

RelianceCollege



STUDENTS HANDBOOK

WELCOME TO RELIANCE COLLEGE!

Reliance College is an educational institution of exemplary standards in Malaysia.

Rigorous academic procedures, commitment to quality education, extensive investment, solid management and continuous development are the principles that have raised the College's profile and shaped its growth. Students at Reliance College enjoy the advantages of a unique combination: the internationally recognized quality and credibility of higher education combined with the parallel investigation and analysis of the Malaysian and international environment.

At Reliance College we are proud of all that we have accomplished until now. We are also confident of the prospects that open for both our students and the College in the future. It is in this faith that we offer to you an educational experience which is shaped by commitment, enthusiasm, discipline, effectiveness, insight and creativity: an educational experience which can withstand the demands of the contemporary world.

This handbook provides handy and useful information on the following:

- 1) Reliance College
- 2) Program Guide
- 3) Examination Guide
- 4) Attendance
- 5) College Attire
- 6) Student Service
- 7) Student Activities
- 8) Credit Transfer
- 9) Facilities
- 10) Financing & Fees Payment
- 11) Withdrawal of Studies
- 12) Security and Safety
- 13) Change of Address
- 14) Student Identification Card
- 15) Code of Student Conduct

Have a GREAT AND REWARDING learning experience!

1. RELIANCE COLLEGE

1.1 Introduction

With over two decades of solid experience, Reliance College is now the pioneer in the field of Tourism and Hospitality education. Backed by the largest tourism group in Malaysia since 1987, it is the premiere platform for those looking to excel and shine, and nothing less. It is recognized and approved by both local and international bodies, ensuring that if you start today, you'll secure tomorrow.

1.2 Vision and Mission

Vision

We believe in providing holistic, good quality and affordable education, training and community services and being a caring College. We also aspire to produce graduates who are able to provide competent care to meet the ever changing needs of the community.

Mission

“We care” We position ourselves amongst the best centres of education and training and endeavour to lead in the field we choose to excel in. We will produce business practitioners who are knowledgeable, skilful, progressive and caring.

1.3 Teaching and Learning

Reliance College provides a learning environment that inspires and motivates students to become life-long learners. This is achieved through committed research and development in the most effective ways of conducting education, as well as an emphasis on the quality of educators. Teachers at Reliance College are provided full support to facilitate optimum learning capability in each student.

2. PROGRAM GUIDE

2.1 Duration

Type	No. of semester	Duration
Diploma in Hotel and Tourism Management (DHM)	7	2 ½ yrs
Diploma in Business Management (DBM)	7	2 ½ years
Diploma in Event Management (DEM)	7	2 ½ years
BA (Hons) Hospitality, Tourism and Event Management (BHTEM)	6	3 yrs

2.2 Timetable

Timetable for each subject will be given out monthly. Students are required to check with Academic department should you have any query.

2.3 Course Syllabus Guide

Course syllabus guide on each subject will be given to students on the first day of the lesson. Information pertaining to admission requirement of the program, course synopsis, objectives, learning outcomes, syllabus outline, assessment, studies and report writing guides, academic research guide,

grading and recommended references can be found in **Syllabus Guide for Students**

2.4 Orientation

An orientation will be conducted for new students with the following objectives:

- a) To prepare them for college life
- b) To brief them on the program details
- c) To initiate student fellowship

Program	Duration
DHM / DBM / DEM / BHTEM	1 day

2.5 Program Accreditation

Program offered by Reliance College is accredited by Malaysia Qualifications Agency (MQA) and registered under Malaysian Qualification Register (MQR). Accreditation is a formal recognition that a certificate, diploma or degree program has attained the quality standards and criteria set by MQA and is in compliance with the Malaysian Qualifications Framework (MQF).

Accreditation status by MQA has many advantages. Besides being a benchmark for quality program, it also has other advantages such as: -

- 1) Students are eligible to continue their studies in higher education institutions and obtain credit transfer. However, the final decision lies with the institution concerned.
- 2) Students can be considered for employment in the public sector. Private sector employers are also considering accredited programs in their selection of graduates for employment.

2.6 Student Charter

Every stakeholder of higher education has a role to play for quality enhancement and sustenance. The stakeholders such as the Government, management, teachers, students and the external quality assurance agencies—have an important role in ensuring quality of higher education. The Malaysian Qualifications Agency (MQA) strives to play a catalytic role in synergising the stakeholder's efforts.

