WOU®
WAWASAN OPEN UNIVERSITY

Your Guide for
a Brighter Future

STUDENT
HANDBOOK
2025

ABOUT THIS 2025 STUDENT HANDBOOK

This Handbook is prepared in accordance with the provision of the Wawasan Open University (WOU) Constitution.

This Handbook is accessible through the WOU Student Portal and FlexLearn. Students must always refer to the most recent edition of the Student Handbook.

WOU reserves the right, without prior notice, to make changes to course offerings, curricula, academic policies, fee schedules, and other rules and regulations affecting students to correct errors, omissions, inconsistencies, or changes required by regulatory, accrediting, and/or other governing bodies. The date of implementation and interpretation of these rules, regulations, and policies are entirely at the discretion of the University. These changes will apply to students who are already enrolled as well as those who will enrol in future.

In the event of inconsistency between information contained in this handbook and any University policies and regulations or where an interpretation of this handbook is required, the decision of the University shall be final.

All information contained is correct at the time of publication. The University reserves the right to amend and update the information in this Handbook from time-to-time via Student Portal and FlexLearn.

Last Revision: 4 February 2025 (2025 - Version 1)

Wawasan Open University [DU013(P)]
Wholly owned by Wawasan Open University Sdn. Bhd. (700364-W)

TABLE OF CONTENTS

LIST OF ABBREVIATIONS

The following list is by no means exhaustive but includes a number of common abbreviations, initialisms and acronyms which are used in WOU.

ABBREVIATION	FULL DESCRIPTION
AA	Academic Advisor
APA	American Psychological Association
APEL	Accreditation of Prior Experiential Learning
APEL.A	Accreditation of Prior Experiential Learning – Access
APEL.C	Accreditation of Prior Experiential Learning – Credit Award
APEL.M	Accreditation of Prior Experiential Learning – Micro-Credential
APEL.Q	Accreditation of Prior Experiential Learning – Academic Qualification
CEFR	Common European Framework of Reference for Languages
CFS	Centre for Foundation Studies
CGPA	Cumulative Grade Point Average
CGS	Centre for Graduate Studies
CL	Course Lead
CLO	Course Learning Outcome
DIP	Diploma
DIGIT	School of Digital Technology
EPF	Employees Provident Fund
F2F	Face-to-Face
FT	Full-time
GC	Graduate Certificate
GD	Graduate Diploma
GIOAS	George Town Institute of Open and Advanced Studies
GPA	Grade Point Average
HEP	Higher Education Provider
HRDF	Human Resources Development Fund
IELTS	International English Language Testing System
ISCO	International Student Coordinating Office
IT	Information Technology
MMS	Malaysian Micro-credential Statement
MQS	Malaysian Qualification Statement
MOHE	Ministry of Higher Education
MPU	Mata Pelajaran Umum
MQA	Malaysian Qualifications Agency
MQF	Malaysian Qualifications Framework
MUET	Malaysian University English Test
OAS	Online Assignment Submission
ODL	Open Distance Learning
OER	Open Educational Resources
OPAC	Online Public Access Catalogue

ABBREVIATION	FULL DESCRIPTION
PG	Postgraduate
PGD	Postgraduate Diploma
PL	Programme Lead
PLO	Programme Learning Outcome
PT	Part-time
PTPTN	Perbadanan Tabung Pendidikan Tinggi Nasional
RC	Regional Centre
RR&S	Registration, Resources and Services
SBA	School of Business and Administration
SEHS	School of Education, Humanities and Social Sciences
SIS	Student Information System
SOP	Standard Operating Procedure
SPM	Sijil Pelajaran Malaysia
STE	School of Technology and Engineering Science
STPM	Sijil Tinggi Persekolahan Malaysia
TOEFL	Test of English as a Foreign Language
UEC	Unified Examination Certificate
UG	Undergraduate
WOU	Wawasan Open University

1.0 VICE CHANCELLOR'S WELCOME ADDRESS

On behalf of Wawasan Open University (WOU), it is with great pleasure that I extend a warm welcome to you as valued members to our WOU community. We have about 30,000 students enrolled currently, and that number is continually growing. Like you, our students are dynamic working adults from all walks of life, with a large percentage below 40 years old. As the Vice Chancellor, I am delighted to extend a warm and heartfelt greeting to each of you as you embark on this exciting journey of higher education.

Since our establishment in 2006, WOU has been providing affordable, quality higher education to everyone, regardless of their backgrounds and circumstances. Presently, we offer a comprehensive range of 31 programmes covering fields such as manufacturing, construction, education, IT and business.

WOU is vibrant, inventive, and progressive. We continuously enhance our programmes and course contents integrating knowledge from different disciplines to shape an education curriculum that equips you for the evolving demands of the future workforce. As an Open Distance Learning university (ODL) we incorporate new learning platforms to give students the best possible learning experience. At WOU, you have the flexibility to study at your own pace. The well-crafted course materials are easily accessible from FlexLearn, our online learning management system. Given that your course-mates may come from different industries, you will also have the opportunity to broaden your learning experience during your tutorials and/or group projects. You can also benefit from the wealth of information available in the WOU Digital Library. Our user-friendly Online Assignment Submission (OAS) system simplifies the process of submitting assignments, and we have provided the final examination dates for each course at the time of registration, allowing you to plan effectively.

I applaud your decision to invest in your personal and professional growth with WOU. We are committed to helping you succeed at every level and, remember, you are not alone on this journey. Utilise our student support services and engage with your academics; they are not only teachers but also mentors who are ready to listen and assist. Please do not hesitate to ask for assistance. As you go through this handbook, you will find valuable information that will guide you through the various aspects of university life. Embrace the challenges, celebrate the victories, and savour every moment of this transformative experience. I urge you to stay the course. We are confident that you will succeed. Best of luck on this remarkable journey.

Professor Dr. Lily Chan
Chief Executive and Vice Chancellor

2.0 ABOUT THE UNIVERSITY

2.1 Background

Wawasan Open University (WOU) was founded in 2006 as one of Malaysia's pioneer Open Distance Learning institutions to provide quality higher education and ensure open admission and access for all. We welcomed our first cohort of students in January 2007 and we continue to remain steadfast in our commitment to offer accessible, flexible, online higher education for learners who seek to pursue tertiary qualifications for professional development, upskilling, and career advancement as well as personal enrichment.

We strive to be at the forefront of advances in education in order to satisfy the ever-evolving needs of the future workplace by establishing innovative digital platforms and tools that use cutting-edge technology to provide our students with the best online learning experience possible. We enable students to accomplish their educational goals thanks to our adaptable and flexible distance learning methodology.

2.2 The University Crest

The torch symbolizes the university's vision as a pioneer of Open Distance Learning. The words "For the people" are cast onto the torch, framed by two palm fronds that represent Penang island, where WOU was founded.

The flames on the torch represent service and mutual illumination - taking the abstract form of one person leading another as they reach upwards together, in the shape of a "W". It shines a light on an open book, inviting everyone to come and learn.

A shield, engraved with two golden rice stalks, symbolises the University's dedication to sustainability, a right to education and the enrichment of lives through lifelong learning.

2.3   Three Pillars of WOU

WOU's foundation is built on three pillars: continuous learning, community outreach, and culture and arts. Embracing a commitment to lifelong education, WOU champions continuous learning as an integral part of its ethos, fostering an environment where intellectual curiosity thrives. The university's commitment to community outreach goes beyond the grounds, with numerous programmes and partnerships aiming to have a positive impact on the larger community. We also recognise the transformative power of culture and the arts, acknowledging that these elements weave a tapestry of expression that encourages a dynamic ecosystem of shared experiences and personal growth. Beyond being just a university, WOU is a vibrant community where knowledge expands, hearts connect, and creativity flourishes, empowering you to reach your full potential; ready for the world.

2.4   Open Distance Learning

The Commonwealth of Learning has defined open and distance learning as "Open and Distance Learning (ODL) is the provision of distance education opportunities in ways that seek to mitigate or remove barriers to access, such as finances, prior learning, age, social, work or family commitments, disability, incarceration or other such barriers. "Open" refers to a commitment that removes any unnecessary barriers to access learning. Distance education refers to teaching and learning that temporarily separates teacher and learner in time and/or place; uses multiple media for delivery of instruction; involves two-way communication and possibly occasional face-to-face meeting for tutorials and learner-learner interaction. Open learning is not the same as distance learning, but both are complementary and hence the two terms are often used together as open and distance learning."

In WOU, we provide the opportunity and the flexibility to study when and where you want. You tailor your own timetable to fit in with your lifestyle and pace. You can study in the comfort of your own place instead of large, impersonal classes, read online materials and embark on online learning. If you have a problem you cannot solve on your own, your lecturer/tutor/facilitator will be available for regular tutorials, counselling or troubleshooting assistance.

Graduates of WOU would have developed and enhanced through a lifelong learning culture to achieve personal potential.

WOU graduates will demonstrate the following characteristics:

- Highly committed and responsible
  WOU graduates are highly committed and responsible individuals who can take control of their own progression.

- Dedicated
  WOU graduates are dedicated goal-oriented individuals who appreciate the need to continuously upgrade their knowledge and skills to remain competitive.

- Possess multitasking skills
  WOU graduates are competent in performing a wide variety of tasks. They are able to prioritise and juggle between job, personal and family commitments.

- Motivated
  WOU graduates are motivated self-starters, with the ability to complete assignments, adapt to changes in the dynamic environments and thrive on challenges.

- Forward thinkers
  WOU graduates are capable of stretching their thoughts and ideas into new territories to innovate and be creative.

- Team players
  WOU graduates appreciate the importance of teamwork and cooperation in the work environment.

2.5   Quality Assurance

Quality assurance is a decentralised and centralised joint obligation. The Vice Chancellor and senior management are instrumental in directing the quality assurance system of the University. WOU ensures quality through a combination of internal and external peer review. WOU promotes learning, innovation, and progress. In WOU, both internal and external quality assessments are performed. WOU will conduct operational and procedural assessments. The Quality Assurance department collaborates with the school and staff to develop and implement improvement plans, conducts regular audits and reviews, and develops and implements quality assurance policies and procedures. These activities ensure that WOU fulfils its mission and equips students with the necessary skills and knowledge for success. The inception of the Quality Assurance and Government Relations department at WOU also serves as the university's point of contact for overseeing all government relations, specifically with the Malaysian Qualifications Agency and the Ministry of Higher Education.

WOU evaluates the excellence of programmes. Due to the large number of partners, this activity allows for a diverse range of evaluation criteria to be applied to the programme. We maintain an active engagement with external stakeholders throughout the review process.

WOU complies with certification and recognition procedures to ensure a qualification meets Malaysian Qualifications Agency standards and the Malaysian Qualifications Framework. All WOU programmes have provisional or full accreditation from Malaysian Qualifications Agency and are recognised by the Malaysian government

(Public Service Department). Malaysian Qualifications Register lists all WOU accredited programmes at https://www2.mqa.gov.my/mqr/. Programmes duly approved by Malaysian Qualifications Agency will be awarded equivalency for Public Service Schemes at https://www2.mqa.gov.my/esisraf/.

2.6 Schools and Centres

WOU offers a range of exciting programmes and courses through its four (4) Schools and two (2) Centres.

School of Business and Administration

The School of Business and Administration aims to develop influential business practitioners as well as thinkers through modern and accessible learning methods. The School offers a comprehensive catalogue of diploma, undergraduate and postgraduate business programmes, enabling our learners to meet the evolving needs of future business organizations. Our programmes are designed to stimulate our learners' intellectual growth and prepare them to be relevant in a world of accelerating change.

School of Education, Humanities and Social Sciences

The School of Education, Humanities and Social Sciences offers programmes in multiple disciplines leading to the award of degrees and qualifications at the diploma, undergraduate and postgraduate levels and literally brings the classroom to you. The School plays a crucial role in enhancing the knowledge and skills of people in the field of education through the offering of professional development programmes in the areas of Psychology, Education and Liberal Studies. We deliver courses in a wide variety of education, humanities and social sciences subjects - from experimental psychology, history, politics and international development to education, literature and languages. Through these courses, it is our aim that our students will develop the necessary skills valued by employers, including critical thinking, writing, and ethical reasoning.

School of Technology and Engineering Science

The School of Technology and Engineering Science offers a comprehensive array of bachelor's and master's degree programmes tailored to meet the dynamic demands of employers in the rapidly evolving fields of Mechatronics, Electronics, and Construction Management. Our commitment to empowering graduates with the essential expertise to excel in their respective domains is at the core of our programmes. We take pride in not only imparting theoretical knowledge but also instilling practical skills and fostering a problem-solving mindset in our students. Achieving this objective is made possible through a rigorous curriculum, state-of-the-art laboratories, and engaging hands-on projects. Our ultimate aim is to equip our graduates with the knowledge and skills needed to thrive in their chosen fields.

School of Digital Technology

The School of Digital Technology offers a wide range of programmes in the fields of technology that cut across multiple disciplines, from business to computing technology

to the creative industry. The programmes emphasise work-based learning and link theories with real-life applications to create a future-ready workforce. The mission of the School is to support the University's aim to increase the level of knowledge and scholarship among all Malaysians. It does this by developing and delivering courses leading to the award of degrees and postgraduate qualifications in the broad areas of digital business and innovation, agile information technology development, and media and creative industries. The School aspires to support the nation's demand for a more technologically savvy workforce for the digital world by producing graduates with the required skill sets to meet the ever-changing needs of industry.

Centre for Graduate Studies

The Centre for Graduate Studies is primarily responsible for coordinating and managing all activities related to the implementation of the full research postgraduate programmes at WOU. The Centre provides a structure and leadership to support WOU's expanding commitment to promoting graduate studies and continuing education in partnership with all Schools in the University, as well as with co-researchers from participating institutions and private-sector agencies outside the University. The Centre now manages the postgraduate research degree programmes both at the doctoral and master's level developed by the School of Business and Administration, School of Technology and Engineering Science, and the School of Education, Humanities and Social Sciences. Students enrolled in these programmes may refer to the Postgraduate Research Programme Student Handbook for more details.

Centre for Foundation Studies

The Centre for Foundation Studies aims to support the University's mission of elevating Malaysians' level of knowledge and scholarship by thoroughly developing and delivering Mata Pelajaran Umum (General Education courses) and University courses that are relevant to the programmes offered by the host of Schools in WOU. The Mata Pelajaran Umum courses help support Malaysia's aspiration to produce holistic graduates with employability skills and a profound sense of patriotism, nation-building and social responsibility. The University courses emphasise basic skills, thinking skills and personal qualities, as well as competencies such as resourcefulness, interpersonal communication and information technology. With the purpose of meeting the increasing needs of the industry and society at large, the Centre will also reach out to the community by offering suitable certificate-level programmes, short courses and soft skills-based courses.

Please visit the University website (http://www.wou.edu.my) for list of programmes.

