



XIAMEN UNIVERSITY MALAYSIA

廈門大學 馬來西亞分校

# **The University Student Handbook 2025**

## **Master of Business Administration**



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# 1.0 GENERAL INFORMATION

## 1.1 Introduction

Xiamen University Malaysia (XMUM) aims to be a multi-cultural university which strives to achieve excellence in both teaching and research. It aspires to nurture young minds, helping them to become responsible, steadfast members of society who will in turn contribute to the prosperity of the region.

XMUM's motto is **"Pursuing Excellence, Striving for Perfection"**.

## 1.2 University Vision and Mission

**Vision** – XMUM aspires to become a university with a distinct global outlook, featuring first-class teaching and research, and embracing cultural diversity.

**Mission** – To nurture young talents with dignity and wisdom, turning them into fine citizens of the region who will contribute to the prosperity of the people and social progress of Malaysia, China and Southeast Asia.



January Semester

8 Jan - 21 April 2024

| 1    | M  | T  | W  | T  | F  | S  | S  |
|------|----|----|----|----|----|----|----|
|      | 1  | 2  | 3  | 4  | 5  | 6  | 7  |
| JAN  | 8  | 9  | 10 | 11 | 12 | 13 | 14 |
| wk1  | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| wk2  | 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| wk3  | 29 | 30 | 31 |    |    |    |    |
| 2    | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    | 1  | 2  | 3  | 4  |
| FEB  | 5  | 6  | 7  | 8  | 9  | 10 | 11 |
| wk4  | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| wk5  | 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| wk6  | 26 | 27 | 28 | 29 |    |    |    |
| 3    | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    | 1  | 2  | 3  |
| MAR  | 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| wk7  | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| wk8  | 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| wk9  | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 4    | M  | T  | W  | T  | F  | S  | S  |
|      | 1  | 2  | 3  | 4  | 5  | 6  | 7  |
| APR  | 8  | 9  | 10 | 11 | 12 | 13 | 14 |
| wk10 | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| wk11 | 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| wk12 | 29 | 30 |    |    |    |    |    |
| 5    | M  | T  | W  | T  | F  | S  | S  |
|      |    | 1  | 2  | 3  | 4  | 5  |    |
| MAY  | 6  | 7  | 8  | 9  | 10 | 11 | 12 |

Registration Day : 6 Jan  
Mid-Semester Break : 5 - 11 Feb  
Networking Day : 2 Mar  
Study Week : 8 - 14 Apr  
Examination : 15 - 21 Apr  
Semester Break : 22 April - 12 May

May Semester

18 May - 26 Aug 2024

| 5    | M  | T  | W  | T  | F  | S  | S  |
|------|----|----|----|----|----|----|----|
|      |    |    |    |    | 11 | 12 |    |
| MAY  | 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| wk1  | 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| wk2  | 27 | 28 | 29 | 30 | 31 |    |    |
| 6    | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    | 1  | 2  |    |
| JUNE | 3  | 4  | 5  | 6  | 7  | 8  | 9  |
| wk3  | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| wk4  | 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| wk5  | 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 7    | M  | T  | W  | T  | F  | S  | S  |
|      | 1  | 2  | 3  | 4  | 5  | 6  | 7  |
| JULY | 8  | 9  | 10 | 11 | 12 | 13 | 14 |
| wk6  | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| wk7  | 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| wk8  | 29 | 30 | 31 |    |    |    |    |
| 8    | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    | 1  | 2  | 3  | 4  |
| AUG  | 5  | 6  | 7  | 8  | 9  | 10 | 11 |
| wk9  | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| wk10 | 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| wk11 | 26 | 27 | 28 | 29 | 30 | 31 |    |
| 9    | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    |    |    | 1  |
| SEP  | 2  | 3  | 4  | 5  | 6  | 7  | 8  |

Registration Day : 11 May  
Mid-Semester Break : 10 - 16 Jun  
Networking Day : 6 Jul  
Study Week : 12 - 18 Aug  
Examination : 19 - 25 Aug  
Semester Break : 26 Aug - 8 Sep

September Semester

8 Sep - 22 Dec 2024

| 9    | M  | T  | W  | T  | F  | S  | S  |
|------|----|----|----|----|----|----|----|
|      |    |    |    |    | 7  | 8  |    |
| SEP  | 9  | 10 | 11 | 12 | 13 | 14 | 15 |
| wk1  | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| wk2  | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| wk3  | 30 |    |    |    |    |    |    |
| 10   | M  | T  | W  | T  | F  | S  | S  |
|      |    | 1  | 2  | 3  | 4  | 5  | 6  |
| OCT  | 7  | 8  | 9  | 10 | 11 | 12 | 13 |
| wk4  | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| wk5  | 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| wk6  | 28 | 29 | 30 | 31 |    |    |    |
| 11   | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    | 1  | 2  | 3  |
| NOV  | 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| wk7  | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| wk8  | 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| wk9  | 25 | 26 | 27 | 28 | 29 | 30 |    |
| 12   | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    |    |    | 1  |
| DEC  | 2  | 3  | 4  | 5  | 6  | 7  | 8  |
| wk10 | 9  | 10 | 11 | 12 | 13 | 14 | 15 |
| wk11 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| wk12 | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 1    | M  | T  | W  | T  | F  | S  | S  |
|      | 1  | 2  | 3  | 4  | 5  | 6  | 7  |
| JAN  | 8  | 9  | 10 | 11 | 12 | 13 | 14 |

Registration Day : 7 Sep  
Mid-Semester Break : 28 Oct - 3 Nov  
Networking Day : 26 Oct  
Study Week : 9 - 15 Dec  
Examination : 16 - 22 Dec  
Semester Break : 23 Dec - 7 Jan 25

Public Holidays (\*subject to change)

25 Jan. Thaipusam  
8 Feb. Isra & Mi'raj  
10 & 11 Feb. Chinese New Year  
28 Mar. Nuzul Quran  
10 & 11 Apr. Hari Raya Aidilfitri  
1 May. Labour Day

22 May. Wesak Day  
3 Jun. Birthday of SPB Yang di Pertuan Agong  
17 Jun. Hari Raya Qurban  
7 Jul. Awal Muharam  
31 Aug. National Day

16 Sep. Malaysia Day  
10 Sep. Birthday of Prophet Muhammad  
31 Oct. Deepavali  
11 Dec. Birthday of Sultan Selangor  
25 Dec. Christmas Day  
1 Jan. New Year's Day