Of all the stakeholders mentioned above, the students have a unique role to play in ensuring quality of higher education institutions (HEIs). Firstly, the students should realize that they have the right for quality education and it is the responsibility of the HEIs to provide quality educational experience to learners. Secondly, the students should equally be aware of their responsibilities which in turn will help the institutions to provide quality education. This means that the students should expect quality education and demonstrate their commitment to quality education by accepting their responsibilities. Otherwise the HEIs will have very little motivation for quality enhancement.

a) Institution's responsibilities towards students

The institution shall: -

- i. communicate its goals and objectives systematically and clearly to all students
- ii. offer programmes that are consistent with its goals and objectives
- iii. offer a wide range of programmes with adequate academic flexibility
- iv. obtain feedback from students on the initiation, review and redesign of programmes if and when necessary

- v. facilitate effective running of the teaching-learning programmes
- vi. implement a well-conceived plan for monitoring student progress continuously
- vii. ensure that the student assessment mechanism is reliable and valid
- viii. provide clear information to students about admission and completion requirements for all programmes, the fee structure and refund policies, financial aid and student support services
- ix. ensure sufficient and well-run support services to all students
- x. promote healthy practices

b) Student's responsibilities of learning

The student shall: -

- i. appreciate the institutional goals and objectives and contribute to the realisation of the same by participating in relevant institutional activities
- ii. have a clear knowledge of the programmes, admission policies, rules and regulations of the institution.
- iii. follow the time schedules, rules and regulations of the institution
- iv. undertake regular and intense study of learning materials
- v. make optimum use of the learning resources and other support services available in the institution
- vi. prepare for continuous internal assessment and term-end examinations
- vii. give feedback for system improvement
- viii. have faith and ability to pursue life-long learning
- ix. live as worthy alumni of the institution

3. EXAMINATION GUIDE

3.1 How You Are Assessed

Students can be assessed in one or more of the following methods:

- Written examination
- Practical examination (where applicable)
- Oral examination (where applicable)
- Coursework/assignment
- Project report

Please refer to the course syllabus guide on the type of assessment applicable for each subject.

3.2 Attendance for Examination

Local students

Must have an attendance record of 80% to be allowed to sit for examination.

International students

Must have an attendance record of 85% is required as per Malaysian Immigration law.

Students with an attendance record below the required attendance as above will be barred from examination.

3.3 Examination Rules

Rules stated below must be observed during the examination:

- a) Latecomers will be barred.
- b) Must be in proper attire - no slippers and shorts are allowed.
- c) Silence must be observed – those disobeying will be barred.
- d) ID must be shown to the Invigilator - a penalty of RM20 for those who did not bring.
- e) Students are only allowed to have their pens, pencils, liquid eraser, ruler and calculator on the writing table.
- f) Hand phones must be switched off during the examination.
- g) Students caught copying will be barred immediately and refer to the Academic Board for disciplinary action.

3.4 Examination Results

Examination results will be released for each semester and transcripts will be issued accordingly.

The final award of diploma will be presented at the Convocation ceremony.

3.5 Semester Registration

Students who passed subjects in each semester will be registered for the next semester.

Those who fail are required to either re-sit or re-attend the failed subjects.

3.6 Re-sit

- a) When Re-Sit Is Allowed?

When a student fails the examination in the first attempt, only 1(one) re-sit is allowed.

- b) Re-Sit Fees

There will be a fee of RM100/- per subject for the re-sit examination.

There is no refund for failure to attend the re-sit exam.

- c) Registration For Re-Sit

Students who want to re-sit must register together with payment within 3 working days from the date of results released.

Registration must be made using the re-sit registration form (can be obtained from academic department) in duplicate – 1 copy for student reference and 1 copy for office record.

- d) When Will The Re-Sit Be Held

Within one (1) month after the results are released, a re-sit examination will be held.

- e) When A Student Did Not Register For Re-Sit

If a student did not register for the scheduled re-sit examination, he/she will be deemed to have failed the subject.

No re-sit shall be allowed for failure to register for the scheduled re-sit examination of the subject.

However, student is allowed to re-attend the failed subjects at RM750/- per subject.

3.7 Re-attend

- a) For those who failed in the re-sit examination.
- b) For those who did not register for the re-sit examination.
- c) Re-attend registration fee is RM750/- per subject.

4. ATTENDANCE

4.1 Local students

All local students on full-time program must attend at least 80%.

4.2 International students

All international students on full-time programs must attend at least 85%. (Malaysian Immigration Law for International students)

For any non-compliance to the above, student will:

- a) Receive disciplinary warning
- b) Be barred from sitting for examination

4.3 Medical Certificate

Those who are absent due to medical reasons must produce medical certificates (MC) from a certified doctor on the next class or before the examination date as MCs produced on or after the examination date will not be entertained.

5. COLLEGE ATTIRE

5.1 Dress Code

Here's a guide of what dress code is appropriate while in college:

Male

- Short hair, neatly trim above collar
- Not allowed - colored or dyed hair, earrings or ear studs, nose studs/rings or other body piercing
- Fingernails should be short and neatly trimmed
- Not allowed - moustache, goatee or beard
- Not allowed - singlets, sleeveless blouse/t-shirts, slippers, short pants, Bermuda pants, torn jeans and pants, caps, hats in class.