3.0 ADMISSION TO THE UNIVERSITY

3.1 Entry Requirements

The entry requirements for admission to the University vary according to the programme of study. Certain programmes may have additional entry requirements, such as prior job experience, portfolio assessment, interview evaluation, or require a suitable level of English proficiency.

The comprehensive information on entry requirements can be found in the WOU website (http://www.wou.edu.my).

Providing fake or doctored certificates/documents, fraudulent information, and failure to produce original documentation may result in the admission application being disapproved. If students are already enrolled in the programme, their studies will be terminated prematurely, and all fees paid will be forfeited.

3.2 International Students

International students at WOU can study while residing in or outside of Malaysia. In addition to the admission criteria specified in item 3.1, international students residing in Malaysia must ensure that they comply with the conditions of their visa while studying at WOU.

International students residing in Malaysia must:

- have a valid visa for the duration of their studies at WOU;

- obtain endorsement from the Malaysian Immigration Department to study in WOU while working; and

- submit the 'No Objection Certificate' if they originate from the sub-Saharan Africa countries or if their admission is based on qualifications awarded by institutions in those countries.

For more information, international students can contact WOU's International Student Coordinating Office (isco@wou.edu.my).

3.3 Offer Letter

If your application to study at WOU is approved, you will receive an Offer Letter via email. This is only applicable to those enrolled in full-fledged diploma, undergraduate, or postgraduate programmes in accordance with the Malaysian Qualifications Framework. An administrative fee will be charged for replacing lost or damaged letters.

3.4 New Student Orientation Programme

The orientation programme is designed to help new students transition to their first term at WOU. Its purpose is to help students adapt to the university environment and make connections with other students, academics, and staff.

All new students are required to attend the orientation programme which is conducted over two sessions, i.e. Common Orientation and Meet the Academics.

Session 1: Common Orientation
- Conducted before the commencement of the term

- Common session for all new students

- To share common information that applies to all students

- Includes a 'Returning to Learning Workshop' where students will learn how to manage the challenging roles and responsibilities of life as Open Distance Learners, enhance their time, stress management, task organisation skills and also develop their support networks to get the most out of their university experience

Session 2: Meet the Academics
- Conducted after the commencement of the term

- Specific by programme and School

- To share specific information regarding programmes and other academic matters

3.5 Student Identity Number

Every student will be assigned a unique Student Identity Number upon admission to the University. This number will be used as the main reference in all your dealings with the University.

3.6 Student Identity Card

The Student Identity Card is issued to all registered students of the University for the purpose of identification and physical access. An administrative fee will be charged for replacing lost or damaged cards. Please note that, once a card has been reported as lost it will be cancelled. If the old card is found, it cannot be used and the charge will still apply.

3.7 Change of Regional Centre

Students who have relocated geographically from one state to another for work, family, or other valid reasons may apply to change their Regional Centre if their programme of

study is also available at the new Regional Centre. This application, along with the application to replace the Student Identity Card, must be submitted within the timeframe stated in the academic calendar. After the application is approved, a new Student Identity Number will be issued to reflect the change. The change of Regional Centre will take effect on the date the WOU system is updated. Each application to change Regional Centre and application to replace Student Identity Card will incur an administrative fee.

3.8 Change of Personal Particulars

Your personal data recorded during registration will be kept in the University's permanent student records. It is your responsibility to maintain your personal information and contact details throughout your studies at WOU.

You can update your contact information at any point during your studies by using the Student Portal's online self-service or by submitting the Amendments of Personal Particulars form to the Regional Centre.

Submission of Amendments of Personal Particulars for change of National Registration Identity Card number, Passport number, name, date of birth, and other information while studying at WOU must be accompanied by legal documentation evidence and cannot be amended online using the Student Portal. Graduates who changed their names after graduation will not have their requests considered.

Please note that your name will appear precisely as it appears in the Student Portal on all University-issued documentations and this includes the scroll and transcript. If you notice an error, you should report it immediately in order for a timely correction.

3.9 Dress Code

Students are expected to dress appropriately at all times when on University premises, i.e. at the Main Campus, Regional Centres and Learning Centres. However, students attending events, industrial training, field trips, examinations and other activities at external venues must adhere to the dress code requirements of the various venues in order to get entrance.

3.10 Withdrawal from the University

Students who decide to withdraw from the University must submit the Application for Withdrawal from the University form for approval by the Registrar. You should ensure that all outstanding fees, including library fines and items on loan from the University have been settled prior to your withdrawal. The refund for withdrawing from the University will be in accordance with the University Refund Policy.

4.0 ACADEMIC SYSTEM

4.1 Academic Calendar

The University's academic calendar published in the Student Portal, contains all the important dates and deadlines that every student needs to know throughout the academic year. The academic calendar is also an important tool for time management and academic planning.

An academic year consists of three (3) or six (6) terms depending on the mode of programme that you have enrolled as shown in the following table.

All Programmes
3 terms in a year, i.e.: ● January; ● May; and ● September

4.2 Medium of Instruction

English is the medium of instruction for all teaching and learning activities at WOU, except for those courses which are granted exemption or required to be taught in Bahasa Malaysia or other languages by the relevant authorities.

4.3 Student Status

Student status refers to an individual student's classification based on your registration and participation at the University at a particular time of the term. The student status used in WOU are as follows:

Status Name	Status Code	Description
Active	A	Student is enrolled for at least one course in the term
In-Active	N	Student is not enrolled for any course in the term
Deferred	D	Student officially defer studies in a term
Ready to Enrol	R	Student reactivated from 'Deferred (D)' status and ready to re-enrol for course
Dormant	M	Student is in the 'In-active'/'Deferred' status for six* (6) or twelve** (12) consecutive terms * applies to all programmes except mixed mode Doctoral degree programme ** applies to mixed mode Doctoral degree programme
Withdrawn	W	Student has officially discontinued the programme of study and exit the University
Demise	S	Student has passed away

Status Name	Status Code	Description
Disapproved	V	Student's admission application has been rejected by the University
Exceeded	H	Student has exceeded the maximum study tenure
Eligible to Graduate	E	Student endorsed as having met the graduation requirements of a programme of study and is waiting for conferment of award
Eligible to Graduate - Posthumous	EP	A demised student endorsed as having met the graduation requirements of a programme of study and is waiting for conferment of award by the University based on the posthumous award criteria
Eligible to Graduate - Aegrotat	EA	A student who is unable to complete a programme of study due to medical grounds but has met the aegrotat award criteria and is waiting for conferment of award by the University
Graduated	G	Student has been conferred award by the University
Graduated-Posthumous	GP	A demised student who has been conferred award by the University based on the posthumous award criteria
Graduated-Aegrotat	GA	A student who has been conferred award by the University based on the aegrotat award criteria
Completed	C	Student completed a preparatory programme or programme that does not involve graduation (e.g. Micro-Credential)
Exceeded	H	Student exceeded the maximum study duration for the programme

4.4 Programme

Each programme of study is a structured combination of courses which leads to a specified qualification award. The programme structure describes the sequence and details of courses that students must complete in order to fulfil the graduation requirements.

Please refer to the respective programme structure for specific requirements of a course.

4.5 Course

A course is a programme component that focuses on a certain topic or aspect of a field of study. Each course has its own set of learning objectives, materials, assessments and for which grades are assigned. It can be offered within a term or over a period of two to eight terms. Each course is assigned a credit hour value and individual programmes may have specific requirements on the range of credit hours required for

graduation. Some courses require students to undergo internship, industrial training or teaching practicum. Registration in some courses is restricted to students having the necessary prerequisites. Every term, students must enrol for courses according to the study pathway of their respective programmes.

4.6 Prerequisite

A prerequisite is a course or other requirements that a student must complete before enrolling in a particular course or programme unless that requirement has been waived by the relevant School because of exceptional circumstances.

4.7 Micro-Credential

Malaysian Qualifications Agency defines Micro-Credential as "…digital certification of assessed knowledge, skills and competencies in a specific area or field which can be a component of an accredited programme or stand-alone courses supporting the professional, technical, academic and personal development of the learners".

WOU also allows students to enrol in Micro-Credential courses instead of full-fledged degree programmes. It enables students to learn new skills or refresh their knowledge without committing to a full-fledged degree programme. Students can take individual Micro-Credential courses and earn credits that can be transferred to a full-fledged degree programme.

4.8 Credit Load

Credit load refers to the number of credit hours enrolled in a term. The credit hours are indicated by the last two digits following the "/" character in a course code. For example, BBF102/03, is a three (3) credit hour course. The maximum credit hours that students can enrol in a term are as follows:

Programme Level	Programme Mode	Maximum Credit Hours Per Term	
		Full-time	Part-time
Diploma	Coursework	15	10
Graduate Certificate	Coursework	15	10
Graduate Diploma	Coursework	15	10
Bachelor's Degree	Coursework	15	11
Postgraduate Diploma	Coursework	15	15
Master's Degree	Coursework	15	11
	Mixed Mode	15	11
	Research	6	6
Doctoral Degree	Mixed Mode	12	6
Doctoral Degree	Research	6	6

Programme Level	Programme Mode	Maximum Credit Hours Per Term	
		Full-time	Part-time
Preparatory (e.g. Bridging Programme) and Micro-Credential	Coursework	15	15

Students who wish to enrol in more than the maximum number of credit hours per term must get permission from their Dean. If your enrolment for more than the maximum credit load is not approved by the Dean, the University may impose a lower credit load on the student.

4.9 Study Load

Each credit hour would need an average of two hours of weekly study time. As a result, if a student enrols in a three-credit hour course, the student will need to dedicate an additional six hours per week to study, in addition to the time needed to attend tutorial sessions.

4.10 Study Tenure

Study tenure refers to the duration a student spends to pursue studies. Every programme has its own minimum study tenure as stipulated by the Ministry of Higher Education. However, the maximum study tenure of a programme in WOU varies according to the mode of study and programme level as shown in the following table:

Mode of Study	Programme Level	Programme Mode	Maximum Study Tenure	
			Terms	Years
Part-time	Diploma	Coursework	24	8
	Graduate Certificate	Coursework	9	3
	Graduate Diploma	Coursework	18	6
	Bachelor's Degree	Coursework	30	10
	Postgraduate Diploma	Coursework	9	3
	Master's Degree	Coursework	12	4
		Mixed Mode	12	4
		Research	18	6
	Doctoral Degree	Research	24	8
		Mixed Mode	12	4
	Preparatory (e.g. Bridging Programme)	Coursework	6	2
	Micro-Credential	Coursework	As per original programme	
Full-time	Diploma	Coursework	15	5
	Bachelor's Degree	Coursework	18	6

Mode of Study	Programme Level	Programme Mode	Maximum Study Tenure	
			Terms	Years
	Master's Degree	Coursework	9	3
		Mixed Mode	9	3
		Research	12	4
	Doctoral Degree	Research	18	6
		Mixed Mode	9	3
	Micro-Credential	Coursework	As per original programme	

The maximum study tenure includes terms in which a student was in the 'Active', 'In-active', 'Deferred' and 'Dormant' status. For students who have changed the programme of study, the study tenure duration will be counted from the first term the student began studies in the original programme.

Students are expected to graduate within the stipulated period of study, inclusive of any change of programmes, deferment of study, industrial training and practicum activities. Those who are unable to complete their studies within the maximum study tenure, may lose the accumulated credits.

Students who have exceeded the maximum study tenure will be given the 'Exceeded' status and treated similarly to students who have withdrawn from the University. They are no longer considered as WOU students. Those who intend to return to study must be registered as new students with a new Student Identity number and may claim credit transfer for courses completed under the old Student Identity number (subject to the Credit Transfer policy at the time of application). Any appeal to continue studies under the old Student Identity number is subject to consideration by the respective Schools.

4.11 Change Mode of Study

Students are allowed to change their mode of study, i.e. from full-time to part-time and vice versa, only once throughout their study duration. Students who wish to change their mode of study must apply to the Dean for approval.

Non-research Based Programmes
The maximum study tenure for students in non-research-based programmes who change the mode of study from full-time to part-time and vice versa are as follows:

Students in Non-Research Based Programmes: Transfer from Full-time to Part-time Mode and vice versa
The Full-Time duration is calculated as the exact equivalent to the Part-Time duration and vice versa. After the transfer from Full-time to Part-time mode or vice versa, a student must complete the study within the remaining terms under the maximum study tenure of the new mode of study.

> *Remaining Duration for transfer from Full-time to Part-time*
> *= Total Duration for Full-time (Term) – Duration Completed Under Part-time (Term)*

> *Remaining Duration for transfer from Part-time to Full-time*
> *= Total Duration for Part-time (Term) – Duration Completed Under Full-time (Term)*

Research Based Programmes

The maximum study tenure for students in research-based programmes who change the mode of study from full-time to part-time and vice versa are as follows:

Students in Research Based Programmes: Transfer from Full-time to Part-time Mode
The Full-Time duration is calculated as the exact equivalent to the Part-Time duration. After the transfer from Full-Time to Part-Time mode, a student must complete the study within the remaining terms under the maximum study tenure of Part-Time studies.

> *Remaining Duration*
> *= Total Duration for Part-time (Term) – Duration Completed Under Full-time (Term)*

Students in Research Based Programmes: Transfer from Part-time to Full-time Mode
The equivalency of part-time duration to full-time duration is calculated by dividing the number of completed terms under part-time mode by two. After the transfer from part-time to full-time mode, a student must complete the study within the remaining terms under the maximum study tenure of full-time studies.

> *Remaining Duration*
> *= Total Duration for Full-time (Term) – [Duration Completed Under Part-time*
> *(Term)/2]*

4.12 Re-Enrolment

Re-enrolment is a process by which a continuing student registers for courses for the next term. Before re-enrolling for courses, please review the programme structure and study pathway published on the Student Portal. Only students who meet the requirements may re-enrol in courses with prerequisites.

Re-enrolment can be done online through the MyEnrolment system which is accessible through the Student Portal. However, students in the "Deferred" status should contact the Regional Centre to re-enrol. Students are encouraged to re-enrol early because certain courses may have a limit on the number of students in a course.

For courses that are offered over several terms, students must re-enrol for each part of the course in the consecutive terms until the completion of the course.

4.13 Add Course

Courses can be added even after you have completed your re-enrolment for a term within the timeframe specified in the academic calendar. You are advised to consult your Course Lead or Programme Lead before adding a course. Courses can be added online using the MyAdd module in the MyEnrolment system, or in person at the Regional Centre.

4.14 Drop Course

Courses can be dropped after you have completed your re-enrolment for a term within the timeframe specified in the academic calendar. You are advised to consult your Course Lead or Programme Lead before dropping a course. Failure to attend a course does not automatically result in the course being dropped. You can only drop courses through the Regional Centre. Courses dropped within the deadline will not be recorded in the student's transcript. The refund for dropping courses will be in accordance with the University Refund Policy.

