Student Handbook
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Message from the Executive Director

Welcome to the Asia Pacific University College of Technology & Innovation (UCTI). We hope that you will enjoy studying with us and that your learning pursuit here is very successful. At UCTI people matter above all else. We are committed to opening the door of opportunity to all students who can benefit from our Programmes. We are similarly committed to consolidating and developing our well-established links with industry and commerce, and with other institutions of higher education, in the regional, national and international community. The pursuit of excellence and provision of value for money are central to these commitments.

The presentation of the Student Charter in the opening section of the handbook demonstrates UCTI’s commitment to a spirit of cooperation and openness in the community. Written in the form of a contract it seeks to identify the mutual expectations of staff and students. We will be keen to receive your response to the Student Charter during your time at UCTI and will welcome comments, which promote the sense of community we seek to achieve.

Our staffs look forward to receiving you as a member of our community and to assisting you in the pursuit of excellence in both your academic and wider life.
The Student Charter

UCTI seeks to provide a challenging and stimulating environment in which students can realise their individual and group potential in a setting, which strives for high quality provision. The Student Charter reflects the spirit of partnership that the University College sees as central to the acquisition of the high professional and ethical standards it wishes to promote. The Charter is not intended to be contractually binding. Its purpose is to demonstrate how the UCTI-student partnership can work in practice. It specifies what students and UCTI may expect of each other, so that standards of excellence can be achieved.

In this context the University College commits itself to provide for its students:

- an equitable and supportive environment for all students;
- clear information about admission policy and procedures;
- a fair and efficient admission system;
- full and accurate information on how Programmes will be taught and assessed (please see 3.1 for a more detailed description);
- learning resources (library services, study areas, computer assisted learning, audio-visual resources, computer laboratory facilities, etc.) appropriate to the Programmes offered. Students can expect to receive a high standard of teaching and research supervision in line with UCTI's quality policy and mission;
- opportunities for employment and university placement;
- a fair and efficient feedback procedure.

It is expected that all students of the University College will reciprocate by:

- complying with the University College's published expectations and Professional Code of Conduct relating to conduct, academic and other matters as set out in Appendix 1;
- displaying responsible attitudes towards staff, fellow students and visitors to the University College;
- treating the University College's property with respect, in a manner consistent with the University College's policy;
- taking part in any learning or teaching activities, including attending lectures and practicals on time and submitting work promptly;
- complying with deadlines assigned by the University College;
- notifying their mentors and/or lecturers if they are experiencing any problems or difficulties;
- reporting absences promptly to the administration office or their mentors;
- participating in extra-curricular activities;
- contributing to the reputation and development of the University College by suggesting where improvements can be made.

The Charter is seen as a document which will be refined in the light of experience. Students and staff members are therefore urged to contribute fully to the continuing evaluation of UCTI's Programmes and services in order to promote its character as a dynamic and progressive University College.
1.0 Introduction to UCTI

1.1 UCTI: General Background Information

UCTI is geared to provide the highest quality education. This is aimed at meeting the critical shortage of IT specialists and managers at all levels. The University College will tailor student skills to the needs of commerce and industry and so equip them with the relevant competencies for career development and also for study at graduate and postgraduate levels.

The teaching and learning styles employed at UCTI are characterised by a strong emphasis on knowledge and on the understanding of theory, and their application within a practical framework. UCTI’s students are expected to be self-reliant, capable of individual and independent thinking, and to possess the ability to work with others and in a team. Particular care is taken to ensure that learning experiences in UCTI Programmes are structured for the employment market, using for instance, examples based on industrial or commercial practice.

In the 21st century UCTI is destined to be a major centre for Education and Training. The University College is positioned to contribute to Malaysia’s development as a regional training hub of excellence by creating a teaching and learning environment which is also suited for high-technology research and development.

1.2 Vision, Mission and Goals

<table>
<thead>
<tr>
<th>Vision</th>
<th>To be a leading Technological University with innovative approaches to enhancing lifelong career opportunities.</th>
</tr>
</thead>
</table>
| Mission | 1. To be a University which provides high quality, affordable, and innovative education and research for all aspects of technology management, in a professional, ethical and environmentally friendly environment.  
2. To design and deliver a range of high quality Programmes of internationally benchmarked standards leading to Internationally recognised qualifications. |
| Goals | To:  
• Design and deliver Programmes for the effective implementation and management of all aspects of technology.  
• Position UCTI as a regional leader in Higher Education and Research for Technology and Innovation.  
• Support and complement the policies of the Government of Malaysia by providing opportunities to acquire an academic qualification through higher learning; regardless of nationality, race, sex, religion or ethnic origin.  
• Contribute to the goal of making Malaysia a developed nation and centre for education. |

1.3 Programmes offered by UCTI

UCTI offers a complete suite of high quality Programmes in Technology, Information Technology and Business. These Programmes range from specialised programmes for diploma and degree Programmes to Masters Programmes. A list of these Programmes is provided in Appendix 2.

1.4 Location

The new, prestigious, site in Technology Park, reinforces UCTI’s position as a leading provider of IT education in South East Asia.

2.0 Professionalism
UCTI is a professional establishment and, from the moment of entry to the University College, you will be treated as a professional. Education in itself cannot guarantee a job. Any individual who wishes to pursue a successful career is expected to display and practice a high level of professional and interpersonal skills. UCTI therefore seeks to instil, in addition to the development of skills and knowledge, the strong sense of professionalism that will stand you in good stead in your future career.

2.1 Attire

Attire must be compatible with the public image of UCTI. The University College’s aim is to prepare you professionally for the job market. Although there is no uniform dress, you are expected to dress sensibly and discreetly while at the same time ensuring your own comfort and convenience (see Appendix 1).

2.2 Attendance and Punctuality

Being present at all lectures, tutorials and practicals is a pre-requisite of a successful student. Punctuality also constitutes a very important part of the educational process (see Appendix 1).

Attendance is required at all teaching sessions for the modules for which you have enrolled. Sessions include all tutor-led activities such as lectures, seminars, tutorials and presentations. “Sessions” should not be interpreted as “weeks”. For small group sessions (sessions which involve a sub-set of the whole module cohort) you must attend the sessions to which you have been assigned.

If you are absent from a module(s) or programme of study on four consecutive occasions in a semester, including lectures, tutorials, seminars and laboratory based classes for reason other than personal illness without written approval you may be deemed to have withdrawn from the module(s) or programme of study and your registration on that module(s) or programme of studies cancelled. You may be excluded from further teaching, denied access to examinations and refused the opportunity to submit assessment for the module or award. You will therefore need to seek permission to start again on the same module (or a replacement where applicable). This may affect your eligibility to progress to the next Level of your award.

2.3 Academic and Disciplinary Records

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

3.0 Quality of Learning

UCTI has successfully adopted a quality management system based on the ISO9000 Series of Quality Systems Standards. Your input to the quality system is critically important as it will assist UCTI in identifying opportunities to improve its operations and service to you and your fellow students. An Online Feedback Form is available at http://webspace.ucti.edu.my/feedback. You will get a response to your feedback within seven days of submission.

3.1 Learning Environment

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

You can expect UCTI to provide:

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

You can expect our quality process to:
• Moderate the summative assessments of all students to ensure fairness, consistency and conformance to standards.
• Work with UCTI to provide you with up to date Programmes, effective learning and appropriate learning resources.

UCTI can expect you to:
• attend timetabled classes, hand in work on time and notify your lecturer(s) if for any reason you are not able to keep up your attendance;
• adhere to the assessment timetable;
• spend sufficient time in the preparation and completion of assignments to do justice to your ability;
• make appropriate use of the facilities provided, within the published regulations and guidelines.

3.2 Evaluation

During your time at the UCTI you will be asked to fill in evaluation questionnaires to assist the University College in its course monitoring and planning. Such questionnaires are important for the benefit of your fellow and future students. We would be grateful for your full and prompt co-operation in completing them in a constructive and objective way. You will be able to access the Online Course Appraisal System at: http://webspace.ucti.edu.my/appraisal/

Students who do not complete their course appraisal by the stipulated date indicated on their examination schedule (posted on the webspace) could find their results withheld until they complete their course appraisal.

3.3 Class Mentor Scheme

While a lot of emphasis is placed on providing you with IT related skills, your development as a professional is also considered to be a crucial element of your education at UCTI. For this reason your class will be assigned with a lecturer, known as the class mentor, who will be responsible for the professional development of all students in your class. The class mentor will also function as your link with UCTI’s management. UCTI encourages you to develop a close relationship with your mentor and to keep him or her informed of any particular concerns or circumstances, personal or professional that may affect your studies.

3.4 Student Representatives

Each class will elect two student representatives who will function as the liaison between student and the class mentor or UCTI’s management in all matters. The student representatives form a vital communication link between the students and the University College. The student representatives will play an important role in facilitating mutual understanding between the University College’s management and the student body.

3.5 Consultation Hours

In accord with the University College’s quality mission, lecturers will allocate consultation hours for students. The purpose of this is to improve accessibility by making lecturers available to the students
at designated times. Information on consultation hours will be available online at http://UCTImail.ucti.edu.my/consult/. It can also be accessed at http://webspace.ucti.edu.my/.

3.6 Feedback Procedure

We seek to operate a fair and efficient feedback procedure. If appropriate, a formal feedback can be made by completing an Online Feedback Form available at http://webspace.ucti.edu.my/feedback. The University College will provide advice and assistance if you have cause for feedback. It will keep you informed of the progress of any feedback you may make and deal with the feedback in confidence. You will get a response to your feedback within seven days of submission.

4.0 Student Services

There are full-time Student Services Executives at all UCTI centres to look into your needs.

4.1 Career / Education Guidance Counselling

The Student Services Executives will counsel you in choosing the right pathway to achieve your goals, be it in employment or university.

4.2 Personal Welfare Counselling

UCTI recognizes the fact that students may sometimes have personal problems and may welcome the opportunity to discuss them with someone in complete confidence.

A trained and experienced Personal Counsellor is available to all UCTI students. She works to a Code of Practice which obliges her to offer complete confidentiality to her clients.

The concerns that people bring to counselling can vary enormously and can include such issues as:

- Relationships (with friends, family or partners)
- Eating Disorders
- Lack of self-confidence or self esteem
- Sexuality
- Bereavement
- Depression
- Difficulty adjusting to college life
- Loneliness
- Homesickness (especially for out station and foreign students)

Nothing is too big or too small an issue to bring to Personal Counselling. A Personal Counsellor will not normally offer advice but will help you explore your problems in a supportive and non-judgmental way so that you can decide for yourself the best way forward.

If you feel unhappy, depressed or distressed, for any reason, it can affect your academic performance as well as your social and family life. Personal counselling is available to help you overcome your problems and concerns.

You can contact the counsellor at koshini@ucti.edu.my to make a mutually convenient appointment.

4.3 Accommodation

The Student Services Executives will assist you in obtaining accommodation, either through an appointed agent or UCTI managed accommodation. Should you require assistance with accommodation, please contact the Student Services Executives.

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

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

4.5 Industrial Training

Some universities require their students to undergo industrial training in the third year of their four-year degree course. Students applying to enter these universities must fulfil this requirement by working between nine months to a year after the second level. You must submit an Industrial Training Report in which all the work experience during the industrial training is documented. UCTI supports industrial training activities by supervising the preparation and completion of the report. Your report will be sent to the university along with the university application. For more information on this, please contact the Student Services Executives.

4.6 Job Placement

UCTI continuously receives job requirements from employers in the I.T. industry who wish to hire its graduates. Students interested in the job placement scheme are required to complete the Student Profile Form, which is available from the Student Services Executives. UCTI will use this information to provide employers with a list of suitable candidates. Only students who have developed their full potential, both academically and professionally, will be recommended for placement.

Employers will contact you for interviews. You are required to maintain a high level of professionalism during your attachment in order to maintain the image of the University College. Negative feedback from the employers may disqualify you from further attachments.

4.7 References

If you require references other than for project purposes you should obtain them from the Administrative Executive. The lecturers concerned will arrange references for projects.

4.8 Travel Arrangements

The Student Services Executives will provide assistance with travel arrangements for students going abroad for the final year of their study. Travel representatives will be invited to give talks on travel arrangements for students.

4.9 Testimonials

Testimonials are awarded once your course is completed. The testimonial will be addressed to specific individuals or companies and no open-ended letter will be issued.

4.10 UCTI Student Activities & Representative Council

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

UCTI, a professional leading IT educator, creates complete ALL ROUND CHARACTERS who have knowledge, skills and wisdom that will help prepare you for the challenges that lie ahead, thus rewarding a promised future.

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

5.0 Facilities & Services

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

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

5.1 Lecture Rooms

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

5.2 UCTI Online Courseware Community

The UCTI Online Courseware Community is an e-learning portal established by UCTI to supplement and enhance the learning experience of UCTI students. This web-based system is accessible through the Internet using a web browser. Students and lecturers could collaborate using the tools available upon logging in.

To access the UCTI Online Courseware Community, you need to have a web browser and an Internet connection. From the main community page at Webspace, http://webspace.ucti.edu.my, click on the link called Online Courseware Community.

