



Jesselton
UNIVERSITY COLLEGE



Times Higher Education
Impact Rankings 2025
SDG 4: Quality Education - World #201-300
#4 Private University in Malaysia

STUDENT HANDBOOK

Undergraduate

Jesselton University College

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1. Welcome & Introduction

1.1 Message from the President / Vice Chancellor

Dear Students,

It is with great pleasure that I welcome you to Jesselton University College (JUC). Whether you are joining us fresh from school or after gaining life experience elsewhere, you are now part of a dynamic and diverse academic community dedicated to your personal growth and success.

At JUC, we believe that education is more than the pursuit of knowledge, it is the foundation for developing character, purpose, and lifelong resilience. As an institution rooted in Sabah yet open to the world, we strive to equip our students with global perspectives while staying grounded in local values and integrity.

This Undergraduate Student Handbook has been designed to help you navigate your academic journey with clarity and confidence. It outlines the key policies, expectations, and support systems available to you as a valued member of our university community. I encourage you to read it carefully and refer to it whenever you need guidance.

University life will challenge you and that is exactly what it is meant to do. But at JUC, you will not walk alone. Our dedicated lecturers, administrative staff, and student support teams are here to help you thrive. Take initiative, ask questions, join activities, and above all, stay curious.

On behalf of the entire university, I wish you a fulfilling and transformative journey with us.

Warm regards,

Prof. Datuk Dr. Fred Y.F. Chin

President

Jesselton University College

1.2 About Jesselton University College (JUC)

Welcome to a place where your ambitions matter as much as your grades. Jesselton University College in Kota Kinabalu, Sabah, has grown from its beginnings in 1988 into a respected and vibrant private university college. We're rooted in the community yet inspired by the world beyond.

At JUC, we believe that true learning takes place both inside and outside the classroom. That's why we partner with local and international organizations to give you real-world experience through internships, collaborative projects, and industry exposure that make your studies come to life.

Here, every program is shaped around flexible, interdisciplinary learning. We aim to nurture creative thinkers, resilient leaders, and lifelong learners who are ready for tomorrow's challenges. Our university college is fully recognised and accredited by the Malaysian Qualifications Agency (MQA), Ministry of Human Resources, and learning accreditation bodies like ACBSP, AHEA, CACE, and HRDCorp. That means you can trust in the quality and global recognition of your education here.

Currently, JUC is a member of the Association of Commonwealth Universities and offers international exchange opportunities with partner institutions in Hong Kong, Europe, and beyond. This reflects our commitment to global perspectives and opportunities for all our students.

Our campus is strategically located in Metro Town, right in the heart of Kota Kinabalu's vibrant residential and commercial district. You are always just minutes away from cafes, public transport, and city life—while having a calm, campus atmosphere to study and unwind.

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At JUC, your journey matters to us. We provide personalized academic advising, career development support, counselling services, and financial aid to ensure that every student can thrive both academically and personally.

1.3 Vision, Mission & Core Values

Vision

To be an international centre of educational excellence and preferred provider of quality education.

Mission

1. To provide quality education of choice and valuable experience for the all-round development of competent, creative, intellectually critical individuals
2. To prepare students to excel in a global, rapidly changing job market.
3. To provide our students with learning experiences that will enrich them for life
4. To train entrepreneurs and market leaders

1.4 Accreditation and Recognition

At Jesselton University College, we are committed to delivering high-quality education that is recognized both locally and internationally. Our programs and operations meet rigorous standards set by respected national and global accrediting bodies, so you can be confident in the value and recognition of your degree.

Local Accreditation: Malaysian Qualifications Agency (MQA)

All our diploma, foundation, and bachelor's degree programs have been fully accredited by the Malaysian Qualifications Agency (MQA). As a statutory quality assurance body, MQA ensures that all higher education qualifications comply with the Malaysian Qualifications Framework (MQF), which underpins national standards for education and accreditation. These qualifications are entered into the Malaysian Qualifications Register and undergo regular maintenance audits to maintain their validity.

Professional and Skills Recognition

Our position as a licensed training provider is endorsed by multiple national regulators, including:

- **Human Resources Development Corporation (HRDCorp)**
- **Social Security Organisation (SOCSO)**
- **Ministry of Tourism, Arts & Culture (MOTAC)**
- **Department of Skills Development (JPK)**

Our vocational training programs and short courses are officially recognised and aligned with Malaysia's workforce development standards

International Membership & Recognition

JUC is proud to hold memberships and affiliations with several respected global institutions:

- **Association of Commonwealth Universities (ACU) – Reflects our engagement in inter-university collaboration and global academic development**

- **Accreditation Council for Business Schools and Programs (ACBSP)** – A globally recognized body for business programmes, providing added credibility and assurance of quality in our business offerings
- **American Higher Education Alliance (AHEA)** – Supports our internationalization efforts and lifelong learning initiatives through global partnerships
- **Chartered Association of Continuing Education (CACE)** – Acknowledges our commitment to continuing education, training excellence, and quality management systems since 2020

Impact & Quality Recognition

Jesselton University College is proud to be ranked 4th in Malaysia in the 2025 Times Higher Education (THE) Impact Rankings. This prestigious recognition reflects our commitment to the United Nations Sustainable Development Goals (SDGs), particularly in advancing inclusive, ethical, and accessible education.

In SDG 4: Quality Education, JUC was placed in the top 201–600 universities globally, affirming our strong efforts in providing equitable learning opportunities, innovative teaching, and community outreach that supports lifelong learning.

This achievement not only places JUC among the top universities in Malaysia but also reinforces our growing international reputation as a forward-thinking, student-centered institution

1.5 Campus Overview and Key Facilities

Located in the heart of **Metro Town, Kota Kinabalu**, Jesselton University College offers a vibrant and convenient environment where learning, living, and community come together. Our campus is surrounded by shops, cafes, public transport, and student-friendly amenities — making it easy for you to balance academic life with daily convenience.

Though compact in size, our campus is thoughtfully designed to support a complete university experience. Whether you're attending lectures, working on group projects, or just looking for a quiet spot to study, you'll find a welcoming space to call your own.

Key Facilities at JUC Campus

1. Lecture Rooms & Seminar Halls

- All classrooms are equipped with multimedia projectors, whiteboards, and air-conditioning.
- Seminar rooms are available for presentations, workshops, and academic discussions.

2. Computer Labs

- Equipped with internet access, software tools, and printing facilities.
- Used for classes, assignments, research, and exam preparations.
- Students may use the labs for personal academic work during free hours.

3. Library & Resource Centre

- A collection of reference books, textbooks, journals, and e-resources.
- Quiet study areas and reading zones are available.
- Printing and photocopying services are available with staff assistance.

4. Student Affairs & Support Counter

- Handles all student-related matters including counseling, welfare, disciplinary cases, co-curricular activities, and more.

5. Academic Office & Programme Coordinator Rooms

- For course registration, consultation, timetable enquiries, and credit transfer discussions.
- Students are encouraged to meet their programme coordinators when facing academic difficulties.

6. Multipurpose Hall

- Used for events, talks, student gatherings, and convocation-related activities.
- May also be booked for club meetings and student activities.

7. Common Areas & Student Lounge

- Comfortable seating areas for informal discussion or rest between classes.
- Some areas include vending machines and charging ports.

8. Hostel Accommodation (Off-Campus)

- Managed by Jesselton Student Management (JSM).
- Free shuttle service is provided between campus and hostel during weekdays.
- Hostel includes basic furnishings, shared kitchen, and laundry facilities.

9. Cafeteria & Nearby Eateries

- On-campus cafeteria offers affordable meals.
- The surrounding Metro Town area includes various cafes and restaurants, most within 2–5 minutes walking distance.

10. Security & Emergency Support

- CCTV-monitored common areas.
- Emergency contact numbers and student support staff available during operating hours.

1.6 How to Use This Handbook

This handbook is your personal guide to navigating life as a student at Jesselton University College. It contains important information about your academic journey, student responsibilities, university rules, and the many support services available to help you succeed.

We encourage you to keep this handbook with you — either in print or digital format — and refer to it throughout your time at JUC.

What You'll Find Inside:

- Clear explanations of your academic programme, credit system, assessments, and grading.
- Policies on attendance, academic integrity, examinations, and appeal procedures.
- Important financial details, including tuition fee payment schedules and refund policies.
- Useful information about your rights and responsibilities as a student.

- Contacts and services for academic help, counselling, career support, and more.

How to Use It Effectively:

- **Start with the Table of Contents** to find what you need quickly.
- **Bookmark key sections** such as exam rules, fee deadlines, and academic calendar dates.
- **Refer to it when in doubt** about processes like deferment, credit transfer, or misconduct procedures.
- **Use the Quick Reference Pages** at the back for fast access to important numbers, contacts, and policy summaries.
- **Ask for help** at the Student Affairs Office if you're unsure how to apply any part of this handbook to your situation.

This handbook is updated regularly to reflect the latest policies and procedures. You are expected to be familiar with its contents and comply with all applicable rules during your studies.

This handbook is issued by Jesselton University College as a general guide for undergraduate students. While every effort has been made to ensure the accuracy of information at the time of publication, the university reserves the right to make changes to policies, procedures, academic programmes, or support services without prior notice.