4.15 Course Withdrawal

A course withdrawal process is undertaken should you miss the drop course deadline and are unable to proceed with the course final examination. You are advised to consult your Course Lead or Programme Lead before withdrawing a course. Course withdrawal can only be done within the timeframe specified in the academic calendar. The withdrawn course will appear in the student's transcript with a "W" grade (i.e. withdrawal with permission). There is no refund of fees for withdrawing a course.

4.16 Change Programme of Study

Students may apply to change their programme of study to another programme at the same academic level. Changing programme of study is subject to University approval and fulfilment of stipulated requirements imposed by the University, the Ministry of Higher Education and the Malaysian Qualifications Agency.

Each application to change the programme of study will incur an administrative fee.

The study duration in the new programme may be shorten/extended due to the following conditions:

- Credits from your previous programme may be transferred to the new programme, allowing you to complete your studies faster than other new intake students in the new programme. However, if your new programme of study has yet to be fully

accredited by the Malaysian Qualifications Agency, your graduation may not coincide with the completion of your studies because the University must comply with Malaysian Qualifications Agency regulations to obtain full accreditation only when the new intake reaches its final term of studies.

- Students who were granted credit transfer in their previous programme must reapply for credit transfer in their new programme of study. As a result, not all courses that were previously granted credit transfer may be granted credit transfer again under the new programme.

- Some courses from your previous programme may be irrelevant to your new programme of study, and these courses will not count towards graduation. As a result, you will be required to take additional courses under the new programme in order to graduate.

When you change your programme of study, you must follow the University's course offering schedule, since the Schools/Centres will not make special arrangements to accommodate particular student needs.

4.17 Deferment of Studies

Deferment is a process whereby you officially postpone your studies due to exceptional reasons related to health, work, family, and other valid reasons. The deferment period is included in the maximum study tenure.

The deferment terms and conditions are as follows:

- You can only apply to defer one term at a time.

- There must be no outstanding dues when applying for deferment, and financial difficulties cannot be used as a reason for deferment.

- You must continue your studies while applying for deferment until you receive formal approval from the University.

- All courses enrolled in the term will be deferred; selective course deferment is not allowed.

- Each deferment approval will expire upon the next immediate offering of the same courses. Students who are 'Deferred' for two years [six consecutive terms (non-mixed mode Doctoral programme)/twelve consecutive terms (mixed mode Doctoral programme)] will become Dormant.

Tuition Fees and Continuous Assessment grades can be carried forward to the next immediate term for approved deferment applications as follows:

Tuition Fees for Deferred Courses

Tuition fees paid for a deferred course are non-transferable and cannot be used to pay for other courses or fees.

The fully paid Tuition Fee of a deferred course can be retained only until the next immediate offering of the same course, providing the student is in the 'Active' or 'Deferred' status in the following term, as specified below:

● Non-Project course: Retain full Tuition Fee

● Project course: Retain just a portion of the Tuition Fee, i.e. a designated amount of the Tuition Fee will be withheld to cover administrative, supervisory, and other expenditures. When the student resumes the Project Course in the next immediate offering of the same course, the deducted amount will be imposed. Once the approved deferment period lapses, all associated fees will be forfeited.

If there is an increase in fees for the deferred course when the student returns to study, the new fees will apply, and any difference will be borne by the student. If fees are reduced, the difference will not be reimbursed.

Registration, Resources and Services Fee, Lab Fee, Microteaching Fee, Practicum Fee, Site Visit Fee, and other miscellaneous fees are not refundable or transferable to the next term.

There is no refund of Tuition Fee for dropping a previously deferred course.

Continuous Assessment Grades

The following terms and conditions apply to successful deferment applications regarding Continuous Assessment grades:

● The School offering the course has the discretion to decide whether a student is required to submit a new Continuous Assessment upon resuming studies.

● Once the approved deferment period lapses, all associated Continuous Assessment grades will be forfeited.

The carry forward of Continuous Assessment grades is as shown in the next table:

Non-Project Course		
Course Type	Submitted Continuous Assessment for A Course Before Applying for Deferment	Did Not Submit Continuous Assessment for A Course Before Applying for Deferment
Non-Project Courses (except for the Co-curriculum course)	Retain Continuous Assessment grades (regardless of pass or fail) and carry forward if student resumes the deferred course in the next immediate offering of the same course	Submit new Continuous Assessment if student resumes the deferred course in the next immediate offering of the same course
Co-curriculum course	Submit new Continuous Assessment when student resumes the deferred course	

Project Course		
Course Type	Continue with The Same Research Work (i.e. Title) and Retain All Previously Acquired Continuous Assessment Grades in The Next Immediate Offering of The Same Course	Continue with A Different Research Work (i.e. New Title)
Diploma/ Undergraduate Project Course	Highest overall course grade that can be awarded is "B+"	There is no ceiling on the highest overall course grade
Postgraduate Project Course	Highest overall course grade that can be awarded is "B"	

The following terms and conditions apply to successful deferment applications regarding irrelevant/obsolete deferred courses as a result of changing programmes of study or changes in programme structure:

● Students must enrol for an equivalent course (to replace the deferred course) as specified in the new programme structure in the next immediate offering of the course.

● The deferred course's Tuition Fee may be transferred to the equivalent course at the University's discretion. If there is an increase in fees for the deferred course when the student returns to study, the new fees will apply, and any difference will be borne by the student. If fees are reduced, the difference will not be reimbursed.

● Students must submit new Continuous Assessments for the equivalent course.

The following terms and conditions apply to reactivation from deferred status:

● Students must apply to be reactivated.

● A Reactivation Fee will be charged as follows:

Deferred Course Type	Reactivation Fee (Per Term)
Non-Project Course only	RM200
Project Course only	RM600
Non-Project Course and Project Course	RM200 + RM600 = RM800
Did not enrol for any courses during deferment	Nil

The University reserves the right, without prior notice, to change tutorial and examination schedules, cancel the offering of courses and programmes, and change the academic requirements of a programme, course, course content and syllabus, prerequisites, credit hours, and so on.

5.0 CREDIT TRANSFER, CREDIT EXEMPTION AND CREDIT AWARD

In recognising prior learning, diploma, undergraduate and postgraduate students can apply for the consideration of Credit Transfer or Credit Exemption.

5.1 Credit Transfer

Credit transfer refers to the practice of granting credit exemption to a course in a programme on the premise that the requirements of the course have been met by the applicants or students. This allows students to transfer between programmes, institutions, and countries.

In order to facilitate the granting of credit transfer from the students' previously acquired qualifications into their intended WOU programmes, a Credit Transfer system has been established to prevent unnecessary duplication of study. The duration of programme completion for individual students may be shortened as a result of credit transfer granted for prior study.

5.2 Credit Exemption

Credit exemption refers to the exemption given for a course in a programme of study. The exemption of the course will not result in the student getting credit for the excluded course. If the exclusion of the course leaves the student with insufficient graduation credit requirements, then the student will need to take another course to replace the course.

5.3 Apply and Claim for Credit Transfer or Credit Exemption

You can apply for credit transfer or credit exemption by submitting the required supporting documents via your Regional Centres once you have formally registered as a WOU student. Every applicant will be charged an application fee. The application fee is not refundable regardless of the outcome of the application.

Applications for credit transfer are allowed throughout the year. Students are advised to apply for credit transfer ahead before the commencement of the first term so that credit transfer results can be released timely for course registration.

Students who are eligible for credit transfer will be issued an offer letter for credit transfer. Students must claim the courses by paying the Credit Transfer Claim Fee accordingly and within the stipulated time frame (i.e. three (3) months from the date of the Offer Letter for Credit Transfer).

Application for credit exemption are allowed should you have more than five (5) years of experience in a relevant field and is considered on a case by case basis.

For further details related to Credit Transfer and Credit Exemption, please approach the Regional Centres or refer to the Student Portal.

5.4   APEL for Credit Award (APEL.C)

APEL is a systematic process of identification, documentation, assessment and accreditation of prior experiential learning. In the context of lifelong learning, APEL can be used as a mechanism to recognise prior experiential learning for programme entry; award of credits for courses within an accredited programme of study, and award towards a specific qualification.

APEL for Credit Award (APEL.C) is the award of credits through prior experiential learning towards a course in an accredited programme of a Higher Education Provider. APEL.C provides the mechanism to recognise the prior experiential learning of an individual that is relevant and specific to a course within a programme of study. The credit award is granted based on the knowledge and skills acquired through informal and non-formal learning. These forms of learning that emphasise experiential learning will need to be formally reviewed and assessed. The process will determine if learning has taken place and is in line with the learning outcomes of the courses concerned. It is important to note that it is the learning and not the experience of the learners being evaluated.

The benefits of APEL.C include:

● Recognition of learning from work experiences and any other form of training received

● Avoid duplication of learning

● Reduction in cost and duration of study

6.0 ASSESSMENT, GRADUATION AND AWARDS

6.1 Assessment Components

The assessment for a course consists of two (2) components, i.e. continuous assessment and final assessment.

```
                          Assessment
                            (100%)
               ┌──────────────┴──────────────┐
               ▼                              ▼
      Continuous Assessment            Final Assessment
      (e.g. online quiz, assignments   (e.g. proctored and non-
            and reports)                proctored assessments,
                                          project report and
                                             portfolio)
```
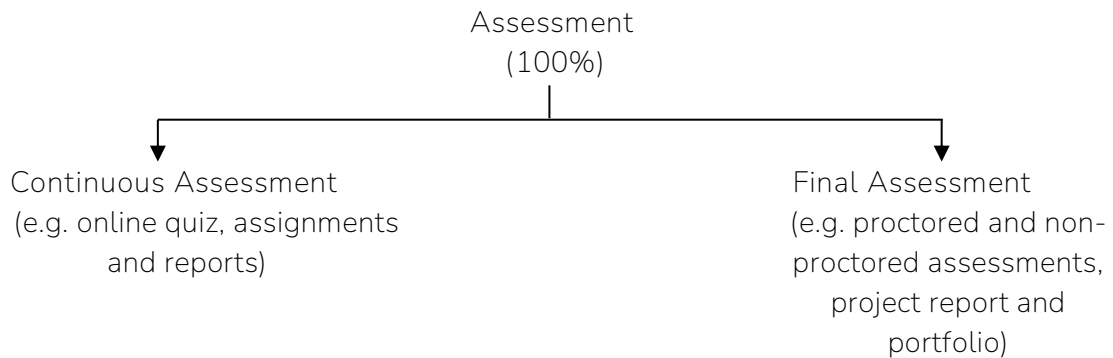
The types of Continuous Assessments and Final Assessments are not restricted to those listed above, and they are subject to change by the schools.

6.2 Continuous Assessment

Continuous assessment is coursework that may consist of assignments, short tests, quizzes, projects, reports, laboratory sessions, participation in online forums and other types deemed suitable by the Schools which are assessed by your tutors.

Continuous Assessment Submission Deadlines

Each continuous assessment has a submission deadline and it is published in FlexLearn for Full-time students and Online Assignment Submission system for Part-time students. The continuous assessment shall be submitted on the following platforms:

- Full-time students – FlexLearn

- Part-time students – Online Assignment Submission system

Submission of continuous assessment by fax and email will not be accepted, unless otherwise instructed.

Under exceptional circumstances the continuous assessment may be submitted after the submission deadline provided permission has been obtained in advance for extension. Application for extension of continuous assessment submission must be submitted through the following platforms:

- Full-time students: Send email to the respective Course Leads

- Part-time students: Submit 'Extension Request' form through the Online Assignment Submission system

The approving authorities for continuous assessment submission extension are:

Days Extended	Approving Authority for Continuous Assessment Submission Extension
1 – 7 days	Course Lead
8 – 14 days	Dean (subject to availability of academic staff to mark the continuous assessment)

Extensions will not be granted for submission of the last continuous assessment for diploma, undergraduate and postgraduate courses due to the limited time between tutor feedback and the commencement of the examination session.

In all cases of late continuous assessment submission without prior approval for an extension, the student will be penalised thirty percent (30%) of the marks awarded for the said continuous assessment (new students are allowed a one-term grace period and are excluded from the 30% penalty). However, the Course Lead has the discretion to reject the continuous assessment, in which case a zero score will be awarded. Students are urged to get prior approvals if they want an extension to submit their continuous assessment.

Marking of Continuous Assessment

Your tutor will mark your continuous assessment and provide comments online. Students will be able to view tutors' feedback and grades through the Online Assignment Submission system.

Resubmission of Continuous Assessment

Resubmission of Continuous Assessment is allowed provided it has not been marked and subject to the approval by the Course Lead. However, attempting to resubmit Continuous Assessment in order to enhance the score is not allowed. The resubmission request can be submitted via the Online Assignment Submission system.

Supplementary Continuous Assessment

A student who has been given grade "FT" for a course will be allowed to re-sit the continuous assessment without having to re-sit the final assessment. Eligible students must apply for Supplementary Continuous Assessment (for all types of continuous assessment) during the term in which the course is offered.

Students will be given two (2) years to register for the Supplementary Continuous Assessment, subject to the approval of the respective Schools. In the case where a student who has registered for Supplementary Continuous Assessment but failed to redeem a pass grade, the 2-year validity period will be renewed. However, students who have failed to register or did not register for the Supplementary Continuous Assessment within the 2-year period will be required to repeat the course.

Review of Results

A student who has grounds for considering that there is a miscalculation in the score awarded for continuous assessment, or who believes there are grounds for querying any comments made by the tutor on such the continuous assessment, shall apply for review by the tutor concerned within seven (7) days of the date that the continuous assessment grade was released.

Such application can be made using the Application for Review of Results. An administrative fee is non-refundable after the review process; regardless with or without changes.

Standardisation of Tutor Marking

WOU monitors continuous assessment marking to ensure a reasonable degree of uniformity of marking and an adequate feedback from tutors. Throughout the course, about ten percent (10%) of the continuous assessment components will be moderated by the Course Leads.

6.3 Final Assessment

The final assessment is an end-of-term evaluation for any course. It may be conducted in proctored assessment or non-proctored assessment mode, as follows:

Final Assessment

Proctored Assessment
(Week 13 and 14)
(i.e. online or physical examinations)

Non-Proctored Assessment
(Week 11 and 12)
(e.g. assignment, quiz, report, portfolio and open book examination)
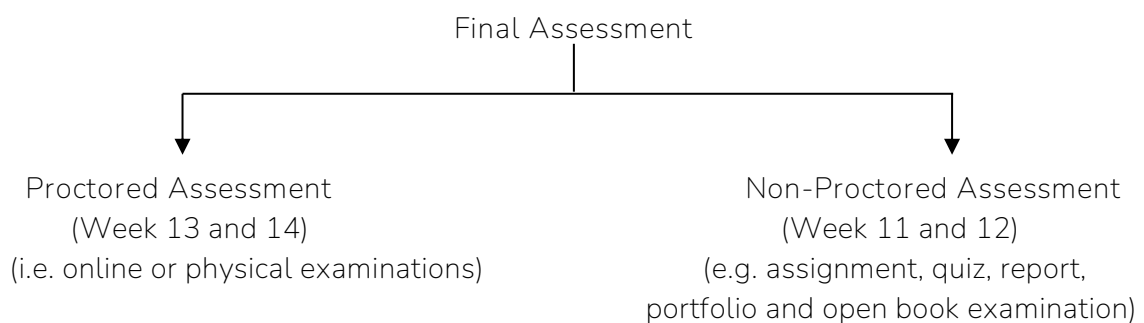
The types of Non-Proctored Final Assessments are not restricted to those listed above, and they are subject to change by the Schools.