For more information, please refer to the FAQ (Frequently Asked Questions) available there.

5.3 Library Facilities & Services

The UCTI library is a well-equipped facility that offers an extensive range of reading and audio-visual materials. It aims to support the University College’s instruction and research programmes.

The Library’s Mission is to establish and maintain state-of-the-art Multimedia Information Resources Service Centres for UCTI both in Malaysia and its overseas operations.

UCTI’s main library is located on the Third Floor at TPM.

UCTI Library provide a comprehensive range of core materials for all subjects taught within its current curriculum. These include newspapers, books, relevant print journals and CD Rom References. UCTI Students are also allowed on-Campus access to e-books and e-journal databases such as E-brary, Proquest Computing, ABI-INFORM, ACM Digital Library and CLJ Law.

5.3.1 Operating Hours

**UCTI Technology Park Malaysia**

Mondays – Fridays     - 8.30 am - 8 pm*
Saturdays             - 8.30 am - 1 pm *
Sundays and Public Holidays  - Closed
* Counter Service begins at 9.00 am

### 5.3.2 Membership

- Membership of the library shall be granted to the following groups:
  - All Full-Time and Part-Time students of UCTI who have paid for their library deposits and library fees
  - Academic and Administrative staff of UCTI.
  - Members of The UCTI Alumni.

- The following are payable by students for the use of library facilities:

<table>
<thead>
<tr>
<th>Types of Payment</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Deposit (Fully Refundable)</td>
<td>RM 400.00</td>
</tr>
<tr>
<td>Full Time and Part Time Students</td>
<td></td>
</tr>
<tr>
<td>Library Deposit (Fully Refundable) UCTI Alumni</td>
<td>RM 400.00</td>
</tr>
<tr>
<td>Library Fees</td>
<td></td>
</tr>
<tr>
<td>• Foundation, Diploma, Level, Level 1, Level 2 and Level 3 Students and Masters – RM 250.00 per Academic Year.</td>
<td></td>
</tr>
<tr>
<td>• UCTI Alumni – RM 200 per year and RM10.00 for a Membership Card.</td>
<td></td>
</tr>
</tbody>
</table>

### 5.3.3 General Membership Rules

- All members are required to sign an undertaking to abide by the rules and regulations of the library upon registration.
- The Library Management reserves the right to suspend or terminate the membership of any individual who does not adhere to rules and regulations set down by the library.
- The Library Management may permit an occasional or limited use of the library to individuals other than the above.

### 5.3.4 Registration

- A new member will be registered upon receipt of payment of the Library Deposit and Library Fees.

### 5.3.5 Ownership of Card

- Library Membership is not transferable.
- Your Student ID is also your Library Membership Card. Library users must prominently display their UCTI Student ID in order to gain entry to the library. Students who fail to do so will not be allowed access to the Library.
- Library and Administrative staff must be notified if a Student Card is lost or stolen. A Member will be fully responsible for any consequences if this matter is left unreported.
- Members must inform the Library Staff on duty immediately of any change in personal particulars.
5.3.6 Library Briefings

The library conducts Introductory Sessions where new students are introduced to the library’s resources, facilities and services. Should you miss these group sessions for some reason or other, do request for a personal introduction to the facilities from the library staff on duty.

5.3.7 Information and Assistance

- Guidelines are provided to assist members in locating the materials. Please refer to the notices within the library premises.
- Should you need any assistance with any aspect of library use, Library Assistants on duty are available to guide you to the appropriate section.

5.3.8 Lending Policy

Listed below are the types of library members and their borrowing privileges

<table>
<thead>
<tr>
<th>Group Type</th>
<th>Loan Limit</th>
<th>Loan Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 0 and 1</td>
<td>2 Items</td>
<td>1 week</td>
</tr>
<tr>
<td>Level 3</td>
<td>3 Items</td>
<td>1 week</td>
</tr>
<tr>
<td>Masters</td>
<td>10 Items</td>
<td>1 week</td>
</tr>
<tr>
<td>PhD</td>
<td>20 Items</td>
<td>1 week</td>
</tr>
<tr>
<td>Lecturers</td>
<td>20 Items</td>
<td>✓ 1 week for materials from the general collection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>✓ 3 months for materials from the staff collection.</td>
</tr>
<tr>
<td>Administrative Staff</td>
<td>2 Items</td>
<td>1 week</td>
</tr>
</tbody>
</table>

- No items are to be taken out from the library unless a member of the library Staff has issued them out to the borrower.
- The borrower must ensure that all library items in his/her possession have been issued out before he/she leaves the library. Failure to do so could result in disciplinary action being taken against the borrower.
- The borrower should ensure the items being borrowed out are in good condition. A member is fully responsible for any damage to items taken out in his/her name.
- A member must produce his/her student card when borrowing materials.
- Any attempt to borrow books with another member’s card will result in the card being confiscated. Disciplinary Action will also be taken against the student/s concerned.
- A member should not allow his/her student ID card to be used by another individual.
- A member who has reported the loss of his/her ID Card will be allowed entry if they some other form of identification a substitute. Members will be allowed a grace period of 14 days to obtain a replacement card.

a) Book Loans

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

- The Library Member should ensure that the Library Assistant stamps the Due Date on the date slip of the book prior to the member leaving the library.

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

c) **Book Renewal**
- Only two renewals are permitted.
- Books can be renewed provided there is no reservation for the title in question.
- Please ensure that the due-date is updated.
- Book can be renewed online. Members are required to return the books in case a reservation has been placed for books out on loan to them.

d) **Book Reservations**
- Reservations may be placed on items which are out on loan.
- Each member is allowed to reserve a maximum of 3 items at any one time.
- The date for collection of a reserved book is merely an approximate date. A daily list of "Books Ready for Collection" is posted on the Library Notice Board. An email is also sent to the student when the reserved book is ready for collection.
- Members are given a grace period of 3 days (inclusive of Sunday) to collect their book. Book reserved will be assigned to the next student if a member fails to collect the reserved books within the grace period.

e) **Loans of CD-ROMS**
- CD-ROMS that come as a supplement to books are available for loan on condition that it is borrowed out together with the books.
- The borrower should ensure that the CD-ROMS to be borrowed are in good condition prior borrowing. Borrowers are liable for any damage to CD-ROMS whilst in their possession.
- The fine rates for the late return of CD-ROMS are the same as that for books.

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

<table>
<thead>
<tr>
<th>Day</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>First 7 days</td>
<td>RM 0.20 per day</td>
</tr>
</tbody>
</table>
Next 7 days  | RM 0.30 per day  
Third 7 days | RM 0.40 per day  
22nd day onwards | RM 0.50 per day  
After 30 days | RM 0.50 per day. Library Membership will be suspended after a reminder notice has been issued.

- Accounts will be activated as soon as all overdue loans and fines are settled.

g) **Online Circulation System**
- The library operates an online circulation system for the loan of materials. Each material has a barcode label with a unique identification number and every borrower has a Student ID card with another unique barcode number.
- The Library Assistant on duty scans these barcodes and records loans into the Library Database. The barcodes of the material(s) are scanned again upon return of the items to the library, thus cancelling the loans.
- The Student ID is the essential link in the process that allows members to loan materials. As mentioned in “Ownership of Cards”, Membership is not transferable, hence, a Library Member is fully responsible for all items loaned against his/her Student ID Card.

5.3.9 **Book Requisitions**
- Book Requisition Forms are available at the counter and on the Library Homepage. Members should provide relevant details (e.g. Title, Name of Author(s), Publisher, ISBN, Year of Publication etc.) to facilitate speedy acquisition of the requested book/item.
- All requests will be given due consideration and relevant items will be purchased.

5.3.10 **Feedback and Comments**
- An online Feedback service is in place. Members are encouraged to provide the Library Management with feedback and suggestions. This will enable the library to consistently improve on the services and facilities provided.
- Members will receive a response to their query, suggestion or complaint within seven (7) days.

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

5.3.12 **Photocopying**
- Photocopying facilities are made available within the library premises. The photocopying machine operates on a card system.
- Members need to purchase a Photostat Card with a net value amount of RM 20.00 in order to utilize the machine. The card does not have an expiry date and allows photocopying of up to 200 copies.
Photostat cards cannot be reloaded when the card value is nil. Members will need to purchase a new Photostat Card.

According to the copyright law, an individual is allowed to make single copies of the following for research/private study.

- 1 chapter of a book;
- 10% from a book;
- 1 article from a periodical/magazine

5.3.13 Library Computers

- The computers provided in the library are to be used for academic research purposes only.
- Members may use the computer for viewing of Student Multimedia Projects produced in CD-ROM Formats. These CD-ROMS will be made available to users upon request at the Circulation Counter.
- Use of computers for sending emails and SMS Messaging and for online chatting is strictly prohibited.
- Members are prohibited from installing application programs into the computers made available for student use.
- Members caught committing any of the above-mentioned offences will be penalized.
- Members are advised to save their work onto their own thumb drives. The Library Management will not be responsible for any loss of work saved in the library computers.
- Please approach the Library Assistant on duty when faced with technical problems with the computers.

5.3.14 Personal Belongings

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

5.3.15 Library Security System

- A Book Detection System is in place at the entrance and exit point of the library. This is for the express intention of minimizing loss of library property.
- If the security system alarm sounds upon you entering or leaving the library, kindly approach the Library Assistant on duty. The librarian will appropriate action.
- Theft, mutilation and vandalism are criminal acts. Disciplinary action will be taken against any individual who commits any of the above offences.

5.3.16 Withdrawal of Membership

- Members who fail to pay fines or who retain books for more than four weeks after the due date for the return may, at the discretion of the librarian, have their membership suspended.
- Such membership may be restored when the relevant book(s) have been returned and/or any outstanding charges have been defrayed.

5.3.17 Termination of Membership

- Members are allowed to terminate their library account upon completion of an academic programme. Termination of membership will only be approved provided the following conditions are met:
  - The Member does not have any outstanding loans
The Member has no outstanding fines.

5.3.18 Refund of Library Deposits

- The Administrative Assistant (Finance) will only refund library deposits upon receiving clearance from the library.
- Transfer of library deposit is allowed when a member progresses from one level to another within UCTI.

5.3.19 Recruitment of Library Assistants

- UCT Students can apply to be Library Assistants.
- The library management conducts recruitment exercises periodically. Please refer to the library notice board for the recruitment notifications.
- Students are encouraged to apply on condition that they have completed a minimum of ONE semester (4 months) of a course conducted in UCTI.
- Applicants are required to hand in an application letter, a detailed resume and a passport-sized photograph (non-returnable) to the librarian on duty.
- Short-listed Candidates will be called for an interview.
- Successful candidates will be required to undergo three weeks of probation.

5.3.20 Conduct of Readers in the Library

a) Attire

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

b) Silence

- Hand phones are required to be switched to silent mode prior to entering into the library. Action will be taken against members who answer their hand phone or make calls within the Library Premises.
- Students should book allocated rooms to carry out group discussions within the library. Room bookings are on an hourly basis. Conversation should be carried out in an acceptable volume.
- The library corridor should be kept clear at all times. Students should not gather along the corridor and carry out long conversations. All this will be very distracting to students working in the library.

c) Bags

- No bags are allowed into the library. Members may place their bags on the racks provided along the library corridor. Bags should not be placed on the floor as there is a likelihood that library users may trip over these bags.

d) Consumption of Food/Beverage

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

e) Vandalism

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

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

For the protection and benefit of the community of users, any person using the information technology facilities and services must comply with the ICT regulations, Internet Policy Statement, Email Policy and Information Systems Security Guidelines. These ICT guidelines can be found in the student handbook or staff manual.

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

- IT hardware must be treated with care and used only in accordance with the proper operating instructions. Any apparent fault with hardware should be reported promptly to Technical Assistant (TA) or TS personnel. Equipment must not be used if there is reason to believe that it may not be in safe working order.
- Users must not by any deliberate or careless act or omission jeopardise or seek to jeopardise the integrity of any IT equipment, and/or its software and/or any information stored within it and/or accessed through it.
- Users must not access and/or attempt to access any IT equipment, software and/or data which they are not properly authorised to access. In particular, the confidentiality of data belonging to other Users must be respected.
- Users must take all necessary steps to protect and maintain the security of any equipment, software, data, storage area and/or passwords allocated for their use. Users must not use access codes that belong to someone else for any reason whatsoever.
- Users must not use any IT facility for a purpose other than that for which they are authorised. Users must seek advice if they have any doubt about their authority to use any of the IT facilities.
- Users must comply with all their legal obligations affecting their use of IT facilities.
- Users are advised to refer to the Guide to Students' Responsibilities when using IT facilities, a copy of which may be obtained from TS.
- The use of any IT equipment for storage and/or transmission of materials which UCTI considers to be obscene and/or offensive are strictly prohibited. Furthermore, IT facilities must not be used to download pornographic, obscene, excessively violent and/or offensive materials from the Internet.
- Users must take all reasonable steps to exclude and avoid the spread of malicious software, e.g. viruses, and must co-operate fully with all measures instituted by TS to prevent the spread of such software. In particular, Users must not install or execute on a UCTI computer any software obtained from a third party source, unless such software has been previously checked and cleared of the presence of malicious software by TS personnel or appropriate technical personnel within their Faculty/Service.
- Computer programs on the IT facilities are protected by the law of copyright. UCTI has the appropriate licences to use these programs. Users must comply with all their legal obligations concerning copyright, and must not copy any software or other data without the prior
authorisation from the copyright owner. Such action would be in breach of copyright law. Furthermore Users must comply with any contractual obligations imposed on UCTI concerning the use of any of the IT equipment or software.

