to consider identical layout, identical mistakes, identical argument, and identical presentation to be **prima facie evidence** of collusion.

3.1.3 Fabrication

Fabrication is defined as intentional and unauthorized falsifying or altering of information. Fabrication includes falsifying data and signatures on college or personal documents, etc.

3.2 Consequences

Where there is evidence that a student has plagiarized sources or other forms of cheating, one of the following actions may be taken by the lecturer in charge of the course:

- The students may fail the course.
- The students may fail the assignment.
- The lecturer may set a make-up assignment.
- The students may be allowed to redo the assignment.

Fabrication may result in disciplinary action on a student be taken.

4. Examination and Evaluation System

The majority of the courses at Han Chiang College comprise coursework and examination components. Students taking such courses must fulfill the coursework requirements (see Section 4.1) before they are allowed to sit for the examination. The percentage of coursework and examination components approved by the Examination Board of the College may vary from course to course. The breakdown of the coursework and examination is indicated in the course outline.

4.1 Coursework Requirements

Coursework in the form of assignments, progress tests, quizzes, practicals, projects, tutorial participation, etc. shall contribute to the overall percentage of the marks depending on the specification of the particular course. In addition, students must have fulfilled satisfactory attendance (Refer to Student Attendance Section), have completed all coursework and settled all fees in order to sit for the examination. Failure to submit any piece of assessment and fulfill coursework requirements will result in the student being barred from the examination and be awarded an **F** grade.

4.2 Examination Requirements

Students will take the examination in the courses they have registered at the end of each semester. All fees must be settled and attendance requirements for lectures, tutorials, and practicals as well as other course requirements must be fulfilled before students are allowed to sit for the examination.

Students should check the examination timetable and venue online or through the college notice board. If there is a clash in timetable, the student affected must notify the Registry immediately. No changes can be made to the timetable once the final examination timetable is released.

5. Examination Regulations

The following examination regulations apply to all candidates sitting for the examination of all courses. Failure to observe the examination regulations may result in failing the course(s).

5.1 Exam Slips

Exam slips will be issued to candidates who have paid their course fee in full and have completed their teaching survey forms **2 weeks** before the commencement of the examination. The deadline for collection is **2 working days** before the commencement of the examination. A fine of **RM50.00** will be imposed on candidates who do not collect the exam slips within the stipulated time.

5.2 Verification of Examination Documents

Candidates must produce their Exam Slips and Student Cards before entering the examination hall. Candidates who fail to produce either of these documents will be allowed to sit for the examination but have to pay a fine of **RM50.00** per course to the Bursary after the examination. The College reserves the right to withhold the results of the candidates who fail to pay the fine.

5.3 Items Allowed in the Examination Hall

Candidates are only allowed to bring their stationery for writing purposes such as pens, pencils, rulers, and correction fluid into the examination hall. All pencil cases / boxes, are strictly prohibited in the examination hall. Mobile phones, pagers, PDA and other electronic means of communication and storage must be turned off.

Non-programmable calculators are allowed for certain courses on condition that such instruction is clearly stated on the Cover Page of the examination papers.

5.4 Examination Materials

Candidates are not allowed to remove any examination materials such as examination papers, answer sheets, writing paper, etc. from the examination hall.

5.5 Entry into and Exit from the Examination Hall

Candidates are permitted into an examination up to 45 minutes after the commencement of an examination with the following penalties:

(Calculation: Maximum marks scorable X final examination assessment percentage)

DURATION	PENALTY
a) Less than or equal to 15 minutes	No penalty
b) More than 15 minutes and up to 30 minutes	10% penalty on the paper sat (Maximum marks scorable = 90%)
c) More than 30 minutes and up to 45 minutes	20% penalty on the paper sat (Maximum marks scorable = 80%)
d) 46 minutes until expiration of half of the time allotted for the examination (<u>Quarantine Period</u>). Note: Candidates in this category will only be permitted to enter the examination at the discretion of the Chief Invigilator. Candidates must sit the examination at the “quarantine area” which will be designated accordingly.	20% penalty on the paper sat (Maximum marks scorable = 80%)

Candidates who turn up late for their examinations and who are permitted to continue the examination in the venue do not get any extra time.

