



# KOLEJ OMEGA

# STUDENT HANDBOOK

# 2022

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# **1.00 Introduction and General Information**

## **1.10 Welcome Address**

Kolej Omega, formally known as Institut Omega, was established and registered with Ministry of Higher Education, Malaysia in 2005.

We were established to meet the growing demand for continuing education, particularly in the fields of Accounting and Business. Since its inception, our fundamental policy has been to provide ***“Top Quality Education at a Fee that is Good Value for Money”***

In Kolej Omega, we strive to provide the students not only with Professional Knowledge in Business and Accounting, but also with a well-rounded knowledge base which prepares the students for the Professional Business World.

Our Courses are designed to equip you with the right skills and expertise to bring out the best in you on your chosen career path. Our high professional knowledge and training standards will challenge you to perform equally well. We will instill in you a desire to become nothing but the Best.

I warmly welcome you to Kolej Omega and wish you success in your endeavors.

## **Our Services Guarantees**

- We accept students if they meet our entry requirements / pre-requisites.
- Students are awarded relevant Certificate or Diploma if they passed the prescribed examination.
- We shall notify students at least 7 days in advance for any delay in course commencement date. Such course postponement will not exceed 14 days.
- We have an appropriate refund policy of the course and other related fees in the event of cancellation, non-completion, termination of course, or breach of the standard student contract.
- The total duration of classroom learning shall adhere to the published time-table.



**Raymond See**

Chairman, Academic Board

## **1.20 Vision, Mission, Objectives & Motto**

### **Vision**

Leading the way, reaching people and communities through the Power of Learning.

### **Mission**

To drive forward educational, economical and cultural success by continually raising the aspirations, knowledge and skills of individuals, communities and businesses.

### **Objectives**

Our primary objective is to prepare students for rewarding jobs in high-demand careers. So our structured programs are designed to:-

- Motivate independent learners to pursue the acquisition of knowledge and self-enrichment
- Promote higher education commensurate with career advancement and personal achievement
- Achieve short and long term academic goals to improve the students confidence level and self-esteem which will ensure their ability to negotiate a competitive salary while making a significant contribution to their employer
- Offer quality education with affordable fee
- Employ qualified lecturers to continuously implement the use of comprehensive current teaching materials specific to the student's major of study
- Create a lasting desire for higher education by providing a fun and rewarding learning environment

### **Motto**

***“Learning for Success”***

### **1.30 General Information**

Address : Suite 21.02, Level 21, Johor Bahru City Square, 106-108 Jalan Wong Ah Fook, 80000 Johor Bahru, Johor Darul Takzim, Malaysia

Tel: +607 2223533 Fax : +607 2282108

Email : admin@omega.edu.my

Website : <http://www.omega.edu.sg>

Chief Executive Officer : ceo@omega.edu.my

Program Director : director@omega.edu.my

Counselling Officer : counselling@omega.edu.my

Complaint & Feedback : feedback@omega.edu.my

#### **Operating Hours**

Weekdays : 1200 hrs - 2100 hrs

Saturday : 1000 hrs - 1600 hrs

Sunday : 0900 hrs - 1700 hrs

Public Holidays : Closed

## 2.00 Courses

### 2.10 Ground Diploma in Accounting(LCCI), Level 3

<b>Course Title</b> 课程名称	Group Diploma in Accounting (LCCI), Level3 财务会计专业文凭		
<b>Awarding Organisation</b> 证书颁发机构	Pearson LCCI-UK 英国伦敦工商总会考试局		
<b>Registration &amp; Approval</b> 注册与批准		Ministry of Higher Education(MOHE), Malaysia 马来西亚高等教育部门	
<b>Accreditation</b> 认证		Malaysian Qualifications Agency (MQA) 马来西亚学术鉴定机构	
<b>Admission Requirement</b> 入学资格	SPM / UEC with One (1) Credit		