## POSTGRADUATE MBA PROGRAMME

## 2025 ACADEMIC CALENDAR LOCAL & INTERNATIONAL

### January Semester

8 Jan - 28 April 2025

| 1    | M  | T  | W  | T  | F  | S  | S  |
|------|----|----|----|----|----|----|----|
|      |    |    | 1  | 2  | 3  | 4  | 5  |
| JAN  | 6  | 7  | 8  | 9  | 10 | 11 | 12 |
| wk1  | 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| wk2  | 20 | 21 | 22 | 23 | 24 | 25 | 26 |
|      | 27 | 28 | 29 | 30 | 31 |    |    |
|      |    |    |    |    |    |    |    |
| 2    | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    |    | 1  | 2  |
| FEB  | 3  | 4  | 5  | 6  | 7  | 8  | 9  |
| wk4  | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| wk5  | 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| wk6  | 24 | 25 | 26 | 27 | 28 |    |    |
|      |    |    |    |    |    |    |    |
| 3    | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    |    | 1  | 2  |
| MAR  | 3  | 4  | 5  | 6  | 7  | 8  | 9  |
| wk8  | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| wk9  | 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| wk10 | 24 | 25 | 26 | 27 | 28 | 29 | 30 |
|      | 31 |    |    |    |    |    |    |
|      |    |    |    |    |    |    |    |
| 4    | M  | T  | W  | T  | F  | S  | S  |
|      |    | 1  | 2  | 3  | 4  | 5  | 6  |
| APR  | 7  | 8  | 9  | 10 | 11 | 12 | 13 |
| wk11 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| wk12 | 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| wk13 | 28 | 29 | 30 |    |    |    |    |
|      |    |    |    |    |    |    |    |
| 5    | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    | 1  | 2  | 3  | 4  |
| MAY  | 5  | 6  | 7  | 8  | 9  | 10 | 11 |

Registration Day : 4 Jan  
Mid-Semester Break : 27 Jan 2 Feb  
Networking Day : 1 Mar  
Mid-Semester Break : 24 - 30 Mar  
Study Week : 14 - 20 Apr  
Examination : 21 - 27 Apr  
Semester Break : 28 Apr - 11 May

### May Semester

12 May - 24 Aug 2025

| 5    | M  | T  | W  | T  | F  | S  | S  |
|------|----|----|----|----|----|----|----|
|      | 5  | 6  | 7  | 8  | 9  | 10 | 11 |
| MAY  | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| wk1  | 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| wk2  | 26 | 27 | 28 | 29 | 30 | 31 |    |
|      |    |    |    |    |    |    |    |
| 6    | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    |    |    | 1  |
| JUNE | 2  | 3  | 4  | 5  | 6  | 7  | 8  |
| wk4  | 9  | 10 | 11 | 12 | 13 | 14 | 15 |
| wk5  | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| wk6  | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| wk7  | 30 |    |    |    |    |    |    |
|      |    |    |    |    |    |    |    |
| 7    | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    |    |    |    |
| JULY | 1  | 2  | 3  | 4  | 5  | 6  |    |
| wk7  | 7  | 8  | 9  | 10 | 11 | 12 | 13 |
| wk8  | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| wk9  | 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| wk10 | 28 | 29 | 30 | 31 |    |    |    |
|      |    |    |    |    |    |    |    |
| 8    | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    |    |    |    |
| AUG  |    |    |    |    |    |    |    |
| wk11 |    |    |    |    |    |    |    |
| wk12 |    |    |    |    |    |    |    |
| wk13 |    |    |    |    |    |    |    |
| wk14 |    |    |    |    |    |    |    |
|      |    |    |    |    |    |    |    |
| 9    | M  | T  | W  | T  | F  | S  | S  |
|      | 1  | 2  | 3  | 4  | 5  | 6  | 7  |
| SEP  |    |    |    |    |    |    |    |

Registration Day : 10 May  
Mid-Semester Break : 2 - 8 Jun  
Networking Day : 6 Jul  
Study Week : 11 - 17 Aug  
Examination : 18 - 24 Aug  
Semester Break : 25 Aug - 7 Sep

### September Semester

8 Sep - 21 Dec 2025

| 9    | M  | T  | W  | T  | F  | S  | S  |
|------|----|----|----|----|----|----|----|
|      | 1  | 2  | 3  | 4  | 5  | 6  | 7  |
| SEP  | 8  | 9  | 10 | 11 | 12 | 13 | 14 |
| wk1  | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| wk2  | 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| wk3  | 29 | 30 |    |    |    |    |    |
|      |    |    |    |    |    |    |    |
| 10   | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    |    |    |    |
| OCT  |    |    |    |    |    |    |    |
| wk4  |    |    |    |    |    |    |    |
| wk5  |    |    |    |    |    |    |    |
| wk6  |    |    |    |    |    |    |    |
| wk7  |    |    |    |    |    |    |    |
|      |    |    |    |    |    |    |    |
| 11   | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    |    |    |    |
| NOV  |    |    |    |    |    |    |    |
| wk8  |    |    |    |    |    |    |    |
| wk9  |    |    |    |    |    |    |    |
| wk10 |    |    |    |    |    |    |    |
| wk11 |    |    |    |    |    |    |    |
|      |    |    |    |    |    |    |    |
| 12   | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    |    |    |    |
| DEC  |    |    |    |    |    |    |    |
| wk12 |    |    |    |    |    |    |    |
| wk13 |    |    |    |    |    |    |    |
| wk14 |    |    |    |    |    |    |    |
|      |    |    |    |    |    |    |    |
| 1    | M  | T  | W  | T  | F  | S  | S  |
|      |    |    |    |    |    |    |    |
| JAN  |    |    |    |    |    |    |    |
|      |    |    |    |    |    |    |    |

Registration Day : 8 Sep  
Mid-Semester Break : 13 - 19 Oct  
Networking Day : 1 Nov  
Study Week : 8 - 14 Dec  
Examination : 15 - 21 Dec  
Semester Break : 22 Dec 24 - 11 Jan 26

### Public Holidays (\*subject to change)

29 & 30 Jan. Chinese New Year

11 Feb. Thaipusam

17 Mar. Nuzul Quran

31 Mar & 1 Apr. Hari Raya Aidilfitri\*

1 May. Labour Day

12 May. Wesak Day

2 Jun. Birthday of SPB Yang di Perluan Agong

6 Jun. Hari Raya Qurban

27 Jun. Awal Muharam

31 Aug. National Day

5 Sep. Birthday of Prophet Muhammad

16 Sep. Malaysia Day

20 Oct. Deepavali

11 Dec. Birthday of Sultan Selangor

25 Dec. Christmas Day

1 Jan. New Year's Day





## DRESS CODE FOR STUDENTS OF XIAMEN UNIVERSITY MALAYSIA



XIAMEN UNIVERSITY MALAYSIA  
厦門大學 马来西亚分校

### OBJECTIVES

The rules are designed to provide guidelines on appropriate dress code at Xiamen University Malaysia (XMUM) and to promote XMUM students as well presented and professional individuals.

University students should learn how to select attire appropriate for specific occasions and activities to portray positive image as well as embellish the overall campus image.

### SCOPE

The rules apply to all students of XMUM.

### ENFORCEMENT

All XMUM staff members are empowered to issue warning and to bar any students who violate the rules.

### GENERAL RULES

***XMUM students are required to be appropriately attired in a manner befitting the status of university students at all times.***

Students must dress appropriately and wear their student ID card in the lecture halls / tutorial rooms / seminar rooms / laboratories / examination halls / libraries / offices and any other public venues and formal occasions.

Students must abide by the guidelines indicated at specific sports/recreational venues such as sport venues, swimming pool and so forth.

Students may be denied admission to various venues or occasions if they are not appropriately attired.