Female

- Hair must be neatly styled and trimmed or tied if long
- Not allowed - coloured/dyed hair, One-ear studs, nose studs/rings or other body piercing
- Fingernails must be short and neatly trimmed
- Not allowed - sleeveless t-shirts, slippers, short pants, miniskirts, Bermuda pants, torn jeans and pants, caps, hats in class.

5.2 Compulsory Dress Code for Every Wednesday & Friday

Every Wednesday : *Formal Attire (Office wear)*

Every Friday : *College T-Shirt*

5.3 Compulsory Dress Code for Practical Training – Hotel Subjects

Male – Formal attire (white long sleeve shirts with tie, black long pants and black shoes)

Female – Formal attire (white long sleeve blouse, black skirts and court shoes)

6. STUDENT SERVICE

The student services include but not limited to the following:

- a) Supervise student activities
- b) Guide the formation of class committee
- c) Enrich campus experience

All students are advised to consult student affairs department for non-academic matters.

6.1 Counselling

Students facing difficulties in their studies are advised to seek counselling. All information shared in the counselling session is treated as confidential.

6.2 Accommodation

Finding the right accommodation can be a difficult task. However, our student services will provide you with advice and suggestions to help you make the correct decisions in selecting your ideal accommodation within the vicinity of the college.

6.3 International Students

- a) Student Pass, Visa & Passport - International Students are permitted to hold only one pass at a time, i.e. Student Pass. Student Pass is non-transferable and valid only for education at Reliance College.
- b) The pass is valid for 1 (one) year and is renewable as a Reliance College Student. It is the Student's responsibility to be aware of the expiry date of their Student Pass. Renewal of Student Pass must be submitted 1 (one) month before the expiry date. Failing to do so may result in a fine for the International Student by the Malaysian Immigration Department for overstaying
- c) International Students must be bearers of passports with a minimum validity period of 14 (fourteen) months upon entering Malaysia.

- d) Renewal of Passport should be done at students' country's Embassy, High Commission, Diplomatic, or Consulate Office in Kuala Lumpur in order to facilitate transfer of Student Pass endorsement from old to new passport.
- e) International students may seek assistance from Student Service Department if they encounter problems when applying for renewal of student pass or passport.

7. STUDENT ACTIVITIES

The Reliance Student Council (RSC) is formed by appointed and/or elected student representatives who will manage the council with the following roles:

- a) Act as the spoke person on behalf of students in Reliance College.
- b) Liaison between students and Reliance College.
- c) Organize activities for students

All students are automatic member of RSC and will be required to abide to the regulation and procedures of the council. A copy of the RSC Charter can be obtained from the council for reference.

Please support and participate in the activities organized by RSC.

8. CREDIT TRANSFER

- a) Application Procedures
 - Application for credit transfer must be made at the beginning of course enrolment.
 - Application must be made with the 'Application for Credit Transfer' form and submit with relevant supporting documents as follow :
 - Transcript (certified true copy)
 - Syllabus details of the subject
 - The administration fees must be paid at time of submission.
 - Incomplete application without the relevant documents or payment will be rejected. The administration fees will be charged for resubmission.
- b) Application Submission Date
 - All application must be submitted within 2 weeks after course commencement.
- c) Application Fees
 - An administration fee of RM100.00 per subject will be charged for credit transfer application.
 - For application received within the submission deadline, the administration fees will be waived.

- For application received after the submission deadline, the above fees will be charged.
- The administration fee charged is not refundable irrespective of whether the application is rejected or not approved.

d) Equivalent Criteria

The Academic Board will look into the following criteria for credit transfer:

- Syllabus Content
- Level of Study
- Credit Hours
- Results

e) Application Outcome

- The outcome of the application will be made known 2 weeks after the submission deadline.

9. FACILITIES

To inspire creativity, motivate performance and ultimately facilitate learning, our campus incorporates modern designs with the latest in teaching technologies. From a campus-wide WiFi coverage, to a warm student lounge and a state-of-the-art Resource Centre, it allows our students to harness the power embedded within them.

Among the facilities are: -

9.1 Library

- i. Library is open from 9am to 6pm.
- ii. Students are allowed to use the library at no charges.
- iii. All books are for reference purpose in the library. If student wish to borrow the books out of library, a refundable deposit of RM100 is required.
- iv. Usage of computer in the library is strictly for research and searching for reference materials.

9.2 Computer Lab

- i. Lab is open from 9am to 6pm.
- ii. The computer facility is **strictly for students only**
- iii. **No food and drinks** are allowed when using the computer in library.
- iv. Students must handle computer with care. Any student found mishandling the computer or causing malfunction to the computer is liable to pay for the cost of repair or replacement of the faulty part(s).
- v. Students are **strictly prohibited from downloading files** or programs from the Internet into the computer.
- vi. Students are **prohibited from installing any type of software into the computer.**
- vii. Students are required to **scan their flash/thumb drive or any other mobile storage devices with anti-virus software before using the computer** to prevent any possible virus attack.