## Course Outlines

SUBJECTS	学科
Accounting	财务会计
Cost Accounting	成本会计
Management Accounting	管理会计
Business Statistics	商业统计
Advanced Business Calculations	商业计算
Pengajian Malaysia 2	马来西亚学术鉴定机构规定的必修学科
Thinking Skills	
Introduction to Comparative Religion	
Community Services	

## 2.20 Certified Accounting Technician (CAT)

<b>Course Title</b> 课程名称	<b>Certified Accounting Technician (CAT)</b> 国际特许会计员课程	
<b>Awarding Organisation</b> 证书颁发机构	<b>The Association of Chartered Certified Accountants (ACCA),UK</b> 英国特许注册会计师公会	
<b>Registration &amp; Approval</b> 注册与批准		<b>Ministry of Higher Education(MOHE), Malaysia</b> 马来西亚高等教育部
<b>Accreditation</b> 认证		<b>Malaysian Qualifications Agency (MQA)</b> 马来西亚学术鉴定机构
<b>Admission Requirement</b> 入学资格	SPM / UEC with Five (5) Credits	

### Course Outlines

SUBJECTS	学科
Paper 1 Recording Financial Transactions	会计交易
Paper 2 Management Information	资信管理
Paper 3 Maintaining Financial Records	会计记录
Paper 4 Managing Costs and Finance	成本与金融管理
Paper 5 Managing People and Systems	人士与系统管理
Paper 6 Drafting Financial Statements	财务会计
Paper 7 Planning, Control and Performance Mgt	绩效控制与管理
Paper 9 Preparing Taxation Computation	税务准备
Paper 10 Managing Finances	金融管理
Pengajian Malaysia 2	马来西亚学术鉴定机构规定的必修学科
Thinking Skills	
Introduction to Comparative Religion	
Community Services	

## 2.30 Diploma of Accountancy (DOA)

<b>Course Title</b> 课程名称	Diploma of Accounting (DOA) 财务会计大专文凭	
<b>Awarding Organisation</b> 证书颁发机构	Kolej Omega 奥美佳学院	
<b>Registration &amp; Approval</b> 注册与批准		Ministry of Higher Education(MOHE), Malaysia 马来西亚高等教育部
		The National Higher Education Fund Corporation (PIPTN) 国家高等教育基金局贷学金
<b>Admission Requirement</b> 入学资格	SPM / UEC with Three (3) Credit (Including of Mathematics) & Pass in English	

### *Learning outcomes of the program;*

1. Describe the accounting processes, encompassing financial accounting, management accounting, taxation and auditing and integrating accounting information into a broader legal, commercial and business context
2. Perform financial accounting processes that record, measure and report the transactions and performance of an organisation in a manner that complies with applicable accounting standards;
3. Apply broader accounting issues in corporate responsibility, ethics and governance
4. Analyse accounting information to evaluate cost and efficiency, performance and value creation, the achievement of strategic objectives & compliance with applicable accounting standards;
5. Identify the broader social, legal, economic and business context within which accounting operates
6. Perform management accounting processes that record, measure and report the effectiveness and efficiency of the organisation, its performance and position in a manner useful for managerial decision making;
7. Communicate effectively with other management professionals and business stakeholders synthesising issues in accounting and finance, operations, marketing, people and organisations
8. Solve business and commercial problems and communicating with other business professionals in non-accounting disciplines of management