All students are expected to keep themselves informed of any official announcements or updates issued by the university via the Student Affairs Office, academic departments, or the official website.

This version was last updated on **1st August 2025** and remains valid until a new edition is officially released.

2. Academic Information

2.1 Academic Calendar

At Jesselton University College, academic programmes follow either a **Trimester System** or a **2+1 Semester Model**, depending on the programme you are enrolled in. The calendar below outlines the standard academic rhythm for each programme type.

Trimester System (3 Long Semesters per Year)

Applies to:

- Foundation Programme
- Diploma in Commerce
- Each academic year consists of **three 15-week semesters**.
- **Mid-Term Exams** (if applicable): Week **7 or 8**
- **Final Exams**: Week **14 and 15**
- **Result Release**: End of Week **2** of the following semester

2+1 Semester Model (2 Long Semesters + 1 Short Semester)

Applies to:

- Diploma in Early Childhood Education
- Bachelor of Business Administration (BBA)

- Bachelor of Arts in Hotel & Tourism Management
- Bachelor of Psychology
- Each academic year consists of:
 - **2 Long Semesters** (17 weeks each)
 - **1 Short Semester** (9 weeks)
- **Mid-Term Exams** (if applicable):
 - Long Semester: Week **8 or 9**
 - Short Semester: Week **4 or 5**
- **Final Exams:**
 - Long Semester: Week **16 and 17**
 - Short Semester: **Final week (Week 9)**
- **Result Release:** End of Week **2** of the following semester
- Exact dates for each semester's start, exam periods, and holidays will be announced by the Academic Affairs Office and updated on the student portal or notice board.
- Students are responsible for checking the latest semester schedule before making any personal travel plans.
- Public holidays are observed based on the **official holiday calendar of Sabah** and may affect class or exam scheduling accordingly.

2.2 Programme Structure and Credit Requirements

All undergraduate programmes at Jesselton University College are structured according to the Malaysian Qualifications Framework (MQF) and comply with the standards set by the Malaysian Qualifications Agency (MQA). Each programme is divided into semesters and measured by credit hours, with students required to pass a certain number of credits to graduate.

At Jesselton University College, one (1) credit hour represents the total learning time a student is expected to commit per week, including:

- 2 hours of scheduled classes per week (e.g., lectures, tutorials, or lab work), and
- 4 to 5 hours of independent learning (e.g., assignments, readings, project work, group discussions)

This combination is based on the Malaysian Qualifications Framework (MQF) guidelines, where total student learning time (SLT) is considered the basis for assigning credit hours.

Over a standard 15–17-week semester, each 3-credit course generally requires 120–135 hours of total student learning time.

Programme Type	Total Semesters	Total Hours	Credit	Duration	Graduation Requirement
Foundation	3	50		1 Year	Minimum CGPA 2.00
Diploma	6 – 7	90		2 Years – 2.5 Years	Minimum CGPA 2.00
Bachelor's Degree	9 – 10	120		3 Years – 3.5 Years	Minimum CGPA 2.00

Exact credit hour requirements may vary by programme. Students should refer to their programme structure or consult their Programme Coordinator for specific credit distribution.

Types of Courses

All programmes consist of a mix of the following course types:

- **University/MATA PELAJARAN UMUM (MPU) Subjects**
Compulsory for all students (e.g., Ethnic Relations, Malaysian Studies, Community Service, Bahasa Kebangsaan A/B)
- **Core Courses**
- **Elective Courses**
- **Industrial Training / Internship**
- **Final Year Project / Research** (*if applicable*)

2.3 Add/Drop & Withdrawal

At Jesselton University College, students do not register for their own subjects. Instead, all modules are pre-allocated by the Registrar and Academic Office based on the student's current programme structure and semester progression.

- Students will be informed of their module list, timetable, and academic calendar for each semester through the official programme communication channel managed by the Programme Coordinator or Academic Office.
- Students are expected to attend all allocated modules unless officially approved for deferment or withdrawal.

Module Allocation

At Jesselton University College, all subjects (referred to as *modules*) are pre-assigned to students by the Academic Affairs Office based on the standard programme structure and semester level. Students do not register or select their own modules.

- Module allocations and class timetables are communicated at the beginning of each semester through the official programme communication channel coordinated by the Academic Office or Programme Coordinator.
- Students are responsible for attending all allocated modules and meeting the academic requirements for each subject.

Add/Drop of Modules

Students who wish to request a change in their allocated modules — for valid reasons such as credit transfer, repeating failed subjects, or academic overload — must submit a formal request within the first two (2) weeks of the semester.

- Requests must be made using the Add/Drop Form available at the Administration Office.
- Approval must be obtained from both the Programme Coordinator and the Academic Affairs Office.
- Modules dropped within this period will not appear on the transcript.
- No changes will be permitted after the Add/Drop deadline.

Module changes are not guaranteed and will only be approved based on academic justification and timetable availability.

Withdrawal from the Programme

Students who intend to withdraw entirely from their academic programme must:

- First consult with their Programme Coordinator or the Licensed Student Counselor.
- Submit the Programme Withdrawal Form to the Registrar Office.
- Ensure all outstanding fees are settled and university assets (e.g., books, ID cards) are returned.

Students who withdrew formally may apply for re-admission in a future intake. Re-entry is not automatic and is subject to academic and financial review

Stopping attendance or leaving campus without submitting the required forms does not count as an official withdrawal. In such cases, a grade of “Fail” will be recorded for all modules.

2.4 Credit Transfer Policy (Internal & External)

Students who have completed relevant courses at another accredited institution may apply for credit transfer into their current programme at Jesselton University College, in accordance with MQA guidelines. Credit transfer allows students to carry over approved subjects and reduce their study load; however, the original grades will not be included in the CGPA calculation. All applications are subject to institutional approval and compliance with the conditions stated below. Transferred credits will appear on the official transcript with the respective modules indicated as "CT" (Credit Transfer).

Horizontal Transfer (Same Level)

- Qualifies when transferring between programmes at the same MQF level (e.g., diploma–diploma or bachelor’s–bachelor’s).
- Within JUC programmes: no official limit on transferable credits; grades and credits may be included in CGPA evaluation.
- From other institutions: transfer is subject to the residency requirement and maximum transferable credits depend on individual evaluation.

Vertical Transfer (Lower to Higher Level)

- Permitted up to a maximum of 30% of the total credit hours.
- Only subjects with equivalent content and scope may be considered.
- Original grades will not be transferred, only credit hours.
- The sending institution must be accredited, and the subject must have been passed with at least the minimum acceptable grade as determined by JUC.

General Conditions

All credit transfer applications are subject to the following:

- The course must be from a programme that is accredited by MQA or by the official accreditation body of the country in which the programme was conducted.
- The course content must be at least 80% equivalent to the corresponding subject in JUC.
- The credit value must be equal to or greater than the JUC subject.
- The course must have been officially passed.
- Students must submit the following for evaluation:

- Official academic transcript
- Detailed course syllabus
- Proof of institutional accreditation

Application Process

- Submit the Credit Transfer Form along with official syllabus, transcript, and course outline.
- Applications are reviewed by the Programme Coordinator and Academic Affairs Office.
- Approved credits will be reflected in programme progression but may not affect CGPA depending on transfer type.

Important Notes

- All credit transfer applications must be submitted before the add/drop deadline of the first semester.
- Final approval is subject to the decision of the Academic Affairs Office and the Senate.
- JUC reserves the right to decline any credit transfer application that does not fully meet academic standards or institutional policy.

2.5 Class Attendance Policy

Students are required to attend all scheduled lectures, tutorials, and practical sessions as part of their academic responsibilities. Attendance is compulsory, and students must maintain at least 80% attendance for each course to be eligible to sit for the final examination.

Failure to meet the minimum attendance requirement without valid justification may result in disqualification from the final assessment, and the student may be marked as "Barred from Exam (BE)" for that course.

Important Notes

- Medical or emergency absences must be supported by official documentation submitted to the Administration Office within three (3) working days.
- Students are responsible for tracking their own attendance and ensuring they remain in compliance with this policy.
- Repeated absenteeism may also affect the student's standing in the university, including disciplinary action if deemed necessary.

2.6 Teaching & Learning Methods

Jesselton University College employs a diverse range of teaching and learning approaches designed to promote student engagement, critical thinking, and practical application of knowledge.

Key Methods Include:

- **Lectures and Tutorials:** Core knowledge is delivered through structured lectures, supplemented by tutorials for discussion, clarification, and deeper understanding.
- **Project-Based Learning:** Students work on assignments and group projects that simulate real-world challenges, encouraging collaboration and problem-solving.
- **Blended Learning:** Certain courses integrate online platforms with face-to-face instruction to enhance flexibility and access to materials.
- **Case Studies and Simulations:** Realistic scenarios are used to help students apply theoretical knowledge to practice.
- **Fieldwork and Industry Visits:** Exposure to real industry environments is provided through site visits and practical field assignments.
- **Self-Directed Learning:** Students are encouraged to take initiative in their own learning, supported by academic guidance and access to library and digital resources.

- **Continuous Assessment:** Learning is reinforced through quizzes, presentations, and coursework throughout the semester — not only through final examinations.