Candidates may not leave the examination hall during the examination. However, a student who desires to leave the hall temporarily must obtain prior permission and be accompanied by an invigilator.

Candidates will not be allowed to leave the hall in the last fifteen (15) minutes of an examination.

5.6 Conduct and Attire in the Examination Hall

- 5.6.1 Candidates are not allowed to communicate with each other once they enter the examination hall.
- 5.6.2 Candidates must sit at the prearranged designated places.
- 5.6.3 Candidates should check that they have the correct question paper for the examination they are sitting.
- 5.6.4 Candidates must wait for the instruction from the Chief Invigilator before they start writing the answers.
- 5.6.5 Should a candidate desire to communicate with a supervisor or invigilator, he/she should raise his/her hand.
- 5.6.6 Candidates must wear attire suitable for examination purposes. Shorts, singlets, slippers and attire that is revealing are not allowed in the examination hall. Offenders may be barred from entering the examination hall and will be fined **RM50.00**.

5.7 Cheating

Students who are caught cheating during an examination are deemed to have failed the entire paper. Students found repeating the offence will be suspended for one (1) semester and will deem to have failed the entire examination of that semester. A student found guilty of cheating for two (2) times or more may be expelled from the College.

5.8 Absenteeism during the Examination

If a candidate is unable to be present at an examination, he/she will have to inform the Registry in writing within **24 hours** of the examination day, justifying his/her absence and documentary evidence in support of his/her explanation must be attached. The Examination Board reserves the right to reject reasons for being absent which are deemed unacceptable.

5.9 Absent With Permission

Candidates will be considered absent with permission from the examination if they produce any of the following documents: Medical certificate and Medical Certificate Form (Han Chiang College) duly completed by the medical practitioner of a government clinic or hospital to be submitted to the College within 24 hours for outpatient treatment and within 7 working days for hospitalization cases. A letter and death certificate of parents or siblings to be submitted to the College within 72 hours. Candidates who are absent with permission are allowed to carry forward their coursework marks to the following semester when the course is offered and to sit for the examination only. Special arrangements will be made for final semester students in such cases.

5.10 Absent Without Permission

Candidates will be deemed to have failed the entire course if they are absent without permission.

6. Results, Grading System and Student's Academic Status

Official examination results will be released before the beginning of the next semester. Students may check their results in one of the following ways:

By logging on to the College website

The College will notify students to collect their result slips once they are ready. Students are encouraged to check the College's Notice Board/website for such announcements.

6.1 Appeal for Review of Examination Results

Students who are dissatisfied with their results may appeal for a review. Appeal for review of examination results must be made in writing and must reach the Registry not later than one (1) week after the official release of results. A fee of **RM100.00** per course will be charged. The fee shall be refunded if the application is successful.

6.2 Grading System

The grading of student performance is based on the Cumulative Grade Point Average (CGPA) System. The Grades and Point are as follows:

Marks	Grade	Point
80-100	A	4.00
75-79	A-	3.67
70-74	B+	3.33
65-69	B	3.00
60-64	B-	2.67
55-59	C+	2.33
50-54	C	2.00
45-49	C-	1.67
40-44	D+	1.33
35-39	D	1.00
0-34	F	0.00

6.3 Student’s Academic Status

Students will be given the official result slips after each examination that shows the grades obtained in every course and academic status of the students. A student needs to score a minimum of 2.00 CGPA every semester to be considered “Active”. If a student’s CGPA is below 2.00, he/she will be placed on “Probation 1”. The student will be placed on “Probation 2” if he/she fails to obtain the minimum CGPA in the subsequent semester. The student will not be eligible to continue his/her studies at the College if his / her CGPA remains below 2.00 in the subsequent semester.