- If the computer use is infected with virus, students are liable to pay for the full cost of fixing the computer virus.
- viii. Deleting program files in the computer either intentionally or accidentally is considered, as a serious offence and student will be barred from using the computer and must bear the cost of re-installing the program(s) into the computer.
 - ix. **The availability of the computer is subject to first-come-serve basis. Viewing of pornographic materials through the computer is strictly prohibited.**
 - x. Gambling through online games or any other form of gambling through the computer is considered as illegal. **Gambling is strictly prohibited.**
 - xi. **Students are not allowed to use the computer while their classes are in progress.**
 - xii. Students are not allowed to talk loudly or make noise in the lab.
 - xiii. Usage of computer in the lab is strictly for research and searching for reference materials.

Students who use their own notebook can obtain password to access Internet using **FREE WiFi** service provided by the college. Viewing of illegal materials is prohibited when accessing Internet at the college premises.

All students must abide by the rules and regulations of the Resource Center. Students who abuse these rules and regulations will be barred from using the free facilities.

9.3 Other Facilities

- i. Student lounge/area
- ii. Discussion room

9.4 Public Amenities

The college is located at strategic location within the city area. Access to public amenities is easy and convenient such as public transports (taxi, city buses, light rail transit etc.), eatery places, health clinics, public telephone services (wired and mobile), shopping malls and grocery stores.

10. FINANCING & FEES

10.1 Financing of Studies

Local students can seek financial aid from EPF, PTPTN or banks. Students may seek advice from counsellors or Student Service Department for assistance.

10.2 Financial Requirements

- i. All administrative and course fees are payable in full upon enrolment. If fees are to be paid by a financial sponsor other than a parent/guardian, then students should produce documentary evidence of financial aid/sponsorship or study loans when enrolling.
- ii. Course fees are normally charged on a semester basis (for modular courses). In the event of a student discontinuing the course or in circumstance of suspension and/or expulsion, fees will still be charged in full up to and including the end of the semester/term in which the student withdraws.

- iii. Students shall be advised that for course fee charged on an annual basis, students may opt for an instalment fee payment scheme.
- iv. Students who cause damage to or loss of college property, assets or funds may be required to pay for such damage or loss.
- v. Students should ensure that sufficient funds are available to honour any personal cheques presented as payment to the college.

10.3 Fees

Each student will be given a payment schedule at the time of enrolment. Students are advised to settle their fees according to the payment schedule given to them. Students attending courses at Reliance College are governed by the following terms and conditions on payment of fees:

- i. The college reserves the right to alter the date, time or venue of its programs.
- ii. The college reserves the right to alter or modify without prior notice the program and syllabus of the course.
- iii. The college reserves the right to refuse or reject any application.
- iv. First payment must be settled latest before commencement date of Semester 1.
- v. All subsequent payments must be settled by:
 - The 10th day from the date of semester commencement for semester payment scheme.
 - The 10th day of each month for monthly payment scheme
- vi. Those who failed to settle their payment on time (according to e and f) will be barred from continuing their study or industrial training or disqualified to receive transcript and the final certificate award.
- vii. For those who wish to continue, they are allowed to do so only after they have settled the outstanding fees plus the late payment charges.
- viii. They will not be allowed to attend class without settling the payment first.
- ix. The late payment charges are as follow:

Semester payment scheme	A flat rate of RM100 per month for 1-30 days late.
Monthly payment scheme	A flat rate of RM50 per month for 1-30 days late.

- x. No replacement is allowed for failure to attend classes
- xi. Students who wish to postpone their courses are only allowed one (1) postponement to the next available intake with a minimum of one (1) week's written notice before course commencement date. Letter of request received after the course date will NOT be entertained and deemed to have cancelled the course.
- xii. Students must complete their program within the maximum duration allowed and failing to do so, the student is required to start afresh the entire program. The maximum duration for a student to complete the course is as follow:

Diploma	Twenty-four (24) months from commencement of the course of study
Degree	Twelve (12) months from commencement of the course of study

10.4 Transfer and Refund

Transfer of Program/Course

A student wishing to transfer from one programme to another **MUST** make a request in writing to the Registry immediately, failing which the student will be charged the full fees for the new programme that he / she is enrolling. The fees that the student had paid earlier will be forfeited. A course transfer forms, obtainable from the Registry, must be completed and forwarded to the Academic Department to be processed.

A student who transfers from one programme to another before the course commences and within 2 weeks of the commencement or date of enrolment will be allowed to transfer the course, registration and resource fees to the new programme. If the amount of fees for the new programme is higher than the former programme, the student will be required to pay the additional amount.

A student who transfers from one programme to another 2 weeks after the commencement date of the programme will have to pay a pro-rated course fee for the original programme and full course fee for the new programme. All other enrolment fees are transferable.