2.7 Internship / Industrial Training Requirements

Industrial Training / Internship is an essential component of selected undergraduate programmes at Jesselton University College. It provides students with the opportunity to gain real-world work experience, apply theoretical knowledge in practical settings, and develop professional competencies required in their chosen fields.

Purpose:

- To expose students to actual working environments, industry culture, and real-time problem-solving.
- To strengthen students' skills in communication, teamwork, and time management.
- To enhance employability and career readiness upon graduation.

Duration and Placement:

- The training typically takes place during the final semester of the programme and spans a period defined by the specific course requirements.
- Students must be at their final year of programme to participate.
- Placement is compulsory for programmes Diploma and Bachelor programmes.
- Jesselton University College will assist students in arranging suitable placements with approved industry partners, although students may also propose their own placements for approval.

Assessment:

- Students are evaluated based on employer feedback, supervisor reports, logbooks, and final presentation or reports submitted at the end of the training.
- Successful completion of Industrial Training is a graduation requirement for applicable programmes.

Important Note:

- Students must comply with all placement conditions, adhere to workplace ethics, and always conduct themselves professionally during the training period.
- Industrial Training is not a guarantee of employment. It serves as a job placement opportunity to gain practical experience. While outstanding performance during the training may lead to a job offer or future employment, this outcome is not assured and remains at the discretion of the host organization.

2.8 Graduation Requirements

To be eligible for graduation from any undergraduate programme at Jesselton University College, students must fulfil the following academic and institutional requirements:

Academic Completion:

- Successfully complete all modules listed under the approved programme structure.
- Achieve the minimum cumulative grade point average (CGPA) as required by the programme (typically CGPA 2.00 or above, unless stated otherwise).
- Complete any Industrial Training, Final Year Projects, or Internships that are mandatory components of the programme.

Credit Requirements:

- Attain the total number of credit hours specified by the programme, including core, elective, and compulsory subjects.

Clearance from University Units:

- Settle all outstanding tuition fees and financial obligations.
- Return all borrowed materials from the library and other facilities.
- Obtain clearance from relevant administrative offices (e.g. Finance, Library, Hostel, etc.).

Application for Graduation:

- Students must submit an official graduation application through the Academic Affairs Office during the final semester, within the timeline announced.
- Late applications may delay the graduation process and certification issuance.

Convocation:

- Students who fulfil all graduation requirements will be notified of the convocation ceremony details.
- Participation in the convocation is optional but encouraged as a formal recognition of academic achievement.
- **Please note that participation in the convocation ceremony is subject to a separate fee**, which covers venue arrangements, robe rental, photography, and other event-related costs. This fee is not included in the tuition or general student fee.

3. Assessment & Examination

3.1 Assessment Components (Assignments, Quizzes, Projects)

Assessment at Jesselton University College (JUC) is structured to evaluate students' academic understanding, practical application, and critical thinking abilities. Each module employs its own unique assessment format, which may include any combination of the following:

Common Assessment Types:

- **Quizzes and Tests:** Short assessments covering specific topics or chapters
- **Assignments and Projects:** May involve research, individual or group work, presentations, or real-world problem-solving
- **Mid-Term Examinations:** Conducted around the middle of the semester, typically Week 7–8 (for 15-week semesters) or Week 8–9 (for 17-week semesters)
- **Final Examinations:** Held during the final one or two weeks of the semester
- **Class Participation:** In some modules, participation, in-class activities, and attendance may contribute to the final grade
- **Practical / Field Work:** Applicable to skills-based modules or those with industry exposure components

Weightage Distribution:

- **Assessment weightage is not fixed across all modules.** Each module is designed with its own balance between coursework and final exams, based on learning outcomes and content delivery.
- The exact breakdown of assessment components will be communicated through the **Module Syllabus** or **lecturer briefing** at the beginning of the semester.

Continuous Assessment Emphasis:

JUC promotes continuous learning through ongoing assessments that encourage student engagement throughout the semester, rather than relying solely on final exams.

3.2 Examination Guidelines and Conduct

To ensure fairness and uphold academic standards, all students at Jesselton University College must comply with the following examination guidelines:

General Examination Rules:

- Students must bring their Student ID Card or an official identification document to every examination.
- Arrive at the examination venue at least 15 minutes before the scheduled start time.
- Late arrivals of more than 30 minutes after the exam has begun may not be allowed to enter.
- No student is permitted to leave the examination hall during the first 30 minutes or last 15 minutes of the exam.

Permitted Items:

- Only stationery items such as pens, pencils, erasers, and approved calculators are allowed.
- Bags, mobile phones, smartwatches, or any electronic devices must be switched off and placed at the designated area.
- Students found with unauthorised items in their possession during the exam may be subject to disciplinary action.

Academic Integrity:

- Cheating, copying, or assisting another student during an exam is a serious offence and will result in disciplinary action, which may include failing the module or suspension.
- Plagiarism in take-home exams or coursework assessments is equally unacceptable and may lead to penalties.

Illness or Emergency:

- Students who are unable to attend an exam due to valid medical or emergency reasons must notify the Academic Office within 24 hours and submit relevant supporting documents.
- A make-up exam may be arranged subject to approval and policy conditions.

Dress Code and Behaviour:

- Students must dress modestly and appropriately for all examinations
- Maintain silence and always discipline in the exam venue. Any misconduct may result in immediate removal and investigation.

3.3 Grading System & GPA/CGPA Calculation

Students are assessed continuously throughout the semester based on all components stated in the course outline, including assignments, projects, presentations, tests, and the final examination. These marks are cumulative and contribute to the final grade of the subject.

All students are required to complete every assessment component. The final grade is subject to moderation and approval by the Examination Board. Results will be released after each semester ends.

In cases where the result falls within the borderline fail range, students may be eligible to sit for a supplementary examination. Their coursework marks will be retained and used in the recalculation of their final score.

Note: The specific weightage of each assessment component is determined by the module and can be found in the Course Outline provided at the beginning of the semester

Result Indicators

The grading system is based on the Grade Point Average (GPA) scale. Jesselton University College adopts a 4.00 grade point system. The corresponding letter grades, percentage ranges, and status descriptors are shown in the table below:

Grade	Status	GP	Student Marks
A	PASS	4.00	80 – 100

A-	PASS	3.67	75 – 79
B+	PASS	3.33	70 – 74
B	PASS	3.00	65 – 69
B-	PASS	2.67	60 – 64
C+	PASS	2.33	55 – 59
C	PASS	2.00	50 – 54
C-	PASS	1.67	45 – 49
D	PASS	1.00	40 – 44
E	FAIL	0.00	0 – 39

GPA Formula:

$$\frac{\text{Sum over Courses in Semester (Course Credit Hours x Grade Points Earned)}}{\text{Total Semester Credit Hours}}$$

CGPA Formula:

$$\frac{\text{Sum over all Taken Courses in All Semester (Course Credit Hours x Grade Point Earned)}}{\text{Total Credit Hours Taken in All Semester}}$$

3.4 Supplementary / Retake Policy

At the end of the academic year, students who receive a grade of “*Supplemental*” will be allowed to attend a supplementary exam session to improve their result. This session is subject to additional charges.

Students who receive a grade of “*Fail*” will not be eligible for the supplementary session and must retake the subject in a future semester.

Each subject may only be repeated a maximum of **three (3) times** throughout the entire program duration.

Please note: Both supplementary exam sessions and retake subjects are **not included** in the standard tuition fees. Additional charges will apply for each.

If a student fails the same subject after three attempts, the case will be referred to the Academic Committee for a final decision. The committee may approve a special final attempt under strict conditions or recommend termination from the program due to unsatisfactory academic progress.

3.5 Exam Deferment Policy

Students who are unable to attend a scheduled examination due to valid and unavoidable reasons may apply for an examination deferment. Acceptable reasons include certified medical illness, family emergency, or other exceptional circumstances approved by the Academic Office.

To apply, students must:

1. Submit a formal deferment request using the prescribed form.
2. Provide supporting documents (e.g., medical certificate, police report, or other evidence).
3. Submit the application no later than **three (3) working days** after the missed examination date.

All deferment applications will be reviewed by the Examination Board. Approval is not automatic and is granted on a case-by-case basis.

If approved, the student will be allowed to sit for a **deferred examination** later, as scheduled by the Academic Office. **Additional charges may apply** for deferred examinations.

Failure to submit a valid application within the stipulated time may result in a grade of zero (0) for the missed exam component.

3.6 Academic Progression Rules

Academic Probation

A student will be placed on **Academic Probation** if:

- The semester **Grade Point Average (GPA)** falls **below 2.00**, or
- The **Cumulative Grade Point Average (CGPA)** is **below 2.00**.

Students on probation must meet with their academic advisor and may be subject to additional learning support or reduced credit loads in the following semester.

Continued Probation

If a student remains on probation for two (2) consecutive semesters without improvement, a warning letter will be issued, and the student may be required to attend a formal review by the Academic Board.

Termination

A student may face **termination of studies** if:

- The student fails to improve after three (3) consecutive semesters on academic probation.
- The CGPA remains consistently below 2.00, despite academic support.
- The student fails a core subject three (3) times, despite retake opportunities.

Appeal Process

Terminated students may submit a written appeal to the Academic Board within **seven (7) working days** from the date of the termination notice. The appeal must include valid justification and supporting documents.