7. Completion Requirements For The Conferment Of Diploma

A student who has fulfilled the completion requirements listed below is eligible for the award of a Diploma for his /her programme of study. The student must have:

- 7.1 Satisfied the residential requirement of at least 7 semesters (5 long semesters and 2 short semesters) and not exceeding 9 semesters.
- 7.2 Accumulated at least 90 credit units.
- 7.3 Completed and passed all Core Courses (C) for the programme of study.
- 7.4 Completed the required College Courses (K) for the programme of study.
- 7.5 Completed and passed all Core-Required Courses (R) specified by the Ministry of Higher Education.
- 7.6 Obtained a minimum of CGPA 2.00.

STUDENT SERVICES

1. Student Services

Several student welfare officers are in charge of student services such as:

- a) Bursaries, scholarships and loans
- b) Accommodation
- c) Student GPA Insurance
- d) Student Societies

2. Academic Advisor Service

Each student will have an academic advisor for the entire period of his/her study. The advisor is responsible for giving academic as well as non-academic advice. Students should consult their academic advisors about the choice of courses and are required to obtain their signatures on the registration forms before submitting them to the Registry.

2.1 Counselling Service

Students who need guidance on personal matters and issues may seek help from the Student Counsellor, who also advises on career opportunities.

2.2 Further Studies Advisory Service

The Head of International Office advises students on further studies. Besides, the Heads of Schools assist students in obtaining information on universities for further education.

2.3 Industrial Training

The Schools concerned will make necessary arrangements for students' industrial training to be carried out during the second year of their study.

ACCOMMODATION

1. Rules for Admission to Hostel

- 1.1 For admission to the hostel, the students will have to apply on the prescribed application form, which can be obtained from the administration office of the College.
- 1.2 The College authority is under no obligation to provide hostel accommodation for every student. However, new students will be given priority to stay in the hostel.
- 1.3 Hostel fees have to be paid before students are admitted to the hostel.

2. Hostel facilities below are available:

● Wired Internet	● Security service	● Air-conditioning (with timer)
● CCTV	● Double-decker	● Tables & chairs
● Washing machine	● Water dispenser	● Water heater
● Transportation		

The following items are not provided:

● Bed-sheet / Mattress	● Blanket
● Cup and spoon	● Pail, Soap powder and clothes hanger
● Pillow and pillowcase	● Other daily necessities

3. Hostel Rules & Regulations

Please refer to Accommodation Handbook for further details.

LOANS/ SCHOLARSHIP/ BURSARIES

Han Chiang College offers scholarships & bursaries to needy and deserving students.

1) Han Chiang Education Fund

Applicants may apply simultaneously for any Han Chiang College Merit Scholarship, Han Chiang College Special Scholarship, Han Chiang College Excellence Bursary Award and Han Chiang College Special Bursary Award offered by Han Chiang College. However, only **ONE** award (the one carrying the higher monetary value) will be granted.

(Please refer to the Student Services Section for terms and conditions.)

A) HAN CHIANG COLLEGE MERIT SCHOLARSHIP

- Han Chiang College Merit Scholarship (SPM or UEC 4As-8As & above)
- Han Chiang College High Achiever Scholarship (SPM 8A+/A & above - Full Scholarship)

B) HAN CHIANG COLLEGE SPECIAL SCHOLARSHIP

AWARD	CRITERIA
Han Chiang Siblings Entrance Scholarship	A. New students who have a sibling currently studying at Han Chiang College or have a sibling who is a Han Chiang College alumni (The Hanchiangers). B. Fulfil the minimum entry requirement of programme.
Han Chiang UEC Entrance Scholarship	A. Fulfil the minimum entry requirement of programme.