Refund Policy

Any student who wishes to discontinue/drop/defer the subject enrolment from the programme should immediately submit the discontinue/drop/defer form. The discontinue/drop/defer form, available at the Registry, must be completed and submitted to the Academic Department to be approved and forwarded to the Registry to be processed officially.

Submission of discontinue/drop/defer form to the Registry is not considered an approval of refund unless it is endorsed by the Registrar or designate.

50% of term/semester course fees paid will be refunded to a student who officially drops from the programme between second (2) and fourth (4) week of the commencement.

Any subject(s) dropped from the programme after the 4th week of the commencement or date of enrolment will **NOT** be given any refund of all course fees paid.

11. WITHDRAWAL OF STUDIES

11.1 Withdraw from subject(s)

- a) Students are required to write in officially to the Registrar for any request to withdraw from an enrolled subject.
- b) All request for subject withdrawals are subject to approval by the college.
- c) NO refund will be given for withdrawal of subject(s).

11.2 Withdrawal from the college

A student shall be deemed to be no longer enrolled in a course at the college if:

- (a) The student has completed the requirements for that course;

- (b) Registration in the course has been terminated; or
- (c) The student has been excluded on academic or disciplinary grounds

Any student who wishes to discontinue / withdraw from the college should inform the Institute immediately in writing. A withdrawal form, available at the reception counter, must be completed and submitted to the Student Affairs Department to be processed.

Any student who withdraws from a course before the commencement date will be refunded only their course fee and security deposit.

50% of the term / semester fees and the full security deposit and resource fee paid will be refunded to a student who withdraws from a course within 2 weeks of commencement or date of enrolment.

A student who withdraws from a course 2 weeks after the commencement or date of enrolment will NOT be given any refund of all fees paid except the Security Deposit which will be refunded in full provided there are no other outstanding fees.

A student who has registered and does not attend class for one month from the date of commencement or enrolment will be classified as having withdrawn unofficially and all fees and the security deposit will be forfeited.

If a student withdraws after full completion of a course/programme at the college and wish to apply for a new course/programme at a later date, the application (for all programmes) and registration fees (for undergraduate programmes only) will be waived. Students will be required to complete a new application form and submit all relevant documents and pay the security deposit, course/tuition fee and any other fees payable for the new course/programme.

If a student withdraws before completion of a course/programme at the Institute, but later wishes to re-apply for a new course/programme at the Institute, he/she will be considered a new applicant. Therefore he/she will be required to complete a new application form and submit all relevant documents and pay the full administrative fee.

All money due will be refunded to the financial sponsor as indicated on the application form. Should the financial sponsor change in the course of the study period, an official letter from the original financial sponsor must be submitted to the Registrar to indicate the change.

12. SECURITY AND SAFETY

12.1 Security & Safety

Students must read and comply with all health, fire and safety regulations, and co-operate with all activities in respect of such regulations

Smoking is not permitted in any part of the college premise

Accidents occurring whilst engaged in college activities must be notified promptly to the Head of Department or the Registrar who will ensure that the necessary actions are taken and that proper documentation is completed.

A Personal Accident Insurance Scheme has been arranged for all students.

Students' car parks are available close to the Institute premises. Students' vehicles and motor cycles must

be parked in designated areas. Reliance College hereby excludes all liabilities, which arise as a result of any loss/damage to any vehicles parked in the designated areas.

A security section is also available. Should you have any concerns or have experienced a situation whereby personal and / or resource security has been breached, you may contact the security officer.

12.2 College Liability of Loss/Damage

The Institute is not liable for loss or damage to personal property brought into or left on the premises

If you should find an item, which does not belong to you, or should you lose an item on the premise, you may report it to the Lost & Found section in the Department of Security

13. CHANGE OF ADDRESS

Students must inform the Management of any change of personal details such as home or correspondence addresses, telephone numbers or any other such relevant information. A Student Profile Update Form is available at the reception counter.

All letters and other official documents will be sent to the last known / recorded addresses. Reliance College will not be responsible for information not received due to submission of incorrect data or on non-submission of changes to personal details.

14. STUDENT IDENTIFICATION CARD

A student ID card will be issued upon payment of all administrative fees.

The student must have this card in his/her possession at all times whilst in the Institute and must be displayed clearly during the full duration of all examination.

It is the student's responsibility to keep the card in a safe place and it must be produced when required to do so by any person(s) authorized by the Institute, failing which the student must produce another form of identification and record his/ her name and Identification Card number at the point of entry/ service.

If this card should be misplaced or needs to be replaced, a replacement fee of RM55 will be imposed.