General Guidelines for Candidates Taking Proctored Assessment

Examinations will be conducted during the allocated times shown in the examination timetable. You must take note of all details in the examination timetable such as date, time and online platform for your respective courses. Misreading of the examination timetable cannot be accepted as a reason for failure to attend an examination and you will be given a "Fail" grade.

Students who are absent from examination will be considered as fail.

Absent from Examination

Absent but meets the minimum threshold (as set by the University) in the continuous assessment component will be allowed to sit for Supplementary Final Assessment any number of times, subject to the approval of the respective Schools (grade "AR").	Absent but does not meet the minimum threshold (as set by the University) in the continuous assessment component will not be allowed to sit for the Supplementary Final Assessment (grade "F*") and to repeat in the term when the course is offered .

Supplementary Final Assessment

The re-sit of final assessment (proctored and non-proctored assessment) will be scheduled together with the main final assessment.

Students will be given two (2) years to register to re-sit the final assessment component, subject to the approval of the respective Schools. In the case where a student who has registered and sat for the re-sit but failed to redeem a pass grade, the

2-year validity period will be renewed. However, students who have failed to register or did not register for the re-sit the final assessment within the 2-year period will be required to repeat the course.

Students from the following categories shall be given the opportunity to re-sit the failed courses, except for Project courses, during the main final assessment period when the course is offered:

- Diploma and Undergraduate programmes: Grades "F" and "AR"

- Postgraduate programmes: Grades "D", "E", "F" and "AR"

6.4 Course Grade

The grade for a course is assigned based on the overall score, which combines both the continuous and final assessment components.

Threshold is the minimum number of marks a student needs to obtain to be awarded a particular grade. In order to pass a course, a minimum threshold must be met in both the continuous and final assessment components. As a result, students should submit their continuous assessment on time and sit for their final assessment. The weighted scores from both the continuous and final assessments will contribute to the overall course score.

To pass a course, diploma and undergraduate (including Graduate Certificate, Graduate Diploma and Bachelor's Degree programmes) students must achieve a minimum of grade "D."

Although grades "C-", "D+", and "D" are accepted as pass grades for diploma and undergraduate students, they do not reflect a high level of performance because the Grade Point Average is less than 2.00. As a result, in order to retain a strong academic standing, students must strive for grade "C" or higher.

Similarly, postgraduate students (including Post Graduate Diploma and Master's Degree programmes) must achieve a minimum of grade "C" in order to pass a course.

The following table depicts the grades and eligibility to re-sit for diploma and undergraduate students based on the marks scored in the continuous and final assessment components:

			Continuous Assessment Component			
			Marks ≥ Threshold		Marks < Threshold	
			Marks ≥ Passing Mark	Marks < Passing Mark	Marks ≥ Passing Mark	Marks < Passing Mark
Final Assessment Component	Marks ≥ Threshold	Marks ≥ Passing Mark	The grade for the course will be accorded based on the overall course score.	Highest grade that can be awarded is grade "C"	Not applicable	Highest grade that can be awarded is grade "C"
		Marks < Passing Mark	Highest grade that can be awarded is grade "C"	Highest grade that can be awarded is grade "C"	Not applicable	Given grade "FT" and allowed to sit for Supplementary Continuous Assessment during the term in which the course is offered.
			Marks ≥ Passing Mark	Marks < Passing Mark	Marks ≥ Passing Mark	Marks < Passing Mark
	Marks < Threshold	Marks ≥ Passing Mark	Highest grade that can be awarded is grade "C"	Not applicable	Not applicable	Not applicable
		Marks < Passing Mark	Highest grade that can be awarded is grade "C"	Given grade "F" and allowed to sit for Supplementary Final Assessment during the term in which the course is offered.	Not applicable	Given grade "FX" and not allowed to sit for Supplementary Final Assessment and Supplementary Continuous Assessment; must repeat the course.

The following table depicts the grades and eligibility to re-sit for postgraduate students based on the marks scored in the continuous and final assessment components:

			Continuous Assessment Component			
			Marks ≥ Threshold		Marks < Threshold	
			Marks ≥ Passing Mark	Marks < Passing Mark	Marks ≥ Passing Mark	Marks < Passing Mark
Final Assessment Component	Marks ≥ Threshold	Marks ≥ Passing Mark	The grade for the course will be accorded based on the overall course score.	Not applicable	Not applicable	Not applicable
		Marks < Passing Mark	Not applicable	Given grades "D", "E" or "F" and allowed to sit for Supplementary Continuous Assessment/ Supplementary Final Assessment during the term in which the course is offered.	Not applicable	Given grade "FT" and allowed to sit for Supplementary Continuous Assessment during the term in which the course is offered.
			Marks ≥ Passing Mark	Marks < Passing Mark	Marks ≥ Passing Mark	Marks < Passing Mark
	Marks < Threshold	Marks ≥ Passing Mark	Not applicable	Not applicable	Not applicable	Not applicable
		Marks < Passing Mark	Not applicable	Given grade "F" and allowed to sit for Supplementary Final Assessment during the term in which the course is offered.	Not applicable	Given grade "FX" and not allowed to sit for Supplementary Final Assessment and Supplementary Continuous Assessment; must repeat the course.

The general grades description for diploma, undergraduate and postgraduate students are as follows:

Diploma and Undergraduate			Postgraduate		
Grade	Grade Point	Grade Description	Grade	Grade Point	Grade Description
A	4.00	Distinction	A	4.00	Distinction
A-	3.67	Excellent	B	3.50	Excellent
B+	3.33	Extremely Good	C	3.00	Good
B	3.00	Very Good	D	2.00	Poor
B-	2.67	Good	E	1.00	Very Poor
C+	2.33	Moderately Good	F	0.00	Fail
C	2.00	Satisfactory			
C-	1.67	Weak			
D+	1.33	Very Weak			
D	1.00	Extremely Weak			
F	0.00	Fail			

The special grades description for diploma, undergraduate and postgraduate students are as follows:

Grade	Grade Description
AR	Absent with Valid Reason/Absent and Eligible for Supplementary Final Assessment
AU	Audit Course
CT	Credit Transfer
F*	Fail - Absent from Examination and Not Eligible for Supplementary Final Assessment
FR	Fail - Eligible for Supplementary Final Assessment
FX	Fail - Not Eligible for Supplementary Final Assessment
FT	Fail - Eligible for Supplementary Continuous Assessment
I	Course Duration Exceeds One Term
N/A	Not Applicable
W	Withdrawn with Permission
X	Barred from Examination
S	Satisfactory
U	Unsatisfactory
PASS	Pass

Special Circumstances

A student who has experienced considerable problems during a course or during an examination and believes that the difficulties may affect the course grade, can notify the Award Committee of the special circumstances. The Award Committee may take this information into account when determining the student's result.

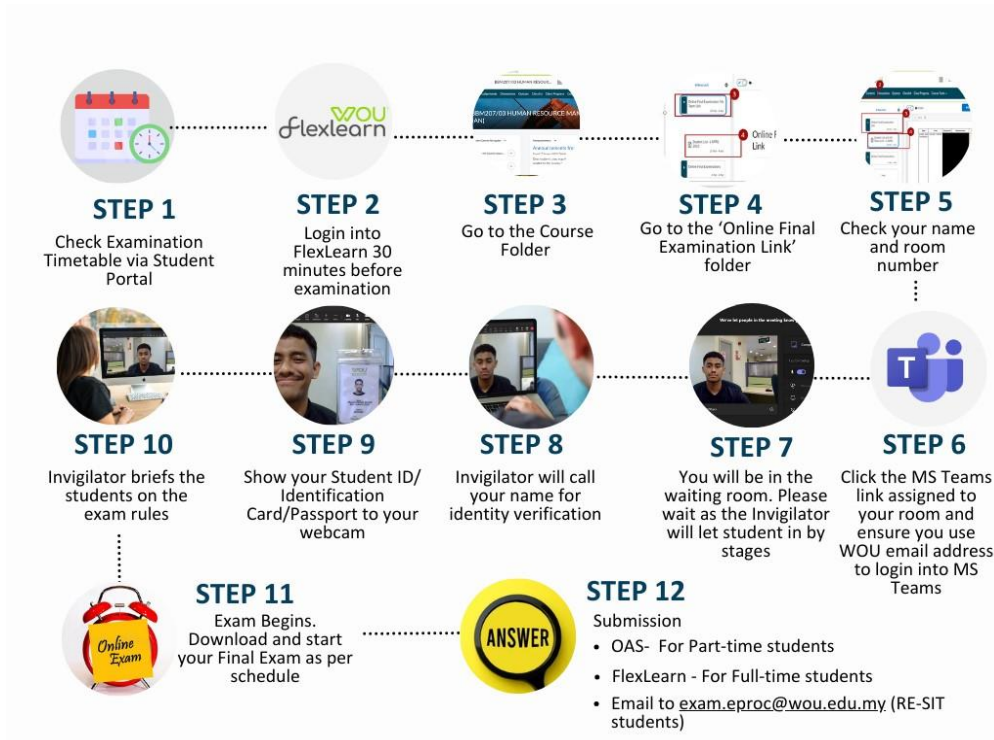The three main categories of special circumstances are:

● serious disruption of studies caused by the University (such as continual delay in receiving course materials, and late in providing feedback to students on their continuous assessment performance)

● serious and prolonged illness of the student or immediate family member

● serious disruption in the student's personal life (e.g. bereavement)

All claims under special circumstances should be supported with relevant evidence.

If the special circumstances relate to continuous assessment, the student should first notify the tutor, or the Course Lead if the tutor is unavailable.

6.5 Online Examination

The overall process flow for the online examination is as follows:

STEP 1
Check Examination Timetable via Student Portal

STEP 2
Login into FlexLearn 30 minutes before examination

STEP 3
Go to the Course Folder

STEP 4
Go to the 'Online Final Examination Link' folder

STEP 5
Check your name and room number

STEP 6
Click the MS Teams link assigned to your room and ensure you use WOU email address to login into MS Teams

STEP 7
You will be in the waiting room. Please wait as the Invigilator will let student in by stages

STEP 8
Invigilator will call your name for identity verification

STEP 9
Show your Student ID/ Identification Card/Passport to your webcam

STEP 10
Invigilator briefs the students on the exam rules

STEP 11
Exam Begins. Download and start your Final Exam as per schedule

STEP 12
Submission
● OAS- For Part-time students
● FlexLearn - For Full-time students
● Email to exam.eproc@wou.edu.my (RE-SIT students)

Students must take note of the following when they are preparing for the online examinations which consist of pre-examination, during examination and post examination.

Pre-Examination

- Students must check their examination timetable such as date and time for their respective courses. Students are advised to refer to the Student Portal regularly for any updates to the examination timetable.

- Students must login in to FlexLearn and Microsoft Teams 30 minutes prior to the commencement of the Online Examination.

- Students are required to join Microsoft Teams via the link the 'Course Folder → Online Examination Link Folder' in the FlexLearn. Kindly refrain from sharing this link with anyone else, as it has been generated specifically for your pre-assigned Microsoft Teams room.

- Students are required to prepare Student Identity Card/National Registration Identity Card/Passport and Examination Notification Slip for identity verification process.

- Students must ensure to login in to the correct Microsoft Teams link and download the correct examination question (correct Course Title and Course Code) from FlexLearn before attempting to answer.

- Other devices/mobile phones/notes or any ambiguous substance of learning materials related or not related to the course are strictly prohibited throughout the examination. The use of handphones is only allowed during submission time.

- Only permitted items such as Student Identity Card, Passport, Examination Notification Slip, stationary and blank A4 papers are allowed to be available throughout the examination.

- It is recommended to use the restroom prior to the commencement of the examination.

- Students are strongly discouraged from using headphones, earbuds, or noise cancelling devices during the examination.

- Students are strictly prohibited from logging in the Microsoft Teams while driving for safety reasons.

- Students are required to display a full facial profile on your webcam.

- Students are not allowed to use a background wallpaper or apply background blur in Microsoft Teams; you must show your actual environment while taking the exam.

During Examination

- Students are required to dress appropriately according to the dress code practices. Informal and inappropriate attire such as revealing and sleeveless tops and shorts are not allowed.

- Recording will start when the examination starts and will conclude once all students have submitted their answers.

- Students must ensure their presence in Microsoft Teams and be visible through a webcam throughout the examination period.

- Students who are late will be permitted to enter the examination, but no additional time will be allowed.

- Students are not allowed to leave the online examination during the first 30 minutes of the examination and 15 minutes before the examination ends.

- Students are not allowed to communicate with others verbally or non-verbally through any means. (i.e. answering calls, chatting, and messaging).

- Smoking and eating during online examinations are strictly prohibited.

- Students are allowed to communicate with the invigilator in their Microsoft Teams chat room.

- Please make sure you have uploaded the correct answer script before submitting and resubmission of the answer script is not allowed.

- Students who submit their answer scripts before the end of the examination must obtain permission from the invigilator to leave the Microsoft Teams room.

- After submitting answer scripts, students are required to provide a screenshot of the evidence of submission in the chat area of Microsoft Teams. Students may then leave the Microsoft Teams room after receiving permission from the Invigilator.

- Students are permitted to take a single 5-minute toilet break. You need to notify and receive permission from the invigilator via the Microsoft Teams chat room. Upon returning, students are required to send a message in the Microsoft Teams chat.

- After the examination ends, an additional 15 minutes will be allowed for submission of answers only. It is strictly forbidden to continue answering questions during this time.

- Kindly write this information in your answer scripts (Name, Student Identity number, Course Code and date of examination)

- Ensure to submit the answers within this period. No extra time will be given.

- Submission is through Online Assignment Submission system (Part-time students), FlexLearn (Full-time students), and email to exam.eproc@wou.edu.my (for re-sit students only). Those who answer in writing, kindly snap photos of your answers, compress in a ZIP file and upload your answer in the correct platform as mentioned above.

- The maximum file size for submission is 30 MB.

- Students must maintain integrity and honesty throughout the examination period.

- Students must abide by the Academic Regulations throughout the examination to avoid academic disciplinary action taken against students who violate the examination rules.

- Students will be subjected to academic disciplinary action if you were caught cheating.