C) HAN CHIANG COLLEGE EXCELLENCE BURSARY AWARD

The College provides a number of bursaries to students requiring financial aids. Students who wish to pursue their tertiary education but without the financial means to do so, will be considered for these bursaries:

AWARD	CRITERIA
Han Chiang Leadership Award	A. Excellent leadership skills through active participation in co-curricular activities and social services at school/state/national level. B. Fulfil the minimum entry requirement of programme.
Han Chiang Special Talent Award	A. Special and outstanding talent in creative digital art/photography/drawing/broadcasting/singing/dancing/ musical instruments. B. Fulfil the minimum entry requirement of programme.
Han Chiang Sports Award	A. State sport athletes/National sport athletes. B. Fulfil the minimum entry requirement of programme.

D) HAN CHIANG COLLEGE SPECIAL BURSARY AWARD

AWARD	CRITERIA
Han Chiang Special Bursary Award	A. This special bursary is awarded solely to needy students from underprivileged and orphaned backgrounds. B. Fulfil the minimum entry requirement of programme.

2) Other Scholarships & Loans

The College will also assist students in applying for loans and scholarships offered by other organizations as stated below:

- a) Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN)
- b) Koperasi Jayadiri Malaysia Berhad (KOJADI)
- c) Penang Chinese Chamber of Commerce
- d) The Teochew Association of Penang
- e) Sin Chew Daily Education Fund
- f) Nanyang Education Fund

3. Student Activities

Apart from focusing on academic life, Han Chiang College provides students with the opportunity to realise their full potential through activities organised by:

The Student Council, Societies & Clubs

● Student Council	● Drama & Dance Society
● Mass Communication Society	● Teen Frequency
● Business Management Society	● Off Angle Photography
● Applied Creative Arts and Design Society	● Han Chiang News Media Team
● Chinese Studies Society	● Badminton Club
● Student Ambassadors Programme	● International Student Club
● Wheels in Action (Skating Club)	

4. Sports & Recreational Activities

Students are encouraged to actively participate in sports and recreational activities. The following facilities are available:

1. Football field
2. Indoor stadium (basketball & volleyball)
3. Lim Lean Teng Hall (badminton, etc)
4. Gymnasium, table tennis, and games
5. Student activity centre (society meetings, etc)
6. Tea room
7. Discussion room

OTHER INFORMATION

Insurance Scheme

There are 2 types of Insurance Scheme available for Han Chiang College students:

1. Group Personal accident Insurance Scheme (for local students)

- a. The annual premium is RM10.00 per student. It is compulsory for all local students to take up this scheme.
- b. In case of leave of absence (students who take several months' break from study) or withdrawal (students who drop out of a programme), the PA insurance coverage and premium will cease.
- c. Students who resume their studies will have to pay an additional RM10.00 for Group Personal Accident Insurance Scheme.

2. Health Insurance Scheme (for International students)

- a. All International students must be covered by a locally purchased Medical and Health Insurance ('Medical Insurance').
- b. An International student, through his/her Educational Institution, can opt to purchase Medical Insurance offered by Education Malaysia Global Services (EMGS).
- c. The current annual premium is approximately **RM500.00** per person.

3. Please be informed that if a student fails to pay the insurance premium, the College or the Insurance Company will not be held responsible for any mishaps that may happen.

4. Vehicle Parking

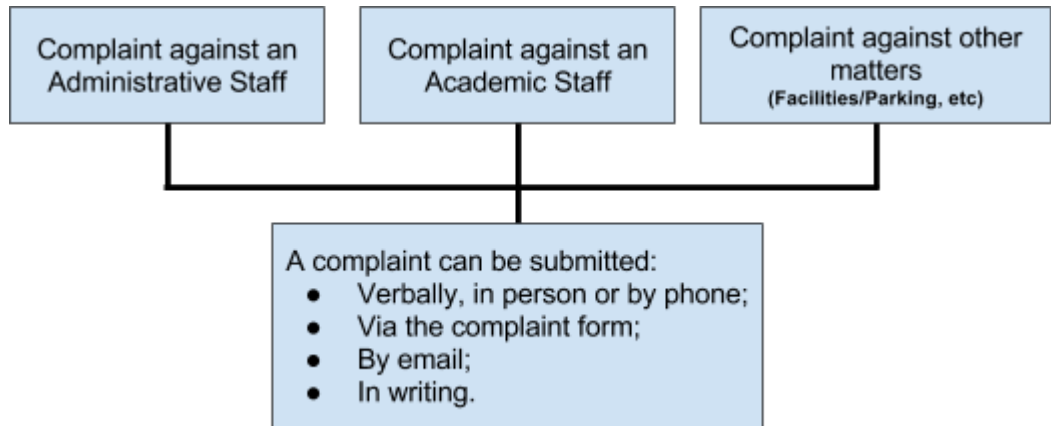
- All vehicles parked within the campus are at the owner's risk.
- The College accepts no responsibility for thefts, damages or other misdemeanors occurring to the vehicles.
- Please refer to The Campus Services for terms and conditions apply.