CODE	SUBJECTS	学科	CREDIT HOURS
DIA3001	Book-Keeping Accounting	会计基础	3
DIA3002	Quantitative Techniques I	商业统计一	3
DIA3003	Commercial Calculations I	商业计算	3
DIA3004	English for Business Foundation	商业英文基础	3
DIA3005	Economics	经济学	3
DIA3006	Mathematics	商业数学	3
DIA3007	Business Taxation I	商业税务一	3
DIA3008	Quantitative Techniques II	商业统计一	3
DIA3009	Financial Accounting I	会计	3
DIA3010	Cost Accounting I	成本会计一	3
DIA3011	Management Accounting I	管理会计一	3
DIA3012	English for Business Intermediate	商业英文	3
DIA3013	Auditing	审计学	4
DIA3014	Cost Accounting II	成本会计二	3
DIA3015	Management Accounting II	管理会计二	3
DIA3016	Professional Ethics in Accounting	专业道德	3
DIA3017	Financial Accounting II	财务会计	3
DIA3018	Financial Management	财务管理	3
DIA3019	Business Taxation II	商业税务二	3
DIA3020	Business Law I	商业法律一	3
DIA3021	Business Finance	商业金融	3
DIA3022	Employability Skills	职场技能	3
DIA3023	Business Law II	商业法律二	3
DIA3024	Computerised Accounting	电脑会计	3
DIA3025	Organisation Behaviour	企业管理	3
DIA3026	Company Law	企业法律	3
MPU2113	Pengajian Malaysia 2	马来西亚学术鉴定机构规定的必修学科	3
MPU2213	Thinking Skills		3
MPU2313	Introduction to Comparative Religion		3
MPU2413	Community Services		2

## 2.40 Short Courses

### 2.41 UBS Computerised Accounting

<b>Course Title</b> 课程名称	<b>UBS Computerised Accounting</b> UBS 电脑会计	
<b>Awarding Organisation</b> 证书颁发机构	SAGE UBS	
<b>Registration &amp; Approval</b> 注册与批准		<b>Ministry of Higher Education(MOHE), Malaysia</b> 马来西亚高等教育部
<b>Learning Objectives</b> 学习目标	<p>On completion of this paper, candidates should be able to:</p> <ul style="list-style-type: none"> <li>❖ understanding the basic concept of Computerised Accounting</li> <li>❖ track department and job profitability</li> <li>❖ enter transaction data</li> <li>❖ managing debtors and creditors</li> <li>❖ month end processing</li> <li>❖ year end processing</li> <li>❖ generate a variety of reports</li> </ul>	
<b>Course Contents</b> 学习内容	<ul style="list-style-type: none"> <li>❖ Introduction of Computerised Accounting</li> <li>❖ General Setup</li> <li>❖ Preliminary Transactions</li> <li>❖ Transaction Processing</li> <li>❖ Modify Setting and Period End Adjustment</li> <li>❖ Departmental Account</li> </ul>	

### 2.42 MYOB Computerised Accounting

<b>Course Title</b> 课程名称	<b>MYOB Computerised Accounting</b> MYOB 电脑会计	
<b>Awarding Organisation</b> 证书颁发机构	London Chamber of Commerce & Industry International Qualifications (LCCI IQ) 英国伦敦工商总会国际学术机构	
<b>Registration &amp; Approval</b> 注册与批准		<b>Ministry of Higher Education(MOHE), Malaysia</b> 马来西亚高等教育部
<b>Learning Objectives</b> 学习目标	<p>On completion of this paper, candidates should be able to:</p> <ul style="list-style-type: none"> <li>❖ setup partnership and limited liability company accounts</li> <li>❖ track department and job profitability</li> <li>❖ enter transaction data including multi-currency transaction data</li> <li>❖ manage debtors' accounts and bad debts</li> <li>❖ manage inventory</li> <li>❖ enter year-end journal entries before closing financial years</li> <li>❖ customise and generate a variety of reports</li> </ul>	
<b>Course Contents</b> 学习内容	<ul style="list-style-type: none"> <li>❖ Company Accounts</li> <li>❖ Tracking Profitability of Departmental and Jobs</li> <li>❖ Multi-Currency Transactions</li> <li>❖ Debtors Management</li> <li>❖ Creditors Management</li> <li>❖ Advanced Inventory Management</li> <li>❖ Year End Procedures and Maintenance</li> </ul>	

## **3.00 Student Support Services**

### **3.10 Confidentiality of Student's Personal Records**

Omega is committed to maintaining the confidentiality of the student's personal information and undertakes not to divulge any of the student's personal information to any third party\* without the prior consent of the Student.

\* Exceptions apply:

- During emergency whereby the safety and life of the student may be compromised
- As required by Courts or Law agencies to do so

### **3.20 Student Administration**

#### **1. Omega Student Card**

Upon enrolment, all students will be issued a student card, which will be used as a form of identification throughout their stay in Omega.