- Online library learning resources, including datasets and databases, ebooks and ejournals, which are subscribed by UCTI are protected by copyright and licence agreements. Users who are not covered by these licence agreements must not attempt to use these resources. If in doubt, Users are advised to seek advice at the Library Help Desk.

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

- Any use of any of UCTI's IT facilities by Users to store personal data may need to be registered. Consultation should be undertaken with the Manager, Technology Services, in such instances and approval obtained in advance.

  a. UCTI permits the use of its IT facilities by Users for personal use, subject to the following limitations:
  b. a level of use that is reasonable and not detrimental to the Main Purpose for which the facilities are provided;
  c. priority must be given to use of resources for the Main Purpose for which they are provided;
  d. personal use must not be of a commercial or profit-making nature, including private consultancy, or for any other form of personal financial gain, unless prior written approval is obtained from the appropriate Director of Faculty or Service;
  e. personal use must not be of a nature that competes with UCTI in business;
  f. personal use must not be connected with any use or application that conflicts with an employee's obligations to UCTI as their employer;
  g. personal use must not be connected to any purpose or application that conflicts with UCTI's rules, regulations, policies and procedures;
  h. personal use must comply with UCTI's policies and regulations.

- If Users are in any doubt about what constitutes acceptable and appropriate use, they should seek the advice and guidance, in the case of members of staff, of their Manager, and in the case of students, of their Course Tutor or Lecturer.

- Users must not connect any unauthorised equipment to UCTI network without consultation and the prior written approval from TS Manager or the relevant TS Staff holding authority over the UCTI Network. If TS has reasonable grounds for believing that any equipment may be the cause of unacceptable degradation of the performance of the network detrimental to other Users, then the User must co-operate with the disconnection of the equipment from the network pending resolution of the problem.

- Users must not set up or operate a server connected to UCTI network without consultation and the prior written approval from the TS Manager.

- When any of UCTI's IT facilities are used to access any external network and/or computer facilities, Users must also abide by any additional conditions pertaining to the external facilities, including those imposed by the external providers of such facilities.

- UCTI views the unauthorised access or interference with any of its IT facilities as an extremely serious disciplinary offence. Any breach of these regulations shall be dealt with in accordance with the disciplinary procedures of UCTI applicable to the User concerned. In the case of a serious breach, the authorisation of a User to use particular IT facilities may be withdrawn immediately, by the Manager, TS, and the appropriate report shall be made to the
Senior Management of UCTI, and in some extreme cases may be reported to the Police or other Legal Authorities.

6.1 Domain User ID / Webspace ID

- Each UCTI staff shall be assigned with a Domain User ID to access E-mail and network resources and Webspace ID to access in-house web applications.
- This user ID and Webspace ID shall be used for authentication and to ensure only authorized personnel are able to login and access the network resources/application.
- User IDs and Webspace IDs shall be strictly unique to the specific Individual and should be kept confidential at all times.
- Users are responsible for their own user ID and passcodes or passwords and appropriate disciplinary action shall be taken against a particular staff should there be any unauthorized access of any form be traced to that particular user's ID

6.2 Key@UCTI

- Key@UCTI is a your new personal key to replace the previous Domain USER ID / Webspace ID which allow you to access the online services and e-facilities provided to UCTI students. Key@UCTI details can be found on your confirmation of enrolment letter.
- Your Key@UCTI is the ID you use to log into your account. It is normally in the format of 2 letters and 6 numbers and is also the first part of your UCTI Mail email address. For example:
- If your Key@UCTI looks like: tp123456
- Your UCTI Mail email address will look like: fsur1234@mail.ucti.edu.my
- Below are the key services that can be accessed using your Key@UCTI account.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Webspace</td>
<td>Use your Key@UCTI account to access the niKey accounts to log in to webspace student portal and online Student Administration Services.</td>
</tr>
<tr>
<td>Email</td>
<td>The University's email system is called Mymail@UCTI. You log into the UCTI Mail system using your email address and your Key@UCTI password.</td>
</tr>
<tr>
<td>Learnfinity</td>
<td>Some units of study provide study resources such as lecture notes, recordings and assessment details online. These can be accessed online using the University's learning management system known as Learnfinity.</td>
</tr>
<tr>
<td>Student Software</td>
<td>Use your Key@UCTI to access the installation files for University-licensed at <a href="http://msdn.apiit.edu.my">http://msdn.apiit.edu.my</a></td>
</tr>
<tr>
<td>University Wireless Network</td>
<td>If you want to use your personal computer or mobile phone to browse the internet and access online resources using the University's wireless network (Wireless@UCTI) you will need your Key@UCTI account details to establish a connectio.</td>
</tr>
<tr>
<td>Network Drive</td>
<td>Your Key@UCTI account is linked to a personal network drive. Each student receives 100MB of network disk space to save study-related documents. You can also create web pages access network shared drives for your Units of Study using your Key@UCTI.</td>
</tr>
</tbody>
</table>

6.3 User Password

- A system policy has been set to only accept password strings of at least six characters long. It should preferably contain special character and mixed case alphabets.
- Passwords should not contain common names, dictionary words or other predictable number sequences.
6.4 Encryption

- Any sensitive data that is to be transferred between the internal network and external network must be encrypted especially via the e-mail system.
- Using encryption would also ensure that the data will not be altered in the course of transmission.

6.5 User Account Creation

- The Manager of the Functional unit and/or the Manager, Human Resources will raise a Service Request Form (RF) requesting the creation of e-mail and network access account for any new employee.
- The Service Request Form must contain the following information:
  a. Employee Logon ID
  b. Full name
  c. Job Function
  d. Job Title and
  e. Access permissions / privileges to the appropriate network resources
- This Service Request Form will be forwarded to the relevant Helpdesk personnel to carry out the task.

6.6 Deletion of account

- Upon the employee leaving the organization, the Manager of the Functional unit and/or the Manager, Human Resources will raise a Service Request Form (RF) requesting for the e-mail and network resource account to be deleted/transferred/backed up.
- The user account should be disabled within 24 hours upon the employee leaving to avoid a phantom account and avoid unauthorized access to the network resources.

6.7 Anti-virus

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

6.8 Students’ responsibilities when using IT facilities

- Computing facilities within APIIT and UCTI areas are provided for approved purposes only.
- We have implemented secure username and password protected systems, to ensure that you can maintain individual and secure access to your work and email. These security features cannot be bypassed without detection. Do not jeopardise that privilege by giving others access to your email or other APIIT related IT accounts (e.g. Webspace and Learnfinity) as you are in breach of the regulations if you do this.
- All computers are monitored centrally for misuse. (TS are able to monitor IT accounts but not change anything within them.)
- Breaches of the IT Regulations will lead to disciplinary action being taken.
• Where misuse is suspected, the account may be disabled. If this happens you may be unable to complete essential assignments, and this may ultimately jeopardise your chances of completing your coursework.

• If your IT account has been disabled, please raise an enquiry at the nearest Student Technical Assistant Help Desk.

• Your passwords cannot be obtained from the system.

• You are the account holder and deemed responsible for use of that account. No one may access your IT account and use it without your password.

• If you have allowed another person to use your account then you are implicated in any instance of misuse.

• Disciplinary action taken will depend upon the severity of the offence.

• Initially this may involve an interview with a manager from TS.

• Persistent offenders will be subject to escalation procedures.

REMEMBER:

• RESTART the workstation when you finish using it.

• DO NOT leave your account open for someone else to use.

• If your account has been used incorrectly it will be assumed that it is you who was using it at the time.

• It is essential and very simple to keep your passwords for access to the computers and e-mail private, and be sure to change them often.

• What constitutes account misuse?

• Misuse of IT accounts includes:
  a. Downloading or viewing obscene, pornographic, racist, offensive, material. (Exceptions may be made for anyone requiring material as a legitimate part of research. Authorisation must be obtained from TS beforehand.)

• Email messages sent to annoy harass or upset the recipient.

• Email messages of a threatening, abusive or obscene nature.

• Hacking or attempted hacking of systems.

• Using IT facilities for a purpose other than that for which you are properly authorised.

6.9 Wireless Policy

This wireless policy applies to all areas of wireless connectivity to UCTI network infrastructure, and includes all wireless devices operating within UCTI IP address range, on any of UCTI premises, or any remote location directly connected to the campus network.

TS is currently responsible for UCTI network infrastructure. The wireless network is an extension to this network and therefore TS has the sole responsibility for the design, deployment and management of UCTI wireless LANs.
6.9.1 Wireless Policy Restrictions

- TS acts as the central management body in regulating the installation and maintenance of all 802.11 wireless LANs.
- All Access Points must abide by all national regulations relating to Wireless Devices.
- All existing Access Points must conform to recommended specifications as defined by TS.
- All new Access Points must be purchased via TS, in line with UCTI's current purchasing policy and TS Standardisation initiative.
- All Access Points must follow the TS Standard Configuration settings for Access Points.
- Access Points will only support the 802.11b and 802.11g standards. Installation of any non-standard Access Points is prohibited.
- In line with the IT Regulations (See 1.0), TS has the right to disable any non-standard device that may cause interference with existing approved Access Points. The offending device may be removed without prior notice.
- Proactive monitoring of wireless networks is undertaken by TS on a regular basis and any unauthorised Access Point will be removed from the network.
- Any future request for installation of new Access Points must be directed through TS.

6.10 Internet

Downloading Copyrighted Materials

- All staff and students are prohibited from utilizing APIIT / UCTI's bandwidth to download unlicensed copyrighted materials. In order to reduce the abuse of Internet bandwidth at APIIT / UCTI, all staff are required to fulfill the following criteria for downloads:
- To download any copyrighted materials, please seek the assistance and permission of Technology Services, by first sending a request to the Technology Services manager via the Helpdesk System.
- Copyrighted materials may be downloaded from the publisher's website or any of its official partners only.
- Should the download webpage fail to produce any form of an End User License Agreement (EULA) or any other appropriate license agreement, please seek clarification from the Technology Services Manager, in writing.
- All staff and students are prohibited from downloading materials from generic “download” websites such as rapidshare, megaupload, hotfile, etc. All staff and students are also prohibited from downloading licensed and unlicensed software via the torrent service.
- Whenever any staff or students have any doubt about their downloads, license agreements, etc., it would be best to refer to the Technology Services Manager.
- The safest practice to download any materials from the internet would be as follows:
  a. Seek the assistance and clarification of the Technology Services Manager before downloading any materials. This assistance and clarification shall be done in writing to avoid any dispute.
  b. Request the Technology Services Manager to download the materials that you require. The Technology Services manager shall then investigate all the necessary aspects of the download and shall instruct one of his staff to download the materials as requested.
- All staff and students are strongly urged to adhere to the rules and regulations noted above, to avoid any dispute or any legal issues, as well as any disciplinary issues that may be result of
intentionally or unintentionally downloading unlicensed copyrighted materials using APIIT/UCTI’s network.

6.11 Forum Guidelines

UCTI values the diversity of viewpoints fostered in an academic setting and is steadfast in its commitment to encouraging the open exchange of ideas and perspectives.

The opportunity to participate in the discussion forums and comments posting are a privilege, not a right. UCTI may, under certain circumstances and without prior notice, immediately terminate your access to the Webspace forum.

UCTI cannot protect individuals against the existence or receipt of materials that may be offensive to them. However, if UCTI believes, in its sole discretion, that a user’s participation in the forum violates the guidelines set forth here, UCTI reserves the right to take any and all actions it deems necessary and appropriate including, but not limited to: deleting a posting or limiting or denying a user’s access to UCTI.

UCTI requires that discussion forum posts and comments conform to following standards for posting:

- Keep your comments to the relevant initiative topic or purpose of the discussion forum topic.
- Limit your post to a reasonable length, not to exceed 200 words.
- Do not post copyrighted material or lengthy essays or articles (generally defined as no more than 200 words) without appropriate permission to the list.
- When responding to an earlier message, do not quote all of a previous message. Instead, quote only those sections that are relevant.
- If you are asking a question, please encourage people to respond directly to you and offer to summarize responses and send the summary to the forum.
- Please be polite, professional, and respectful. Constructive discussion is encouraged; personal attacks and flame wars are not.
- You may not send commercial messages to the list.
- Do not include attachments in your messages.
- Because some of the discussion forum sections are not moderated forums, administrative approval may be not required for posting. This means that users will be held accountable for adhering to the “Forum Guidelines” set forth here. Users are required to self-police their postings to ensure that they meet the guidelines. UCTI may review user postings at any time to determine if there have been violations of the guidelines.