Post Examination
- Students who are not able to submit their answers within the given time due to technical error are advised to liaise with Examinations and Assessment Office by sending an email to exam.eproc@wou.edu.my within 15 minutes after the examination has concluded. Please provide details of your full name, Student Identity number, Course Code and title, and descriptions of the error together with the snapshot of the error.

- Appeal for resubmission of answer script after the examination will not be entertained.

Helpdesk and Enquiry
For any enquiry before the online examination, you may send email to exam.eproc@wou.edu.my or WOU Examinations WhatsApp Helpdesk at +604-218 0216. Should you have any issues during the examination, please liaise with the invigilator on duty through the Microsoft Teams chat room.

6.6 Physical Examination

Students must take note of the following when you prepare for the physical examinations which consist of pre-examination, during examination and post examination.

Pre-Examination

- Books, documents, notes or pictures, except materials authorised by the examiner, cannot be brought into the examination venue. In the examination venue, candidates may be supplied with books, papers, documents, pictures or any other materials authorised by the Dean upon advice by the Internal Examiner.

- No food or drink, other than water, is to be brought into the examination venue.

- You are not allowed to bring into the examination venue any unauthorised materials such as bags, hand phones, wallets/purses, pencil cases, geometrical instrument cases, any other containers/cases, any electronic devices/gadgets and/or storage capabilities such as tablet, personal computers, smart watch, portable audio, video and gaming devices.

- Calculators (without the casings) may be brought into the examination venue if authorised by the Internal Examiner. You may only bring in pens, pencils and any authorised writing materials.

- The usage of mobile phones and electronic devices are strictly prohibited during the examinations and is against the Examination Rules and Regulations. All hand phones and electronic devices must be switched off before you enter the examination venue and kept in your bags at the designated area before proceeding to your allocated desks.

- If you are found to have copied/cheated or are found to be in possession of any unauthorised materials and/or devices as mentioned above in the examination venue, you shall be liable to proceedings and disciplinary action as may be specified by the University. The unauthorised materials and/or devices may be confiscated and retained for investigation of possible violation of regulations. Candidates suspected of copying/cheating can be expelled from the University.

During Examination

- You are not allowed to communicate with anyone after entering the examination venue and during the examination, whether verbally or through any other means. If you wish to communicate with the invigilator, you should raise your hand.

- Upon taking your seat, you are required to:

  - Complete in full, sign the Attendance Slip and place it at the top right-hand corner of your desk.

  - Place your National Registration Identity Card/Passport, Student Identity Card and Examination Notification Slip on top of the completed Attendance Slip. The Attendance Slip will be collected by an invigilator.

- You are required to write your Index Number in words and figures on the cover of the answer booklet or Optical Mark Recognition forms/graph papers (if used). You are not allowed to write your names or Student Identity numbers on any answer scripts.

- Examiners will not mark the answer scripts if you fail to write your Index Number or you have written the wrong Index Number on the answer booklet/Optical Mark Recognition forms and you will not receive any marks.

- You are reminded to observe all instructions stated on the cover of the answer booklet. Paper for rough work will not be supplied. All rough work may only be done on the question paper or in the answer booklet. You should strike out what you do not wish to be marked. Extra answer booklets will be supplied upon request.

- When candidates respond to more questions than the specified requirement in an examination, the examiner will only assess the first set of required questions.

- You are only permitted to use blue or black ink to write your answers in the answer booklet.

- Once you have entered the examination venue, you will be required to remain in the venue until at least 30 minutes after the examination has started.

- If you are granted permission to temporarily leave the venue for any reason, an invigilator must accompany you during your absence from the examination venue. You are prohibited from carrying any materials or gadgets while temporarily leaving the venue.

- Should a candidate become unwell during an examination, they should promptly inform the Invigilator on duty.

Post Examination

- The Chief Invigilator or the Invigilator on duty will announce when the exam has ended. Upon hearing this announcement, you must stop writing.

- You are not allowed to leave the examination venue in the last 15 minutes of the examination and during the collection of the answer scripts. All candidates must remain seated throughout this period for invigilators to properly account for all answer scripts to be collected.

- You are responsible for tying your own answer booklets (if more than one book is used) and are to remain at your seats until your answer scripts have been collected by the Invigilator. You are only allowed to leave the examination hall upon notification by the Chief Invigilator/Invigilator.

- Answer booklets or papers, whether used or unused, must not be taken from the examination venue.

Overseas Examinations

Wherever justifiable, the University may arrangement for examinations to be held outside of the country provided that overseas examination will be held at a time deemed by the Registrar to be equivalent to the time scheduled for students in Malaysia. The University reserves the right to authorise an overseas institution to administer and invigilate the overseas examinations on its behalf. The University shall be under no obligation to arrange such examinations.

An application for overseas examination arrangements must reach the Registrar at such a time and by such procedures as the University shall from time to time specify.

Applicants for overseas examination arrangements shall be required to pay a non-refundable handling charge as specified by the University from time to time, and to cover in full the University's administrative costs arising from such arrangements.

6.7 Announcement of Course Results

Course results (grades only) are released online via Student Portal approximately four to five (4 to 5) weeks after the final assessment. The Result Notification Slip indicating a student's overall performance in the courses examined, i.e. with Grade Point Average and Cumulative Grade Point Average, will be released online via the Student Portal approximately two (2) weeks after the course grades were released. Students are required to print their own copy for retention.

The University will not return examination scripts nor provide any information, other than examination grades, regarding examination performance.

Students who have failed to settle the fees within the payment period as stipulated may also be barred from viewing his/her final course results.

Review of Results

A student who believes an error was made in determining the course result may submit the Application for Review of Results form to the Regional Centre within two (2) weeks of the release of course results.

Students lodging queries or appeals shall be required to pay an application fee as specified by the University. The application fee will not be refunded regardless with or without changes.

The University will not release information, other than examination grades, regarding examination performance.

Repeating a Course

The following students may repeat a course and the best grade achieved will be used in the computation of the Cumulative Grade Point Average when the course is offered:

- Students who have passed all the components of a course but wishes to improve the overall grades, or

- Students who have failed a course and obtained grade "FX" and/or grade "U" (Unsatisfactory), or

- Students who are absent from any examination and did not meet the minimum threshold an obtained grade "F*", or

- Students who have been barred from sitting for the final assessment and obtained grade "X".

Students may request, upon registration for repeat of diploma, undergraduate and postgraduate courses. Students are allowed to choose to repeat all types of continuous assessment or retain all types of the continuous assessment marks from the most recent sitting of the same course for the repeated sitting. (Note: A student must have completed and passed all types of required continuous assessment in the earlier sitting).

Such a request can be extended for any number of repeated sittings but the School reserves the right to approve or disapprove the retention depending on circumstances.

6.8 Assessment for Research Mode Postgraduate Programmes

Assessment for research based postgraduate programmes shall be determined by the following:

- evidence of competency in carrying out independent research and successful completion of a substantial research project;

- demonstrate to have acquired an in-depth and up-to-date of knowledge of development and trends in the area of research;

- for Master of Philosophy programme: making an original contribution to the body of knowledge in the field of research study;

- for Doctor of Philosophy programme: making a significant and original contribution to the body of knowledge in the field of research study;

- ability to communicate the result of research in preparation of a thesis/dissertation to the required standard.

Both the Master/Doctor of Philosophy thesis/dissertation shall be examined by one internal and one external examiner. A second external examiner may be appointed at the discretion of the Panel of Examiners. Supervisors and co-supervisors shall not be examiners for candidates under their supervision.

The Panel of Examiners shall comprise of the Director of the Centre for Graduate Studies, Dean of the School, or their respective designated representative, and, both internal and external examiners. The Panel shall decide on the result based on reports submitted by the internal and external examiners.

Viva Voce Examination

A student may be required to attend a viva voce examination at the discretion of the appropriate Award Committee.

Upon completion of the viva voce examination, the panel of examiners may recommend to Senate that:

- the candidate be awarded the degree.

- the thesis/dissertation requires minor modifications or corrections and to be resubmitted within a period not exceeding three (3) months. Corrections need to be verified by the Supervisor or the appointed authorised nominees.

- the thesis/dissertation requires major modifications. The corrected thesis must be re-examined and a re-convening of the panel of examiners is required. Candidates will be given a period not exceeding twelve (12) months to make the corrections. The Viva Voce committee can recommend if the candidate needs to undergo a second viva voce.

- the thesis/dissertation is unsuitable for the award of the degree and is graded as failed and not awarded a Master/Doctor of Philosophy.

6.9 Publication Requirements

Students, especially those enrolled in post-graduate programmes, are encouraged to publish articles based on their thesis/dissertation/projects in peer-reviewed journals. Students are reminded that their thesis/dissertation/projects are the property of the University, and therefore any publications arising from these endeavours should be vetted by their supervisors and be co-authored with them.

6.10 Grading System

The University adopts the Grade Point Average as a measure of a student's academic performance in a particular term and the Cumulative Grade Point Average as a measure

of the student's overall academic performance covering the total duration of study with the University.

The diploma and undergraduate programmes (i.e. graduate certificate, graduate diploma and bachelor's degree) grading system is as follows:

Marks Range	Grade	Grade Point	Status	Remarks
80-100	A	4.00	Distinction	Pass
75-79	A-	3.67	Excellent	
70-74	B+	3.33	Extremely Good	
65-69	B	3.00	Very Good	
60-64	B-	2.67	Good	
55-59	C+	2.33	Moderately Good	
50-54	C	2.00	Satisfactory	
46-49	C-	1.67	Weak	
43-45	D+	1.33	Very Weak	
40-42	D	1.00	Extremely Weak	
0-39	F	0.00	Fail	Fail

The postgraduate programmes (i.e. post graduate diploma and master's degree) grading system is as follows:

Marks Range	Grade	Grade Point	Status	Remarks
80-100	A	4.00	Distinction	Pass
60-79	B	3.50	Excellent	
50-59	C	3.00	Good	
45-49	D	2.00	Poor	Fail
40-44	E	1.00	Very Poor	
0-39	F	0.00	Fail	

Level Contributions and Grade Point Average/Cumulative Grade Point Average Determinations – Diploma and Undergraduate Programmes

The overall academic performance of the student will be based on the student's attainment in the various courses taken at the lower, middle and higher levels. Each course level carries a certain weightage towards the determination of the final award. The respective contribution of each level of courses will influence the Grade Point Average and Cumulative Grade Point Average.

The Grade Point Average and Cumulative Grade Point Average will be computed on the basis of a weighted average.

The academic performance of students will be based on the attainment in the various courses registered at the lower, middle and higher level. Each course will contribute towards the final award based on the quantum assigned to each level. The respective

contribution of each level which will influence the Grade Point Average and Cumulative Grade Point Average are as indicated in the schedule below:

Weighted Credits = Credits x Weightage

Course Level	Weightage	Weighted Credits							
		2-credit	3-credit	4-credit	5-credit	6-credit	7-credit	8-credit	10-credit
Low	1	2	3	4	5	6	7	8	10
Middle/High	2	4	6	8	10	12	14	16	20

The Grade Point Average and Cumulative Grade Point Average will be computed on the basis of a weighted average as shown in the schedule below:

Weighted Grade Points = Credits X Grade Point

Credit Point		2	3	6	8	5	10	12	7	14	16	10	20
Grade	Grade Point	2-credit	3-credit		4-credit	5-credit		6-credit	7-credit		8-credit	10-credit	
		L1	L1	L2 & L3	L2 & L3	L1	L2 & L3	L2 & L3	L1	L2 & L3	L2 & L3	L1	L2 & L3
A	4.00	8.00	12.00	24.00	32.00	20.00	40.00	48.00	28.00	56.00	64.00	40.00	80.00
A-	3.67	7.34	11.01	22.02	29.36	18.35	36.70	44.04	25.69	51.38	58.72	36.70	73.40
B+	3.33	6.66	9.99	19.98	26.64	16.65	33.30	39.96	23.31	46.62	53.28	33.30	66.60
B	3.00	6.00	9.00	18.00	24.00	15.00	30.00	36.00	21.00	42.00	48.00	30.00	60.00
B-	2.67	5.34	8.01	16.02	21.36	13.35	26.70	32.04	18.69	37.38	42.72	26.70	53.40
C+	2.33	4.66	6.99	13.98	18.64	11.65	23.30	27.96	16.31	32.62	37.28	23.30	46.60
C	2.00	4.00	6.00	12.00	16.00	10.00	20.00	24.00	14.00	28.00	32.00	20.00	40.00
C-	1.67	3.34	5.01	10.02	13.36	8.35	16.70	20.04	11.69	23.38	26.72	16.70	33.40
D+	1.33	2.66	3.99	7.98	10.64	6.65	13.30	15.96	9.31	18.62	21.28	13.30	26.60
D	1.00	2.00	3.00	6.00	8.00	5.00	10.00	12.00	7.00	14.00	16.00	10.00	20.00

Remarks

Grades "X/F/F*/FX/FT" will not be accorded any grade point but the weightage and weighted credits for the course is considered in the determination of the Grade Point Average and Cumulative Grade Point Average.

Grades "W/AR" will not be included in the determination of the Grade Point Average and Cumulative Grade Point Average.

The computation of the Grade Point Average for any term will be the total value of the weighted grade points, divided by the total value of the weighted credits accorded to each course in one term.

Grade Point Average = Total Value of the Weighted Grade Points / *Total Value of the Weighted Credits*

Examples of Calculation of Grade Point Average and Cumulative Grade Point Average for Diploma and Undergraduate Students

Term 1

Course	Level	Weightage	Credit	Weighted Credit	Grade	Grade Point	Weighted Grade Point
01	1	1	3	3	A	4.00	12.00
02	2	2	5	10	C+	2.33	23.30
			Total	13			35.30
Grade Point Average = 35.30 ÷ 13 = 2.72							

Term 2

Course	Level	Weightage	Credit	Weighted Credit	Grade	Grade Point	Weighted Grade Point
04	1	1	5	5	A	4.00	20.00
05	1	1	3	3	F	0.00	0.00
06	3	2	10	20	B+	3.33	66.60
			Total	28			86.60
Grade Point Average = 86.60 ÷ 28 = 3.09							

For the computation of the Cumulative Grade Point Average, the courses taken in all the terms will be considered as shown in the schedule below:

Term	Weighted Credit	Weighted Grade Point
1	13	35.30
2	28	86.60
Total	41	121.90
Cumulative Grade Point Average = 121.90 ÷ 41 = 2.97		

The grade and the appropriate weightage for each course in any term will be considered in the determination of the Grade Point Average and the Cumulative Grade Point Average for the term concerned. Grade "F" will not be accorded any grade point even though the weightage for the course is considered in the determination of the Grade Point Average and Cumulative Grade Point Average.

In the event where a student repeats a particular course, the grade which is to be considered in the calculation of the Cumulative Grade Point Average is the best grade achieved.