#### **2. Course Materials**

Course notes and start-of-class kits are issued on the first day of class in each semester. Only students who have paid up their course fees are issued the course notes and class kits. For those who did not collect their course notes on the first day, they may do so from the respective faculty.

#### **3. Request for Official Letters & Documents**

Requests for official letters and documents such as verification of student status, provisional transcripts and report cards from the school must be submitted at least 3 days in advance. Students are required to complete the Student Request Form and submit it to the Front Office for processing.

#### **4. Student Counseling Service**

The Student Counseling Service is here to help with any personal, emotional or study-related difficulties that are affecting your studies in Omega. Trained Omega staffs are on-hand to counsel and advice students in all matters related to academic matters, administration and pastoral care. They will offer you the time and space to talk in complete confidence about what is troubling you. Counseling is free.

#### **5. Promotional Offers**

Students will be notified of any promotional offers via the website, marketing brochures, notices put up on the notice board. The information will state clearly the period for which the promotion is valid. The management reserves the final right to revoke, amend or change its offers at any time without any notification required.

#### **6. News Update**

For all important news from the school, memos will be put up on the school's notice as well as published via the website at [www.omega.edu.sg](http://www.omega.edu.sg). Students must take note of all memos on the notice board/website and act accordingly where applicable.

## **7. Update of Students' Particulars**

All students must provide their latest contact details (eg. telephone number, mobile phone number and residential address) to the School upon enrolment.

Students are to update their records at the Student Portal of Omega College. It is important for all students to provide the school with their updated contact information.

## **8. Confidentiality of Students' Particulars and Data**

The Registrar's Office is committed to the security and confidentiality of student data. Students' particulars are available solely for internal use and for completing regulatory submission requirements.

## **9. Fee Payment**

Payments of monthly installment **MUST** be made through IBG, otherwise RM20.00 monthly administration fees will be imposed.

Students should insist that official receipts are issued by the school upon payment of fees. Please note that all official receipts must be kept for verification of payment status when required.

The monthly Invoices and Receipts will be generated upon successfully deducted through IBG, students can print the Invoices and Receipts from the Student Portal of Omega.

All fees are subject to changes.

## **10. Registration**

A student must arrive no later than 3 days before the start of class and to report to the school for formal enrolment.

Students applying for deferment must fill in a Student Request Form at the Front Office. The Student Care Executive will help you with any study-related difficulties and advise you appropriately.

## **11. Course Induction (Student Administration)**

When the student has been accepted by the School, he/she will receive the Course Schedule, which contains details on the course, such as the commencement date, the duration, the name of the college, institute or university awarding the qualification, etc.

In the event where changes are made to matters related to the course, notices will be put up on the notice board and memos will be given to the students to inform them of the changes before implementation.

## **12. Attendance**

Students must achieve a minimum attendance of 80%.

## **13. Transfer from one course to another within Omega**

- Request for transfer from one course to another within Omega will only be considered if application is submitted before course commencement.
- For students who wish to transfer from one course to another within Omega, they shall be deemed to have withdrawn from the original course and the drop-out policy shall apply. A fresh application has to be made for the new course and the procedure for new application shall apply.
- Please approach the Student Care Executive for more information.

#### **14. Refund**

All registration fees paid to Omega are non-refundable. 100% refunds of all other fees paid are refundable within fourteen (14) days under any one of the following conditions:

- Omega fails, for any reasons, to start the course on the commencement date;
- Omega fails, for any reasons, to complete the course by the completion date except those that are caused by the students themselves, such as, deferment, re-sit, re-unit, etc;
- Omega terminates the course for any reason prior to the completion of the course;
- Omega is in material breach of its obligations under this Agreement.

If students withdraw before the start of class and for any reason other than those set out above (for cause) the following refund percentages will apply:

<b>Refund Percentage</b>	<b>Withdrawal is received</b>
100%	more than thirty (30) days before the commencement date
75%	not more than thirty (30) days before the commencement date
25%	not more than five (5) days after the commencement date
0%	more than five (5) days after the commencement date

#### **15. Medical Certificates**

When a student is absent from class due to medical reasons, he/she is required to submit the original Medical Certificate and complete the Leave Application Form at the Front Office.