6.12 Policy Violations

UCTI reserves the right to release user information pursuant to the relevant authorities if it is required to do so by law, regulatory body.

UCTI’s Disciplinary Board); Violations of this ICT policy governing the use of UCTI ICT resources may result in restriction of access to UCTI ICT resources. In addition, disciplinary action may be taken under other UCTI policies, guidelines, implementing procedures, or collective bargaining agreements, up to and including dismissal. Any restrictive action must follow standard UCTI procedures that assure due process.

To report any issue/problem or illegal/unacceptable use of wireless/IT Facility or if you have any questions, please send an email to wireless@ucti.edu.my or contact our helpdesk at 03-8992 5050.
Alternatively, you may raise wireless network related issues to UCTI Technical Assistant for further assistance.

Questions about this ICT student handbook may be addressed to helpdesk@ucti.edu.my.

Please visit portal.apiit.edu.my for more details

7.0 General Facilities

7.1 Syndicate Rooms

Syndicate rooms are provided for students as work areas for discussion and private study. Your conduct in the syndicate rooms should be respectful and must not disrupt other students learning.

You should not move or rearrange chairs and tables, or bring drinks or food into the syndicate rooms.

7.2 Audio/ Video Facilities

The University College is also equipped with audio/video facilities:

- video conferencing
- television sets
- video players
- video cameras

7.3 Meeting Room

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

7.4 Lobby and Reception areas

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

7.5 Parking

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

Parking at TPM is available within UCTI at reasonable monthly rates. Those parking around TPM will have to ensure that parking coupons are placed in their vehicles. Please see student services for details.

8.0 Administration

8.1 Registration

UCTI will provide clear information about its admission policy and procedures and operate a fair and efficient admission system. Entry requirements vary from course to course, but in the case of students over the age of 25, these may be waived altogether if such an applicant can demonstrate the capacity and previous experience necessary to undertake a course. Once all original documentation is available you will have to complete the University College's Registration form.

For further information please see Appendix 10.
8.2 Course Fees

You must comply with the following requirements:

- course fees must be settled in full and in the case of instalments, paid promptly each month;
- you are required to settle fee payments due before being allowed to sit for examinations;
- results will not be issued to students with outstanding fees;
- you must retain official receipts for income tax deduction purposes;
- fee collection time is between 10.00 am to 3.30 pm, and 4.30 pm to 7.00 pm only from Mondays to Fridays. On Saturdays fees can be paid from 9.00 am to 12.30 pm. (except the 1st and 3rd Saturdays in a month)

*Please refer to the Fees and Enrolment Scheme guide for the correct amount for your fees.*

8.2.1 Late Payments

A late payment charge is levied for overdue payments. Should the fees and late payment charge still remain unpaid after 21 days, you will cease to enjoy all rights and privileges of a student of UCTI, and will no longer be able to use the library and laboratory facilities, participate in any teaching and assessment activity or enjoy access to student services such as university and job placements. These rights and privileges will then only be reinstated upon full settlement of fees due plus the late payment charge, and by paying an additional administrative charge.

Overdue charges will only affect students whose fees fall overdue. They are to avoid the additional overheads involved in managing student debtors, and will result in our administrative staff being able to fully concentrate on providing high quality professional services to you at all times.

8.2.2 Transfer between Intakes

This scheme of credits only applies to the following:

- students transferring from full-time to part-time and vice versa;
- postponement of study to the next intake (subject to recommendation from UCTI).

Transfer is granted on the basis of a written request from the student (please refer to the Administrative Executive for further information).

8.2.3 Withdrawal Procedures

If you are withdrawing from the course you must submit a written letter stating your intention.

8.2.4 Exemption Procedures

To claim exemptions you must write officially to the Administrative Executive, attaching all relevant educational qualifications and syllabuses. The Exemptions Committee will officially inform you on the exemptions claimed.

8.2.5 Fee Payments – Student / Study Loans

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

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

9.0 Academic Awards

At UCTI we offer a range of undergraduate Programmes grouped into Programmes:
• Computing Programme
• Technology Programme
• Media & Entertainment Technology Programme
• New Media Programme
• Business Management Programme
• UCTI Foundation Programme

Please refer to Appendix 8 for details of each of the programmes.

10.0 Studying at UCTI

10.1 Lecture times

Full-time students

Lectures are held from Monday to Friday. Morning lectures normally start at 8.30 am. Afternoon lectures normally end at 6.00 pm from Monday to Thursday and end at 5.00 pm on Friday.

Part-time students

All part-time lectures are held between 6.45pm to 9.30pm, with a 15 minute break in the middle of the lectures. First Level students will normally have 3 to 4 sessions per week. While Level 2 & 3 students will normally have 2 or 3 sessions per week.

10.2 Assessments

The Programmes have been designed to develop your analytical and problem-solving skills. Thus there is significant emphasis on practical work and projects to complement the theoretical areas within the programme. Your performance in each subject module will be assessed through in-course assessment, which normally comprises assignments, tests, quizzes and projects and a final examination. Appendix 6 outlines the weightings of in-course work to examination in each module.

Assignments should be submitted on standard A4 paper. Stationery is not provided by UCTI except for answer sheets in examinations.

You must submit all pieces of assessment required for each module on or before the submission date for each piece of assessment. Failure to do so may result in failure of the module overall. The submission date will be specified for each piece of assessment for each module. It is your responsibility to make sure you know when your submission dates are and to comply with them.

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

The pass mark is 40% for APIIT Diploma & SU Degrees and 50% for Foundation and all UCTI Degrees for each assessment including the final exam. Students who do not fulfil the minimum attendance requirement will not be allowed to sit for the final examination.

In the degree the Pass requirements are given in the Module Specifications.

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

You must pass ALL subject modules.

Assessment regulations are given in Appendices 8a (Diplomas) and 8b (levels 2 and 3)
10.3 Examinations Guidelines

The examination regulations are provided in Appendix 7.

- In order to conform to external examination requirements and standards, a system has been developed to ensure that confidentiality exists on the identity of the student. The issue of examination dockets achieves this. Examination dockets will be issued to students before the commencement of any examination. The docket must be collected before the stipulated date of the examination.
- Examination dockets are issued only to students with no overdue fees. If you have not settled overdue fees you will not be given a docket and will not be allowed to sit for the examination.
- Students who do not collect their dockets by the issue dates will be charged with an administration fee per docket. Dockets will not be issued on the day of the examination.
- Students who have lost their dockets, will have to obtain a new docket (s) with an administrative payment.
- For re-sit candidates, dockets will be issued upon producing the re-sit receipt.

The examination docket has 2 sections with perforations in between for tear-off. The invigilator will collect one portion with your name on it for record purposes.

10.4 Extenuating Circumstances

If you feel that any unforeseen and unavoidable circumstances (e.g. illness) have affected your ability to gain or demonstrate your knowledge or capabilities in one or more modules you should submit an Extenuating Circumstances form giving full details of the circumstances and supporting evidence for your claim.

If you have completed your prescribed programme of study, but for reasons of illness or other incapacity, which is supported by medical evidence, or because of other authenticated good cause, you miss or fail the whole or part of an assessment you can submit an Extenuating Circumstances Claim Form, which can be obtained, from your Year Administrator.

Please refer to Appendix 7a & 7b, UCTI regulations and associated Procedure for Making a Claim for Extenuating Circumstances.

10.5 Cheating and Plagiarism

Cheating and/or plagiarism of any kind will not be tolerated and will be dealt with very seriously. Cheating is defined as any attempt to complete an examination or assessment by unfair means. Plagiarism is defined as submitting the work of others as your own for the purposes of satisfying assessment requirements. Plagiarism also includes allowing your work to be copied by another student. Please see the online guidance system for how to reference work. This is available at: http://crypto.apiit.edu.my/Library/ReferenceSite.htm

Please refer to Appendix 7c, UCTI regulations and associated Procedure for dealing With Breaches Of Assessment Regulations: Academic Dishonesty.

Breaches of assessment regulations in formal examinations

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

External examiners from reputable foreign universities moderate all of UCTI's examinations. This is to ensure that the assessments meet international standards, and that your interests as a student are protected.

Your final examination results will only be released after the external moderation has taken place. This is held 2 to 3 times a year (normally in March, July and October). However, if you are required to resit for any particular examination, you will be notified within one month after the examination date. This will be done via a Referral Notification, which will be posted on the notice board, or through a letter to your last known address if you have completed the course. Therefore, it is very important that you keep UCTI updated on any change in your mailing address.

10.7 Referrals

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

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

10.8 Appeals

You may not appeal against academic judgment but if you believe a material error has been made you may ask for a review of the Examination Board decision.

You may also request a review if there is evidence supporting extenuating circumstances which was not available at the time of the Examination Board decision.

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

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

11.0 General Services

The following are some of the services available to you.

11.1 UCTI Newsletter

In line with UCTI's wish to promote good communication between the students and the University College, a newsletter is published to inform students of events and activities that are taking place.

You are encouraged to contribute articles and news of interest to fellow students by submitting material to the respective class mentor or to the editorial board.

11.2 Student Sports & Recreational Activities

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

Part-time positions are available at UCTI for the positions of librarians and laboratory assistants. Students who have experience in the relevant areas are encouraged to offer their services by writing to the Administrative Executive.

12.0  Health, Safety & Security

12.1  Health and Safety

Keeping students and staff safe and healthy is a primary concern of the University College. You are expected to comply with the University College’s Health and Safety policies outlined in Appendix 6.

You must make yourself fully aware of the regulations and of any supplementary local guidance statements issued.

12.2  Prohibited Areas

You are not allowed to enter the following areas.

- **Staff Room**

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

- **Accounts and Finance Area**

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

12.3  Prohibited Items

You should keep in mind that you should not bring items, which might pose a danger to other members of the University College. This would be in violation of the country’s laws. Should you be found to be in possession of such items the University College would take a very serious view of such an offence. Students involved could be expelled. Please refer to Rules and Regulations for details.
Appendix 1: Professional Code of Conduct

1.0 Introduction

UCTI believes that a sense of professional identity is essential to promote the success of its graduates in their subsequent careers.

The majority of students enter UCTI directly from school. When they leave it is to enter professional employment, or to pursue Programmes leading to higher qualifications overseas. The education provided at UCTI is distinctive in that it is focussed on the development of the whole person, so enabling effective transition from school to adult life.

Every aspect of the student’s experience at UCTI is therefore considered to be important in developing professional identity. Conformity to a dress standard is expected. So is respect for a defined code of conduct with regard to attendance, punctuality and behaviour within the University College.

Great importance is attached to creating an environment in which the students are encouraged to cooperate, and to teach and learn from one another. Students are expected to work unsupervised on projects that require them to show willingness, and a capacity, to share knowledge and experience in solving problems.

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

1.1 Attire

A smart appearance is expected for a good professional. A smartly attired student enhances the reputation of the University College and the respect in which it is held with the outside world.

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

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

1.2 Attendance and Punctuality

Regular and punctual attendance is essential if good progress in employment is to be achieved. Students are therefore expected to adhere to the following conditions and guidelines:
• Students, who fail to achieve 80% attendance without valid reasons, may be disqualified from the award of their Award.
• Attendance is compulsory and valid medical certificates or letters from parents / guardians must support any absence from lectures, tutorials or practical.
• Students are expected to abide by the hours of study set by UCTI. Any lateness will be duly noted. Lateness on three occasions will be equal to one absence.

1.3 Behaviour and General Conduct

1.3.1 General Conduct

UCTI is located in Technology Park Malaysia. UCTI students are constantly mixing with managers and staff from leading Malaysian companies when entering and leaving the area and public areas. They must therefore deport themselves as professionals.