3.7 Transcript & Academic Records

All students are entitled to official documentation of their academic performance throughout their studies. The institution maintains accurate records for each student, which include grades, credit hours, CGPA, program details, and academic status.

Academic Transcript

An academic transcript is an official document listing:

- All courses taken
- Grades obtained
- Credit hours
- Semester GPA and CGPA
- Awards, honours (if any), and academic standing

Transcripts will only be issued upon official request by the student. A processing fee may apply. Transcripts will not be released if the student has any outstanding fees or obligations to the institution.

Statement of Results (Result Slip)

At the end of each semester, students will receive an unofficial statement of results reflecting their latest academic performance. This is provided for reference and personal tracking only and cannot be used as an official academic transcript.

Confidentiality of Records

Student academic records are kept confidential and will only be shared:

- With the student, or
- With third parties (e.g. scholarship bodies or employers) upon the student's written consent, or
- When required by law or accreditation authorities.

4. Academic Integrity & Discipline

At Jesselton University College, academic integrity is the foundation of scholarly work and personal development. All students are expected to uphold the highest standards of honesty, responsibility, and ethical behaviour in their academic and non-academic conduct.

4.1 Code of Academic Integrity

Jesselton University College is committed to cultivating a culture of honesty, fairness, and academic excellence. All students are expected to uphold this code throughout their studies. Violations of academic integrity not only damage individual reputation but also undermine the credibility of the institution.

Students are required to:

Produce Original Work

All submitted assignments, projects, reports, and exams must reflect the student's own understanding and effort. Copying from others, using unauthorized aids, or reusing previous work without proper permission is strictly prohibited.

Avoid Plagiarism

Using someone else's words, ideas, or data without proper citation is a serious academic offence. Students must follow appropriate referencing styles when incorporating outside sources.

Do Not Engage in Cheating

This includes but is not limited to:

- Using notes or devices during closed-book exams
- Copying from another student
- Sharing answers during tests or exams
- Obtaining examination questions in advance

Avoid Collusion

Working with others on individual assignments is not allowed unless explicitly permitted by the lecturer. All work must reflect individual effort unless it's a group project.

Respect Assessment Procedures

Students must follow all instructions and timelines set by the university for coursework, examinations, and other academic evaluations.

Consequences of Breach

Any violation of the academic integrity code may result in:

- Verbal or written warning
- Reduction of marks or failure of the assignment/module
- Suspension from studies
- Permanent expulsion in serious or repeated cases

By enrolling at Jesselton University College, students acknowledge and agree to comply with this code throughout their academic journey.

4.2 Plagiarism and Turnitin Policy

Jesselton University College (JUC) maintains a strict policy against plagiarism in all academic work. Plagiarism is defined as the act of presenting another person's work, ideas, or expressions as one's own, without proper acknowledgment. This includes copying from published sources, classmates, or online content without proper citation.

All submitted assignments, theses, and academic reports are subject to plagiarism checks using Turnitin. While the general guideline sets an acceptable similarity index at below 20%, it must be clearly understood that similarity does not equate to plagiarism tolerance. A document with less than 20% similarity may still contain instances of plagiarism if the copied content is unacknowledged or misrepresented.

JUC does not tolerate any form of plagiarism. Disciplinary actions will be taken against students found guilty, including warnings, failure of the course, or in severe cases, suspension or termination of study.

Students are strongly advised to develop original work, practice proper paraphrasing, and ensure correct citation and referencing in all academic submissions.

Turnitin

To uphold academic integrity, all written assignments, theses, and projects must be submitted through Turnitin, the university's official plagiarism detection tool. This software checks for similarities against a vast database of academic content.

- Students are responsible for checking their Turnitin similarity reports before final submission.
- Acceptable similarity percentage may vary depending on the nature of the assignment but generally should not exceed 20%, excluding references and standard template content
- Students must follow their lecturer's guidance on acceptable levels of similarity and how to revise their work if the score is too high.

Consequences of Plagiarism

Plagiarism will result in disciplinary action. Penalties may include:

- Verbal or written warning
- Resubmission with penalty
- Zero marks for the assignment
- Failing the module
- Suspension or expulsion for repeated or severe offences

Student Responsibility

Students are encouraged to:

- Plan their assignments early to avoid last-minute copying
- Learn proper referencing methods
- Consult their lecturers or academic advisors if unsure about plagiarism or citation rules

By submitting any academic work, students declare that the content is their own and complies with the university's plagiarism policy.

4.3 Cheating and Unethical Behavior

Cheating and any form of dishonest conduct in academic activities are strictly prohibited at Jesselton University College. Cheating includes, but is not limited to:

- Copying from another student during examinations or assessments
- Using unauthorized materials or electronic devices during tests
- Impersonating another student or allowing impersonation
- Submitting falsified data, documents, or academic records
- Colluding with others to gain unfair academic advantage
- Acquiring exam questions or answers prior to assessments

Such unethical behavior undermines the integrity of the academic process and will result in disciplinary action. Depending on the severity of the offense, penalties may include failing the assessment, failing the course, suspension, or termination of studies.

All students are expected to uphold academic honesty and conduct themselves with integrity in all academic settings. Ignorance of the rules will not be accepted as an excuse.

4.4 Disciplinary Action & Appeal Process

Students found guilty of academic misconduct, including plagiarism, cheating, or other unethical behavior, will be subject to disciplinary action as determined by the Academic Board. Possible actions include, but are not limited to:

- Issuance of a formal written warning
- Reduction of marks for the specific assessment or assignment
- Awarding a fail grade for the course
- Suspension from the University for a specified period
- Termination of enrolment

The severity of the penalty will be determined based on the nature, intent, and seriousness of the offense, as well as any previous record of misconduct.

Students have the right to appeal against any disciplinary decision if they believe the judgment was made in error or without sufficient consideration of relevant facts. Appeals must be submitted in writing to the Registrar's Office within **seven (7) working days** of receiving the decision, clearly stating the grounds for appeal and including any supporting evidence.

The decision made by the University's Appeal Committee after reviewing the appeal shall be final.

5. Tuition Fees & Financial Matters

At Jesselton University College, tuition fees and related charges are an integral part of your enrolment. Students are expected to understand their financial obligations and ensure timely payment to avoid penalties or disruption to studies.

5.1 Fee Schedule (Tuition, Hostel, Other Charges)

The official tuition fee schedule is issued by the Finance Office and published on the university website and notice boards before each academic year.

Fees may include:

- **Tuition Fees**
- **Registration Fee** (one-time, non-refundable)
- **Hostel Accommodation Fee**
- **Transportation Fee**
- **Other Charges** such as student services, examination fees, laboratory fees, assessment fees, and miscellaneous charges.

The university reserves the right to review and revise fees from time to time. Any changes will be announced in advance.

5.2 Payment Deadlines and Methods

All tuition and related fees must be paid **before or on the due date** stated in the invoice.

Invoices are issued at least **one (1) week before the commencement of the semester**.

Payment methods accepted include:

- Bank transfer
- Online payment gateway
- Cash or card payment at the Finance Office

Students are responsible for ensuring payments are made in full and on time, even if invoices are not physically collected.

5.3 Installment Plans

Students who cannot make full payment before the due date may apply for an installment plan **at least one (1) week before** the due date.

Approval for installment payments is subject to the Finance Office's discretion and may require a formal application.

Missed installment payments will be treated as late payment and subject to penalties.

5.4 Late Payment Policy & Penalties

Any late payment will incur a **5% monthly interest charge** on the outstanding balance.

Students with unpaid fees may face the following restrictions:

- Barred from class attendance and/or examinations
- Withholding of results, transcripts, and graduation eligibility
- Suspension of access to university facilities and services

5.5 Refund Policy (Course Withdrawal / Programme Deferment)

Tuition fees and related charges are part of your enrolment obligations at Jesselton University College. Students must understand these requirements and ensure all payments are made on time to avoid penalties or disruption to studies.

5.1 Fee Schedule (Tuition, Hostel, Other Charges)

The official fee schedule is issued by the Finance Office and displayed on the university website and notice boards before each academic year.

Fees may include:

Tuition Fees (charged per semester or programme)

Registration Fee (one-time, non-refundable)

Hostel Accommodation Fee (if applicable)

Other Charges such as student services, examination fees, laboratory fees, and miscellaneous charges.

The university reserves the right to review and revise fees at any time. Any changes will be announced in advance.

5.2 Payment Deadlines and Methods

All tuition and related fees must be paid **before or on the due date** stated in the invoice.

Invoices are issued at least **one (1) week before the start of the semester**.

- Accepted payment methods:
- Bank transfer
- Online payment gateway
- Cash or card payment at the Finance Office

Students are responsible for making payment on time, even if they do not collect the invoice physically.

5.3 Installment Plans

- Students unable to make full payment before the due date may apply for an installment plan **at least one (1) week before** the due date.
- Approval is at the discretion of the Finance Office and requires a formal application.
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Late payments will incur a 5% monthly interest charge on the outstanding balance.

Students with unpaid fees may face:

- Being barred from classes and/or examinations
- Withholding of results, transcripts, and graduation eligibility
- Suspension of access to university facilities and services

5.5 Refund Policy (Course Withdrawal / Programme Deferment)

Student Withdrawal

Registration fees are non-refundable.