Only medical certificates issued by registered clinic, polyclinics, or hospitals will be accepted by the school.

#### **16. Taking Home Leave**

Students are not allowed to take home leave during an on-going semester. However, official home leave may be granted on compassionate grounds.

Students must obtain approval from the Head of School before going on home leave. Students must apply for official home leave before the issue of air tickets. Students who failed to inform and obtain the approval of the Head of School will be construed as absent without official leave. They will be treated as voluntary dropouts if they are absent for more than 3 consecutive days and will be required to withdraw from the course (Refer to Section under Discipline).

The application for home leave procedure is as follows:

- Complete the Leave Application Form at the Front Office.
- You will be given an appointment with your respective Head of School within the next 48 hours, who will interview you on your reasons for the application.
- If your home leave is approved, you are required to submit a copy of your air-ticket to the Student Care Executive

#### **17. Updating of Student Handbook**

Information contain in this handbook could be reviewed from time to time and the contents could be amended. It is important for the student to approach the Front Office for the latest version of the Handbook.

### **18. Re-enrolment**

Students who have completed their current year of study successfully would be automatically re-enrolled into the next level. The re-enrolment documents would be prepared and given to students at least six weeks before the current course completion for their reference. Students would need to confirm their enrolment by completing the respective documents and making the fee payment at least one month before the next course commence. Students must insist that official receipts are issued by the school upon payment of fees and these official receipts must be kept for verification of payment status.

### **3.30 Payment Methods & Channels**

- Cash
- Cheque
- IBG

ONLY Malaysia Ringgit will be accepted.

## **4.00 Policies and Regulations**

### **4.10 General Course Policies**

1. Course fees must be paid upon enrolment by monthly installments
2. The monthly installment must pay by IBG.
3. For unsuccessful deduction due to insufficient fund, an administrative fee of RM20.00 will be levied.
4. Late payment charges of \$20.00 per month will be levied if the monthly installment is not received by 5<sup>th</sup> of every month.

### **4.20 Free Retake Scheme**

1. ONLY local students who signs up for Course Package of Omega are qualified under this scheme
2. This scheme is applicable for ALL Modules in each Course (except ALL short courses)
3. Minimum 90% attendance is required for total lessons of each subject.
4. Students MUST have taken the same unit previously but have failed the examination.
5. Students MUST sit for both internal and external (if applicable) examinations.
6. Re-attend the lesson with the same lecturer
7. Seats are subject to availability.
8. Students MUST pay a non-refundable administrative fee of RM100.00 per subject (Complimentary Course Materials)
9. Application is subject to approval.
10. The validity of this scheme is 1 year from the date of commencement date for each module.

### **4.30 Collection of Certificates & Transcripts**

1. Students are Mandatory to collect and check the Physical Certificates **within One (1) month** upon available to ensure accuracy on details printed.
  - ❖ Any amendment for the details printed on the Physical Certificates **within One (1) month** are Complimentary.
  - ❖ Any amendment for the details printed on the Physical Certificates for **more than One (1) month** are subject to admin fee of RM130\*
    - \* *the admin fee may revise from time to time*
2. Students are Mandatory to collect the Physical Certificates **within One (1) year** upon available. Otherwise, the following is applicable:
  - ❖ RM30 admin fee per year (after 1<sup>st</sup> Year to 5<sup>th</sup> Year from Exam Date)
  - ❖ Certificate(s) and / or transcript(s) remain uncollected within 5 years from the exam date will be destroyed.
3. No one is allowed to enquire for the result or collect the certificate/transcript on behalf of others, without written/oral Authorisation.

### **4.40 School Regulations**

These regulations refer to your duties and obligations as a member of the Omega community and are not directly related to your program of study.

#### **1. General Conduct**

All students must accept individual and collective responsibility for maintaining a healthy working and learning environment while observing proper conduct at all times within the premises of Omega.