• Students are expected to be courteous and to behave with dignity and propriety at all times. Students found to be rude or behaving improperly may bring discredit and disrepute to UCTI. Such students are therefore liable for disciplinary action, not excluding expulsion from UCTI.
• Students are expected to comply with all instructions given by the lecturing and / or administrative staff. Failure to do so or any wilful disregard for such instructions amount to insubordination. This also warrants disciplinary action, not excluding expulsion from UCTI.
• UCTI takes a very serious view of plagiarism or cheating, whether during tests, examinations or while writing out programs to fulfil project requirements. Such acts will lead to immediate disqualification of the student and other disciplinary actions may also be applied.
• Smoking is strictly prohibited in all areas of UCTI and in all the surrounding public areas. Students who breach this rule will immediately be expelled from the University College.
• Vandalism is a public offence and is viewed very seriously. Students found guilty of wilful destruction or damage of any property or asset of UCTI will face severe disciplinary action, excluding expulsion from the centre. In addition, offenders are liable to make restitution for any damage or loss of the item, equipment etc.
• Students are expected to speak clearly and politely at all times. Any obscene or abusive language used will attract severe disciplinary action. Students are also reminded that English is the main medium of instruction and communication in UCTI and therefore, no other languages or dialects should be used while they are in the centre. The only exception is Bahasa Malaysia, which is our national language.
• Students may not sell goods or services on the University College’s premises without the prior approval of the Managing Director or his duly appointed representative.
• Any form of gambling on the premises is strictly forbidden.
• The use of illegal drugs and abuse of intoxicating substances on premises is strictly forbidden.
• Students are prohibited from carrying any form of knife, blade etc. which could endanger life or damage furniture.
• Students are requested to turn off their pagers and handphone during lectures.
• Students who disrupt the lecturers by talking to fellow students, doing other things not related to the current lecture, will be asked to leave the room and disciplinary action will be taken in accordance with the University College’s Rules and Regulations.
• Students should not leave the room during a lecture except with the agreement of the lecturer.
• Lecture and syndicate rooms should be kept in a clean and orderly condition to show respect for the next class to occupy the room.
1.3.2 Discipline and Conduct of Students as per Private Higher Education Act 555

- Students are prohibited from becoming members of, or to be in any manner associated with any political party, trade union, society, association, organisation, body or group, unless allowed by the Registrar General of the Ministry of Higher Education, whether or not it is established under any law within or outside Malaysia.
- Students are prohibited from expressing support or sympathy with or opposition with any political party, trade union or any unlawful society, association, organisation, body or group.
- Students who contravene or fail to comply with the above provisions shall be guilty of an offence and shall, on conviction, be liable to a fine not exceeding one thousand ringgit and may face expulsion.

1.4 Upkeep of UCTI Premises and Facilities

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

- Students are restricted to UCTI areas only and are not allowed to loiter around the other areas. They may not enter any of the other areas except when authorised by an administrative or lecturing staff.
- Students are expected to be considerate when using common facilities like toilets, lobby areas, lifts, corridors etc. Care should be taken to keep these areas clean and tidy. Excessive noise and horseplay in these areas are strictly prohibited.
- Students are not allowed to receive visitors or telephone calls during class lectures or practical, except in cases of genuine emergencies.
- The Student Syndicate rooms are to be used for self-study, group project work and study discussions. Excessive noise and unruly activities are strictly prohibited in these rooms.
- Students found littering the premises (including all areas within and around the building of UCTI) are liable to be penalised. Where any particular room is found to be untidy or dirty, the group or team last using it shall be collectively liable. Also, no equipment or furnishing may be tampered with, removed from or moved within the classrooms or laboratories.
- No eating or drinking is allowed in the training areas, inclusive of corridors.
- Students wishing to remain on the premises to study or for discussions after 4.45 pm (includes all day weekends) may do so provided a member of the lecturing or administrative staff consents. UCTI is not obliged to open the premises up for students after the normal hours of study. Students making use of the premises outside normal hours will be jointly responsible.
- Students wishing to make use of any UCTI facilities for special functions e.g. parties, get-togethers, orientations, etc. must first seek authorisation from the Managing Director. In such cases, a student committee shall organise these functions with a lecturer's supervision. These student organising committees shall be jointly responsible for the smooth running of the event, ensuring that safety precautions are met with. They are also responsible for cleaning up the premises immediately after use and ensuring that all rooms are properly secured and electrical appliances are turned off.
- The use of correction fluid of any kind is strictly prohibited in all UCTI rooms.

* Rules and regulations relating to the use of the library and the computer laboratories are dealt with separately.

1.5 Academic and Disciplinary Records

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

1.6 Reminder for International Students

All international students are strictly prohibited from working while studying in Malaysia. Students caught working will be immediately deported to their home country. This directive comes from The Immigration Department of Malaysia.

Students are to abide by the Rules and Regulations contained herein.
Appendix 2: Programmes Offered by UCTI

**Degrees Programme**

**Computing Programme**
BSc (Hons) in Information Technology, with specialisms in:
- Information Systems Security
- Intelligent Systems
- Network Computing
- Forensic Computing
- Simulation & Virtual Reality
BSc (Hons) in Software Engineering
BSc (Hons) in Mobile Computing
BSc (Hons) in Multimedia Computing
BSc (Hons) in Internet Technology
BSc (Hons) in Enterprise Computing
BSc (Hons) in Computer Graphics

**Technology Programme**
BSc (Hons) in Computer Design Technology
BSc (Hons) in E-Commerce Technology
BSc (Hons) in Communications Technology with a specialism in:
- Mobile Communications Technology

**Media & Entertainment Technology Programme**
BSc (Hons) in Interactive Entertainment Technology and a specialism in:
- Animation
BSc (Hons) in Computer Games Development
BSc (Hons) in Multimedia Technology
BSc (Hons) in Web Media Technology

**New Media Programme**
BA (Hons) in New Media Marketing
BSc (Hons) in New Media Informatics

**Business Management Programme**
BA (Hons) in Business Management, with specialisms in:
- E-Business
- E-Procurement
BA (Hons) in International Business Management
BA (Hons) in Marketing Management
BA (Hons) in Human Resource Management
BA(Hons) in Accounting and Finance
BA (Hons) in Accounting and Finance, with specialism
  - Forensic Accounting
  - Taxation
  - Forex and investments
BA (Hons) in Tourism Management
BA (Hons) in Services Management

**Foundation Course**
Appendix 3: Library Rules and Regulations

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

Library Membership

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

General Rules and Regulations

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

Loan Entitlement

<table>
<thead>
<tr>
<th>Degree Foundation</th>
<th>2 items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degree Levels 1 and 2</td>
<td>2 items</td>
</tr>
<tr>
<td>Degree Level 3</td>
<td>3 items</td>
</tr>
<tr>
<td>Diploma</td>
<td>2 items</td>
</tr>
<tr>
<td>Masters Full-Time</td>
<td>6 items</td>
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<tr>
<td>Masters Part-Time</td>
<td>4 items</td>
</tr>
</tbody>
</table>

Loan Policy

- Open-Stack Books – 7-day loan period
- Yellow-Tagged Books - 3-day loan period.
- Red-Tagged Books - Overnight loan after 5pm on Mondays to Thursdays and after 12 Noon on Fridays. Books are due back before 10am on the next working day. Each member is only entitled to 1 Red-tagged Book and 1 accompanying CD –Rom at any one time
- Blue-Tagged Books are strictly meant for loan to Masters students and teaching staff.

Borrowing/Returns Procedure

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

Renewals

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

- Only items out on loan can be reserved.
- Reservations can also be made online. You will need to enter your Webspace User ID and Password.
- Library members can reserve up to 3 books at any one time.
- Reservations will be purged 3 days after an item has been assigned to a member.
- Members can check for the reservation details from the notice board at the entrance of the library or from the library website.
- Email Notices will be sent informing members when reserved books are ready for collection.

Overdue loans

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

Library Membership

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

Library Opening Hours

Mondays - Fridays: 8:30am to 8:00 pm
Closed on Saturdays, Sundays & Public Holidays

*Note: Counter Service begins at 9.00 am

Lost/Damaged Books

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

Photocopying

- A Photostat card with a credit of RM10 can be purchased from the Circulation Counter and this card allows photocopying of 100 copies.
- According to the copyright law, an individual is allowed to make single copies of the following for research/private study:
  - 1 chapter of a book
  - 10% from a book
  - 1 article from a periodical/magazine

Termination of Library Membership

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

Correspondence

Lot 6, Technology Park Malaysia
Bukit Jalil,
57000 Kuala Lumpur
Tel : 03-89961000 Ext 3070/3071/3072
Fax : 03-89961001

Rules and Regulations are subject to change. Members are advised to check the Library Notice Board or Website to update themselves.
Appendix 4: Computer Laboratory Regulations

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

  o A user’s computer access privileges may be suspended immediately upon the discovery of the violation of any of the stated rules. In addition, further actions, including suspension or expulsion may also be taken.

  o All users must ensure that they have the authorised time slots before going into the computer Laboratory.

  o All computing resources are to be used solely for the purpose authorised by the respective subject Lecturers/Laboratory Administrator.

  o Computer users are only allowed to print hardcopies of their assignments, projects or any other work authorised by the respective subject lecturer/Laboratory Administrator.

  o Computing hardware may be connected to the University College’s network facilities only after approval by the Laboratory Administrator.

• Computer users are prohibited from:
  
  o using any other person’s login without explicit permission;

  o disclosing their own or attempting to discover any other person’s login password;

  o copying or transferring any of the computer software provided by the University College without prior permission from the Laboratory Administrator;

  o using any of the University College’s computing facilities to violate the terms of any software license agreement, or copyright provisions;

  o copying, renaming, changing, examining or deleting files or information belonging to other users of the University College;

  o deliberately using computing facilities to harass other users, or to interfere with their work (for example, obscene, abusive, fraudulent, threatening or repetitive messages to a user(s);

  o attempting to modify the Laboratory facilities, illegally obtaining extra resources, degrade the performance of the system, or attempt to subvert the restrictions associated with any computer Laboratory, computer account, service or application software protection;

  o tampering with terminals, microcomputer or related computer equipment (faults should be reported to the Laboratory Administrator / Laboratory Assistants);

  o littering the computer Laboratory;

  o Smoking, eating or drinking around the terminals, microcomputer or related computer equipment.
Appendix 5: Science Laboratory Regulations

Science Laboratory Regulations

The Faculty requires that laboratories be conducted in an orderly manner with due concern for the safety of all. Safety is particularly important given that most laboratories employ high voltages, chemicals, and because they are laboratories, there is a greater exposure to danger than in other situations. The laboratory rules reflect that.

The General Laboratory Rules are as follows:

1. Students are expected to act responsibly in all laboratories at all times.
2. Any person entering a laboratory is required to have appropriate clothing and footwear. Footwear must fully enclose the foot.
3. No food or beverages are permitted in any laboratory.
4. Under the University College policy, smoking is not permitted in any building.
5. Students may not enter a laboratory if they are affected by alcohol or drugs.
6. Cases and bags are not to be placed below any benches.
7. Students are not permitted to stand or sit on benches, or employ them for any other purpose than conducting the appropriate test.
8. Students may not bring personal equipment to a laboratory outside of calculators and the like without the express permission of the Lab Engineer.
9. Students may not use any laboratory for private purposes.
10. Soldering is not permitted in general laboratories. It is restricted to project laboratories and some specific laboratories designated by the Faculty for construction purposes from time to time.
11. Students are not permitted to attempt repair, calibrate or modify any equipment in a laboratory at any time. They should either seek the assistance of the laboratory supervisor to bring the problem to the attention of the technical staff, or fill in a laboratory fault report.
12. Students may not move equipment - including chairs - from one laboratory area to another without the permission of the technical staff.
13. Students may not open the windows of any air-conditioned laboratory or leave the doors of a keyed entry laboratory open at any time.

For Experimental Laboratories used by project students for example, the rules are as follows:

1. Students may not enter the laboratory until the Supervisor is present.
2. All circuits must be checked by the laboratory supervisor before power is applied.
3. No circuit is to be left unattended while powered. If it is necessary to absent a laboratory, then students should remove power.
4. Instruments should be set to their highest range, then power applied and the instrument adjusted down as measurements are taken.
5. On completion of a laboratory, students should remove power then disconnect all wiring and return it to the drawers, and remove all cables and return them to their racks. Chemicals should also be returned to the appropriate storage area.
6.

Responsibility

It will be your and your advisor’s/instructor’s responsibility to ensure that you are familiar with the responsible and proper use of all instruments/chemicals that you will make use of and that you have been appropriately trained in their use.

Damage and Accident

Damage to any instrument is very expensive and accompanied by long repair periods. Students, faculty and staff depend on the instruments’ availability and trustworthy performance for research and teaching alike. Damage to instruments will have disastrous consequences for students and lecturers alike.
It is of utmost importance that any damage or accident (injurious or otherwise) in the laboratory be reported immediately, to correct any problems at an early stage and to keep the laboratory in good and safe working condition.

Naturally, anybody can have an accident. Fairness, circumstances and a rather generous willingness to forgive are negotiable. However, malicious damage or failure to report an incident will reduce or eliminate any flexibility we might choose to use in dealing with you. Permanent banishment from the laboratory will result!!

Reserving Equipment
All equipment can usually be reserved provided you have permission (i.e., are certified) to use it. Requests to reserve any specific instrumentation can be made to any of the responsible faculty staff. People who have reserved the lab or its equipment in advance have priority and are entitled to ask anybody who is currently occupying the reserved equipment to make it available immediately. Instructional use of the lab and its equipment always takes precedence over other uses. We will try to make every effort to accommodate any reasonable request for use of the lab within these guidelines.

Please cancel your reservation if you do not intend to make use of it after all, so that other users may have the opportunity to use the equipment.

All users of equipment, whether by reservation or not, are required to enter their name(s) into the appropriate equipment user register available in the laboratory. Failure to log your usage will result in revocation of your lab privileges.