Tuition fee refunds:

- Cancellation 28 days or more before the first class: 100% refund, less 10% administrative fee.
- Cancellation less than 28 days before the first class or withdrawal before census date: 70% refund.
- Withdrawal after the semester starts or after census date: No refund.

Approved refunds will be processed within 28 days after submission of the completed Request for Fees Refund Form.

University Withdrawal

A full refund will be given if:

- The course does not start on the agreed date.
- The course is discontinued before completion.
- The course cannot be delivered due to regulatory action.

Refunds will be processed within 28 days.

5.6 Financial Assistance and PTPTN

Eligible students may apply for:

- PTPTN Education Loan
- Other government or private funding schemes

Students are responsible for:

- Submitting applications within deadlines
- Meeting eligibility requirements
- Repaying loans according to provider terms

5.7 Scholarships and Awards

- Scholarships and awards recognise academic excellence, leadership, or community engagement.
- Terms and renewal requirements are stated in the award letter.
- Students must maintain satisfactory academic performance and conduct; failure to do so may result in the award being revoked.

6. Student Services & Support

6.1 Student Affairs Office (SAO)

The Student Affairs Office (SAO) is the main support hub for all non-academic matters at Jesselton University College. It plays a vital role in ensuring that students enjoy a safe, supportive, and engaging learning environment.

Functions of SAO

- **Student Welfare & Counselling:** Provides advice, counselling, and referrals for personal or emotional issues affecting student life.

- **Co-Curricular & Activities:** Oversees student clubs, societies, sports, and community engagement programmes.
- **Student Discipline:** Handles cases related to student misconduct and ensures fair disciplinary processes.
- **Welfare Support:** Assists with hardship cases, financial aid applications, food bank services, and emergency support.
- **Events & Engagement:** Coordinates orientation week, student festivals, cultural events, and other university-wide activities.

How to Access Services

- The SAO is located on campus at the **Student Affairs Counter** (exact location will be indicated on the Campus Map in the appendix).
- Office hours are from **9.00 AM – 5.00 PM, Monday to Friday** (excluding public holidays).
- Students can also contact SAO via email, student portal, or phone for enquiries or appointments.

Student Responsibility

- Students are encouraged to reach out early when facing challenges, whether personal, financial, or disciplinary.
- Participation in co-curricular activities is strongly encouraged as part of a holistic education.
- All students must adhere to the university's Code of Conduct when engaging with SAO.

6.2 Academic Advising

Academic Advising at Jesselton University College is designed to help students make informed decisions about their academic journey, from programme planning to graduation. Every student is encouraged to engage actively with their academic advisor or programme coordinator.

Functions of Academic Advising

- **Programme Planning:** Provides guidance on programme structure, credit requirements, and course sequencing.
- **Performance Monitoring:** Reviews student progress, GPA/CGPA, and offers advice on overcoming academic challenges.
- **Academic Probation Support:** Advises students placed on probation and helps them create a recovery plan.
- **Credit Transfer & Progression:** Assists with understanding internal and external credit transfer policies and progression rules.
- **Career Pathways:** Offers advice on aligning academic choices with future career or postgraduate study goals.

How to Access Advising

- Each student is assigned to a **Programme Coordinator** or Academic Advisor, who serves as the first point of contact.
- Advising sessions may be scheduled during office hours, or by appointment via email or the student portal.

- Group advising sessions may also be conducted at the start of each semester to brief students on upcoming academic requirements.

Student Responsibility

- Students should keep track of their own academic progress and seek help early if they encounter difficulties.
- Students must attend mandatory advising sessions, especially when on probation or applying for credit transfer.
- Students are expected to come prepared with specific questions or documents (e.g., transcript, course outline) for efficient discussions.

6.3 Counseling & Mental Health Support

Jesselton University College recognises that student wellbeing is an important foundation for academic success. The university provides confidential counselling and mental health support services to help students manage stress, personal challenges, and psychological wellbeing.

Functions of Counselling & Support

- **Personal Counselling:** Provides one-on-one sessions for students dealing with stress, anxiety, depression, adjustment difficulties, or other personal concerns.
- **Academic Stress Management:** Offers strategies for coping with exam stress, time management, and study-related challenges.
- **Crisis Intervention:** Responds to urgent mental health situations and ensures students receive immediate assistance or referral to professional services.
- **Workshops & Awareness Programmes:** Conducts talks and activities on topics such as mental health awareness, resilience, and self-care.
- **Referral Services:** When necessary, connects students to external mental health professionals or specialised care facilities.

How to Access Services

- Counselling sessions are provided by licensed counsellors or trained mental health professionals engaged by the university.
- Appointments can be made through the Student Affairs Office (SAO), via email, or through the student portal.
- Emergency cases will be prioritised and attended to immediately.

Student Responsibility

- Students are encouraged to seek help early when facing emotional or psychological difficulties.
- Students should respect the confidentiality of counselling services, while also understanding that safety concerns may require disclosure to appropriate authorities.
- Participation in workshops and mental health awareness programmes is strongly encouraged as part of holistic student development.

6.4 Career Development & Job Placement Services

Jesselton University College is committed to supporting students in their career readiness and transition into the workforce. Through the Career Development & Job Placement Services, students receive guidance, resources, and opportunities to connect with industries and employers.

Functions of Career Development Services

- **Career Guidance:** Provides advice on career pathways, industry expectations, and postgraduate study options.
- **Workshops & Training:** Organises sessions on CV writing, interview skills, networking, and personal branding.
- **Internship Support:** Assists with placement arrangements for compulsory industrial training and internships.
- **Job Matching:** Collaborates with industry partners to advertise part-time, internship, and graduate job opportunities.
- **Career Fairs & Networking Events:** Hosts on-campus career fairs and invites employers for talks, recruitment drives, and industry sharing sessions.

How to Access Services

- Students can approach the Career Development unit through the Student Affairs Office (SAO).
- Job postings and internship opportunities are published on the student portal, notice boards, or official communication channels.
- Appointments for individual career counselling sessions can be booked with the Career Services Officer.

Student Responsibility

- Students should take initiative to participate in workshops, fairs, and networking sessions.
- Students must prepare their own CVs and cover letters with guidance from Career Services, ensuring documents are accurate and professional.
- Students are responsible for adhering to the standards of professionalism and conduct expected by employers during internships and job placements.

6.5 Disability & Accessibility Services

Jesselton University College is committed to providing an inclusive learning environment for all students, including those with disabilities or special needs. The university ensures that reasonable support and accommodations are provided so that every student has equal opportunity to succeed.

Functions of Disability & Accessibility Services

- **Academic Support:** Arranges reasonable accommodations such as extended exam time, alternative formats of study materials, or modified assessment methods.
- **Campus Accessibility:** Works with facilities management to provide access to lecture halls, libraries, and other campus areas.
- **Assistive Technology:** Provides or facilitates access to tools such as screen readers, note-taking support, or adaptive equipment where needed.

- **Support Coordination:** Collaborates with lecturers, programme coordinators, and staff to ensure consistent support for students with special needs.
- **Awareness & Sensitisation:** Promotes awareness within the campus community on inclusivity and respect for students with disabilities.

How to Access Services

- Students with disabilities or special needs should register with the Student Affairs Office (SAO) at the beginning of their programme or as soon as the need arises.
- Medical reports or supporting documents may be required to confirm eligibility for certain accommodations.
- Services are confidential, and information will only be shared with relevant staff directly involved in providing the required support.

Student Responsibility

- Students are encouraged to disclose their needs early to allow the university sufficient time to provide appropriate support.
- Students must cooperate with staff and advisors in implementing agreed accommodations.
- Students are expected to use the provided support responsibly and in accordance with university guidelines.

6.6 IT Support & Online Learning Platforms

Technology plays a key role in teaching, learning, and student life at Jesselton University College. The IT Support Unit provides assistance to ensure students can effectively access digital resources, online platforms, and campus technology services.

Functions of IT Support

- **Technical Assistance:** Helps students resolve issues with login credentials, email access, Wi-Fi connectivity, and computer lab facilities.
- **Online Learning Platforms:** Supports the use of the university's official e-learning portal for class materials, assignments, and online discussions.
- **Software Access:** Provides access to licensed academic software required for courses (where applicable).
- **System Maintenance:** Ensures digital platforms and computer labs are maintained and updated for smooth operation.
- **Training & Guidance:** Offers basic training or guides on how to use the e-learning portal, email systems, and other essential tools.

How to Access Services

- Students can request IT support by visiting the **IT Helpdesk** located on campus, submitting a support ticket through the student portal, or emailing the IT Support Unit.
- Urgent cases, such as examination or assignment submission issues, will be given priority.
- Service hours are from **9.00 AM – 5.00 PM, Monday to Friday**, excluding weekends and public holidays.

Student Responsibility

- Students must safeguard their login credentials and avoid sharing accounts or passwords with others.
- Students are responsible for checking the university's online portal regularly for announcements, schedules, and course materials.
- Students should report technical issues promptly to avoid disruption to their studies.

7. Campus Life

7.1 Student Clubs & Societies

Student life at Jesselton University College goes beyond the classroom. The university encourages students to join clubs, societies, and associations that reflect their interests, talents, and values. These organisations provide opportunities for leadership, teamwork, creativity, and community service.