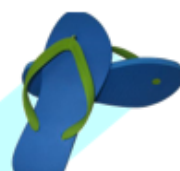
The following are the apparels **not allowed** in public venues and formal occasions:



Shorts 热裤/短裤



Skirts that show the knee  
膝上短裙



Flip-Flops  
夹脚拖鞋



Sleeveless / See-through  
无袖 / 透视装



Singlet 背心

## 2.0 ACADEMIC GUIDE AND REGULATIONS

### 2.1 Preface

#### **Xiamen University Malaysia (XMUM) Academic Guide and Regulations – Master of Business Administration Programme**

The XMUM Academic Guide and Regulations handbook is intended to strengthen the implementation of a standardized academic regulation by taking the current and future needs of the university community into consideration. These academic regulations shall be applicable to the postgraduate programme leading towards the conferment of Master degree which are offered by Xiamen University Malaysia and other academic matters related thereto. These academic regulations shall be read together with the respective programme handbook provided by the Office of MBA Centre.

Rules in this handbook shall come into force on the date appointed by the President. Xiamen University Malaysia reserves the right to add, amend or make any alterations to the content of this handbook as and when necessary.

#### **Student's Responsibility**

Students have the responsibility to abide by all the rules and regulations of Xiamen University Malaysia, and to observe the following responsibilities in order to enable the University to effectively administer and deliver efficient services to the University community.

Students have the responsibility to:

- Read and understand all the regulations stipulated in this Academic Guide and Regulations handbook.
- Familiarize themselves with postgraduate programme specifics in the programme handbook and fulfil all the academic requirements of the respective programme and the university.
- Complete and validate the course registration within the specified registration access periods.
- Check student email and university bulletin board on a regular basis.
- Pay the University tuition fees within the stipulated time.
- Attend lectures and other assigned activities by the university.
- Adhere to scheduled appointments.
- Be proactive in obtaining advice and guidance from MBA Centre Officers, Director of MBA Centre Lecturers, and the administrative staff when faced with any form of problems or difficulties.
- Be fully responsible for all the consequence(s) of failing to act according to the stipulated guide and regulations.

## **2.2 Study of Programme**

### **2.2.1 Types of Degree**

- Graduate degree programmes offered by the Xiamen University Malaysia are as follows:
  - Degree with Coursework-based.
- The minimum CGPA for graduation of a Master's Degree programme is 3.00 from a maximum of 4.00.
- A student pursuing the Master's degree programme shall fulfil the minimum credits of coursework as stipulated by the said programme

### **2.2.2 Academic System**

- XMUM has implemented conventional system. Each academic year is divided into 3 semesters: January, May and September
- Each semester spans 12 weeks of classes, one (1) week of study week and one week of assessment.

## **2.3 Credit Transfer**

A student may apply for credit transfer of graduate level courses taken at another university/institution recognised by the University into his current graduate programme at the University provided:

- the courses are relevant to his programme of study. Minimum 80% of course content must be covered in the equivalent course evaluated before credit transfer can be granted;
- the credits to be transferred are for courses equivalent to those offered at the University and the grade shall be at least a B or 65%;
- the maximum number of credits that may be transferred is not more than 12 credits for a programme;
- credit transfer is only applicable for courses taken from the previous programme of a similar level within 5 years from the date of transcript;
- the application for credit transfer must be submitted TWO (2) weeks before the start of the first semester.

## **2.4 Student Admissions**

- Entry requirements for Master's Degree Programmes are determined by the University.
- To be considered for admission into the Master of Business Administration programme, the applicant is required to possess one of the following qualifications.
- Master's by Coursework
  - i. A recognised Bachelor's degree in related fields with a minimum CGPA of 2.75 or its equivalent; OR
  - ii. A recognised Bachelor's degree in related fields with a CGPA below 2.75 but not lower than CGPA of 2.00 may be accepted, subject to a rigorous internal assessment; OR
  - iii. A recognised Bachelor's degree in non-related fields with a minimum CGPA of 2.00 with relevant working experience may be accepted, subject to a rigorous internal assessment; OR

- iv. A recognised Bachelor's degree in non-related fields with a minimum CGPA of 2.00, without relevant working experience may be accepted, subject to passing bridging courses; OR
  - v. Other equivalent / related qualifications to a Bachelor's degree recognized by the Malaysia Government.
- Offer of admission will be issued by the Office of Admissions, and is valid only for a stipulated time frame. If students fail to register within the stipulated time, students are deemed to decline the admission offer.
  - However, students may be allowed to register within 2 weeks after the deadline provided that they are able to give plausible reasons for the delay in the form of supporting evidence.
  - Any person who is offered by the University to pursue the programme of studies at the Master level shall register himself / herself at the University according to the mode prescribed by the offer.
  - Any person who has registered as a student of the University will be given a student email, ID and password.
  - University email will be the official communication channel between the University and students. When communicating with the University via email, students shall use the university email account.
  - Students who have been given a password, are not allowed to disclose the password to other students or staff of the University, and shall always be responsible for safeguarding their password.
  - Students must carry their student ID cards at all times within the campus and must produce it when required. A fee will be imposed for the replacement of a lost student ID card.
  - Student ID card is issued to all students as the official card and is required for the following purposes:
    - i. Entering the campus
    - ii. Paying fees at the Finance's Office
    - iii. Using library facilities
    - iv. Sitting for final assessment
    - v. For any other purposes on campus

**Disclaimer:** All information is subject to change. The above entry requirements serve as a guideline. Readers are responsible to verify the information by contacting the university's Admissions Department.

## 2.5 Language Requirements

All international candidates **MUST** meet the English Language Proficiency Requirements. Candidates can fulfil this requirement by completing one of the approved English Proficiency Courses or an equivalent and achieving the specified minimum score.

- Test of English as a Foreign Language (TOEFL) iBT 60 / TOEFL Essential (Online) 8.5, or
- International English Language Testing System (IELTS) Band 6.0, or
- MUET Band 4.0, or
- Common European Framework of Reference for Languages (CEFR) Mid B2 equivalent.

## 2.6 Duration of Study

Students are allowed to extend the duration of their study at XMUM subjected to the rules and regulations of the university.

**Table A: Students intake before May 2024**

| Master of Business Administration | Duration    |
|-----------------------------------|-------------|
| Minimum (Full Time)               | 4 semesters |
| Maximum (Full Time)               | 7 semesters |
| Minimum (Part Time)               | 6 semesters |
| Maximum (Part Time)               | 8 semesters |

**Table B: Students intake after May 2024**

| Master of Business Administration | Duration     |
|-----------------------------------|--------------|
| Minimum (Full Time)               | 4 semesters  |
| Maximum (Full Time)               | 8 semesters  |
| Minimum (Part Time)               | 6 semesters  |
| Maximum (Part Time)               | 10 semesters |

## 2.7 Transfer between Mode of Study

- A student may apply for a transfer between mode of study (part time or full time).
- A student may apply for transfer by email notification to the MBA Centre.
- A student is allowed only ONE (1) transfer.
- The timeframe for transfer is TWO (2) weeks from the start of each semester.