Removal of Equipment
Removal of any equipment from the lab is possible, but absolutely requires the prior written consent of one of the responsible faculty. To request such usage, write down what you wish to borrow, date your request, and get it signed by a responsible faculty member. In addition to the written approval, any equipment removed from its "home" lab must be signed out on the sheet posted in the lab, indicating who has borrowed it, where it is located, and the date it was borrowed. On returning the equipment, it must be signed in along with the date it was borrowed on this same sheet. The normal borrowing period will not exceed 1 day; special authorization by all responsible faculty is required for longer periods. Remember: such authorized removal of equipment still requires you to sign for the instrument in the sign-out sheet in the laboratory.

Equipment in current use can not be signed out.

Return of Equipment
All equipment should be returned to its "home" lab. Make sure you sign it back in on the sign-out sheet in the lab

All cables and probes have to be returned to their appropriate place on the cable racks or in the storage cabinets. Please remove all markings and/or tape from your cables before returning them, and replace them in an orderly manner.
**Before Leaving the Lab**

Make sure that all equipment you used has been turned off and returned to the place you obtained it from.

**Equipment Safety**

Correct precautionary measures can secure the safety of instruments and ensure worry-free measurements for all parties concerned. The department has only limited money available for the upkeep of this lab, and would prefer to spend it on upgrading of laboratory facilities rather than repair or replacement of equipment. Therefore, please follow these guidelines:

- Damaged or broken equipment is to be reported immediately to the TA or instructor.
- You are not allowed to repair any equipment. Our technicians are trained to do so.
- You are not allowed to open any equipment.
- Do not try to operate equipment you think you know how to use but don’t! Ask someone who is in the know to show you how to use it correctly.
- Equipment must be set up, operated and maintained according to the manufacturer’s instructions.
- Do not obstruct the ventilation of any equipment.
- Make absolutely sure of the maximum power levels for each specific instrument and take precautions that this level is never exceeded. Take special care when active circuits are connected to the network analyzers and spectrum analysers and be very certain that measures are taken to protect the instrument against unwanted power.
- Always make sure that a DC block is present when measuring with the spectrum analyser and do not remove it unless you are very sure of what you are doing. Let your study leader check your measurement setup before it is powered up.
- Electrically ground yourself before touching the ports of the network analyser and make sure that all cables are statically discharged before they are connected to the network analyser. This means use a wrist strap at all times when working with the network analyzer!

To ensure accurate measurements as well as to protect the sensitive input circuitry of some of the equipment from damage.

**All cellular phones, pagers and other pieces of personal communication equipment are to be turned off BEFORE entering the laboratory. This means TURNED OFF, not merely put in standby mode!**

**General causes of damage**

- Power cables that are not grounded – MAKE SURE ALWAYS TO USE CORRECTLY GROUNDED POWER CORDS; DO NOT USE “HANDMADE” SUBSTITUTES.
- DC voltages and currents on active circuits – Use capacitive decoupling and make sure that coupling capacitors are discharged and power supplies switched off before the circuit is connected.
- Static charges on long cables – ALWAYS discharge cables before they are connected.
- High power levels – Be very careful with amplifiers and oscillators. Use attenuators.
- Mechanical damage to connectors – Connectors and cables are VERY expensive and sensitive. Handle them with great care and they will last and can be used by everyone. Read the paragraph about connectors very carefully and IMPLEMENT IT !!!

**Personal and Personnel Safety**

Apart from keeping the equipment running, we would also like to see our users stay alive and healthy. You are therefore asked:

- Not to test any wires with your tongue or touch any live-wires
- To regard any wires as live-wires
- Not to operate faulty equipment, as it may endanger life. Please report faulty equipment.
Additionally, the use of radiation hazard meters is recommended if you are using power levels in excess of 30 dBm, in order to limit radiation exposure to personnel and keep them within safe limits.

The probability of the presence of EM fields at significant levels is rather higher in this lab than in many others. **Persons with pacemakers or similar devices should not enter the lab.**

Capacitors are to be safely discharged before their return and a short should be placed across their terminals pre-empting electrostriction to take effect.

**Ground wires may not be removed** from any cables or sockets. Although their removal might prevent ground-loops (which are undesirable in some cases), they also float the respective instrument at an unspecified (possibly high) voltage. If ground loops are a concern, obtain the proper isolation transformers as necessary.

**General Safety**

For general safety the following also have to be adhered to:

- No chemicals, biological materials and cultures, radioactive materials, isotopes, explosives, flammables, or guns may be brought into the laboratory. If such is required for official experiments, written permission, approved by the responsible faculty and by the chair of the department is required. Training in the handling of such materials, the safety of others, and provision for proper storage and disposal have to be ensured beforehand. This will have to be adequately demonstrated to the satisfaction of the responsible faculty beforehand as well.
- Cryogenic liquids have to be in proper storage containers for transport and storage, and are not to be left unattended. Training in their use has to be undergone beforehand. Prior written authorization by the responsible faculty is required for their use in the lab. Appropriate warning signs as well as labels describing their contents are required.
- No open flames are allowed in the laboratory.
- Approved warning signs should be displayed in areas of danger.
- You should adhere to all warning signs and signals.
- You must know where fire extinguishers are and preferably be familiar with their proper use.
- In the event of a fire, follow fire regulations.
- Safety measures are not allowed to be removed, impaired, tampered with and/or rendered ineffective.
- No unauthorised private experiments are allowed.
- **Apply good, sound reasoning in the laboratory ... and if possible in the rest of your life as well!**

All members of the faculty and staff of the Faculty are charged with ensuring the safety of this laboratory. They are empowered to enforce all rules governing its use and to act against any unsafe practice or conduct in the laboratory.
Appendix 6: Health and Safety

- **Possessions**
  
  You are to ensure that your belongings are covered by insurance and not to bring expensive items e.g. computer, jewellery, to the University College. Where possible mark valuables with your ID numbers on them. The majority of students do not experience any problems. However, if anything does go wrong please report it to the reception.

  Students should be fully responsible for their personal belongings; UCTI will not be liable for the loss of your personal items.

- **No Smoking Policy**

  For the reasons of health, safety and hygiene the University College has adopted a formal no smoking policy in all public areas.

  Disciplinary action will be taken again any student who violates this regulations and the disciplinary action could include expulsion from the University College.

- **Individual Responsibility**

  - You are asked to take individual responsibility for the following.
  
  - Make sure that your work is carried out in the approved way and in accordance with the University College’s policy.
  
  - Protect yourself and others by wearing the personal protective equipment provided, and by using any guards or safety devices provided.
  
  - Obey all instruction emanating from the Head of Department in respect of health and safety.
  
  - Warn the Manager of any significant new hazards to be introduced or newly identified significant risks found in present procedures.
  
  - Offer any advice and suggestions that you think may improve health and safety.
  
  - Report all fires, incidents and accidents immediately to the Manager.
  
  - Familiarise yourself with the location of fire fighting equipment, alarm points and escape routes, together with the fire procedures.
  
  - If you are in doubt about any matter of health and safety consult your Mentor.

- **Computer Systems**

  The installation or hardware modification of computers and peripheral equipment may only be carried out by a Laboratory Technician, Research Support Officer or authorised personnel. Requests for such work should be made to the Technical Services Manager or his duly appointed representative.
Appendix 7: Examination Regulations

1.0 Entering the Examination Hall

- Students are allowed into the Examination Hall/Room 10 minutes before the commencement of an examination. The seating position may be allocated and you are required to comply with instructions given by the invigilators. No communication between students is allowed once the students enter the Examination Hall/Room.

- Students may place their bags and belongings in the area designated by the invigilator (usually in the front of the Examination Hall/Room). No belongings should be left outside the Examination Hall/Room.

- Students will be allowed into the Examination Hall/Room up to 30 minutes after the start of the examination. No extra time is given to latecomers for any reason.

- Students who arrive after 30 minutes of the published time will not be allowed to sit for the examination.

- No unauthorised materials (e.g. books, notes, correction fluid, programmable calculators or those with storage capabilities, etc.) are to be taken to or from the student’s seat, except with the invigilator’s authorisation.

- Each student should bring his / her own writing stationery as students are not allowed to share their stationery.

- Students who are not in proper attire will not be allowed to attend the examination (see Appendix 1).

- Handphones must be switched off and placed under your chair.

2.0 Prior to Commencement

- Students are to fill in details on the front cover of the Answer Booklet and to ensure that they have the correct Examination Paper.

- Requests for clarification from students may be allowed during this period, after which there should be no communication.

- The number portion of the examination docket is to be torn along the perforation and stuck to the top right-hand corner of the Answer Booklet.

3.0 Reading Time

10 minutes will be allocated for reading of the Examination Question Paper (strictly no writing is allowed during this time).

- The remaining portion of the examination docket (on which student’s name is written) will be collected during this time.

- As the invigilator collects the dockets, the invigilator will request each student to initial against their names on the Student Exam Attendance Sheet.

- The 10 minutes reading time starts at the published start time of the examination. Therefore, 10 minutes will be added to the published finish time.
4.0 During an Examination

- To temporarily leave the exam hall, e.g. toilet trip, you must put up your hand and remain seated until you are directed by an invigilator. Nothing should be taken out of the exam hall/room.

- Students are allowed to leave if they finish early, but not during the first and last 30 minutes of the examination.

5.0 At the end of the Examination

- When the invigilator announces that time is up (based on the clock in the examination hall), no further work by the student is permitted.

- Students must fill-in the relevant details on the front cover of the Examination Answer Booklets, and tie any continuation sheets (used to write answers on) to the Examination Answer Booklet. Students must fill-in their docket numbers, title of examination and question numbers clearly on the Examination Answer Booklet and continuation sheets.

- At the end of the examination, the invigilator collects the Examination Answer Booklet, Question Paper and all used and unused paper. No paper is allowed to be removed from the examination hall.

- Students must remain in their seats until the invigilator has completely collected all the examination material. Students may leave the Examination Hall/Room quietly when instructed by the invigilator.
Appendix 7a: Procedure for Making a Claim for Extenuating Circumstances

1.0 Introduction

1.1 Students who believe that their performance in any element of assessment or their participation in the learning process has been adversely affected by circumstances outside their control may be eligible to submit a claim for extenuating circumstances. The claim will then be considered by the Extenuating Circumstances Committee, which will decide whether or not to uphold it. The date of the Extenuating Circumstance Committee meeting will be published. The Committee will meet prior to the Examination Board.

2.0 Making a Claim for Extenuating Circumstances

2.1 The student must submit an Extenuating Circumstances Claim Form for those modules/course components against which a claim is being made. The claim should be submitted where it is believed that performance in any element of assessment has been adversely affected by circumstances outside the student’s control. Copies of the forms are available from Year Administrators.

2.2 The student will be asked to indicate the nature of the circumstance for which the claim is made (i.e. late submission, non-submission of coursework, non-attendance at an examination/class test or performance affected by mitigating circumstances). In addition the student must specify the modules and assessments for which the claim applies, the dates for which the circumstances apply and a brief description of the circumstances. Only one form needs to be completed for all assessments for which a claim is being made. The student is responsible for ensuring that all assessment details are listed on the form.

2.3 Medical notes/supporting documentation must be provided to verify the claim. If no documentation is available the student must state why verification is not available.

2.4.1 The Extenuating Circumstances Committee will consider each claim. The Chair will present each case to the Extenuating Circumstances Committee.

2.4.2 The procedures are designed to safeguard the confidentiality of the student’s claim. The papers relating to each case will not be copied. Each case will be treated anonymously. The student’s name will not be used during the meetings of the Extenuating Circumstances Committee. Only the Year Administrator will have access to the name for the purpose of follow-up action.

2.4.3 As some extenuating circumstances are of a highly sensitive nature the student may feel reluctant to put details on the Extenuating Circumstances Form. In such cases the student should enter ‘Confidential’ on the form and attach written evidence in a sealed envelope. Access to the information will be restricted to the Year Administrator and the Chair of the Extenuating Circumstances Committee. In exceptional circumstances the Chair of the Examination Board and the External Examiner(s) may also be given access to this information. Future access to these records will continue to be restricted. It is the responsibility of all staff to ensure that confidentiality is maintained.

2.5 The Extenuating Circumstances Committee will decide whether or not to up-hold the claim and will inform the appropriate Examination Board of its decision.

2.6 The Year Administrator will inform the student of the decision of the Extenuating Circumstances Committee in writing.
2.7 Should the student wish to appeal against a decision reached by the Extenuating Circumstances Committee they must do so in writing to the Academic Administration Manager within 7 days of receipt of the decision.

NOTES:

1. The onus is on the students to supply sufficient documentary information to support their claim. If the Extenuating Circumstances Committee believes it has insufficient evidence it has the right to turn down the claim on that basis.

2. The student must bear any costs incurred in obtaining appropriate documentation.

3. The student should submit a claim for extenuating circumstances together with supporting evidence within 3 working days after the extenuating circumstance has occurred. If the student is unable to submit the EC personally, the student must assign a representative to submit the EC on his/her behalf. If further information is required by UCTI, the student must provide it within 5 working days.

4. The Extenuating Circumstances Committee reserves the right to contact any individual person / persons named on the Extenuating Circumstances Claim Form.
Appendix 7b : Guidance on How To Submit A Claim for Extenuating Circumstances

Q1 What do we mean by Extenuating Circumstances?