15. CODE OF STUDENT CONDUCT

Non Academic

Students must not at any time whilst on or off college premises:

- i. Commit physical assault, serious threatening behavior; orally or in writing abuse other students, staff or visitors to the college and to the community in general;
- ii. Make malicious allegations against other members of the college;
- iii. Damage college property or the property of other students, staff or visitors;
- iv. Misappropriate any Institute property, funds or assets;
- v. Act in any way which is likely to cause injury to any other person within the college community,

- including impairing the safety of premises or equipment and interfering with anything provided in the interests of health and safety;
- vi. Commit any criminal act or offence whilst on or off Institute premises or engage in college activities;
 - vii. Engage in any activity or behaviour which contravenes the college anti-harassment policies;
 - viii. Behave in any way which unreasonably interferes with the legitimate freedom of any other student, member of staff, or visitor, or which disrupts or interferes with activities properly carried out by the college
 - ix. Students must not behave in the community in such a way as may be reasonably deemed to harm the reputation of the college or its relationship with the local community
 - x. If any student were to breach any of the above-mentioned codes or any of the other regulations hereinafter mentioned he/she shall be subject to disciplinary action.

Academic

Academic misconduct includes cheating and plagiarism and is an extremely serious offence

Cheating - Cheating is an action or effort by a student, to gain or produce unfair advantage, and includes:

- i. Providing or receiving information which is relevant to the examination during the conduct of the examination.
- ii. Tampering or attempting to tamper with any item used in the assessment of students.
- iii. Knowingly taking to the examination desk, and retaining after the official warning any books, material, etc., of any kind which are relevant to a particular examination other than those permitted.
- iv. Failing to abide by directions distributed by the examiner regarding the permitted level of collaboration between students on items submitted for assessment.
- v. Copying or attempting to copy the work of another candidate
- vi. Acquiring, attempting to acquire, possessing or distributing material not specifically authorized for use in the assessment process by the unit examiner in the unit specification or on the front cover of the examination paper. Unauthorized material includes current examination question papers or part thereof in advance of the official distribution by the Institute to all candidates.
- vii. Impersonating or attempting to impersonate another student in assessment activities.

Plagiarism - Plagiarism is the action or effort by a student to take and use or present another person's thoughts, writing, ideas or work as their own to gain or produce unfair advantage.

- A common example of plagiarism is knowingly using the whole or part of another work without appropriate citation.
- Submitting the work of others as his/her own for the purpose of satisfying formal assessment requirements for coursework and projects dissertations etc.

While it is recognized that scholarly work often involves reference to the ideas, data and conclusions of other scholars, intellectual honesty requires that such references be explicitly and clearly noted.

Unfair practice in examinations.

- i. A candidate suspected of engaging in any unfair practice in a formal written examination will have his/her examination answer book endorsed by the invigilators on the front cover and at the point inside the book at which the alleged unfair practice is detected.
- ii. The invigilators will give the candidate an oral warning in the presence of another invigilator that a report will be made to the registrar and that the candidate may be disqualified from the entire diet of assessments for that level of his/her studies.

- iii. An invigilators or staff member who suspects that any unfair practice has taken place during an examination must make a detailed written report to the registrar as soon as possible
- iv. The Registrar will interview the candidate to establish whether there has been a prima facie case of unfair practice.
- v. If the Registrar and the candidate agree unfair practice has taken place, the Registrar will refer the matter to the award examinations / moderation board for further action.
- vi. If the candidate does not agree that unfair practice has taken place, the Registrar will take steps to set up a meeting of the Academic Misconduct Committee at the earliest opportunity (normally at least one week later, but before the award examinations / moderation board meets.
- vii. The Academic Misconduct Committee will investigate the matter and submit its findings and proposal to the Disciplinary Board for confirmation

Unfair practice outside examinations

- i. Where unfair practice is suspected by a member of staff outside a formal written examination (e.g. plagiarism in a coursework assessment) the report by the member of staff should be made to the Head of Department by the member of staff who detects it.
- ii. The Head of department will establish whether there has been a prima facie case of unfair practice. If the Head of Department considers that there may have been unfair practice, he/she will interview the candidate.
- iii. If the Head of Department and the candidate agree that unfair practice has taken place, the Head of Department refer the matter to the Registrar who will in turn refer the matter to the award examinations / moderation board for further action.
- iv. If the candidate does not agree that unfair practice has taken place, the matter will be referred to the Registrar who will take steps to set up a meeting of the Academic Misconduct Committee at the earliest opportunity.
- v. The Academic Misconduct Committee will investigate the matter and submit its findings and proposal to the Disciplinary Board for confirmation.

Academic Misconduct Committee

The committee will normally comprise of the following:

- i. Dean / Head of Department (Chair)
- ii. Staff member of academic board who is not a Head of Department
- iii. Academic Registrar, or nominee (secretary)
- iv. Two members of staff

Breach of any of the above-mentioned misconduct or any other academic misconduct shall be dealt with by the respective departmental regulations

Procedure Relating To Contravention of Regulations Governing Academic And Not Academic Misconduct

If a student engages in any activity, which contravenes those regulations governing student conduct, one or more of the following actions may be taken:

- i. Counselling/Advice
- ii. Formal warning
- iii. Compensation may be required from the student
- iv. Fines
- v. Suspension

vi. Expulsion

Counselling/Advice - This may be carried out in an informal manner by a member of the college staff, and repeated as necessary with a view to preventing formal disciplinary action becoming necessary. A counselling service is available at the Student Affairs Department where trained counsellors will provide counselling / advice in a confidential and professional manner.