## 2.8 Withdrawal from the University

- Withdrawal from the university means withdrawing from a programme of study currently pursued at XMUM.
- Students who wish to withdraw from the University are required to fill up the “Withdrawal Application Form for Postgraduates” which can be obtained from the office of MBA Centre.
- The withdrawal request will only be processed using the Withdrawal Application Form for Postgraduates. The University may take up to 5 working days to complete the withdrawal process.
- The student must return their student card, library books, and any property belonging to the University.
- The student is responsible for the replacement cost of any University property lost or damaged by them.
- All outstanding fees or official charges must be settled in full before the application for withdrawal can be approved.
- **In the event that the fees have not been paid within the first two teaching weeks of the new semester, 50% of the tuition fee will be chargeable, and thereafter, 100% of the fee will be charged. The University has the right to use the Refundable Deposits to offset any**

**outstanding fees owned to the University.**

- Any amount to be refunded will be paid via bank transfer.
- The refund of paid tuition fees is based on the following conditions:

| Submission of Written Notification to Withdraw          | Percentage of Refund |
|---|----------------------|
| Within the first two teaching weeks of the new semester | 50% of tuition fee   |
| After the first two weeks of the new semester           | No refund            |

## 2.9 Re-admission

- Re-admission of student is subject to meeting the entry requirements for XMUM programmes.
- Students who have been terminated by the university due to disciplinary problems will not be eligible for re-admission to the university.

## 2.10 Deferment of Study

- An application to defer your study can be made to MBA Centre on any working day of the semester and required to fill up the “Deferment Application Form for Postgraduates” which can be obtained from the Office of MBA Centre.
- The University may take up to 5 working days to process the application.
- Students shall not defer their studies for more than one (1) year, except in the case of suffering from health condition certified by a qualified medical practitioner. A formal application shall be made every semester.

**Disclaimer: Applicable for students’ intake after May 2024.**

- The length of deferment for all successful applications will be considered as part of the duration of study.
- If an application for deferment is received and approved before the semester starts, the student is exempted from paying any fees for the semester.
- All outstanding fees or official charges must be settled in full before the application for deferment can be approved.
- **In the event that the fees have not been paid within the first two teaching weeks of the new semester, 50% of the tuition fees will be chargeable and thereafter 100% of the fee will be charged. The University has every right to use the Refundable Deposits to offset any outstanding fees owing to the University.**
- If a student applies for deferment after the semester starts, the paid tuition fees will be transferred to the next semester based on the following conditions:

| Submission of Written Notification to Defer             | Percentage of Transfer |
|---|------------------------|
| Within the first two teaching weeks of the new semester | 50% of tuition fee     |
| After the first two teaching weeks of the new semester  | No transfer            |

**NOTE:** Students who defer due to health conditions must produce medical evidence that they are fit to return to study before reporting themselves at the Office of MBA Centre.

## **2.11 Student Evaluation on Teaching**

- Student evaluation of teaching is an effective way for students to communicate with the University and report any problems. Therefore, students are required to complete the evaluation on time.
- Student evaluation of teaching will be conducted twice in the semester.
- Final semester results will not be released within the required timeframe to students who have not participated in the evaluation process.

## 3.0 COURSE REGISTRATION

- Students are required to attend a specified number of credits as regulated.
- Students are not allowed to attend courses without registering for the course (after the registration period). No marks will be awarded for their course assessment and no credits will be granted for unregistered courses.
- Students are advised to adhere to the recommended study plan:
  - i. Full time student is required to take a minimum 9 credit hours, and shall not exceed 16 credit hours in a semester.
  - ii. Part time student is required to take a minimum 6 credit hours, and shall not exceed 13 credit hours in a semester.
  - iii. A final semester student is permitted to register for less than 6 credit hours.

**NOTE:** A student who is placed under academic probation in any semester is only allowed to register a maximum of 6 credits with the approval of the Director of Programme.

### 3.1 Adding / Dropping Course

- Students are advised to check the study plan regarding the list of courses offered in a particular semester. Please consult the respective programme academic officer for advice.
- The timeframe for adding or dropping courses is TWO weeks from the start date of each semester.

**Note:** Students with certain circumstance (e.g.: Health problem, study difficulties, etc.) could apply to drop the course before week 7, subject to committee approval. Students who wish to drop any course(s) must maintain the minimum credits requirement for the semester.

- Students who wish to drop any course(s) due to the following reasons will not be considered:
  - i. Students are not adequately prepared for the said course
  - ii. Students are not satisfied with the course syllabus
- Students who have stopped attending lectures for any course without dropping officially or with an unapproved application will be considered as absent from the course which shall be recorded in the student's official record for the course concerned.

**NOTE:** Students should anticipate an extension in the duration of their study if they fail to follow the study plan.

### 3.2 Registration for a Retake Course

- If students receive an 'F' grade in a compulsory course, they are required to retake the same course. A course retake involves the attendance of classes, and the submission of all coursework including sitting for a final assessment.
- Students who receive an 'F' grade in an elective course are required to repeat the course or retake an elective course of the same field.
- If students receive a 'Pass' or 'Conditional Pass' grade in a course, and wish to improve their grade, they are allowed to retake the said course.
- Result of all previous attempts will appear in the result slip including failed grade. The result of highest marks in all attempts will retain in the final transcript.
- The highest marks in all attempts shall be taken into account when calculating the CGPA. However, there are pre-requisite courses, and your attempts of those courses will extend your study duration.



- The application form can be obtained from the Office of MBA Centre.
  - Fee policy:
    - i. Effective 1 January 2024, all course retake attempts will be subject to a chargeable fee, a fee of RM500.00 per credit hour.
  - Fee policy for extra credits:
    - i. Students who have taken extra courses which exceed the Programme requirement, a full tuition fee per course will be charged.

### **3.3 Registration of Research Project**

- As part of the requirement of the MBA programme, every student is required to complete a Research Project in their final semester. Each student is required to nominate a supervisor with relevant expertise who can assist and advise him/her on the completion of the research project by completing the Supervisor Nomination Form.
- The Research Project shall be submitted after:
  - Completing the Research Methods course in the semester prior to writing the Research Project.
- Students are not allowed to register the Research Project and the Research Methods course concurrently.
- Research Project must be written in English.

### **3.4 Course Assessment**

- An assessment is an evaluation of a student's performance through Final and Continuous assessments.
- Methods of assessment for a course include:
  - i. Final Assessment – assessment which is held at the end of the semester.
  - ii. Continuous Assessment – quiz, assignment, presentation and etc.
- There may be some courses where students are assessed throughout the course duration without having to sit for final assessment.

### **3.5 Student Leave**

- Students are required to attend lectures as stipulated in the course. Students must sign their attendance on the provided "Student Attendance Sheet" every time they attend a class.
- Students may apply for leave under certain circumstances stated below:
  - i. A medical condition certified by a licensed medical practitioner
  - ii. A family emergency
  - iii. Any other circumstance subject to approval.
- Leave application can be done in writing via email to the Office of MBA Centre and inform the lecturer of that said course if they are unable to attend lectures and other learning activities mentioned above. It shall be the responsibility of students to ensure that the lecturer of the course is informed in advance and provide reason(s) for their absence.

## 4.0 ACADEMIC INTEGRITY AND REGULATIONS

This final assessment guide provides clear instructions on final assessment rules and regulations. Please read the following instructions carefully.