STANDARD OPERATING PROCEDURE (SOP) FOR INTERNAL COMPLAINT

1. **DEFINITION**
 - 1.1. A complaint is an expression of dissatisfaction of students, staff or public about an action or lack of action, or about the standard of service provided by Han Chiang College.
2. **PURPOSE**
 - 2.1. The purpose of this procedure is to describe how to respond to all the complaints.
3. **SCOPE**
 - 3.1. Complaints expressed by current students, former students, parents and outsiders when they are unsatisfied with the college.
 - 3.2. This procedure applies to all complaints.
 - 3.3. The student services officer, the head of the respective department and the management have the authority to review all the complaint records related to the college.
4. **WHO MAY COMPLAIN?**
 - 4.1. Any Han Chiang College student, staff or public who is receiving, or has received, or has sought or is seeking a service from Han Chiang College. However, the college cannot investigate third-party complaints without the consent of the person who it is claimed has been adversely affected.
5. **RESPONSIBILITY**
 - 5.1. The student services officer and head of the respective department are responsible to investigate the complaint(s). After that, it is discussed with the management whereby the management needs to decide what action should be taken.
 - 5.2. Student Services Section is responsible for:
 - 5.2.1. Checking the complaint box weekly and collecting all the complaint forms.
 - 5.2.2. Reviewing the complaint forms, and determining the need for further action after consultation with the respective department.
 - 5.2.3. Maintaining copies of all the complaint forms around the college.
 - 5.2.4. Ensuring all follow-up complaint actions are completed and forwarding them to the respective department and the management.
 - 5.3. The head of the respective department is responsible for:
 - 5.3.1. Determining the need for a complaint investigation and assigning the investigation in the department.
 - 5.3.2. Determining whether a complaint requires to be reviewed by the management.
 - 5.4. Assigned complaint investigators are responsible for completing and documenting the investigation in a timely manner.
 - 5.5. Document Control is responsible for the retention of all original complaint records and reports.
6. **DOCUMENTATION REQUIREMENTS**
 - 6.1. Feedback Form (Appendix 2)
7. **INTERNAL COMPLAINT PROCEDURES**
 - 7.1. Any person who enquires about making a complaint to Han Chiang College will be advised and assisted by a college staff, as appropriate. A complaint can be accepted by a HCC staff in a number of ways:
 - 7.1.1. Verbally, in person or by phone
 - 7.1.2. Via the feedback form , which is available at
 - 7.1.2.1. HCU site link
 - 7.1.2.2. Administrative Office
 - 7.1.2.3. Student Services Section
 - 7.1.3. By email (via studentservices@hcu.edu.my)
 - 7.1.4. In writing

Student Handbook

- 7.2. The complaint received will be acknowledged initially from the point of contact and forwarded to the appropriate schools or departments concerned for immediate investigation.
- 7.3. All complaints will be analysed and action taken appropriately by schools or departments concerned.
- 7.4. Each school or department will have a staff member responsible for collating and reporting the complaint.
- 7.5. The complaint shall be investigated within 7 working days upon receiving it. However, If a matter requires a more detailed and longer investigation, the complainant will receive an interim response.
- 7.6. The Student Services Section will notify the complainant of the findings once the investigation is completed.