Level Contributions and Grade Point Average/Cumulative Grade Point Average Determinations –Postgraduate Programmes

The determination of the Grade Point Average and the Cumulative Grade Point Average for postgraduate programmes will be computed on the basis of a weighted average and the total credits is the weightage as shown in the next table.

Grade	Grade Point	3-credit	4-credit	5-credit	6-credit	8-credit
A	4.00	12.00	16.00	20.00	24.00	32.00
B	3.50	10.50	14.00	17.50	21.00	28.00
C	3.00	9.00	12.00	15.00	18.00	24.00
D	2.00	6.00	8.00	10.00	12.00	16.00
E	1.00	3.00	4.00	5.00	6.00	8.00
F	0.00	0.00	0.00	0.00	0.00	0.00

Remarks
- Grades X/F/F*/FX/FT will not be accorded any grade point but the weightage and weighted credits for the course are considered in the determination of the Grade Point Average and Cumulative Grade Point Average.
- Grades W/AR will not be included in the determination of the Grade Point Average and Cumulative Grade Point Average.

The calculation of the Grade Point Average for any term will be the total value of the weighted grade points, divided by the total value of the credits.

$$Grade\ Point\ Average = \frac{Total\ Value\ of\ the\ Weighted\ Grade\ Points}{Total\ Credits}$$

Examples of Calculation of Grade Point Average and Cumulative Grade Point Average for Postgraduate Students

Term 1

Course Code	Credit	Grade	Grade Point	Weighted Grade Point
01	3	A	4.00	12.00
02	3	B	3.50	10.50
03	3	C	3.00	9.00
Total	9			31.50
				Grade Point Average = 31.50 ÷ 9 = 3.50

Term 2

Course Code	Credit	Grade	Grade Point	Weighted Grade Point
04	3	B	3.50	10.50
05	3	C	3.00	9.00
Project/Case Study	6	C	3.00	18.00
Total	12			37.50
			Grade Point Average = 37.50 ÷ 12 = 3.13	

For the computation of the Cumulative Grade Point Average, the courses taken in all the terms will be considered as shown in the table below:

Term	Weighted Credit	Weighted Grade Point
1	9	31.50
2	12	37.50
Total	21	69.00
	Cumulative Grade Point Average = 69 ÷ 21 = 3.29	

6.11 Dean's List

The Dean's List honourably mentions students with outstanding academic achievements every term. The criteria for qualifying to be on the Dean's List are as follows:

● Registered, completed and earned at least nine (9) credits (for diploma and undergraduate) or six (6) credits (for postgraduate) in the term under consideration;

● Achieved a Grade Point Average of 3.85 and above in the term;

● Not barred from taking the examination for any of the courses registered in the term;

● Submitted all the continuous assessments prescribed for the courses; and

● Not be in arrear of any fee due.

The University reserves the right to make changes to the qualifying criteria as and when required.

6.12 Plagiarism

Plagiarism is a form of academic dishonesty whereby a student shall not, when submitting an assignment/project/thesis/dissertation/non-proctored final assessment, present the work of others as his or her own work. This includes submitting all or part of an assessment which has been written jointly with other persons or has been copied in its entirety or in part, without acknowledgement, from the work of other persons,

whether published or otherwise. Such actions or attempts are considered as academic dishonesty (plagiarism). A student found to have violated this regulation shall be liable to proceedings and other disciplinary action as may be specified by the University.

Written Assessment Similarity Index

Students must submit their project-based assessments to Turnitin for originality checks and to avoid plagiarism, they are required to adhere to a specified similarity index based on their programme level.

The acceptable similarity index ranges are as follows:

Programme Level	Acceptable Similarity Index (%)
Diploma and Undergraduate	25% or below
Postgraduate	20% or below

6.13 Conferment of Awards

Graduation Eligibility

The confirmation of eligibility to graduate exercise will be initiated after the release of the final term course (grades and Grade Point Average/Cumulative Grade Point Average) results. Once it has been confirmed that students have met the graduation requirements for the programme of study, the list of students who are eligible for conferment of degrees will be presented for verification by the Programme Lead and School Board, and final approval by the University's Senate.

The list of students who are eligible for the conferment of degrees will be announced and published on Student Portal and the letter of completion will also be issued to eligible candidates via email. The student's status will then be updated to "Eligible to Graduate".

The 'Letter of Completion of Studies and Eligibility to Graduate' will be issued according to the following schedule:

Exam Results Release Timing	Release of Letter of Completion of Studies
After release of the January term results	1st week of July
After release of the May term results	1st week of October
After release the September term results	1st week of March

It is the responsibility of students to ensure that they have met the programme and graduation requirements. Students can refer to the Academic Record and MyAcademic Progress in the Student Portal to check on their progress. If a student's name is not in the graduation eligibility list, the student is advised to write to the Examinations and Assessment Office through the Help Centre in Student Portal immediately.

Students must ensure that the spelling of the name and National Registration Identity/Passport number are accurate and similar to that in the University database, before the University processes the scroll and academic transcript. As such, students are advised to keep the University informed at all times of the updated correspondence and permanent address, contact number and email address.

Regulations for the Award of the Diploma, Undergraduate, Postgraduate and Doctorate Degrees

A student may be considered for the conferment of awards after fulfilling the following graduation requirements:

Programme	Graduation Requirements	
Diploma and Undergraduate	Cumulative Grade Point Average of 2.00 and above	Accumulate credits to the total required for programme in accordance with regulations
Postgraduate Diploma	Cumulative Grade Point Average of 3.00 and above as well as a minimum of grade "C" for all courses	
Master's Degree (by Coursework)	Cumulative Grade Point Average of 3.00 and above as well as a minimum of grade "C" for all courses	
Master's Degree and Doctoral Degree (by Research)	● Pass the compulsory courses with a minimum of grade "C" as determined by the School/Centre ● Acceptance of the thesis/dissertation and pass the viva voce examination ● Fulfil the minimum duration of candidature	
Master's Degree and Doctoral Degree (by Coursework and Mixed mode)	● Cumulative Grade Point Average of 3.00 and above ● Pass the compulsory courses with a minimum of grade "C" as determined by the School/Centre ● Acceptance of the thesis/dissertation and pass the viva voce examination ● Fulfil the minimum duration of candidature ● Accumulate credits to the total required for Programme in accordance with regulations	

The credits counted towards the requirements of a diploma and undergraduate programmes may include credits gained by credit transfer.

Where a student is exempted from having to pass a particular course as a result of credit transfer, for the purposes of these Regulations unless otherwise stated, that course shall be regarded as having been successfully completed.

The University reserves the right to set a limit, expressed in terms of years, after which credits awarded for successful completion of a course may not be counted towards a degree. The University shall give due notice of the introduction of any such limit.

The University may from time to time give notice of its intention to discontinue a programme. In such cases, diplomas and undergraduate programmes will continue to be conferred upon students who have successfully completed the requirements of the diploma and undergraduate programmes for which notice of discontinuation has been given for up to a duration after the date set by the Senate for termination of the programme.

Programme Level	Duration for Notice of Discontinuation
Diploma	Three (3) years
Graduate Certificate	Two (2) years
Graduate Diploma	Three (3) years
Bachelor's Degree	Five (5) years
Postgraduate Diploma	Two (2) years
Master's Degree	Three (3) years
Doctoral Degree	Four (4) years

The date on which a degree is awarded shall be the date of the award being endorsed by the Senate.

Programme of Study

The University may issue Programme Regulations prescribing a programme or programmes of study for any degree, and may from time to time add to, amend or discontinue such programmes.

Each programme of study shall define the courses which it comprises, their level and value in credits as well as, any prerequisites or excluded combinations of courses.

To be eligible for an award, a student shall have satisfied in full the requirements for the chosen degree and shall have:

● Credits awarded for the successful completion of a course shall not be counted towards more than one (1) degree award simultaneously.

● The Senate is empowered to approve requirements, procedures and measures appropriate for the implementation of the above programmes should they be offered in face-to-face mode or any other mode at some future date so long as they are considered to be consistent with the provisions of these Regulations.

6.14 Bachelor's Degree Classification

The bachelor's degree to be awarded will be at the Honours level and there will not be any classification for the award. However, when a student achieves a Cumulative Grade Point Average of 3.67 and above, the award of the Honours is with Distinction as shown in the next table:

Cumulative Grade Point Average	Degree Award
3.67 and above	Honours with Distinction
2.00 to 3.66	Honours
1.99 and below	Will not be eligible for an award of a degree

6.15 Graduation and Convocation

Graduation is held twice year as follows:

April Graduation (Without Ceremony)
Students who are "Eligible to Graduate" will be graduated in April and invited to attend the convocation ceremony in November/December.

November/December Convocation (With Ceremony)
The official convocation ceremony is usually held in November/December. The categories of students who are eligible to register for the convocation ceremony are:

- Those who have graduated in April Graduation

- Those who have been identified as eligible to graduate in November/December

The University does not allow students to defer or postpone their graduation or participation in future convocation ceremonies. Every student who is eligible to graduate will graduate in the same year.

Students have the option to graduate in-absentia or attend the convocation ceremony. Graduating In-Absentia means that although the degree will be conferred at the convocation ceremony, students will not be attending in person. The scroll and transcript will be sent to the preferred Regional Centre as indicated by students in the online registration for collection.

Scroll and Transcript
The criteria to release scroll and transcript are:

- No outstanding fines/fees;

- Return of all library materials;

- Completion of Ministry of Higher Education Graduate Tracer Study; and

- Completion of WOU's Graduate Tracer Study.

The original scroll and transcript will be printed and issued only once for each graduate. There will be no replacement in the event of future changes in the National Registration

Identity Card/Passport number, mistake in the spelling of the name, or loss/damage/theft after the issuance of the documents to the graduates.

As such, it is the responsibility of the students to ensure that the spelling of the name in the Student Portal and letter of completion is accurate and according to the National Registration Identity Card/Passport before registering for the April Graduation or November/December Convocation.

The collection of scroll and transcript is as follows:

April Graduation

● On the graduation date as announced in the University's Convocation website.

● At the preferred Regional Centre as indicated by graduates in the online registration form.

November/December Convocation

● If attending the convocation ceremony - after the convocation ceremony at the collection of scroll and academic transcript counter.

● If graduating in absentia - One week after the convocation ceremony at the preferred Regional Centre as indicated by graduates in the online registration form.

Graduate Tracer Study

All graduates are required to undertake and complete two online graduate tracer studies. Upon completing both the tracer studies, graduates must submit the confirmation slip as proof of completion during the collection of the scroll and transcript. Graduates are advised to refer to the University's Convocation website for the detailed guidelines of both graduate tracer studies.

WOU Graduate Tracer Study

As part of the University's efforts to improve the quality of education provided to its students, the University is conducting its own graduate tracer study with the objectives to gauge the extent to which the University's qualification has contributed to the career development of its graduates; and to assess student experiences with the academic programme at the University.

Ministry of Higher Education Graduate Tracer Study

The Ministry of Higher Education has developed an online graduate survey, namely the Ministry of Higher Education Graduate Tracer Study, to obtain information about graduates and to gain insights and experiences on the programme, facilities and services provided by the participating institutions. The findings of the survey will also be used as one of the mechanisms to measure the participating institutions' ranking under the Ministry of Higher Education's SETARA rating system (i.e. a rigorous assessment methodology to rate an education institution's three core functions, namely teaching, research and services).

7.0 SUPPORT SERVICES AND FACILITIES

7.1 Communication with Students

To facilitate communication between the University and students, different types of communication channels are made available. The University's official communication channels are:

● Email via the University email address for one-to-one or small group communication

● Student Portal, FlexLearn, and WOU website (http://www.wou.edu.my) - for university-wide communication

On completion of your enrolment, you will be assigned a user account to access e-mail, Student Portal, and other computing services.

It is important to regularly check your WOU email, Student Portal, FlexLearn, and WOU website (http://www.wou.edu.my) for the most recent information and updates from the University.

7.2 Student Portal

Student Portal is a one-stop information and online services web portal that can be accessed anywhere and anytime to view or perform tasks such as:

• Academic calendar

• Examination timetable

• Student account statement

• Forms

• Examination Notification Slip

• Link to FlexLearn, MyLibrary, MyOAS, MyEnrolment, and Help Centre

• Tutorial timetable / class schedule

• Examination results

• Announcements from WOU

• Student Handbook

- Credit transfer records, and so on

You must regularly check the Student Portal for latest information and updates from the University.

7.3 FlexLearn

WOU's Learning Management System is known as FlexLearn. FlexLearn is a platform that hosts online course materials such as lecture/tutorial notes, PowerPoint slides, and also relevant weblinks. Through the use of forum discussions and instant messages, students can interact and collaborate with each other. Students can obtain their course assessment components such as Continuous Assessment questions and attempt the online quizzes on FlexLearn. The platform is regularly updated for students to receive important updates on campus-wide and course announcements. The following are the key elements of FlexLearn:

- Course Materials

- Course Assessment: Assignments and Online quizzes (if applicable to the course)

- Communications: Announcements, Online discussion forums and Instant messages

- Tutor and Course Lead information and contact details

7.4 Course Materials

Upon confirmation of your course enrolment, you will be granted access to our comprehensive set of course materials that are specially designed and written by experts in the discipline through FlexLearn. These course materials include appropriate activities and self-checks as well as suggestions for further reading. You can also access additional resources on FlexLearn.

You are encouraged to access FlexLearn to read the course materials online. The course materials have been designed and made accessible for online reading across mobile platforms. You can access the course materials anywhere and anytime to read at your own time.

7.5 Lectures, Tutorials and Seminars

At the beginning of the term, you will be assigned to a lecture (for full time students)/tutorial (for part time students)/seminar (for mixed mode doctoral degree students) group for each course that you are enrolled in. The lecture/tutorial/seminar can be held as online, hybrid (combination of online and face-to-face) or face-to-face classes. Your lecturers/tutors/facilitators who are your academic guide will facilitate learning throughout your learning experience with WOU. They will lead discussions at

lectures/tutorials/seminars and provide clarifications on issues related to the course; mark continuous assessments, provide feedback and advice as well as monitor your progress; foster collaborative learning and support between you and your peers and act as study-counsellors.

7.6   Programme Lead and Course Lead

Every School designates a Programme Lead for each programme in the University. Programme Leads are ultimately accountable for academic leadership, management, and assessment for the programme they are assigned to lead. You may seek advice from the Programme Lead on academic concerns relevant to the programme in which you are enrolled.

The Course Lead is the academic staff member in charge of managing the quality and delivery of a course. You can approach the Course Lead for help with the course itself.

7.7   Online Assignment Submission System

The Online Assignment Submission system enables students to deposit their continuous assessments with immediate acknowledgment. Through this system, the student needs only to login and click on the relevant course to submit a continuous assessment.