### 4.1 Attendance Requirements

- The minimum attendance requirement is 80% of each course. Students who fail to fulfil this requirement without valid reasons accepted by the university or without obtaining prior permission from Office of MBA Centre will not have their final assessment marked and will be given zero score for that.
- Students will be given a Grade F and may have to retake the course.  
**NOTE:** Students are required to pass both continuous and final assessments for every course in which a threshold mark of 50% is mandatory for both components.
- Students are required to ensure attendance in all assessment components and any absenteeism must be reported immediately to the lecturer concerned for consideration and remedial action(s) would be within the jurisdiction of the respective lecturer of the missed component.
- Students are reminded to be punctual for lessons and all other learning activities. Admission and attendance for students who arrive late are at the discretion of the lecturer.
- It is the responsibility of the students to ensure that their attendance is taken.

### 4.2 Eligibility for Final Assessment

- All registered and active students are required to sit for all the course final assessments determined by the University provided that they have officially registered for the course, settled all outstanding fees with the University and not barred from assessment by the University.
- Students who have not paid the tuition fees will NOT receive the result slip for the semester.

### 4.3 Deferment of Final Assessment

- Deferment of final assessment for a course can be applied by completing the Final Assessment Deferment Form (MF007) which can be acquired from the Office of MBA Centre.
- The completed application form is to be submitted together with the relevant documents (E.g., medical certificate issued by a clinical hospital) to the Office of MBA Centre before the date of the assessment of that course, preferably before the assessment week. Late submission with valid reasons may be accepted subject to the University's approval.
- If the application is not approved, the student will be required to sit for the final assessment. He / She will receive a zero mark if he / she is absent from the assessment of the said course.
- Endorsement for the applications will be considered by the Office of MBA Centre.  
**NOTE:** Student who fail to sit for any final assessment without written approval may obtain an 'F' grade for the particular course.

#### 4.4 Final Assessment Schedule

- Students' personal assessment timetable will be released to every student by the Office of MBA Centre one week before the final assessment week according to MBA Academic Calendar.
- Students are required to confirm their list of course and the details (assessment date, time and venue) of the course assessment before assessment weeks.
- Any travel arrangement such as flight schedules, availability of flights, rides leaving etc. for the semester break must be made after the assessment week as any request for change due to the clashes between the assessment dates and the traveling dates will not be entertained by the University.

#### 4.5 Grading System

- Assessment is the measurement of a student's performance either in the form of written test, or research project, presentations, assignments and others.
- The method of assessment of any course depends on the course syllabus and learning outcome of the course.
- Courses in the form of "Research project" will be assessed 100% based on continuous assessment throughout the duration of the Research Project.
- Student performance in a course is represented by the grade obtained.
- The total marks, grade, and the corresponding grade points are as listed in the Tables below.

**Table A: Students intake before September 2023**

| Marks    | Grade | Grade Points | Description      |
|----------|-------|--------------|------------------|
| 80 – 100 | A     | 4.00         | Distinction      |
| 75 – 79  | A-    | 3.70         | Distinction      |
| 70 – 74  | B+    | 3.30         | Pass             |
| 65 – 69  | B     | 3.00         | Pass             |
| 60 - 64  | B-    | 2.70         | Conditional Pass |
| 55 – 59  | C+    | 2.30         | Conditional Pass |
| 50 – 54  | C     | 2.00         | Conditional Pass |
| 45 - 49  | C-    | 1.70         | Fail             |
| 40 – 44  | D+    | 1.30         | Fail             |
| 35 - 39  | D     | 1.00         | Fail             |
| 0 – 34   | F     | 0.00         | Fail             |
| -        | P     | -            | Pass             |

**Table B: Students intake from September 2023 onwards**

| Marks    | Grade | Grade Points | Description      |
|----------|-------|--------------|------------------|
| 80 – 100 | A     | 4.00         | Distinction      |
| 75 – 79  | A-    | 3.70         | Distinction      |
| 70 – 74  | B+    | 3.30         | Pass             |
| 65 – 69  | B     | 3.00         | Pass             |
| 60 - 64  | B-    | 2.70         | Conditional Pass |
| 55 – 59  | C+    | 2.30         | Conditional Pass |
| 50 – 54  | C     | 2.00         | Fail             |
| 45 - 49  | C-    | 1.70         | Fail             |
| 40 – 44  | D+    | 1.30         | Fail             |
| 35 - 39  | D     | 1.00         | Fail             |
| 0 – 34   | F     | 0.00         | Fail             |
| -        | P     | -            | Pass             |

- The final assessment results and students' assessment at the end of every semester are assigned a Grade Point Average (GPA) and a Cumulative Grade Point Average (CGPA) which represent the academic achievement of the students.
- The formulas used for the calculations of the Grade Point Average (GPA) and Cumulative Grade Point Average (CGPA) are as follows:

$$\text{GPA} = \frac{\sum (\text{credits attempted for each course} \times \text{grade point awarded for the course})}{\text{The total credits attempted in a semester}}$$

$$\text{CGPA} = \frac{\sum (\text{credits earned for each course} \times \text{grade point awarded for the course})}{\text{The cumulative credits earned over all semesters}}$$

**NOTES:**

'The cumulative credits earned over all semesters':

1. If there are no courses with grade 'F', it means all cumulative credits earned for all courses.
  2. If there are courses with grade 'F' but no repeat record, it means all credits attempted in all semesters.
  3. For courses with grade 'F' but with repeat record, credits of the course will be calculated once.
- A CGPA of 3.00 is required for students to remain in good academic standing. As a result, a student who received a CONDITIONAL PASS in an individual course(s), and does not attain a CGPA of 3.00; will not meet the requirements for graduation and must retake the individual course(s). Student is encouraged to retake the course until the passing grade is achieved in order to improve the cumulative grade points subject to the structure and maximum duration of the programme of study.

## 4.6 Release of Official Results and Official Result Slips

- Official results will be released to students via student email within two weeks after the end of the final assessment.
- Students may appeal for a review of course grade to the Office of MBA Centre during the first week of the new semester.

**Disclaimer:** The University reserves the right to retain the Official Result Slips if the students fail to observe the rules and regulations of the University as spelled out in the student handbook and other relevant documents.

## 4.7 Academic Integrity

- In keeping to the tradition of scholarly pursuit, a student is forbidden from committing plagiarism falsification and fabrication of data.
- A student shall not plagiarise any idea, writing, data or invention belonging to another person. Plagiarism includes:
  - i. The act of taking an idea, writing, data or an invention of another person and claiming that the idea, writing, data or invention is the result of his own findings or creation; or
  - ii. A student is considered to have committed plagiarism when he/she:
    - a. publishes, with him/herself as the author, an abstract, article, scientific or academic paper, or book which is wholly or partly written by other person;
    - b. incorporates himself or allows him/herself to be incorporated as a co-author of an abstract, article, scientific or academic paper, or book, when he/she has not at all made any contribution to the abstract, article, scientific or academic paper or book;
    - c. forces another person to include his/her name in the list of co-researchers for a particular research project or in the list of co-authors for a publication when he/she has not made any contribution which may qualify him/her as a co-researcher or co-author;
    - d. extracts academic data which are the results of research undertaken by other person, such as laboratory findings or field work findings or data obtained through library research, whether published or unpublished, and incorporate those data as part of his/her academic research without giving due acknowledgement to the actual source;
    - e. uses research data obtained through collaborative work with some other person, whether or not that other person is a staff member or a student of the University, as part of another distinct personal academic research of his/her, or for a publication in his/her own name as sole author, without obtaining the consent of his/her co-researchers prior to embarking on his/her personal research or prior to publishing the data;
    - f. transcribes the ideas or creations of others kept in whatever form, whether written, printed or available in electronic form, or in slide form, or in whatever form of teaching or research apparatus, or in any other form, and claims, either directly or indirectly, that the student is the creator of that idea or creation;
    - g. translates the writing or creation of another person from one language to another whether wholly or partly, and subsequently presents the translation in whatever form or manner as the student's own writing or creation; or
    - h. extracts ideas from another person's writing or creation and makes certain modifications without due reference to the original source and rearranges it in such a

way that it appears as if the student is the creator of those ideas.