Types of Clubs & Societies

- **Academic & Professional Societies:** Subject-related clubs that promote academic enrichment, workshops, and competitions.
- **Cultural & Arts Clubs:** Organisations that celebrate cultural heritage, music, dance, theatre, and creative expression.
- **Sports & Recreational Clubs:** Teams and groups for badminton, futsal, basketball, and other physical activities.
- **Community & Service Organisations:** Volunteer-based groups that contribute to social causes, charity work, and community engagement.

How to Join

- Clubs and societies are open to all registered students.
- Registration typically takes place at the start of each academic year during the **Club & Society Recruitment Drive**.
- Students may also form new clubs with approval from the Student Affairs Office (SAO), provided they meet membership and governance requirements.

Student Responsibility

- Active participation in co-curricular activities is encouraged as part of a well-rounded education.
- Students must adhere to the university's code of conduct when representing JUC in external events.
- Club leaders are responsible for proper financial management and reporting to SAO.

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- Students must adhere to the university's code of conduct when representing JUC in external events.
- Club leaders are responsible for proper financial management and reporting to SAO.

7.2 Events & Student Engagement

Student engagement is an important part of campus life at Jesselton University College. Events and activities provide opportunities for students to build friendships, develop leadership skills, and strengthen their connection to the university community.

Types of Events

- **Orientation Week:** Introduces new students to the university, academic expectations, and campus facilities.
- **Cultural & Festive Celebrations:** Events such as Chinese New Year, Hari Raya, Deepavali, and Christmas, organised by student groups with SAO support.
- **Academic Competitions & Exhibitions:** Public speaking contests, innovation showcases, research fairs, and talent competitions.
- **Community Engagement Activities:** Volunteer drives, charity fundraisers, and outreach programmes in collaboration with local organisations.
- **Annual Flagship Events:** Convocation, Student Awards Night, and campus-wide festivals that bring the community together.

How Students Can Get Involved

- Students can participate in events organised by the Student Affairs Office (SAO), student clubs, or academic departments.

- Opportunities exist for students to volunteer as event crew, emcees, or organising committee members, which provides leadership and teamwork experience.
- Students may also propose new activities or events by submitting an event proposal to SAO for approval.

Student Responsibility

- Students are expected to uphold JUC's values of respect, inclusivity, and professionalism during events.
- Participation in events should balance with academic commitments, ensuring students meet attendance and coursework requirements.
- Students representing JUC externally (e.g., competitions or community projects) must maintain positive conduct as ambassadors of the university.

7.3 Hostel / Accommodation Guidelines

Jesselton University College provides off-campus hostel facilities to ensure students have access to safe, affordable, and convenient accommodation. Hostels are managed by **Jesselton Student Management (JSM)** and supported by university services.

Facilities & Services

- Fully furnished rooms with bed, study desk, and wardrobe.
- Shared kitchen and laundry areas for daily use.
- Common living areas for relaxation and interaction.
- Free shuttle bus service between hostel and campus on weekdays.
- Security monitoring to ensure student safety.

Hostel Rules & Expectations

- Residents must observe hostel rules at all times, including quiet hours, cleanliness, and respect for roommates and neighbours.
- Alcohol, drugs, smoking, and gambling are strictly prohibited inside hostel premises.
- Students are responsible for the upkeep of their rooms and shared facilities; any damage caused may incur repair charges.
- Overnight visitors are not allowed unless prior written approval is granted by hostel management.
- All students must carry their student ID when entering or exiting hostel premises for identification.

Application & Fees

- Hostel accommodation is available on a first-come, first-served basis.
- Students must apply through the Student Affairs Office (SAO) or JSM before the start of the semester.
- Hostel fees are charged per semester and must be paid in full or according to the agreed payment plan before check-in.

Student Responsibility

- Students are expected to treat hostel facilities and fellow residents with care and respect.

- Students must promptly report maintenance issues or security concerns to hostel management.
- Breach of hostel rules may result in disciplinary action, including termination of hostel residency.

7.4 Transportation Services

To support students staying in hostels and those living off-campus, Jesselton University College provides affordable and reliable transportation services. These services are coordinated to ensure students can travel safely and conveniently between campus and accommodation.

Shuttle Bus Service

- A free shuttle bus is provided between the official JUC hostels and campus on weekdays.
- Shuttle schedules are posted on notice boards and student portals at the start of each semester.
- Students must present their student ID when boarding the shuttle.

Additional Transport Options

- Paid transportation services may be arranged for special events, study tours, or university activities.
- Students may also request transport for emergency hospital visits or official university purposes, subject to availability and approval.

Rules & Expectations

- Students must be punctual and wait at the designated pick-up points.
- Eating, drinking, and littering inside university vehicles are not permitted.
- Students must behave respectfully towards drivers and fellow passengers.
- Any damage caused to vehicles due to misconduct will result in disciplinary action and repair charges.

Student Responsibility

- Students should plan their journeys according to the published schedule.
- Students must notify the Student Affairs Office (SAO) in advance if they require special transport arrangements.
- Students are expected to comply with safety procedures, including wearing seatbelts where provided.

7.5 Cafeteria & Food Options

Jesselton University College provides on-campus cafeteria services and is surrounded by affordable food outlets to ensure students have access to balanced and convenient meals.

On-Campus Cafeteria

- The campus cafeteria offers a variety of local and international dishes at student-friendly prices.
- Vegetarian and halal-certified options are available to cater to diverse dietary needs.
- Operating hours are from **8.00 AM – 6.00 PM, Monday to Friday** (excluding public holidays).

Nearby Food Options

- Metro Town, where the campus is located, has multiple cafes, restaurants, and food stalls within a 2–5 minute walk.

- Choices include fast food, coffee shops, bakeries, and casual dining outlets suitable for different budgets.
- Convenience stores are also nearby for quick snacks and daily necessities.

Rules & Expectations

- Students are expected to return trays, dispose of waste properly, and maintain cleanliness in dining areas.
- Outside food may be brought into the campus but should not cause disturbance or littering.
- Alcoholic beverages are strictly prohibited on campus.

Student Responsibility

- Students should observe proper dining etiquette and respect the shared use of cafeteria facilities.
- Students are encouraged to make healthy food choices to support wellbeing and academic performance.

7.6 Student Dress Code

Jesselton University College expects all students to maintain a neat and presentable appearance that reflects respect for themselves, their peers, and the academic environment. Appropriate attire contributes to a professional atmosphere on campus and prepares students for workplace standards.

General Guidelines

- Clothing should be clean, modest, and appropriate for an academic setting.
- Students must wear footwear at all times within campus premises.
- Offensive, vulgar, or inappropriate graphics or slogans on clothing are not allowed.

Specific Expectations

- **Classrooms & Academic Activities:** Students should wear smart casual attire suitable for lectures, tutorials, and group presentations.
- **Formal Events (e.g., presentations, seminars, convocation):** Business attire or formal wear is required.
- **Laboratories, Workshops, or Practicals:** Safety rules must be followed, including closed shoes, lab coats, or other protective gear as required.
- **Sports & Recreation:** Appropriate sports attire is required when using sports facilities or participating in physical activities.

Prohibited Attire

- Slippers or flip-flops in academic and administrative areas (except in hostels or sports settings).
- Revealing clothing that may be deemed inappropriate in a professional or multicultural environment.
- Clothing that promotes alcohol, drugs, violence, or discriminatory messages.

Student Responsibility

- Students must observe the dress code whenever on campus or representing JUC at external events.
- Repeated failure to comply may result in warnings or disciplinary action under the Code of Conduct.

7.7 Lost & Found

The Lost & Found service at Jesselton University College is managed by the Student Affairs Office (SAO) to help students recover misplaced belongings and maintain a safe and responsible campus environment.

How It Works

- Any items found on campus should be handed in immediately to the SAO counter.
- Students who lose personal items may check with SAO during office hours to identify and claim their belongings.
- A record of found items will be kept by SAO for tracking and verification purposes.

Claiming Lost Items

- Students must provide accurate identification and a description of the lost item before it will be released.
- Proof of ownership (e.g., student ID, labels, receipts) may be requested for valuable items.
- Items not claimed within **three (3) months** may be donated to charity or disposed of responsibly.

Student Responsibility

- Students are encouraged to label personal belongings such as books, laptops, and calculators with their name and student ID where possible.
- Students must exercise care in safeguarding valuables while on campus; the university will not be held liable for personal property lost due to negligence.
- Students should report lost student IDs, keys, or access cards immediately so replacements can be issued.

8. Facilities & Usage Policies

8.1 Library Rules & Borrowing Policies

The Library & Resource Centre at Jesselton University College supports students with access to books, journals, e-resources, and study spaces. All students are expected to follow library rules to maintain a conducive learning environment.

Library Facilities

- Reference books, textbooks, journals, and e-databases
- Quiet study areas and reading zones
- Printing and photocopy services at student rates
- Staff assistance for research support and resource finding

Borrowing Policies

- Students must present a valid Student ID card for all borrowing transactions.
- Loan limits and durations:
 - Diploma students: up to **5 items** for **2 weeks**

- Degree students: up to **7 items** for **2 weeks**
- Renewals may be done if items are not reserved by another student.
- Reserved and reference-only materials cannot be borrowed.