One advantage of the Online Assignment Submission system is the convenience it offers – students need not travel to their Regional Centres to deliver their continuous assessments, nor do they need to go to the nearest post office to mail their continuous assessments. This removes the hassle of travel by both tutors and students whilst eliminating the need for printing.

The system also allows administrators to have a centralised and accurate record of submissions. As the continuous assessments are automatically deposited into the system, they are instantly recorded.

Tutors can retrieve the students' continuous assessments from any place with Internet access, and proceed to provide the necessary attention and feedback.

The services in Online Assignment Submission system include the following:

● Submission of continuous assessments

● Request for extension of submission of continuous assessments

● Marking and grading of continuous assessments

7.8   Student Engagement

Student Engagement acts as a link between students, the Schools, the Regional Centres, and the WOU administration. The Student Engagement team provides timely assistance, guidance, and promotes engagement in order to improve students' learning experiences at WOU. The key roles of the Student Engagement team are:

- Handling general enquiries and complaints from students

- Provide support to help enhance the learning experience of new students

- Engage students with a wide variety of services, activities and resources channelled through FlexLearn and Student Portal

- Build and maintain a good relationship with students throughout their studies

7.9   International Student Coordinating Office

The International Student Coordinating Office offers information, resources, immigration guidance, and advice in addition to the services that are legally required by the relevant Ministries.

The University's International Student Coordinating Office team can be contacted by email for information and assistance: isco@wou.edu.my.

7.10 Help Centre Services

The Help Centre is the online service for all student-related support services. You may access the Help Centre (https://helpcentre.wou.edu.my) through the Student Portal and request assistance by raising a ticket. From re-enrolment to portal login matters, the Help Centre is always prepared to address your concerns.

7.11 Regional Centres

WOU has Regional Centres which serve as the local contact point for student services. Students are recommended to seek support from the Regional Centre closest to them.

The Regional Centres offer the following support services:

- Registration of new students

- Counselling during enrolment and re-enrolment

- Fees collection

- Counselling, advice and guidance to students in dealing with academic and non-academic challenges

- Handling student complaints, concerns, and feedback

- Facilitating peer group activities and academic discussions

7.12 Tun Dr Lim Chong Eu Library

The Tun Dr Lim Chong Eu Library's function is to support the learning, teaching and research needs of students. It is fully online in its operations and services for students.

Given the dispersed geographic distribution, many of the services provided utilise the latest integrated electronic technology. The Tun Dr Lim Chong Eu Library in the Main Campus houses an extensive and diverse printed and electronic collection that spans across a multitude of disciplines to support the University's programmes. Many of the e-resources can be accessed via desktops and mobile devices. We encourage you to make use of the support, resources and services available that can be accessed 24/7 online.

The Tun Dr Lim Chong Eu Library can be accessed from the following links from the Library website (http://woulibrary.wou.edu.my):

- MyCatalogue
  Search the library's electronic bibliographic database to know what is available in the library's collection. MyCatalogue describes the printed books, audio-visual materials, periodicals, and other materials. You can use MyLibrary Account to renew books online (one-time renewal for students), check your borrowing records, reserve books out on loan and make a document delivery request. Please note that for the latter, postage charges will be borne by the requestor.

- MyDigital Library
  Contains electronic resources such as books, e-books, e-journals, reports, dictionaries, theses, and dissertations subscribed by the Library and free Internet reference resources. All you need is your University username and password to log in, accessible through the Library portal. You can also search subscribed databases and digital resources from your course's FlexLearn platform under the EBSCO Search MyDigital discovery service search engine.

The collections available in the Library are:

- General collection

- Reference collection

- E-Books and E-Journal databases

- In-house databases – Staff papers, news clippings, open educational resources

- Online dissertations and theses

- Open access databases

- Online past years' examination question papers

- Online research and subject guides

- Online American Psychological Association citation/referencing guides

- Audio-visual and non-prints

- General magazines (leisure readings)

The services and facilities available in the Library are:

- Loan, online renewal, reservation, and returning books

- Online public access catalogue

- Inter-library loan service and document delivery for material not available in the Library

- Open-access computers for doing research and coursework only. You are not permitted to store any software or other data. Failure to comply with this may result in the loss of library privileges

- Reading areas

- Statistical software (quantitative and qualitative research)

- Online plagiarism services Turnitin (https://www.turnitin.com/)

- Library information literacy online workshops

- E-reference services or assistance via:
  email at library@wou.edu.my, or
  WOU Help Centre (https://helpcentre.wou.edu.my), or
  Chat Online (https://woulibrary.wou.edu.my/)

Please refer to the Library website for the most up-to-date version of the Library regulations (https://woulibrary.wou.edu.my/general_info/rules.asp).

7.13 Information Technology Services

The University's Information Technology and network facilities are provided for use in accordance with the following policy:

- The University provides computer facilities and access to its computer networks only for purposes directly connected with the work of the University and with the normal academic activities of their members.

- Individuals have no right to use University facilities for any other purpose which include but are not limited to:

  - Engaging in unlawful activities using university Information Technology facilities is strictly prohibited. Violating these policies can lead to disciplinary actions, legal consequences, or both. Unlawful activities involving university Information Technology facilities may include:

    - Unauthorized Access
    - Data Breaches
    - Malicious Software
    - Illegal File Sharing
    - Cyberbullying
    - Phishing
    - Network Disruption
    - Violation of Software Licenses
    - Illegal Online Activities

  - The creation, transmission, storage, downloading, or display of any offensive, obscene, indecent, or menacing images, data, or any other materials except the user has obtained prior written authority from the head or chairman of the faculty.

  - The creation, transmission, or display of material which is designed or likely to harass or defame any individual or organisation.

  - Prohibited from sending large emails (exceeding 20Mb), impersonating emails, and downloading emails with large attachments.

  - The creation or transmission of or access to materials in such a way as to infringe a copyright, moral right, trademark or other intellectual property right.

  - Activities not directly connected with employment, study, or research in the University (excluding reasonable and limited use for social and recreational purposes where not in breach of these regulations or otherwise forbidden) without proper authorisation.

- Any password and authorisation code given to a user will be for his or her use only and must be kept secure and not disclosed to or used by any other person.

- University internet usage policy outlines the rules and guidelines governing the use of the internet by individuals associated with the institution, including students, faculty, staff, and other users.

  - Acceptable Use
    The university provides internet access to students to support academic endeavours. Students are expected to use the internet responsibly, ethically, and in accordance with all applicable laws and university policies.

  - Access and Permissions
    Internet access is provided to enrolled students. Students must use their assigned credentials and are responsible for the security of their accounts. Sharing login credentials is strictly prohibited.

  - Academic Use
    The primary purpose of internet use is to support academic activities, including research, coursework, and communication with faculty and peers.

  - Bandwidth Management
    Students should use university network resources responsibly, avoiding excessive bandwidth consumption that may adversely impact the network's performance for others.

  - Prohibited Content
    The following types of content are strictly prohibited: Illegal materials, including pirated software, unauthorized copyrighted materials, and any content in violation of the law. Explicit or offensive content that violates university policies. Content that infringes upon intellectual property rights.

  - Security Measures
    Students must take measures to secure their devices connected to the university network, including keeping software up to date and using antivirus software.

  - Email and Communication
    University email and communication tools should be used responsibly. Spam, phishing, and the distribution of inappropriate content are strictly prohibited.

  - Peer-to-Peer File Sharing
    The use of peer-to-peer file-sharing applications for illegal or unauthorized distribution of copyrighted materials is strictly prohibited.

- Social Media Usage
  Students are expected to represent the university professionally on social media platforms and should not engage in activities that could harm the institution's reputation.

- Data Privacy
  Students must respect the privacy of sensitive and personal information when using the internet. Compliance with data protection laws and university policies is mandatory.

- Consequences for Violations
  Violations of this policy may result in disciplinary actions, including warnings, temporary loss of internet access, and, in severe cases, referral to the university's disciplinary process.

- Monitoring and Reporting
  The university reserves the right to monitor internet usage for security and compliance purposes. Students should promptly report any security incidents or suspicious activities.

- Compliance with Legal and Regulatory Standards
  This policy aligns with relevant legal and regulatory standards related to internet usage, data protection, and privacy.

- Users shall treat as confidential any information which may become available to them through the use of such facilities and which is not clearly intended for unrestricted dissemination; such information shall not be copied, modified, disseminated, or used either in whole or in part without the permission of the person or body entitled to give it.

- All individuals responsible for administering University computer and network systems or accessing data on such systems must comply with the Information Technology Security and Privacy Policy provided by the Information Technology Services Department, which may be updated periodically.

- Connection of computers, whether schools, departmental, or privately owned, to the University network is subject to the following additional conditions:

  - Areas of doubt should be discussed with an authorised WOU official. Guidance will be issued from time to time by the Information Technology Services Department to assist with the management and efficient use of the network.

  - The Information Technology Services Department will not support or be responsible for any personal belonging devices issue other than those owned by University.

- – The University may bar access at any time to computers which appear to cause unreasonable consumption of network resources.

- – The University network is limited to the access of a member or student of the University only.

- Access to facilities may be withdrawn if a user breaches any of the University's Information Technology Services rules and regulations which are instituted under either or both of University and school disciplinary procedures.

- The University reserves the right to exercise control over all activities employing its computer facilities, including examining the content of users' data, such as email, where that is necessary.

- The University supporting standard document format refers to Microsoft Office document format and Portable Document Format. Document other than that shall not be responsible by the University.

- All users with privileged access to information within the Information Technology facility must adhere to strict data privacy and security protocols. This includes respecting the privacy and confidentiality of any information that comes to their knowledge, whether intentionally or inadvertently, and is not intended for unrestricted dissemination.

7.14 Campus Health, Safety and Environmental Sustainability

The University strives to provide and maintain a healthy, safe and environmentally sustainable campus for students at the Main Campus and Regional Centres. Your participation and cooperation are valuable and necessary to achieve the goal. Therefore, please pay attention to all matters related to campus health, safety and environmental sustainability while being in campus premises.

The University prohibits smoking in all areas of the campus.

8.0 FINANCIAL INFORMATION

8.1 Fee Category

It's important for students to thoroughly understand the breakdown of fees when considering the total cost of attending a university. All fees and charges are subject to yearly review. The University reserves the right to revise the fees and charges from time to time. The following is a list of some of the expected fees for your study.

Fee Category	Description
Processing and Administrative Fee	This is a one-time fee charged only to new students upon enrolment.
Registration, Resources and Service Fee	This fee is charged every term when a student enrols for courses.
Tuition Fee	This fee is charged every term when a student enrols for courses. It is charged on a per course basis if enrolled for individual courses under non-discounted rate and charged a discounted rate if enrolled under promotional fees package.
Continuation Fee	This fee is charged on a term-by-term basis for students who need to extend the study tenure.
Microteaching Fee	This fee is charged when student enrols for courses that involves microteaching sessions (stimulated teaching practice).
Practicum Fee	This fee is charged when a student enrols for courses with internship, industrial training or teaching practicum.
Graduation/ Convocation Fee	This fee includes the cost and services for graduation.

In addition to the fees stated above, there are other miscellaneous fees charged on a case-by-case basis as follows:

Item	Fees Charged (RM)
Replacement of Offer Letter	10 per application
Replacement of Student Identity Card	50 per application
Replacement of academic transcript (Certify True Copy)	50 per application
Application for Review of Results	50 per course
Application to change programme of study	150 per application
Assignment marking review	50 per assignment
Resit Supplementary Continuous Assessment/Final Assessment – Undergraduate courses	200 per course

Item	Fees Charged (RM)
Resit Supplementary Continuous Assessment/Final Assessment – Postgraduate courses (Non-Project)	300 per course
Resit Supplementary Continuous Assessment/Final Assessment – Postgraduate courses (Project)	600 per course
Resit Supplementary Continuous Assessment/Final Assessment – DBA courses	600 per course
Reinstatement from Dormant/Withdrawn Status	200 per application
Reactivation from Deferred Status	200 (Non-Project Course)/ 600 (Project Course)/ 800 (Non-Project + Project Courses)
Change of Exam Centre (Local – within Regional Centres)	50 per course
Change of Exam Centre (Overseas)	200 per application
Exam Quarantine	100 per course
Late Payment Penalty	100 per term
Library Deposit	200 (one-off)
Credit Transfer Application Fee	100 per student
Credit Transfer Claim Fee ● Diploma courses ● Bachelor's Degree courses ● Master's Degree courses ● Doctoral Degree courses	150 per course 200 (3C*)/300 (5C*) per course 400 per course 600 per course
Credit Transfer Appeal Fee	50 per student
Credit Transfer Re-application Fee (due to lapsed offers or change of programme)	100 per application

* 3C is 3 credit hours course and 5C is 5 credit hours course

8.2 Payment of Fees

All fees must be paid in full at the time of enrolment. Online receipts are available in the Student Portal. It is important to adhere to the fee payment deadlines to maintain uninterrupted access to WOU facilities, including viewing examination results and re-enrolling for new courses. If you fail to settle any outstanding University fees, you will not be allowed to attend the graduation ceremony nor receive any academic documents (including scroll and transcript) until the sum is cleared.

8.3 Payment Methods

Students can monitor their accounts through the Student Portal ledger and settle their remaining outstanding fees without having to visit the Regional Centre. In addition, we also accept payment through electronic transfer, crossed cheque and debit/credit card.

All payments must be made to 'Wawasan Open University Sdn. Bhd.'.

8.4 Late Payment Penalty

Late Payment Penalty will be charged on a term basis for late payment of fees as follows:

- Self-paying students: Starting from Week 4 of the term

- Students funded by sponsors, Employees Provident Fund, or Perbadanan Tabung Pendidikan Tinggi Nasional: Starting from Week 7 of the term

8.5 Barring Due to Underpayment of Fees

It is important for students to manage their financial obligations to the University in order to avoid any disruption in their academic progress or access to the University resources and services. Students who fail to settle all the outstanding fees will be barred from accessing the University facilities, examination results will be withheld and students will be unable to re-enrol in new courses.

8.6 Refund Policy

The University Refund Policy specifies the criteria under which students may be eligible for a refund of fees associated with dropping courses, withdrawing from the university, disapproval of admission and termination of admission. Students should constantly check the University's academic calendar for important dates and deadlines pertaining to these activities and refund eligibility. The eligibility for a refund, i.e. full, partial or no refund, will be determined based on the date the complete refund form was received from the student and the nature of the case.

The Refund Policy is as follows:

Activity	Deadlines	Refund Type	Refund Amount (If Any)
Drop all courses in the term; or Drop few courses but remain enrolled in at least one (1) course in the term; or Withdraw from the University	As stated in the University Academic Calendar	Partial Refund	Refund Amount = Total Tuition Fee of the Dropped Courses – Total Outstanding Fee – Mandatory Fee (*where applicable*)
		No Refund	No refund of all fees
Drop courses due to credit transfer	Any time of the term	Full Refund	Full tuition fee refund for the courses dropped
Admission application disapproved; or Termination of admission by the University		Penalty	A penalty equals to the amount paid by the student will be charged (i.e. all fees paid will be forfeited)

Important Notes:

● Outstanding Fee is the fee owed to the University.