- i. A student shall not fabricate data which include invention or forgery of research data recordings or citations, and reporting them in writing either in the thesis or publications.
- j. A student shall not falsify data which include alteration/modification, selective omission or misrepresentation of research data or citations, and reporting them in writing either in the thesis or publications.

#### **4.7.1 Cheating in an assessment**

- Cheating in an assessment is a serious academic misconduct and is not condoned by XMUM. If you are proven guilty of committing the offense, you will be deemed to have failed the assessment. If it is a final assessment, you will receive a “F” grade and need to retake/repeat the same course again.
- Impersonate someone or getting someone to complete part or all of your works will be considered as cheating.

#### **4.7.2 Plagiarism and collusion**

- All coursework submitted for assessment must be the result of students’ own effort. This includes avoiding the use of materials generated by AI tools, such as direct copying and pasting of text or paraphrasing. If students are found to have copied the work of another person without proper acknowledgement or collaborated with others in preparing and writing their work, they will be considered guilty of plagiarism and/or collusion.
- Any form of academic misconduct, including the use of prohibited materials or inappropriate assistance, is a serious offense that will result in a penalty of receiving a zero mark for the entire assignment. If collusion involves more than one person, both the student and their colluding partner(s) will be subject to the same penalty.
- Therefore, it is important for students to always generate their own ideas and express them in their own words. If students quote a published or unpublished work that is not their own, they must properly acknowledge the source of the information.

#### **4.7.3 Violation of Law**

- Violations of law resulting in criminal liability will be constituted as academic misconduct.

## 5.0 APPEALS

### 5.1 Appeal for Reviewing the Final Assessment Result

- Students are allowed to appeal against assessment results. The process requires the re-marking of the student's final assessment answer script for the said course. The appeals are only applicable for that particular semester and within the stipulated time set by the MBA Centre. Backdated appeals will not be accepted.
- All appeals must be submitted to the Office of MBA Centre within the first week of a new semester. Late appeals, without valid reasons, will not be accepted.

### 5.2 Appeal Rules and Regulations

- An appeal which questions the academic judgment of examiners will not be allowed.
- A student may submit an appeal only on his or her own behalf. An appeal submitted by a third party will not be accepted unless enclosed with written authorization from the candidate.
- Appeal is only possible for courses with final assessment.
- Appeal can only be made to review the final assessment result. Marks obtained in continuous assessments (e.g: quizzes, assignments or other course components) will not be entertained.
- Students are reminded that the appeal does not in any way mean that the marks will change. There may be instances where the second examiner may downgrade the marks if proven that the marks had been incorrectly given.

### 5.3 Appeal Procedures for Reviewing the Final Assessment Result

- An application for a review of marks and grades should be made by the student on the prescribed form and submitted to the Office of MBA Centre. The prescribed form "Student Appeal Form (MF005)" is available at the Office of MBA Centre.
- The form, duly completed is to be submitted to the Department of Finance for invoicing of an appeal fee. RM50.00 will be charged for each course. Payment form is available at the Office of Finance. All payments must be made by the student at the Office of Finance.
- Students are then required to submit the application form and letter together with the receipt of payment to the Office of MBA Centre.
- When all appeal documents have been submitted by the student, corresponding actions will be taken. The Office of MBA Centre will refer the case to the appropriate committee / respective examiners who will then authorize an initial investigation, and the opinion of the committee is then to be sought.
- The outcome of the appeal will be conveyed to the student via student email within two weeks after the appeal period ends. The student will be informed of the reasons for the decision.
- The outcome of the appeal is final and further appeals will not be entertained.
- An appeal is considered successful if the new awarded mark is higher than the previous one given and the payment made for the appeal will be returned to the student.

## 5.4 Appeal against Decision Made on Academic Misconduct / Disciplinary Matters

- Students have the right of appeal against formal warnings or perceived unfair treatment.
- Appeals will be allowed on grounds such as the following:
  - i. Students who consider that they have been unfairly judged.
  - ii. There was a major administrative mistake that has affected the student's academic records.
- An appeal can be made by the student on the prescribed form and submitted to the Office of MBA Centre, together with a letter stating the reason(s) of appeal.
- The prescribed form "Appeal against Disciplinary Matters" is available at the MBA Centre.
- The appeal letter and the duly completed appeal form will be forwarded to the MBA Centre for its consideration before submitting to the Director of MBA Centre for endorsement.
- The Director of MBA Centre has the following authority:
  - i. To accept or reject an appeal
  - ii. To make decisions for any appeal considered
  - iii. To validate any appeal which is not eligible for consideration
- The outcome of the case will be conveyed to the student in writing within two weeks of filing the appeal.
- Every decision made by the Director of MBA Centre is final and any subsequent appeal will not be entertained.
- If the appeal has been made in a good faith, students will not be disadvantaged in any way as a result of making an appeal whatever the outcome is.

## 5.5 Re-sit of Semester Course Assessment

- A student whose study status is **Probation** (CGPA is below 3.00) is permitted to re-sit the assessment for any course with a grade lower than B obtained in the current semester. The highest overall grade he/she can obtain for the course after the re-sit assessment is B. The higher grade shall be used in the re-computation of the CGPA.
- A processing fee of RM100.00 shall be charged for each re-sit paper. The re-sit assessment will be held on the second week of semester or at a later date when necessary.



## 6.0 GRADUATION REQUIREMENTS

- Students will be conferred a degree only if they have met all of the following conditions:
  - i. Fulfilment of the minimum total credit hours for graduation from a programme
  - ii. Attainment of at least a CGPA of 3.00
  - iii. Full settlement of all outstanding fees and charges
- Students are allowed to extend the duration of their study at XMUM subjected to the rules and regulations of the university.

### 6.1 Academic Status

A good academic standing must maintain a CGPA of at least 3.00 in every semester until the completion of MBA programme.

**i. Good Standing**

A student shall be deemed to be in Good Standing by achieving a minimum CGPA of 3.00.

**ii. Probation**

A student shall be placed under probation if CGPA is below 3.00. Students under Probation status are required to retake subject that achieved conditional pass. Students are to repeat the subject until a minimum grade of 3.0 is achieved. Student are not allowed to take a subject with a pre requisite subject that achieve a conditional pass.

**iii. Termination of Candidature**

The candidature of a student shall be terminated for any one of the following reasons:

- Exceeds duration of study;
- Violates any rules or regulations as stipulated by the University.