#### **2. Appropriate Conduct**

All students must observe proper conduct and refrain from disruptive behavior at all times. The following are conduct to be expected for maintaining good behavior.

- Students must not be rude or behave aggressively towards lecturers and staffs.
- Students must not instigate other students to cause disruption to the smooth running of the school.
- Students must switch off their mobile phones and pagers during lessons.
- Students must not leave the class discriminately during lessons to answer or make phone calls.
- Students must adhere to the lesson schedules and be punctual for their classes.
- Students must not use vulgarities in the school.
- Students must not vandalize the school properties or cause damage to school equipment.
- Students must not litter in the school.
- Students must not download illegal software or visit pornographic websites.

#### **3. Appropriate Dress Code**

Students must be properly attired when they attend courses in the school.

#### **4. Disciplinary Actions for breach of regulations**

Students are liable to be disciplined for any serious misconduct and/or breach of the school's rules and regulations.

Students who persistently violate the school's rules and regulations shall be issued a written warning. Serious disciplinary action, including dismissal, will be instituted against students who continue to violate the school's rules after receiving a written warning.

### **5. Consumption of Food**

Consumption of food is NOT permitted within the school premise.

### **6. Smoking**

Smoking is not allowed in the school premise.

### **7. The School's Decision**

The school's decision in all matters pertaining to the rules and regulations, and terms and conditions shall be final. These regulations refer to your responsibilities as a student. It is important that you read this section carefully. If you find yourself in difficulties related to your studies, please consult the Front Office. We are here to help you.

## **4.50 Academic Regulations**

### **1. Introduction**

It is the responsibility of students to acquaint themselves with the academic regulations. In addition to the school academic regulations, each student is governed by the regulations of the course for which he/she has registered, which determine matters related to assessment and progression through the course and award. Students receive these regulations at the commencement of their respective course during the course induction programs.

### **2. Admission into Omega**

Each application received is considered on its own merits, taking into account academic qualifications and working experience. All applicants for admission to a Certificate Course offered by Omega must be at least 16 years of age at the time of application. Any false statement or inaccuracies made in a student's application for entry to Omega may result in the rejection of their application.

### **3. Course Induction (Academic)**

Introduction for each new cohort is provided to enable students to understand the course requirements and academic expectations. During the induction, the course schedule, course outline and lesson plans will be explained to the students.

### **4. Class Attendance**

Full attendance is expected from students. A minimum attendance of 75% for students is needed in order to participate in the school examination. Students are subject to serious disciplinary actions including dismissal for not achieving the minimum attendance requirements.

### **5. School Terms and Breaks**

Omega observes the Singapore national holidays

Apart from these national holidays, students will be given the following study breaks:

- A one-week break after each semester's examination for all students
- A two-week break for the Lunar New Year

Students are reminded that absence without official approval from the school for 3 consecutive days shall be treated as voluntary drop-out by the students and will have his/her student pass cancelled. Under these circumstances, all fees paid shall be forfeited.

### **6. Replacement for Classes Missed**

If circumstances were to prevent you from attending the class that you have enrolled for, you may attend another class by the same lecturer, where possible **OR** by different Lecturer upon getting approval from the Student Care Executive.



Nevertheless, the replacement for classes missed must NOT exceed 3 lessons without written consent from the Academic Board. Otherwise, 50% of course fees will be chargeable.

#### **7. Deferment of Studies**

Application for deferment will be considered if it is submitted 2 weeks before the commencement of the respective course.

Application for deferment will be only allowed under the following conditions:

- medical reasons;
- overseas employment postings;
- army enlistment.

Documentary proof must be submitted in all cases.

Kindly note that a student is required to complete his/her course within a maximum duration of twice the full duration of the current course. Students applying for deferment must fill in a Student Request Form at the Front Office. The Student Care Executive will help you with any study-related difficulties and advise you appropriately.

#### **8. Examination Schedule**

Examinations are held twice a year on every June and December. Detailed examination schedule from respective courses will be released two months before the examination.