STUDENT CODE OF CONDUCT

All students are required to adhere to the Code of Conduct set by Han Chiang College to ensure that they uphold the image and reputation of the College. Failure to do so may result in some form of disciplinary action.

1. Students' Responsibilities

- a) Achieve good results.
- b) Attend all lectures.
- c) Participate in lectures and activities.
- d) Complete all coursework assignments. For example, assessments, projects etc.
- e) Seek learning support from lecturers and counsellors when necessary.
- f) Treat fellow students and Han Chiang College staff with respect.
- g) Wear respectable, decent and clean attire.
- h) Behave well while participating in the College activities and refrain from any act that may result in damaging Han Chiang College property or unduly interfering with the comfort or privacy of others on campus.
- i) Refrain from disrupting or interfering with the teaching or learning on campus,
- j) Refrain from consuming food or drinking in classrooms.
- k) Keep all areas of Han Chiang College clean.
- l) Refrain from bringing banned/illegal substances, alcohol etc into Han Chiang College compound.
- m) Refrain from making defamatory comments in relation to staff or students of Han Chiang College.

2. Misconduct

Misconduct of a student refers to his/her unacceptable behaviour. For example:

- a) Disrupting the learning of others;
- b) Preventing staff members from performing their duties;
- c) Endangering the health and safety of staff or students;
- d) Interfering with the operations of Han Chiang College.

An instance of misconduct is a disciplinary offence which includes, but is not limited to:

- a) Wilfully obstructing or disrupting any official meeting, ceremony, activity, class or examination/assessment.
- b) Wilfully behaving in such a manner that may be detrimental to the health and safety of other students or staff.
- c) Any form of harassment.
- d) Wilfully damaging or wrongfully dealing with any Han Chiang College property, or the property of any person within Han Chiang College.
- e) Assaulting or attempting to assault any person.
- f) Drunken and/or disorderly behaviour on campus.
- g) Being under the influence of prohibited drugs and/or substances.
- h) Cheating and/or plagiarism.
- i) Trespassing or knowingly entering any place within the premises of the campus which is out of bounds for students.
- j) Making a false representation that may affect students' status, etc.
- k) Breaching of any rules related to conduct or assessment.
- l) Any indictable offence that impinges on Han Chiang College/campus operations.
- m) Possessing prohibited or dangerous articles.
- n) Unduly interfering with the comfort or peace of any person on campus.
- o) Using obscene language or swearing.
- p) Gambling or smoking in Han Chiang College.
- q) Possessing/ distributing/ selling/ purchasing of electronic cigarette and or vape.
- r) Theft
- a) Falsification of official documents.

3. Disciplinary Action

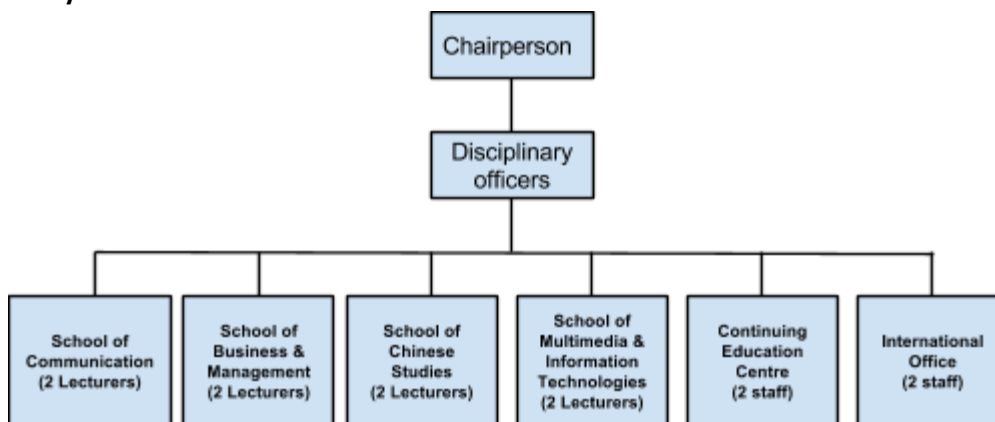
If a student is found to have committed an act of misconduct, the following disciplinary actions may be imposed by the College; depending on the severity of the misconduct:

- a. **Warning** - The student is officially warned in writing that he/she has committed an act of misconduct and further unacceptable behaviour will result in more serious disciplinary action.
- b. **Probation** - The student is placed on probation for a specified period of time during which he/she is under the supervision of the committee members of the Board.
- c. **Suspension** - When a student's behaviour is unacceptable to the extent that it has tarnished the image of the College and to the well-being of the students in the College, the student may be suspended from the College.
- d. **Expulsion** - The student will be expelled from the College permanently.
- e. **Additional Sanctions** - In addition to the actions stated above, any of the following may be included as a part of any action to be taken:
 - Reimbursement for damages;
 - Penalty
 - Banned from campus.

4. Disciplinary Procedure

- a) Behavioural misconduct is reported to the Disciplinary Board of Han Chiang College.
- b) The Disciplinary Officer of the Board investigates the allegations and then takes one of the following actions:
 - i. Dismisses the allegations due to lack of evidence.
 - ii. Refers the case to the Disciplinary Board.

5. The Disciplinary Board



- a) The Disciplinary Board meeting can be held with the presence of Chairperson/Disciplinary officer, representative from the respective School and one other Board member.
- b) The Disciplinary Board will discuss and decide on the disciplinary action to be taken.

6. Appeals

A student who has been found guilty of violating Han Chiang College Code of Conduct may file an appeal to the Vice Principal. Appeals must be filed, in writing, within three (3) working days after a disciplinary decision is reached and delivered to the student(s).

OATH STATEMENTS

We, the students of Han Chiang College, hereby pledge that:

While pursuing our studies at Han Chiang College, we will always study wholeheartedly, respect our lecturers, maintain good conduct and manners, adhere to the rules and regulations of the College and uphold the good reputation and image of the College.

Even after graduation, we will always maintain good conduct and manners, contribute what we have studied to the society and will be useful citizens of our society and our nation.

APPENDIX 1 - REQUEST FOR REFUND – LIBRARY DEPOSIT



REQUEST FOR REFUND – LIBRARY DEPOSIT

Full Name (Bank Account Owner): _____ NRIC / Passport No.: _____

Student ID No.: _____ Bank Account No.: _____

Contact No.: _____ Bank Name: _____

Email: _____ Date: _____

Address: _____

Signature of Applicant: _____

Reason for Refund: Graduated (Graduated on: _____) / Withdrawn / Termination of Study / Others: _____

***PLEASE ATTACH PHOTOCOPY OF: NRIC AND FIRST PAGE BANK BOOK ACCOUNT OR BANK STATEMENT**

FOR OFFICE USE ONLY

I confirm that the above student:

- (1) **Has returned / not returned** all the library materials upon completion of his/her study.
- (2) **Has damaged / not damaged** any property of the library.

.....
 Signature of Library Staff
 Name:
 Date:

.....
 Confirmed by librarian
 Date:

I hereby **approve / do not approve** the refund of Library Deposit to the student.

.....
 Vice Principal
 Date:

FINANCE SECTION

Date of Payment: _____ Amount in RM: _____

Receipt No.: _____

Signature of Finance Department: _____ Name: _____

Date: _____

* The student **has / has no** outstanding payment due to Han Chiang College.

Revised Date: 14th September 2017
Lib/F/02/Rev. (08)

This Student Handbook Belongs to:

(Name)

(Student ID)

(Programme / Year / Group)

1) Postal Address	Han Chiang College, Lim Lean Teng Road, 11600 Penang, Malaysia
2) Telephone	: 604-2831088
3) Fax	: 604-2829325
4) E-mail	: enquiry@hcu.edu.my
5) Website	: http://hcu.edu.my/
6) Facebook	: http://www.facebook.com/HanChiangCollege