**iv. Completed**

| Office of MBA Centre (Room A2 - 427)  |                      |
|---|----------------------|
| Monday to Friday from 8.30 am to 5.30 pm (Lunch break from 12.30 pm to 1.30 pm) |                      |
| Name  | Email                |
| MBA Centre  | mbacentre@xmu.edu.my |

## 7.0 FINANCIAL INFORMATION

### 7.1 Tuition Fees and Administrative Fees

Note: International students are required to pay

- Security Deposit RM1,000 (refundable)
- International Student Fee RM2,500 per academic year

### 7.2 Fee Payment

Students are required to pay the first semester fees upon enrolment and subsequently within seven (7) working days from the commencement of the new semester.

Students will be automatically barred from attending classes after the specified due date if semester fees are not paid or a formal letter of appeal is not given to the Finance Office. Reminders will be given to students via email. The University reserves the right to withdraw access to facilities from students who are in default in payment.

Students who owe the University at the time of graduation, will have their certificates withheld until full payment has been received.

The refund process will be within 60 days from the receiving date of the completed Withdrawal Form **and relevant documents (if applicable)**. All refund shall be free of interest and the University reserves the right to off-set the refundable amount against any outstanding fees or whatsoever payments due and owing to the University.

### 7.3 Mode of Payment

Payment of Fees can be made via Finance Office or Online Banking (E-Payment). The following are guidelines to be followed for each mode of payment:

#### 7.3.1 Online Banking

##### i. Payment via ePayment portal

- Login to our XMUM's website [www.xmu.edu.my](http://www.xmu.edu.my)
- Click on ePayment (read the ePayment Guide if you wish to perform the online payment).
- Once the payment is successful, a payment confirmation will be automatically sent to the payee and the Finance Office.

- Payee can print the official receipt once the transaction is successful.

## **ii. Payment through online fund transfer**

- Login to Internet Banking of your account.
- Please enter student ID number as reference number with payment from your Current or Savings account.
- Once the payment is successful, kindly email the payment confirmation to finance email at [finance@xmu.edu.my](mailto:finance@xmu.edu.my)

### **7.3.2 Cheque / Bank Draft**

- Cheque / Bank Draft payments can either be made at the Finance Office or by post.
- Please ensure that the cheque / bank draft is issued to “XMU Jiageng Education Development Sdn Bhd”.
- Ensure that the cheque / bank draft is signed and that it is dated with the current date. No post-dated cheque is allowed.
- Please write your name, IC number, contact number and details of what is being paid, on the reverse of the cheque/bank draft.
- If the cheque/bank draft is paid at the Finance Office, official receipt will be generated immediately. If the cheque / bank draft is posted, please collect your official receipt from the cashier on your next visit to the campus.

### **7.3.3 Credit Cards**

- Credit card payments can be made at the Finance Office or through online banking.
- No processing fee will be imposed on Visa/Master cards or Union-pay card.
- You are required to key in PIN as a form of verification.
- Once the transaction is approved, an official receipt will be issued.

### **7.3.4 Direct Bank-In & Telegraphic Transfer (“TT”)**

- Payments can be transferred into XMUM’s bank account with Maybank. Details are as follows:

Account Name: XMU Jiageng Education Development Sdn Bhd

Bank Name: Malayan Banking Berhad

Account no: 5624-3250-5328

Swift Code : MBBEMYKL

Branch : KLIA 2

- Obtain copy of TT slip from the bank, you may either present the TT slip to the cashier or email to [finance@xmu.edu.my](mailto:finance@xmu.edu.my).
- Please write your name, IC/passport number, contact number and details of what is being paid, on the reverse of the TT slip, or if it is via email, to include the details in the email.
- Present your TT slip to the cashier with the abovementioned details and an official receipt will be issued.
- If you have email, please collect your official receipt at the Finance Office on your next visit.

#### 7.3.5 Cash

- Cash payments are to be made at the Finance Office.
- Official receipt will be generated immediately.

### 7.4 Administrative Charge

An administrative charge of RM30.00 per week will be imposed commencing from the eighth (8th) day of the new semester if payment is not received by the specified due date. The university has the right to withdraw the student due to default in payment of fees for more than one semester. The University will take the necessary steps before such withdrawal takes place.

#### Contact and Office Hours of Finance Office

| Finance Office (Room A3-7-11)          |  |              |
|--|--|--------------|
| Monday to Friday from 9.00am to 5.00pm |  |              |
| Name                                   | Email  | Phone        |
| Finance Office                         | <a href="mailto:finance@xmu.edu.my">finance@xmu.edu.my</a> | 03-8800 6856 |

## 8.0 STUDENT AFFAIRS OFFICE SERVICES

### 8.1 Student Helpdesk

The Student Helpdesk acts as the first point of contact for students to Xiamen University Malaysia (XMUM).

The Student Helpdesk provides assistance and services mainly in the following areas:

- Student Vehicle Registration
- Feedback
- Lost and Found
- Student verification for the purpose of lost/damaged student ID card report, public transport discount card registration and etc.
- Student Personal Accident Insurance
- PTPTN enquiries

#### 8.1.1 Student Vehicle Registration

The University operates a compulsory vehicle registration scheme for student vehicles. Any student who wishes to use a motor vehicle in XMUM during his/her course of study **MUST** register his/her vehicles with the Student Affairs Office. Students who fail to register their motor vehicle will result in prohibition of entry in XMUM premises.

##### i. **Registration**

All student vehicles **MUST** be registered at the Student Affairs Office.

To register a vehicle, the following documents must be enclosed with

***Student Vehicle Registration Form:***

- 1) 1 Photocopy of Vehicle Registration Card
- 2) 1 Photocopy of Student ID
- 3) 1 Photocopy of a valid Driving License
- 4) An authorization letter from the rightful owner of the vehicle (if the student is not the registered owner)

##### ii. **Parking and Traffic Policies**

To park a motor vehicle in any parking area of the University, it **MUST** be registered along with a vehicle pass permanently affixed to the right-hand side of the windscreen.

##### iii. **Replacement of Vehicle Pass**

Any transfer or sale of a registered vehicle **MUST** be reported promptly to the Student Affairs Office. If a vehicle is purchased to replace another, the new one **MUST** be registered.

##### iv. **Vehicle Pass Revocation**

Obtaining a vehicle pass by providing false information or unauthorized transfer of permit to another vehicle will result in revocation of the vehicle pass.

## **8.2 Feedback**

XMUM is committed to receiving and responding to students' feedback in order to monitor and enhance the quality of students' lifestyle.

Students can obtain feedback form at the Student Affairs Office during office hour from 8.30am to 5.30pm or email us at [studentaffairs@xmu.edu.my](mailto:studentaffairs@xmu.edu.my)

The completed feedback form is then reviewed by the Office of Student Affairs and forwarded to the appropriate office based on the subject matter, e.g., if the feedback is related to accommodation issue, the feedback is forwarded to the Accommodation Department.

## **8.3 Lost and Found**

### **i. Reporting Lost Items**

If you have lost an item on campus, you can check with the Student Helpdesk by filling out and submitting the Lost Item Form. The Student Helpdesk will then check all existing found items upon receiving your form and contact you if we have an item which matches your lost item's description. If nothing matches your lost item, we will continue to check your report with all future items that are turned in during the course of the school year.