Fines & Penalties

- Overdue fines apply for late returns, charged daily per item.
- Lost or damaged items must be replaced by the student or paid at the current market value.
- Borrowing privileges may be suspended until outstanding fines are settled.

Library Rules

- Silence must be observed at all times in the library.
- Food, drinks, and smoking are not allowed.
- Mobile phones should be on silent mode; calls must be taken outside.
- Misuse of library resources may result in disciplinary action.

Student Responsibility

- Students are expected to treat all library materials with care.
- Students must respect the shared study environment and maintain cleanliness.
- Students should regularly check due dates and return items on time.

8.2 Computer Labs and Internet Use

Computer labs at Jesselton University College provide students with access to technology, software, and internet resources essential for learning and research. All students are expected to use these facilities responsibly and in accordance with university policies.

Computer Lab Facilities

- Desktop computers with internet access and licensed academic software.
- Printing and scanning services available at student rates.
- Labs are available for scheduled classes, examinations, and personal academic use during free hours.
- Lab operating hours: **9.00 AM – 5.00 PM, Monday to Friday** (excluding weekends and public holidays).

Usage Policies

- Students must log in with their official university credentials.
- Priority will be given to academic classes and examinations; personal academic use is permitted when labs are not reserved.
- Students must not install unauthorised software or alter system settings.
- Internet access is provided for academic and research purposes; inappropriate use (e.g., gaming, illegal downloads, or offensive content) is strictly prohibited.

Rules of Conduct

- Food and drinks are not allowed inside computer labs.
- Students should maintain silence and avoid disrupting others.
- Equipment and furniture must be handled with care; any technical issues should be reported immediately to IT Support.
- Misuse of computers, accounts, or internet access may result in disciplinary action, suspension of access, or both.

Student Responsibility

- Students must log out after each session and secure their accounts.
- Students should back up their work regularly; the university is not responsible for data loss.
- Students are expected to comply with all IT security guidelines and respect intellectual property rights when using digital resources.

8.3 Laboratories and Studios

Certain programmes at Jesselton University College require the use of laboratories, studios, or specialised facilities for practical learning. These spaces are designed to provide hands-on experience and must be used responsibly to ensure safety and fairness for all students.

Facilities Covered

- **Science Laboratories:** For experiments and practical sessions in applied sciences.
- **Studios & Workshops:** For programmes requiring creative, design, or technical work.
- **Specialised Rooms:** Skills training labs, demonstration rooms, or other discipline-specific spaces.

Usage Policies

- Students may only access laboratories and studios during scheduled classes or with prior approval from their lecturer or lab/studio supervisor.
- Safety rules and equipment handling guidelines must be strictly followed at all times.
- Protective clothing or safety gear (e.g., lab coats, gloves, goggles) must be worn where required.
- Equipment and materials may not be removed from laboratories or studios without authorisation.

Rules of Conduct

- Food, drinks, and unauthorised personal items are not permitted in these facilities.
- Students must treat all equipment with care; any damage caused by negligence may incur repair or replacement costs.
- Students must immediately report accidents, injuries, or equipment malfunctions to their lecturer or supervisor.

Student Responsibility

- Students are responsible for preparing in advance by reviewing safety instructions and class requirements.
- Students must comply with instructions given by lecturers, supervisors, or laboratory staff at all times.

- Misuse of laboratories or studios may result in disciplinary action, including suspension of access.

8.4 Equipment Loan & Damage Policy

Jesselton University College permits the use of certain equipment only by recognised student clubs and societies for approved academic or co-curricular activities. Individual students are **not permitted** to borrow equipment.

Eligibility

- Only officially registered clubs and societies under the Student Affairs Office (SAO) may request equipment loans.
- Requests must be linked to an approved event, meeting, or activity endorsed by SAO.
- A club advisor or authorised committee member must submit the request.

Loan Procedures

- Equipment such as projectors, audio systems, or sports items may be loaned with prior approval.
- Loan requests must be submitted to SAO using the prescribed form at least **three (3) working days** before the activity.
- The approved club representative must sign an acknowledgement form upon collection.

Usage Rules

- Borrowed equipment must only be used for the approved activity and within the stated loan period.
- Equipment must not be transferred to individuals or external parties.
- All equipment must be returned promptly and in the same condition after use.

Damage & Loss

- Clubs are fully responsible for the safekeeping of borrowed equipment during the loan period.
- Any damage or loss will result in the club being charged for repair or replacement costs.
- Repeated negligence may result in suspension of borrowing privileges.

Club Responsibility

- Clubs must inspect equipment at the time of collection and report any defects immediately.
- Clubs are expected to use equipment properly and return it as instructed by SAO.
- Failure to comply with these rules may affect the club's recognition status or eligibility for future loans.

8.5 Printing & Photocopy Services

Printing and photocopy services are provided on campus to support students with assignments, projects, and academic work. These services are managed by the Administration Office and other designated service counters.

Available Services

- **Black & White Printing and Photocopying:** Available at student rates for coursework and reference materials.
- **Colour Printing:** Available for projects, posters, and official presentations at higher rates.

- **Scanning Services:** Provided for academic use such as converting documents to digital format.

Usage Rules

- Students must use their Student ID before transactions.
- Printing and photocopy services are strictly for academic purposes.
- Students must ensure that materials copied or printed comply with copyright and intellectual property laws.

Operating Hours

- Services are available during **Admin operating hours (9.00 AM – 5.00 PM, Monday to Friday)**.
- Extended hours may be announced during examination periods.

Student Responsibility

- Students must check their documents before printing or photocopying; the university is not responsible for errors in student-submitted files.
- Students should collect their items promptly to avoid loss or mix-ups.
- Misuse of machines or damage caused by negligence may result in repair charges or restricted access.

9. Safety & Conduct

9.1 Code of Conduct & Student Discipline

Jesselton University College upholds a strong commitment to maintaining a safe, respectful, and professional campus environment. All students are expected to demonstrate integrity, responsibility, and mutual respect in their academic and non-academic activities.

General Principles of Conduct

- Students must behave in a manner that reflects positively on themselves and the university.
- Respect for fellow students, staff, and visitors is essential in all interactions.
- Students must comply with university rules, policies, and all relevant laws of Malaysia.
- Acts of violence, discrimination, harassment, or bullying are strictly prohibited.

Disciplinary Scope

The university may take disciplinary action against students for:

- Academic misconduct (cheating, plagiarism, falsification of records).
- Behavioural misconduct (fighting, theft, vandalism, misuse of facilities).
- Breach of campus regulations (drug and alcohol use, smoking violations, dress code breaches).
- Any action that endangers the safety, wellbeing, or reputation of the university community.

Disciplinary Process

- Minor offences may result in verbal or written warnings issued by the Student Affairs Office (SAO).

- Serious cases will be referred to the **Disciplinary Committee**, which will review evidence and provide the student an opportunity to respond.
- Possible penalties include:
 - Written warning or reprimand
 - Community service or corrective tasks
 - Suspension from classes or facilities
 - Dismissal or termination from the university

Student Responsibility

- Students must familiarise themselves with the Code of Conduct and comply at all times.
- Students are expected to report any misconduct or safety concerns to the Student Affairs Office.
- Students who are subject to disciplinary action have the right to appeal in accordance with university procedures.

9.2 Drug, Alcohol, and Smoking Policy

Jesselton University College is committed to maintaining a healthy, safe, and professional environment for all members of the university community. The use of drugs, alcohol, or smoking products on campus is strictly regulated.

Drugs

- The possession, use, or distribution of illegal drugs is strictly prohibited.
- Students found engaging in drug-related activities may face immediate suspension or expulsion, in addition to legal consequences under Malaysian law.
- Prescription medication is permitted only if prescribed by a licensed medical professional; misuse of medication will be treated as misconduct.

Alcohol

- Alcoholic beverages are not allowed on campus or in university-managed hostels.
- Students must not attend classes, examinations, or official events under the influence of alcohol.
- Off-campus alcohol use must not result in behaviour that brings disrepute to the university.

Smoking

- Smoking is prohibited inside all university buildings, classrooms, laboratories, and hostels.
- Designated outdoor smoking areas may be provided; students must comply with posted signage.
- Improper disposal of cigarette butts will result in fines or disciplinary action.

Student Responsibility

- Students must comply with national laws regarding drugs, alcohol, and tobacco products.
- Students are responsible for conducting themselves in a manner that safeguards their health and the wellbeing of others.

- Breaches of this policy may result in disciplinary action, suspension of campus privileges, or expulsion from the university.

9.3 Sexual Harassment and Anti-Bullying Policy

Jesselton University College maintains a zero-tolerance stance towards sexual harassment and bullying. Every student has the right to study in an environment that is safe, respectful, and free from intimidation.

Sexual Harassment

- Defined as any unwelcome sexual advance, request for sexual favours, or verbal/physical conduct of a sexual nature that creates an intimidating or hostile environment.
- Examples include inappropriate touching, sexually explicit comments, displaying offensive materials, or coercion.
- Consent must always be clear, voluntary, and mutual; absence of consent constitutes misconduct.