These are normally circumstances that have prevented you either from demonstrating, or acquiring, the skills, knowledge or competencies associated with a particular module(s). These could be defined as either:
• **Unforeseeable** e.g. you suffered a broken arm just prior to an examination and couldn’t write, or
• **Unpreventable** e.g. you did everything in your power to ensure the safety of your work, by keeping back up discs, but a house fire destroyed everything.

A claim form should be completed by any student affected by extenuating circumstances

Q2 What happens when IT equipment fails?

The following examples typically represent some of the most frequently encountered situations with appropriate guidance given.

N.B. In cases where IT equipment is cited as the basis for a claim you will **ALWAYS** be expected to submit the latest draft of your work. If you do not do so, you will receive a zero grade for that piece of work.

1. **Circumstances and guidelines involving IT equipment failure which prevented you from acquiring skills/knowledge/competencies:**

   - **Failure affecting the majority of equipment in a computer workroom**
     Given that IT equipment can fail, if this occurs on one or two occasions within a semester then it would be expected that your lecturer would make alternative arrangements to cover the work. However, if this situation were to occur for several booked sessions, then the lecturer concerned would be expected to countersign your claim for extenuating circumstances. It would also be expected that this situation would be taken into account when assessing the module.

   - **Failure affecting a single workstation in a workroom**
     This would not be considered to be an appropriate basis upon which to submit a claim for extenuating circumstances.

   - **Failure of your personal computer or network link**
     If you have chosen to use your own computer and are then unable to carry out the work as a result of this action, this would not form the basis of a valid claim.

   - **Failure to provide appropriate software**
     If you choose to do an individual project based on a particular version/type of software, then the onus is upon you to ensure that this software is available prior to starting the project. This action should form part of your project plan, and any problems arising from compatibility or availability of appropriate software would not be accepted as valid extenuating circumstances on the basis that it would show an inappropriate lack of planning.

   - **Insufficient computers in the workroom for the class size**
     It would be expected that the lecturer concerned would take appropriate action in such an eventuality and if necessary take this issue into account as part of the assessment of the module.

2. **Circumstances and guidelines involving IT equipment failure which will prevent you from demonstrating skills/knowledge/competencies**

   - **Failure affecting a large number of systems at assignment deadline time**
     If a significant number of computers were out of action for several hours then this might form the basis for granting a short extension to the assignment deadline. It would be reasonable to expect you to submit the latest draft of your work from a few days prior to the deadline to support your request.
You should request the Technical Assistant to countersign your claim for extenuating circumstances.

- **Theft of home computer**
  Students are expected to make a back up copy of all their work on a floppy disk. This should be stored separately from the computer. A claim submitted on this basis would not be upheld.

- **Insufficient computers/printers to do the work**
  A claim submitted upon this basis would not be supported on the grounds that it would indicate lack of advance planning on your behalf.

- **UCTI’s systems incompatible with home computer**
  It would be expected that you should check that work brought in from home could be presented or printed at UCTI well before assessment deadline. A claim submitted on this basis would not be upheld.

- **Failure of the computer resulting in an inability to save work**
  A claim submitted on this basis should always be accompanied by the submission of the latest draft of your work.

- **The computer rooms closed earlier than expected**
  A claim submitted upon this basis would not be supported on the grounds that it would indicate a lack of advance planning by you.

- **Failure of floppy disk**
  This is one of the most common claims for extenuating circumstances and is rarely upheld. If you are expected to be computer literate you should have a secure back up copy of your work and therefore should not be affected seriously by the loss of work from your disk.

  If your floppy disk does fail, you must submit the latest draft of your work by the normal hand-in date for that piece of work. It would certainly not be acceptable for a final year computing student to submit a claim on this basis.

- **Failure of both main disk and back up disk**
  There may be occasions when a faulty system may have caused the corruption of all of your disks. It may be possible for UCTI Technical Services staff to confirm that this had occurred and it is expected that you would be able to submit the latest draft of your work.

- **Failure of Printing Facilities**
  It is a very common problem for students to wait until the last moment to print out work and then find that printing facilities fail. A claim submitted on this basis would not be supported on the grounds that this indicates poor planning on your part.

**Q3 How do I make a claim?**

You need to complete the attached form, which you can get from your Level Administrator or from the UCTI Webspace.

**Q4 What else do I need to do?**

- It is your responsibility to supply the appropriate evidence to support your claim.
- where you EC concerns sickness a full medical report from a recognised medical Doctor will be needed.
- You should not submit a claim where a single seminar, lecture or lab work has been missed due to illness.
- If you join an award part-way through the semester, late entry will not be viewed as an extenuating circumstance. This would not be considered to be an appropriate basis upon which to submit a claim for extenuating circumstances.

**Q5 If I submit a claim for extenuating circumstances when do I have to hand in my work?**
Where a claim for extenuating circumstances has been submitted, you must submit your coursework either by the original deadline date for submission of that piece of work or, within a maximum of 10 working days of the original deadline date.

The Extenuating Circumstances Panel will take account of the timing of your extenuating circumstances and the date you submitted your work. The decision will lie with the panel.

Q6 Who will consider my claim?

The Extenuating Circumstances Panel, which will look at each case individually and anonymously. The Panel decides whether to uphold your claim or not and will inform you, in writing, of its decision. Sometimes it may have to defer its decision until you can supply further information. The Panel comprises Senior UCTI staff and lecturers, its meetings and composition are confidential.

Q7 How often do the Panels meet?

Panels normally meet once a month. You can find out when the next meeting will take place from your Level Administrator.

Q8 Who will know about my circumstances?

It is the responsibility of all staff to ensure confidentiality is maintained. Only the Chair of the Panel and the administrator will have access to your name and details of your circumstances. The rest of the Panel members will be unaware of who has submitted the form. We acknowledge that some extenuating circumstances are of a highly sensitive nature and that you may feel reluctant to detail the circumstances on the form. In such cases ‘Confidential’ should be written on the form and supporting evidence attached in a sealed envelope where appropriate.

N.B. You are strongly advised to talk to an appropriate member of staff about your extenuating circumstances in addition to submitting your claim form. Although the staff member will not be able to influence the decision of the School Panel, s/he may be able to direct you to further support and guidance as appropriate.

Q9 The Claim Form

Don’t panic! If you need guidance in completing the form you can contact your Level Administrator. The claim form is easy to complete and consists of 4 sections:
Parts A, B, C & D must be completed before you hand in the form.

Only one form needs to be completed when claiming for extenuating circumstances, and the modules affected should be listed in Part A. Complete your personal details in Part B, fold and staple where shown for confidentiality Part C asks for details of the circumstances and Part D asks for supporting evidence/statement in relation to the claim.

The form consists of:
Part A • Which assessments were affected and the effect of the circumstances (e.g. Late submission, mitigating circumstances etc.)
Part B • Your details
Part C • Details of the circumstances.
Part D • Is there supporting evidence? (This will be required by the Panel in order to consider your claim)

Q10 What should I include when I explain my circumstances?

The circumstances must have been at the same time as the acquisition of the skill/knowledge/competency or the assessment of the module. If you have missed an assignment through ill health, then the illness must coincide with the preparation, writing or deadline of that assessment.
If you are a part-time student and have been unable to submit your work by the original deadline date because, for instance, you were required by your employer to work away from home for several weeks at the time you should have submitted your work, you must provide a letter from your employer confirming this. The circumstances should be detailed concisely. The Panel should be provided with the essential information to enable it to make an informed decision regarding the circumstances.

Q11 Supporting Evidence

Please note that minor illnesses or ailments such as a cold will not be accepted as valid reasons for extenuating circumstances. Unless you have seen a Doctor or Counsellor at the time of your illness or problem, it is unlikely that your claim will be accepted. For instance, a letter from your Doctor stating that you were seen on a particular date and told him/her that you HAD BEEN ill will not normally be accepted by the Panel.

Dates of evidence must correspond with the extenuating circumstances detailed.

Part D A supporting statement is required in Part D of the form to provide evidence in support of the claim. This should be obtained from a Medical Doctor, Counsellor or other independent person qualified to provide an opinion on the circumstances. A doctor’s note must be on headed paper and/or stamped by the clinic/hospital.

Your circumstances will dictate the nature of the evidence that is required in Part B. For example, an illness would require evidence from a Doctor or Welfare Counsellor. The Level Administrator or the appropriate tutor will be able to offer advice to you on the appropriate form of evidence which will be required for other kinds of circumstance, particularly if it is not practically or motionally possible to produce evidence at the time (e.g. close family bereavement, assault etc). In the case of a close family bereavement, a death certificate or a letter from an appropriate relative or Doctor or other corroborating evidence will be accepted.

Q12 What if I have no evidence?

A claim is unlikely to be upheld without appropriate supporting evidence. You should review the circumstances and try to find an independent person, organization or support service that could provide verification. A member of staff may be able to provide a supporting statement.

Q13 What happens next if my claim is upheld?

If your claim is upheld your work will be marked and a grade confirmed by the appropriate Board in due course. Unless your claim is for late submission you will be given the opportunity to either accept the grade achieved or submit for further assessment in that module (or component of module) against which you have claimed extenuating circumstances so that you can prove your level of ability in that assessment. Please note that you will not simply be given a higher grade because of your extenuating circumstances.

Further details can be obtained in Section 1.4.6 (Extenuating Circumstances) of the Staffordshire University Undergraduate Modular Framework Regulations which can be found in the UCTI Webspace.

Q14 What happens if my claim is not upheld?

You can appeal against the decision by writing to the Operations Manager within seven working days of the receipt of the decision. It should be noted that the only grounds for an appeal against the decision of an Extenuating Circumstances Panel are that the Panel did not take proper account of the circumstances, or that new evidence which, for good reason, was not previously available for consideration by the Panel has now been obtained.

Appendix 7c: Procedure For Dealing With Breaches Of Assessment Regulations
Academic Dishonesty

1.0 Introduction

The maintenance of fair and honest conduct is an essential part of any assessment system. UCTI views any form of academic dishonesty as a serious offence and will deal with it accordingly. Where an examiner suspects that there has been any form of academic dishonesty the following procedures should be followed:

2.0 Coursework

2.1. If an internal examiner suspects that academic dishonesty, for example plagiarism, has occurred the examiner together with another member of the academic staff approved by the Operations Manager should analyse the work in question in order to assess the extent and nature of the dishonesty and should write a report on this with a copy to the Programme Leader.

The work in question should be marked at face value, i.e. as though plagiarism had not occurred, but the Board of Examiners should not consider the candidate’s marks until it has been adjudged whether or not an offence has been committed. (Where the work in question has clearly been taken entirely from a published source this should be indicated in the written report but the work need not be marked.)

2.2. Where academic dishonesty is suspected the student concerned should be informed by the Programme Leader (or nominee) in writing, and shall be invited to attend an interview. A copy of these regulations shall also be included.

2.2.1. The Programme Leader (or nominee) and internal examiner shall interview the student who has the right to be accompanied by a friend. If the student acknowledges the academic dishonesty as indicated in the written report, he / she can sign the report immediately, or return it signed within 24 hours of receipt of the report (excluding weekends and statutory holidays).

2.2.2 If the student does not acknowledge the academic dishonesty as indicated in the written report, the Programme Leader (or nominee) shall convene a meeting of the Examination Disciplinary Committee (see below).

3.0 Examinations or Tests

3.1. A candidate suspected of contravening the examination regulations in a formal written examination, open book examination or test must be approached at the time by two invigilators, whenever possible, and any unauthorised materials must be confiscated.

3.2. The candidate’s examination answer book should be endorsed at that point with the exact time, date and signature(s) of the invigilator(s). The invigilator will complete the details in the Invigilators Report.

3.3. Except where the candidate is causing a disturbance likely to affect other candidates, the suspected candidate should be permitted to complete the examination.

3.4. Before leaving the examination hall/room, the candidate should be informed that the incident would be reported to the Programme Leader. The candidate should also be instructed to attend any remaining examinations as normal.

3.5. The incident must be recorded by the invigilator(s) in the remarks column of the Examination Attendance List.

3.6. A full report of the incident must be written immediately after the examination by the invigilator(s) and submitted to the Programme Administrator. Upon receipt of such a report the Programme Administrator will inform the Programme Leader.
Where academic dishonesty has been alleged, the student concerned should be informed by the Programme (or nominee) in writing, and shall be invited to attend an interview within five working days of the alleged incident. A copy of these regulations shall also be included.

The Programme Leader (or nominee) and the invigilator(s) who originally approached the candidate during the examination shall interview the student. If the student acknowledges the academic dishonesty in the written report prepared by the invigilator(s) he / she shall sign the report.

If the student does not acknowledge that academic dishonesty occurred as indicated in the written report, the Programme Leader (or nominee) shall convene a meeting of the Examination Disciplinary Committee. (See below)

The Examination Disciplinary Committee – Procedures

The Academic Administration Manager shall inform the student, in writing, of the date and time of the Examination Disciplinary Committee meeting and shall invite the student to attend. A friend may accompany the student.