Formal Warning - This normally constitutes the first stage of the formal disciplinary procedure

- i. Oral formal warnings may be issued by the Head of the Department to which the student belongs or by the Registrar after consultation with the Head of Department and any other appropriate person, and will be recorded.
- ii. Written formal warnings may be issued by the Head of the Department to which the student belongs or by the Registrar after consultation with the Head of Department and any other appropriate person.
- iii. Formal warnings will remain on record for a specified period, normally one (1) year. Any repeated occurrence of a similar offence may result in a recommendation to the Academic Director or his / her nominee, that the student be referred to the Disciplinary Committee
- iv. Suspension (Investigatory): If it is felt appropriate in order that further investigations may be carried out, suspension of a student for a period of up to 14 days may be instituted by the Academic Director, or his/her nominee. Such suspension shall include exclusion from all the Institute services, including residential accommodation. The student may make representations about his or her case (including oral representations) to the Academic Director, or his/her nominee, for which purpose a chosen representative may accompany her/him. If the suspension does not result in any disciplinary action, the college will ensure so far as possible that the student has not been disadvantaged by the suspension

Appeal against Decisions Made On Disciplinary Matters

Students have the right of appeal against formal warnings, fines, suspensions or expulsions

All appeals against decisions made on disciplinary matters shall be made within 14 days of the date of the decision to the Registrar, who will make arrangements for such appeals to be heard by the relevant committee

Copyright

Students of the Institute are required to follow the guidelines set out below when doing any of the following with copyright material:

- i. Photocopying
- ii. Copying of computer programs
- iii. Copying of sound recordings films and broadcasts.
- iv. Public performance of literary, dramatic or musical works, and playing sound recordings or films and videos in public

Photocopying - Photocopying of copyright books, periodicals, journals, newspapers, musical scores, artistic works, plays, scripts, graphs, directories and other literary, dramatic, music and artistic work is prohibited under the Copyright Act, except where:

- i. Copyright has run out.
- ii. Copyright owner has given permission or licence
- iii. A copy is made for purpose of research or study, but only of a 'reasonable portion' usually not more

- than 10%
- iv. A published work is out of print and not obtainable at an ordinary commercial price
- v. Unpublished thesis held in a library - required for research and study
- vi. The copyright is 'in the public domain'

Copying of Computer Programs - The reproduction of computer programs, is prohibited by the Copyright Act, except where:

- i. Copyright owner has given permission or a licence to copy.
- ii. The program is 'in the public domain'.
- iii. Backup copy is made - but only for use as a backup - except where there is a notice on the program prohibiting making a backup copy and only by the person who purchased the original and within the terms of the license.

It is also illegal to adapt a computer program.

Copying of Sound Recordings, Films and Videos - The copying of a record, compact disc, tape recording, film or video is prohibited by the Copyright Act, except where:

- i. Copyright has run out, or the copyright is 'in the public domain'.
- ii. Copyright owner has given permission or licence to record.

Recording a sound recording, film or video for the purposes of research and study, but only if 'fair dealing' rules are observed relating to only a 'reasonable portion' unless the record, disc, tape, film or video is unavailable for purchase at an ordinary commercial price.

Copying of Radio and Television Broadcasts - The copying of radio and television broadcasts is only permitted for the 'private and domestic use' of the person by whom it is made.

Performing Works or Playing Sound Recordings or Showing Films in Public - The acting out, recitation or performance of a literary, dramatic or musical work or causing a sound recording to be heard or a film to be shown in public is prohibited by the Copyright Act, except where:

- i. all the copyrights have expired;
- ii. the copyright owner has licensed or permitted the work to be performed or the recording or film to be played or heard;
- iii. the performance or playing is used for educational instruction. A performance, which exceeds these provisions, requires a licence or specific permission

Smoking Policy

Smoking is strictly prohibited in Reliance College and any other surrounding areas under the control of Reliance College, including the main entrance at the foyer and the adjacent area, except at designated areas. Any dispute over smoking shall be referred in the first instance to the Registrar for resolution.

Drugs & Poisons

- i. It is a criminal offence to have in possession or under custody or control any form of unauthorised drug or poison.
- ii. It is a criminal offence to supply, provide or offer or propose to offer any form of unauthorised drug or poison to any person(s).
- iii. It is a criminal offence to consume orally, smoke or inhale, or introduce into his/her body by injection or in any manner whatsoever any form of unauthorised drug or poison.

- iv. In Malaysia, any of the above criminal offences could upon conviction lead to a death penalty.

Gaming

No student or organisations involving students of Reliance College shall take part in organising, managing or participating in any gaming, wagering, lottery or betting within Reliance College or in the surrounding area.