Bullying & Harassment

- Bullying may take the form of physical, verbal, psychological, or cyber harassment.
- This includes spreading rumours, threats, intimidation, social exclusion, or persistent offensive behaviour.
- Online harassment (e.g., social media abuse, offensive messages, or digital stalking) is equally prohibited.

Reporting & Support

- Complaints may be submitted confidentially to the Student Affairs Office (SAO) or via official reporting channels.
- All reports will be taken seriously and investigated promptly.
- Counselling and support services are available to affected students.
- Retaliation against any student who makes a complaint in good faith will not be tolerated.

Consequences of Misconduct

- Students found guilty of sexual harassment or bullying may face:
 - Written warnings or formal reprimand
 - Suspension from classes, hostels, or campus activities
 - Permanent expulsion from the university in severe cases
- Where applicable, cases may also be referred to law enforcement authorities under Malaysian law.

Student Responsibility

- Students must treat others with dignity and respect at all times.
- Students are expected to speak out against harassment or bullying when they witness it.
- Students should contribute to a culture of safety, inclusivity, and mutual support within the JUC community.

Reporting & Support

- **Step 1: Contact SAO Immediately** – Students who believe they are victims of harassment or bullying should report the incident to the **Student Affairs Office (SAO)** as soon as possible, either in person, by email, or through the official reporting channel.
- **Step 2: Provide Information** – Victims should share details of the incident, including date, time, place, and persons involved. Evidence such as screenshots, messages, or witness names should also be provided if available.
- **Step 3: Confidential Handling** – All reports will be treated with strict confidentiality, and the victim’s identity will be protected to the fullest extent possible.
- **Step 4: Investigation & Action** – SAO will begin a formal review, and if required, the case will be escalated to the **Disciplinary Committee** or external authorities.
- **Step 5: Access Support Services** – Victims will be offered counselling, mental health support, and academic accommodations (if needed) during and after the investigation.
- **Step 6: Protection from Retaliation** – Victims and witnesses who come forward in good faith are protected from retaliation. Any attempt to intimidate or retaliate will result in further disciplinary action.

9.4 Safety & Emergency Procedures

The safety of students, staff, and visitors is a top priority at Jesselton University College. All students are expected to be familiar with campus safety procedures and act responsibly during emergencies.

Emergency Situations Covered

- Fire, natural disasters, or hazardous incidents
- Accidents, injuries, or sudden medical emergencies
- Security threats, violence, or suspicious activities

Emergency Protocols

- **Fire or Evacuation:** Follow the exit routes posted in each building and proceed calmly to the designated assembly point. Do not use lifts during evacuation.
- **Medical Emergencies:** Contact the Student Affairs Office (SAO) or the nearest staff member immediately. Emergency numbers are displayed on notice boards and at key campus locations.
- **Security Concerns:** Report suspicious activities, theft, or violence to SAO, security staff, or the Academic Office without delay.

Facilities & Preparedness

- Fire extinguishers, alarms, and first aid kits are located throughout the campus.
- Security personnel monitor common areas and can be contacted for urgent assistance.
- Emergency contact numbers are provided in the Quick Reference section of this handbook.

Student Responsibility

- Students must take part in safety drills organised by the university.
- Students must not tamper with safety equipment or misuse emergency facilities.
- Students should stay calm, follow staff instructions, and help peers during emergencies.

9.5 Personal Data Protection (PDPA Notice)

Jesselton University College is committed to protecting the privacy and confidentiality of student information in accordance with the **Personal Data Protection Act (PDPA) 2010** of Malaysia. The collection, use, and storage of personal data will only be carried out for legitimate academic and administrative purposes.

Types of Data Collected

- Personal details (e.g., name, NRIC/passport number, contact information)
- Academic records (e.g., grades, transcripts, course enrolments)
- Financial information (e.g., tuition payments, scholarships, loans)
- Health or medical information (only where necessary for welfare and safety)

Purpose of Data Use

- Administration of student enrolment, progression, and graduation
- Delivery of academic programmes and support services
- Management of financial matters such as tuition fees, PTPTN, or scholarships
- Safety, security, and welfare purposes, including emergency contact use
- Official reporting to government bodies, accreditation agencies, or legal authorities as required by law

Data Protection Measures

- Student data is stored securely in physical and electronic records with restricted access.
- The university will not sell, rent, or disclose student information to unauthorised third parties.
- Any sharing of data with third parties (e.g., government agencies, industry partners for internship placement) will be done only with consent or as required by law.

Student Rights

- Students have the right to access and request correction of their personal data held by the university.
- Students may contact the Registrar's Office or SAO to make enquiries regarding their data.
- Students must ensure their personal information is accurate and updated by promptly notifying the university of any changes.

Student Responsibility

- Students must respect the confidentiality of other students' information.
- Misuse of personal data, including unauthorised access, distribution, or disclosure, may result in disciplinary or legal action.

10. Appeals & Grievance Procedures

Jesselton University College recognises that students may face situations where they wish to appeal academic decisions or raise concerns about disciplinary actions and other grievances. Clear procedures are in place to ensure that appeals and complaints are handled fairly, transparently, and without prejudice.

10.1 Grade Appeal Process

Students who believe that their assessment or examination results have been unfairly graded may file a grade appeal.

Grounds for Appeal

- Errors in the calculation or recording of marks
- Evidence of bias, unfair treatment, or procedural error
- Failure to follow approved assessment criteria

Procedure

1. The student must first discuss the concern with the course lecturer within **seven (7) working days** of results being released.
2. If unresolved, the student may submit a **Grade Appeal Form** to the Academic Affairs Office, attaching supporting evidence.
3. The appeal will be reviewed by the Examination Board or designated committee.
4. The student will be notified of the outcome in writing within **fourteen (14) working days**.

Final Decision

The decision of the Examination Board is final and binding.

10.2 Disciplinary Appeal Process

Students have the right to appeal against disciplinary actions imposed for misconduct.

Grounds for Appeal

- New evidence that was not previously available
- Procedural errors in the disciplinary process
- Excessive or disproportionate penalties

Procedure

1. Submit a written appeal to the Registrar's Office within **seven (7) working days** of receiving the disciplinary decision.
2. The appeal must clearly state the grounds and provide supporting documents or witness statements.
3. The Appeal Committee will review the case, and the student may be invited for a hearing.
4. The outcome will be communicated in writing within **fourteen (14) working days**.

Final Decision

The decision of the Appeal Committee is final and may not be contested further.

10.3 Complaint Mechanism & Ombudsman

The university provides a formal mechanism for students to lodge complaints about academic or non-academic matters unrelated to grading or discipline.

Areas of Complaint

- Teaching quality, facilities, or administrative services
- Unfair treatment or discrimination
- Campus environment or student welfare issues

Procedure

1. Students should first attempt to resolve the matter informally by speaking with the relevant lecturer, staff member, or Programme Coordinator.
2. If unresolved, a formal written complaint may be submitted to the Student Affairs Office (SAO) using the **Complaint Form**.
3. SAO will acknowledge receipt within **five (5) working days** and initiate an investigation.
4. The student will be updated on the progress and given a written outcome once the review is complete.

Confidentiality & Fairness

- All complaints will be handled confidentially, with respect for all parties involved.
- Students are protected from retaliation when raising complaints in good faith.

11. Graduation & Alumni

11.1 Graduation Checklist

Before graduating, students must ensure all academic and administrative requirements are met.

Requirements

- Successfully complete all modules and credit hours in the programme structure.
- Achieve the minimum **CGPA of 2.00** or higher, unless otherwise stated in the programme requirements.
- Pass compulsory components such as internships, final year projects, or industrial training.
- Settle all outstanding tuition fees and financial obligations.
- Return borrowed items, including library books, hostel property, and university assets.
- Obtain clearance from relevant offices (Finance, Library, Hostel, SAO).

Application

- Students must submit the **Graduation Application Form** during their final semester.
- Applications submitted late may delay graduation processing.

11.2 Convocation Guidelines

The Convocation Ceremony is the official event where degrees, diplomas, and certificates are formally conferred.

Eligibility

- Only students who have met all graduation requirements and received official confirmation from the Academic Affairs Office may attend.

- Attendance at convocation is optional but strongly encouraged as a recognition of achievement.

Procedures

- Eligible students will receive a convocation notice with instructions on registration, robe rental, and fees.
- Academic robes, mortarboards, and hoods must be worn correctly according to the university's dress code.
- Graduates must arrive at the venue on time and follow marshals' instructions for seating and procession.

Fees

- A convocation fee will be charged separately, covering robe rental, photography, and event costs.
- Fees must be paid by the deadline stated in the convocation notice.

11.3 Alumni Registration & Benefits

Graduates automatically become part of the Jesselton University College Alumni community.

Alumni Network

- Alumni are encouraged to register with the Alumni Office to maintain connections with the university and fellow graduates.
- Alumni may participate in reunions, networking sessions, and professional development events.

Benefits

- Continued access to selected university services, such as career development and job placement support.
- Invitations to special events, conferences, and alumni gatherings.
- Opportunities to contribute as mentors, guest speakers, or industry collaborators.

Alumni Responsibility

- Keep contact details updated with the Alumni Office.
- Act as ambassadors of Jesselton University College in professional and community settings.
- Support current students through mentorship, networking, or career opportunities where possible.