The student may, if he / she wishes, prepare a statement of the incident. Any such statement should be sent to the Academic Administration Manager at least one working day before the meeting of the Examination Disciplinary Committee.

The membership of the Examination Disciplinary Committee shall normally be:
- An Programme Leader (Chair);
- The Academic Administration Manager or nominee;
- One other academic not directly responsible for the assessment concerned;
- Secretary (nominated by the Academic Administration Manager).

The papers of the Examination Disciplinary Committee will normally include:
- the report of the internal examiner(s) and / or invigilator and other member of academic staff on the extent and nature of the academic dishonesty;
- any statement from the student;
- any confiscated materials;
- any relevant textbooks, source materials, etc;
- regulations for the particular award relating to assessment matters;
- a copy of these procedures.

Papers received will normally remain confidential to the Examination Disciplinary Committee. However it may be appropriate to refer papers and the findings of the Examination Disciplinary Committee to the relevant Examination Board.

The Examination Disciplinary Committee shall invite the student concerned and at least one of the members of academic staff responsible for writing the report on academic dishonesty to give evidence. Any other person considered relevant to the case may also be invited.

Minutes of the meeting will be kept and will be circulated to members only.

The findings of the Examination Disciplinary Committee will be that either:
- Academic dishonesty did not occur or
- Academic dishonesty did occur

The Examination Disciplinary Committee shall then assess the extent of the academic dishonesty.

The Examination Disciplinary Committee shall normally recommend one or more of the following actions to the Examination Board.
(a) a zero mark for the relevant assessment and / or module concerned;
(b) referral, if any retake entitlement remains;
(c) failure of the group assessment of which it forms part, and determination of the condition, if any, upon which he / she be admitted for reassessment;
(d) a variation in the class of award;
(e) failure of the award;
(f) suspension;
(g) expulsion.

4.11. The Academic Administration Manager shall inform the student, in writing, of the findings of the Examination Disciplinary Committee.

4.12 Where evidence becomes available subsequent to the recommendation of the Examination Disciplinary Committee, it is possible for the matter to be re-opened.
Appendix 8: Programme Information

1. Names of Programmes

1.1 Computing Programme
BSc (Hons) in Computing and IT, with specialisms in:
- Information Systems Security
- Intelligent Systems
- Network Computing
- Forensic Computing
BSc (Hons) in Software Engineering
BSc (Hons) in Internet Technology
BSc (Hons) in Enterprise Computing
BSc (Hons) in Computer Graphics, Imaging and Virtuality

1.2 Media & Entertainment Technology Programme
BSc (Hons) in Interactive Entertainment Technology and a specialism in:
- Animation
BSc (Hons) in Computer Games Development
BSc (Hons) in Multimedia Technology
BSc (Hons) in Web Media Technology

1.3 Media Programme
BA (Hons) in Media Marketing
BSc (Hons) in Media Informatics

1.4 Technology Programme
BSc (Hons) in Technology with specialisms in:
- Computer Design Technology
- E-Commerce Technology
BSc (Hons) in Communications Technology with a specialism in:
- Mobile Communications Technology

1.5 Business Management Programme
BA (Hons) in Business Management with specialisms in:
- E-Business
- E-Procurement
BA (Hons) in International Business Management
BA (Hons) in Marketing Management
BA (Hons) in Human Resource Management
BA(Hons) in Accounting and Finance
BA (Hons) in Accounting and Finance, with specialism in:
- Forensic Accounting
- Taxation
- Forex and Investments
BA (Hons) in Tourism Management
BA (Hons) in Services Management
BSc (Hons) in Technopreneurship

Foundation Course

2. Levels of Programmes
All Programmes, except Foundation, comprise 3 levels of study leading to Honours degree. The Foundation comprises 1 level and is designed to prepare students for entry to level 1 of degree study.

3. Programme Aims and Objectives

All of the Programmes offered within each Programme Area are designed to equip students with the knowledge, skills, techniques, and personal qualities to secure and prosper in appropriate employment. All programmes have the aim to:

1. Produce employable graduates who are fitted to undertake employment in industry, commerce or public service as professionals by developing their capabilities in relation to innovation, integration of ideas and concepts, interactive development, information provision and imaginative approaches to processes and problem solving.
2. Provide a Personal Development Planning opportunity for all students in relation to enhancing their employability through increasing their independence, inventiveness, ingenuity and developing their all round intelligence in relation to solving problems, working with other people and communication skills.
3. Enable those with a suitable degree classification, and the desire to do so, to enable them to undertake programmes of further study or research in appropriate institutions
4. Provide a sound general education in the relevant programme area
5. Facilitate progression, both academic and vocational, by means of developing knowledge, key skills and a capacity for independent and lifelong learning
6. Enable the student to achieve the highest award within his or her overall ability.
7. Enable the student to specialise in depth in areas corresponding to his or her ability and choice.
8. Give a practical emphasis to the student’s studies
9. Develop skills in problem solving, communication, team working and decision making
10. Provide a programme in which the student’s general education is enhanced, including transferable skills.

All of the programmes are concerned with the following themes:

- **Innovative** in module content, the design of curriculum and the selection of such Programmes as Forensic Computing, Technopreneurship, Media Marketing and Media Informatics.
- **Integrative** in developing students’ capability to interrelate knowledge and to work in multidisciplinary teams.
Informative in developing students’ knowledge but also their capability to communicate effectively and persuasively.
Interactive in the use of group work to develop students’ team skills and also in the use of technology to achieve interactivity of devices and people.
Imaginative in relation to new products, ideas, applications and solutions

To achieve this the Programmes will all develop the students’ capabilities in relation to their:

**Intelligence** through learning methods that encourage reflection, understanding, enquiry and problem solving

**Independence** through learning methods that encourage independent learning, autonomy, and critical thinking

**Ingenuity** by linking independent skills to intelligence and inventiveness to find new ways of utilising existing knowledge, materials, products, concepts to find new more effective solutions

**Inventiveness** through developing skills that are analytical in seeking innovative ways of doing things

This can be linked together to show what all programmes will aim to do:

**Malaysian Qualifications Framework Learning Outcome Areas**

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Practical skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social skills and responsibilities</td>
<td></td>
</tr>
<tr>
<td>Values, attitudes and professionalism</td>
<td></td>
</tr>
<tr>
<td>Communications, leadership and team skills</td>
<td></td>
</tr>
<tr>
<td>Problem solving skills</td>
<td></td>
</tr>
<tr>
<td>Information management and lifelong learning skills</td>
<td></td>
</tr>
<tr>
<td>Managerial and entrepreneurial skills</td>
<td></td>
</tr>
</tbody>
</table>

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Employability

The Programmes aim to foster the knowledge and skills necessary to maximise the employability of students. The Programmes address employment skills in the Professional and Enterprise Development module (for Computing and Technology students) and in the Business Skills module (for business students). These modules cover such topics as recruitment processes and interviews, CV development self-employment options and career planning. Additionally many other modules extend the professional development of students within their chosen course and related to the needs of their specialist subjects.

Personal Development Planning (PDP) is being embedded in a number of different ways but the Professional and Enterprise Development and Business Skills modules explicitly require students as part of their developing professionalism, to reflect upon their career/life goals and what actions and learning objectives they need to pursue in order to facilitate the achievement of those goals and there is an explicit requirement to reflect upon the placement experience and relate it to their personal development.

In the final year the project supervisor’s role will include facilitating students reflection upon their development in the final year ahead of progression into employment, research or training.

4 Individual Programme Aims and Learning Outcomes

4.1 Foundation Course

The overall rationale is to provide a Programme of study which will prepare students with a minimum of 5 SPM credits for entry into the first year of the degree programme. As such the programme will prepare students in relation to their study, learning, personal and subject skills to be able to perform effectively in the degree.

4.1.1 Programme Aims and Learning Outcomes

i) Programme Aims

The aims of the Foundation are to;

- equip students to make an informed choice of degree preference for further study
- prepare students for entry to Level 1 of degree study
- develop students’ capabilities in IT, Technology, Business and related areas
- instil a culture of professional outlook and behaviour in all students
- inculcate study skills and practices based on sound educational methods
- provide the student with effective communication skills
- improve the students’ use of written and spoken English

On completion of this course students should obtain;

- a foundation level of understanding of Information Technology, Technology and Business
- basic skills in numeracy, technology and communication
- the confidence to continue and succeed in further/higher education and consequently to become an effective member of the working community
- the experience of working within a team
ii) Learning Outcomes

On completion of this foundation course students should be able to:

- demonstrate the study and English skills appropriate to undergraduate learning
- communicate effectively verbally and in writing to a given audience
- work effectively in a team
- undertake introductory numerate tasks
- demonstrate an awareness of the concepts which underpin the study of Business, Technology and IT
- use appropriate application software and the Internet
- explain the essential elements of technology
- explain the functions of a Business and the effects of the environment on Business and Technology

4.1.2 Language Medium

English

4.1.3 Status of Implementation

Own Programmes

4.1.4 Teaching Methods

Effective methods of Teaching, Learning and Assessment (TLA) are fundamental to the success of the Programmes. The TLA strategy aims to:

- Fulfill the relevant Course aims and Learning outcomes by providing a curriculum which is delivered through a combination of lectures, supervised tasks and lecturer managed activity undertaken independently by students
- Develop the essential skills for employability
- Enhance the students’ experience of learning and the teaching they receive
- Provide a forum for discussion and reflection
- Provide criteria and structure to the peer observation of teaching
- Inform the process of staff and student development
- Promote the sharing of good practice
- Provide evidence of quality in teaching and learning.

4.1.4a Learning Methods

A range of teaching and learning strategies are employed to suit the various types of learner. Typically lectures are supported by smaller group tutorials and seminars, laboratory activity, case workshops, project and group based activities, and gaming simulations, supervised by staff. Students are also given independent learning activities. Where appropriate, student learning is supported by materials, tasks and activities provided via Blackboard version 6.

4.1.4b Independent Learning

The approach which is adopted is to gradually develop the capabilities of students in independent learning as they move from level to level. The change is emphasis can be seen as follow:
In level 1 all students undertake a module which incorporates the development of a Personal Development Plan. They will also receive guidance in how to study as well as be given access to an in-house website, the Online Student Support System. Induction also includes guidance and exercises in independent learning. All modules have a requirement for independent learning and the detailed scheme of work (SOW) developed for each module includes a statement of student-activity to be managed by the lecturer but conducted by the student independently out of class.

At level 3 the module Investigations requires the student to research independently based on the plan produced in the Research Methods module at level 2. The student is supported by a supervisor. The project extends this further with the student conducting a major project in the subject matter of their named degree course with the support of a supervisor. Further information is contained in the Project Handbook.

4.1.4c Group Work
Many modules require group work to simulate real world working environments and/or to develop specific inter-personal and technical skills. Group sizes are normally 3 to 4 persons and all modules that assess by coursework require that there is also an individual element to the coursework. This may be through the allocation of specific tasks/sections of the report to a group member, further tasks, presentation or a reflection on the group work, or a combination of these.

All students receive guidance and induction in group work. There is also a specific in-house website to support both staff and students in relation to group work.

4.1.4d Skills in the Curriculum
Level 1 introduces students to specific skills required at later levels of the curriculum for a specific course.

There is a specific skills strand which runs from level 1 (Computing & IT in the Workplace or Business Skills), through Research methods at level 2, to Investigations and the Project at level 3. These develop gradually more sophisticated skills in relation to study, verbal & written communications and presentations, report writing and research planning, conduct & reporting.

4.1.4e Assessment Methods
Each assessment method has been carefully designed to match to the learning outcomes of the module. Care has also been given to ensure a balance between different assessment methods at each level of the award. A range of assessment methods are used throughout the three levels to assess the Award specific learning outcomes. Students at each level have to complete a variety of context-specific coursework. A wide variety of assessment methods will be employed, these may include:
• Assignments (essay and numerical based)
• Time constrained examinations
• Business plans
• Case based assignments
• Case based examinations
• Peer assessment
• Presentations
• Projects
• Work based assignments
• Group activity Investigations
• Multiple choice tests
• Open book examinations

While the curriculum has been designed to allow a degree of flexibility, assessments at Level 3 are generally focused more on the application of discipline theories that were developed in Levels 1 and 2 to professional practice contexts relevant to the award. The key skills strand at Level 1 and 2 allows for the teaching, development, assessment, reflection and self improvement of transferable skills. At Level 3 each student conducts a piece of work suitable to the demands and context of their award – the Investigation and Project.

In the assessment strategy there will normally be two assessments for each 3 credit module. This means that under the assessment strategy there will normally be 24 assessment points for each level.

4.1.5 Duration of Programmes

The Foundation comprises 3 semester and will be completed in 1 year. The Honours degrees each comprise of 3 levels, each with 2 semesters of 14 weeks. A level will normally comprise 1 year of full time study.

4.2 Degree Programmes

Please refer to the individual programme specification document which provides details of:
• Individual programmes aims and objectives
• A mapping of the programme’s aims, themes and student capabilities
• Learning Outcomes by level of study
• Module assessment details by level of study