No student or organizations involving students of Reliance College shall partake in organizing, managing or participating in any card games within Reliance College or in the surrounding area; card games include numerical card games, family card games such as “UNO” & “Old Maid”.

Racial Discrimination Policy

Reliance College is committed to protecting the rights of both students and staff to achieve their full potential in an environment which values cultural diversity and which is free from racial discrimination or harassment. Such an environment is one in which positive action is taken to:

- Discourage racial discrimination and harassment in its structures and its learning and working environment; and
- Affirm and value cultural diversity.

Complaints about racism may be made to the respective departments for necessary action to be taken. When in doubt, complaints may be directed to the Dean of the Department of Student Affairs or to the Registrar.

Sexual Harassment Policy

Reliance College is committed to creating and maintaining a community in which students and staff can work together in an atmosphere free of all forms of harassment, exploitation or intimidation. Such actions violate the dignity of the individual and the integrity of the college as an institution of learning. The college will take whatever action is needed to prevent, stop, correct, or discipline behaviour that violates this policy. Disciplinary action may include, but is not limited to, oral or written warnings, transfer, suspension, or dismissal for cause.

It is the policy of this college that sexual harassment in any form will not be tolerated; management and supervisory personnel, at all levels, are responsible for taking reasonable and necessary action to prevent sexual harassment. All members of the college are encouraged to report promptly any conduct that could be in violation of this policy.

Definition and Examples

Sexual harassment may involve untoward behaviour of a person of either sex toward a person of the opposite or the same sex. Sexual harassment can occur at or away from the college. The harasser may be a member of the university community, or an outside individual involved in university business. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favours, verbal or other expressive behaviours, mental/psychological and visual (including in person, by telephone, letter, fax, Internet or electronic mail), or physical conduct commonly understood to be of a sexual nature when:

- i. Submission to or toleration of such conduct is made, either explicitly or implicitly, a term or condition of instruction, employment, or participation in other college activities;
- ii. Submission to or rejection of such conduct is used as basis for employment or for academic decisions or assessments affecting the individual’s status as an employee or student; or
- iii. Such conduct has the purpose or effect of unreasonably interfering with an individual’s status as a

student or employee or creating an intimidating, hostile or offensive work or educational environment.

Harassment does not include verbal expressions or written material that is relevant and appropriately related to course subject matter or curriculum.

The fact that someone did not intend to sexually harass an individual is generally not considered a defense to a complaint of sexual harassment. In most cases it is the characteristics of the behaviour and how that behaviour is perceived that determines whether sexual harassment has occurred.

Examples of behaviour that may be considered sexual harassment include, but are not limited to, the following:

- i. Physical/sexual assault;
- ii. Direct or implied threats that submission to sexual advances shall be a condition of employment, work status, promotion, good grades or letters of recommendation;
- iii. A pattern of conduct, annoying or humiliating in a sexual way, that includes comments of a sexual nature and/or sexually explicit statements, questions, jokes or anecdotes; a pattern of conduct that would annoy or humiliate a reasonable person at whom the conduct is obviously directed. Such conduct includes, but is not limited to, gestures, facial expressions, speech, or physical contact understood to be sexual in nature or which is repeated after the individual signifies that the conduct is perceived to be sexually offensive. However, the determination of whether sexual harassment has occurred will not depend solely on whether the individual being harassed told the harasser to stop the behaviour;

For conduct to be considered sexual harassment, it need not be direct or explicit. Sexual harassment can be implied from the conduct, circumstances, and the relationship of the individuals involved.

Prohibitions

The following acts are strictly prohibited by this policy:

- i. Sexual harassment in any form
- ii. Retaliation for seeking information on sexual harassment, making a charge, filing a sexual harassment complaint, or testifying, assisting, or participating in an investigation, proceeding, or hearing involving a complaint of sexual harassment.
- iii. Malicious and/ or false accusations.

Confidentiality

All parties in the college process are obligated to protect the privacy of all persons involved. The college will take reasonable steps to ensure confidentiality; however, confidentiality cannot be guaranteed.

The victim of harassment shall also be provided in-house psychological counselling by a qualified counselling psychologist upon request.

Complaint Procedures

Individuals may report acts of sexual harassment through the following channels:

- i. Students may file a complaint with the Student Affairs Department
- ii. Employee complaints are to be filed with the Human Resource Executive

The complaints shall be investigated, and a domestic inquiry may be held, following which appropriate action shall be taken. A written report of the incident, including the name of the respondent and the action(s) taken to resolve the complaint, must be submitted to the Chief Executive Officer for employee complaints, or to the Senior Vice President for student complaints. The supervisor or other official from the institution who receives a complaint is responsible for taking reasonable action to prevent retaliation against complainants and/or other individuals involved in the investigation process.

A complaint filed with an external agency does not initiate the college's internal complaint procedures.

Please take heed of the above to ensure you have a good learning experience!

Kuala Lumpur Campus

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