Students should look at the notice board for the examination schedule and details.

Students are expected to be current in their payment of fees before being allowed to sit for the examinations.

#### **9. Examination Guidelines**

Students are only allowed to enter the examination room 15 minutes before the commencement of the examination.

Students are not allowed to bring into the examination room any unauthorized books, written or printed documents, pictures or drawings, notes or papers.

Students must switch off their mobile phones and pagers while in the examination room.

Students are only allowed to bring the following into the examination room;

- Pens, pencils (without pencil cases)
- Erasers/correcting liquid
- Non-programmable calculators (without covers)

#### **10. Absence from Examination**

Students will be considered to be uninterested in taking their courses if they choose to be absent from examination without valid reasons. Students who are absent for both the main examination and the subsequent mandatory re-sit examination are deemed to have opted out of the course.

The school reserves the rights to terminate their studies and cancel their student pass accordingly.

Only students who are absent with legitimate reasons will be permitted to attend the re-sit examination as their main examination. In this instance, it will be considered as their final examination with no further supplementary examination provided.

#### **11. Publication of Examination Results**

The school will release the results within three months from the end of the examination period. Information on 'Results Release' will not be given over the telephone.

## **12. Issuance of Transcripts/Certificates**

Students must pass ALL required subjects before they are awarded their certificates and their academic transcripts from the respective Examination Board.

## **14. Completion Certificate**

Candidates who require the Completion Certificate have to submit the Student Request Form at the end of the Course subject to the following terms and conditions:

1. Minimum 80% Attendance
2. Full completion (including Exam) for the respective course(s)
3. NO outstanding fees
5. The processing time on printing Completion Certificate is approximately 2 months from the preceding monthly cut-off date (every 15<sup>th</sup> of the Month)

## **4.60 Feedback and Grievance Procedures**

The school welcomes feedback from our students as such inputs will help us to improve the learning environment of the school. This section tells you what the School will do on receiving feedback and suggestions from our students.

We treat any student grievance as important feedback to us. We have staff assigned to manage student welfare including handling grievances and complaints and have a system and procedures to tackle these issues.

- For any complaint or grievance - whether it is verbally lodged; or by letter; fax or email or after regular monitoring, we will document the nature of grievance, complaint and given an interim acknowledgement that the matter is being investigated. The Student Care Executive will acknowledge the complaint within 1 day.
- The Student Care Executive will be required to conduct the necessary investigation to establish the circumstance and facts of the case and forward his/her recommendation to the School Director. The latter will verify and decide whether there are basis to accept or dismiss the complaint/grievance.
- School Director will then offer a solution to the student not later than (7) days. If the student accepts the solution, no further action will be pursued expect record and file the proceedings for completed action.
- If the student declines the solution offered by School Director, the complaint will be referred to a higher-level, the CEO, who will review the case and offer a second solution. All these proceedings would be completed within 14 days and complainant is kept informed of the status.
- If the student still refuses to accept the latest solution and before the maximum of 21 days (from date of his complaint), we will suggest that the matter be referred for third party mediation, i.e. Case Mediation Centre or Council of Private Education for a resolution as an alternative to legal action/ proceedings.

**NOTE:** Proceedings from the beginning of a complaint/grievance are recorded in our Complaint Log that provides information on nature of complaint/grievance and time taken to resolve it.

### **4.70 Students' Undertaking**

By signing below, I confirm that the School's representative has gone through the contents of this Handbook.

- I (particulars as stated below) have read and fully understood the content, terms and conditions as stated in this Handbook.
- I shall undertake to fully comply with the requirements and expectations as laid-out herewith.
- I shall take full responsibility for the consequences, should I fail to adhere to the requirements as stated.
- I also acknowledged that I have received a copy of the Student Handbook.

<b>Students Name</b>	
<b>ID / Fin / Passport No.</b>	
<b>Date of Birth</b>	
<b>Student ID</b>	
<b>Signature of Student &amp; Date</b>	
<b>Name of Briefing Officer &amp; Date</b>	