● Mandatory Fee includes, but is not limited to:
  – All discounts, rebates, bursaries, and scholarships as determined by the University
  – RM200 for each Non-Project Course dropped/RM600 for each Project Course dropped
● Mandatory Fee excludes the Wawasan Education Fund Bursary Award.

● 'Where Applicable' implies when a student no longer meets the eligibility requirements for certain discounts, rebates, bursaries, and scholarships.

● There is no refund of Registration, Resources and Services Fee, Processing and Administrative Fee, Microteaching Fee and Practicum Fee in all cases including dropping all courses and withdrawal from the University.

● Any balances in the Dormant student's statement shall be zeroised.

● The above stated Refund Policy is not applicable to students under fee promotion packages. In such cases, the refund for withdrawal from the University, shall be calculated using the University's method of computation (i.e. the original fees will be used in the computation instead of the promotional fees).

● There is no refund for dropping the Micro-Credential, Supplementary Continuous Assessment, Supplementary Final Assessment and a previously deferred course courses or when student withdraws from the University.

● Drop courses due to credit transfer is applicable for courses dropped as a result of the said courses being offered credit transfer by the University. This is only applicable to courses that are being taken during the current term or enrolled for the next term.

● The disapproval of admission application or termination of admission by the University is applicable to candidates or students who provided fake or doctored certificates/documents, fraudulent information, and failed to produce original documentation, resulting in the candidate's admission application being rejected, or students who are already enrolled in the programme but were terminated prematurely.

8.7 Financing Your Studies

Here are just a few of the options available to help finance your studies:

- Employees Provident Fund
  If you have savings with the Employees Provident Fund, you can withdraw from your Employees Provident Fund Account 2 to pay your fees. Please contact your local Employees Provident Fund office to get the necessary application form and further information. Any excess Employees Provident Fund parked with WOU will not be construed as advance payment for fees, it is no interest bearing, and it will be returned to Employees Provident Fund.

- Perbadanan Tabung Pendidikan Tinggi Nasional
  Students enrolled in WOU's diploma and undergraduate programmes are eligible to apply for the Perbadanan Tabung Pendidikan Tinggi Nasional loan.

- Human Resources Development Fund
  Employers who are registered with the Human Resource Development Corporation can enrol their employees in WOU courses and programmes and submit their claims to the Human Resources Development Fund for approval.

- Bank Loans
  You may also opt for study loans from the banks. For further information, please seek advice from your local banks.

- Bursary Awards and Scholarships
  WOU also provides bursary awards and scholarships for deserving students. Several organisations including the Wawasan Education Foundation, the parent body of WOU, sponsors Bursary Awards and Scholarships for all WOU students. It should be noted that if a student withdraws from the University, the disbursed bursary or scholarship award becomes chargeable. We advise you to read and understand the terms and conditions of Bursary Awards and Scholarships before submitting your application.

- Promotional Payment Packages
  Promotional payment packages introduced from time-to-time that may allow students to pay fees by instalments.

For further information, please refer to your Regional Centre.

9.0 STUDENT ACTIVITIES

9.1 Student Council

The Student Council's main goal is to plan a variety of meaningful activities to help students develop soft skills, improve their tertiary studies experience, and enrich their campus life. Students are encouraged to participate in the Student Council's activities.

9.2 Alumni

The Alumni Office creates and sustains relationships with our alumni through regular communication through email and social media, networks, member benefits programmes and events. We create new opportunities benefitting our alumni personally and professionally by connecting them with WOU staff and their friends, opening doors for research collaborations, recruitment of new students and access to corporate contacts. For further details, please write to enquiry@wou.edu.my.

10.0 ACADEMIC INTEGRITY AND STUDENT DISCIPLINE

10.1 Academic Integrity

The University expects all its students to uphold academic integrity, which is a requisite for effective learning, and sound scholarship and essential in achieving the objectives of the University as stated in the Constitution.

To ensure that the work undertaken is their own and that any work and opinions of others have been duly acknowledged, students must follow the appropriate standards for academic practice in their course. These include:

- Providing full citation of all sources (such as books, articles, websites, newspapers, images, artefacts, data sources, and programme code) which have been drawn upon in the preparation of a continuous assessment. Normally this will be in a bibliography included in the continuous assessment.

- Properly referencing the sources of the arguments and ideas in a continuous assessment using a recognised referencing system. It is not only quotations that must be referenced but also paraphrasing of the arguments of others and the use of their ideas, even if explained in the student's own words.

- Following other guidelines for preparing and presenting continuous assessment as defined in the relevant assignment, briefs and criteria.

Academic Misconduct in Continuous Assessment/Final Assessment (Non-Proctored)/Project/Thesis/Dissertation
Academic misconduct includes but is not limited to the following:

- Copying or plagiarising, either entirely or in part, whether using the exact words or with some substitution of words, of the published or unpublished works of others without acknowledgement of the original source;

- Submission for assessment purposes of material that is not a student's work;

- Presentation of another person's argument as the student's own without giving due credit to the originator;

- The use of false or fabricated data or experimental results;

- Any other act which in the opinion of the University is associated with the conduct of plagiarism and fraud.

A tutor/supervisor who suspects that a breach of academic integrity in the continuous assessment component or non-proctored final assessment or project/thesis/dissertation has taken place shall discuss the matter with the Course or Programme Lead concerned.

The Course/Programme Lead may investigate to gather evidence of academic misconduct and shall then report the alleged breach of academic integrity case to the Dean/Director of the relevant academic unit and the Registrar.

Academic Misconduct in Examination (Online and Physical) Component

Should the alleged breach of academic integrity occur in a setting which is formally invigilated, such as an online and/or physical examination (forming the examination component), the incident should be noted in the Chief Invigilator's written report and sent to the Registrar.

Activities which violate the University's expectation of academic integrity in proctored examination setting include, but shall not be limited to, the following:

● Misconduct during examinations, as defined in items '6.5 Online Examination' and '6.6 Physical Examination'.

● Impersonating another student, or seeking to have another person impersonate oneself, during an examination, tutorial or any other exercise.

● Obtaining or seeking to obtain unauthorised access to question papers or other assessment materials.

● Any other act which in the opinion of the University is associated with misconduct during examinations.

10.2 Student Discipline

The University may take disciplinary action against any student who commits any of the following disciplinary offences or who violates any other rules, regulations or policies established by the University, including but not limited to General Regulations governing usage of the University Library, computing facilities and Internet access facilities provided by the University:

● The use of inappropriate and offensive language, defamation of, assault on or battery against the person of any student or employee of the University;

● Wilful damage to or defacement of any property of the University;

● Theft, fraud, misappropriation of University funds or property of any kind;

- Conduct which obstructs the teaching, learning, research or activities of the University, its staff or students;

- Wilful conduct of any nature which may or is likely to bring the name or image of the University into disrepute;

- Misconduct including abuse of any premises used for any tutorial, residential or day school, study centre, examination centre, library, laboratory or research or any other facility which may or is likely to bring the name of the University into disrepute;

- Misconduct and any misuse or abuse of any equipment, materials or facilities provided by the University which may or is likely to bring the name of the University into disrepute;

- Knowingly making any false statement or falsifying any evidence in support of:
  - Application or claim for exemption or excusal from, or deferment of, any of the course, certificate, diploma or degree requirements of the University;
  - An application to any person or organization for a grant, bursary, prize, scholarship or any other form of award, allowance or assistance;

- Unauthorized disclosure of confidential information including that relating to any proceedings of any board or committee of the University;

- Knowingly making any false statement or falsifying any evidence or document concerning the award of any degree, diploma, course credit or another award by the University;

- Copying any material provided by the University in any form whatsoever without the written permission of the University for gain or otherwise;

- Subject to the provisions of item 6.12 Plagiarism regarding the rights of appeal, failing to comply with any penalty imposed by the University disciplinary authority.

Notwithstanding the provisions of the regulation stated above, the conduct of a student of the University while on the premises of another institution shall be subject to the requirements imposed by that institution.

A University Course Lead, tutor, lecturer or another staff member who suspects that a student has committed a disciplinary offence should report the alleged offence to the Registrar.

10.3 Investigative Disciplinary Committee

The Investigative Disciplinary Committee refers to the panel that receives reports on student academic misconduct or other disciplinary matters.

On receipt of a report which alleges commission of any academic misconduct or disciplinary offence by a student, the Investigative Disciplinary Committee shall investigate the matter and a hearing by the Student Disciplinary Committee will be conducted to hear the case reported.

The Investigative Disciplinary Committee carries out the following actions:

● Review the reported student disciplinary case;

● Obtain statement of witness report;

● Inform Deputy Vice Chancellor (Academic) on the reported student disciplinary case;

● Compile the documented evidences received during the fact finding and incidence report;

● Prepare report on chronology of events leading up to the incident and findings;

● Convene a hearing to present all documents to the Student Disciplinary Committee for deliberation.

10.4 Student Disciplinary Committee

The Registrar shall convene a hearing of the Student Disciplinary Committee to deliberate on the findings from the Investigative Disciplinary Committee.

The membership of the Student Disciplinary Committee shall consist of the following:

● A Deputy Vice Chancellor (Academic) as the Chairman or a senior member of the Academic Staff (must be either an Associate Professor or Professor), as appointed by the Vice Chancellor, in the absence of the Deputy Vice Chancellor (Academic);

● The Registrar;

● Two (2) members of the academic staff (for academic integrity cases) or one (1) member of the academic staff and one (1) from the administrative staff (for non-academic disciplinary cases) where appropriate;

● Any other person whose presence is deemed necessary; and

- The Examinations and Assessment Office shall serve as the Secretariat.

The student alleged to have committed the breach of academic integrity or disciplinary offence shall have the right to the following, where appropriate:

- Appear before the Student Disciplinary Committee;

- Submit a letter of explanation or present other evidence to the Committee, as requested.

10.5 Sanctions and Penalties

On conclusion of a hearing conducted under Regulation 5 above, the Student Disciplinary Committee may recommend for the dismissal of the case (with no further action) or impose any one or more of the following sanctions or penalties, that it may consider appropriate:

- A verbal or written reprimand that will be held in the student's record;

- A reduced grade or results will be voided;

- A fine, not less than RM200.00;

- To make good any loss of or damage to the property or premises of the University;

- Suspension or exclusion from further registration of courses offered by the University for a period not less than one term;

- Suspension from the programme for a set period;

- Expulsion or dismissal from the programme or the University entirely;

- Any other penalties, as deemed appropriate.

The decision of the Student Disciplinary Committee shall be communicated to the student by the Registrar or his representative.

10.6 Appeal

A student may appeal to the Vice Chancellor against the decision of the Student Disciplinary Committee following a hearing conducted under item '10.4 Student Disciplinary Committee', and/or the specific sanctions or penalties under item '10.5 Sanctions and Penalties'.

An appeal should be in writing and shall reach the Vice Chancellor not later than seven (7) days after the student is informed of the relevant decision.

The Vice Chancellor shall after due consideration of the appeal either:

● Uphold the decision, sanctions and/or penalties determined by the Student Disciplinary Committee; or

● Direct the Student Disciplinary Committee to review the case to reconsider reconsidering and/or imposing alternative sanctions or penalties as provided for under Regulation 6.

The decision of the Vice Chancellor shall be final and shall be communicated to the student by the Registrar or his representative.

Pending the outcome of an appeal, a student shall observe any suspension imposed by the Student Disciplinary Committee.

11.0 DATA PROTECTION AND PRIVACY POLICY

This statement describes WOU's personal data protection policy and sets out how the University will deal with your personal data.

11.1 Collecting Personal Information

WOU collects the personal information in a number of ways, including:

Directly as provided by you including but not limited to instances when such personal information is provided via phone, in application/contests/other related forms such as application form and enquiry form or agreements, or when submitting your personal details through WOU's education consultant and/or online channels such as WOU's website (http://www.wou.edu.my), Facebook account.

11.2 Use of Personal Information

We may use your personal information provided to:

- Verify your identity

- Assist you when you register with WOU – process your enquiry or application in order to provide you with the appropriate academic or non-academic service/product, and to complete the transaction.

- Keep your data in our records for examination, graduation, administration, employment, provision of any products and services to WOU or to provide you with follow-up services or actions required for which your personal information was provided to WOU.

- Conduct research and development and statistical analysis in connection with the products and services for further improvement.

- Where applicable, for your contest participation and prize-giving purposes including but not limited to identification, verification of participation, eligibility to participate, sending/collection of prizes.

- Alert you of WOU's latest updates, special rewards and/or any product launch in respect of the product and services (including without limitation by way of direct mail, email, newsletter, Short Message System and WhatsApp).

- Send you seasonal and/or birthday greetings messages and/or announcements.

The University will, where practicable, take steps to ensure that the personal data it maintains on you are accurate. You are responsible to provide accurate information on a timely basis. The University cannot establish whether your personal data is correct unless you notify the University on the changes.

11.3   Data Protection and Confidentiality of Information

By registering with WOU, subscribing or continuing to use its services, you are consenting to your personal information being processed, and used in accordance with the terms of our Privacy and Data Protection Policy. In the event you do not agree or do not consent to the terms as contained herein, then WOU will not be able to provide the products and services to you.

WOU is committed to ensuring that your privacy is protected and the University will treat your personal data as confidential, and it will be used only for the University's intended purposes. Such information may only be disclosed to authorised personnel within or outside the WOU who has the right to receive or process such information. WOU may also be obligated by law to provide necessary information to the government authorities.

12.0 USEFUL CONTACTS

12.1 Main Campus

Phone	+604-2180 333
Toll-free Careline	1-300-888-968 (WOU)
Website	wou.edu.my
Email	enquiry@wou.edu.my
	isco@wou.edu.my (for international students only)

12.2 Regional Centres and Offices

Penang Regional Centre
54 Jalan Sultan Ahmad Shah, 10050 Penang, Malaysia
04-2180 133 / 2180 134

Ipoh Office
66 Jalan Raja Ekram, 30300 Ipoh, Perak
05-2436 323 / 2426 323

Kuala Lumpur Office
9-1, Level 1, The Boulevard Mid Valley City, Lingkaran Syed Putra, 59200 Kuala Lumpur
03-2202 2840 / 2201 7578

Johor Bahru Regional Centre
48, Jalan Pertama 1, Pusat Perdagangan Danga Utama, 81300 Skudai, Johor
07-5566 323 / 5564 323

Kuching Regional Centre
SL14, Ground & First Floor, Westin Avenue, Jalan Tun Jugah, 93350 Kuching, Sarawak
082-578 923 / 575 923

www.wou.edu.my

Address: 54, Jalan Sultan Ahmad Shah,
10050 George Town, Penang

Tel: +604-218 0333