### **ii. Retrieving Lost Items**

Anyone claiming lost items must show a current, valid form of identification such as Student ID, IC or passport.

### **iii. Turning in Found Items**

If you have found an item on campus belonging to someone else, please turn it in at the Student Affairs Office during working hours.

### **iv. Unclaimed Property**

Unclaimed items will be held for at least 60 days, after which the items may be discarded.

The Student Helpdesk does not assume responsibility for any lost, damaged, or stolen personal property brought to campus.

## 8.4 Lost/ Damaged Student ID

Official university student identification (ID) cards are issued to all students and must be carried at all times. Transferring a card to another person or using another person's card for any reason is strictly prohibited.

Once students lose their student ID card, the following conditions shall apply:

- Immediately report a lost/ damaged card to the Student Helpdesk during working hours from 8.30am to 5.30pm on weekdays.
- Lost/ damaged ID cards will incur an administrative charge.
- Students are only permitted 1 student ID card per person at a time.

## 8.5 Student Group Personal Accident Insurance

### i. Who is covered?

All current full-time students enrolled in Xiamen University Malaysia.

### ii. What is covered?

The policy is restricted to claims for injuries that result from accidents. The definition of injury contained in the policy means bodily injury resulting from an accident and which is not an illness. Expenses that occur due to sickness and illness do not fall within the terms of this policy.

### iii. What does the policy cover?

(Below coverage information is for local student only. For International students, please refer to International Students Office for more information)

| Type of Cover                             | Had (RM) |
|---|----------|
| Accidental Death                          | 15,000   |
| Accidental Permanent Disablement          | 50,000   |
| Accidental Death on Public Common Carrier | 15,000   |
| Accidental Death in School Premises       | 15,000   |
| Accidental Medical Indemnity              | 2,000    |
| Ambulance Fee                             |          |
| a) Private Hospital                       | 50       |
| b) Government Hospital                    | 25       |
| Kidnapping Extension                      | 15,000   |
| Bereavement Allowance                     | 2,000    |
| Daily Hospital Cash Allowance             |          |
| a) Private Hospital                       | 50       |
| b) Government Hospital                    | 25       |
| Education Allowance                       | 20,000   |
| Sinseh or Traditional Treatments          | 200      |

|                                   |     |
|-----------------------------------|-----|
| Accidental Dental Treatment       | 500 |
| Loss & Damage of Textbooks        | 200 |
| Allowance for School/Tuition Fees | 300 |

**iv. How do I get details of the policy and lodge a claim?**

Students could visit Student Affairs Office to discuss the accident, obtain personal accident claim form and lodge a claim. Students are advised to report to the Student Affairs Office as soon as possible after the incident.

## 8.6 PTPTN Enquiries

Student could pay a visit to the helpdesk of Student Affairs Office to consult some questions about PTPTN. These details are listed below:

- i) Eligibilities
- ii) Loan Amount
- iii) Flow Chat of online PTPTN application
- iv) PTPTN online schedule
- v) PTPTN Online application guideline

## 8.7 Directory and Office Hours of the Student Affairs Office

| <b>Student Affairs Office (Room B1 # 107)</b><br><b>Monday to Friday from 8.30am to 5.30pm</b> |  |  |
|--|--|--|
| <b>Name</b>  | <b>Email</b>   | <b>Phone</b>                               |
| Student Helpdesk   | <a href="mailto:studentaffairs@xmu.edu.my">studentaffairs@xmu.edu.my</a>             | 03-8705 5166/03-8800 6911/<br>03-8800 6924 |
| Student Accommodation  | <a href="mailto:studentaccommodation@xmu.edu.my">studentaccommodation@xmu.edu.my</a> | 03-8705 5051/03-8705 5164/<br>03-8800 6854 |
| Counselling Centre   | <a href="mailto:counselling@xmu.edu.my">counselling@xmu.edu.my</a>                   | 03-7610 2017/03-8705 5059                  |
| Extra-Curricular Activities  | <a href="mailto:eca@xmu.edu.my">eca@xmu.edu.my</a>                                   | 03-8800 6818                               |
| Career Services  | <a href="mailto:careerservices@xmu.edu.my">careerservices@xmu.edu.my</a>             | 03-8705 5151                               |
| International Student Affairs Office   | <a href="mailto:internationaloffice@xmu.edu.my">internationaloffice@xmu.edu.my</a>   | 03-8800 6838 /03-8705 5048                 |



## 9.0 COUNSELLING CENTRE

### 9.1 Introduction

XMUM Counselling Centre values the diversity of all students and aims to promote the mental well-being of our students at the University. We strive to meet the unique needs of each student who comes for counselling service irrespective of age, socioeconomic status, ethnicity, culture, religion, gender identity, and sexual orientation.

The Counselling Centre provides individual and group counselling to support our students at the university. Our licensed counsellors are available to listen to you and talk through any personal challenges or emotional concerns that you might have during your study life. This free service ensures the confidentiality and privacy of all students.

Counselling Centre provides support for:

- Adaptation
- Self-exploration
- Study stress
- Anxiety
- Depression
- Grief and loss
- Sexuality/Gender
- Family
- Boy-Girl relationship
- Friendship
- Career guidance

**To make an appointment, please visit:**

<http://www.xmu.edu.my/2017/0527/c14709a285624/page.htm>

or

<https://forms.office.com/r/thC285mjta>

Alternatively, please visit Counselling Centre in room 111 or Student Affairs Office 107 to obtain the student counselling registration form.

| <b>Counselling Centre (Room B1 # 111)</b>     |  |                                 |   |
|---|--|---------------------------------|---|
| <b>Monday to Friday from 8.30am to 5.30pm</b> |  |                                 |   |
| <b>Name</b>                                   | <b>Email</b>   | <b>Phone</b>                    | <b>Website</b>  |
| Student<br>Counselling                        | <a href="mailto:counselling@xmu.edu.my">counselling@xmu.edu.my</a> | 03 7610 2017 or<br>03 8705 5059 | <a href="http://www.xmu.edu.my/2017/0527/c14709a285624/page.htm">http://www.xmu.edu.my/2017/0527/c14709a285624/page.htm</a> |

## 10.0 CAREER SERVICES

### 10.1 The Real World Expects More Than Just Book Smarts!

Obtaining top grades is no longer the only measure of student success. Students nowadays must get themselves ready and become relevant by adding value and merging their university degree into a real-world career. If you start ahead in the university, you will stay ahead of the game when you graduate.

With that, the Career Services Office (CSO) is here for good!

### 10.2 Mission

CSO aspires to equip students with the tools, skills and resources to explore, develop and manage their career pathways, thus enabling them to emerge as career-ready graduates with great humanistic capacity, professional knowledge and skills. Besides, by taking students through an inward journey of self-exploration, CSO hopes to help unleash their potential to the fullest, to drive their career goals, and eventually to live their dreams.

### 10.3 Vision

In an increasingly competitive global landscape, talents all over the world are competing aggressively for limited opportunities that harness the emergence of a knowledge-based economy. CSO is therefore set up with the purpose of enhancing students' abilities through a dynamic collaboration between the academia and employers across different sectors of industry as well as providing channels and essential resources in the pursuit of arming students with unrivalled employability and entrepreneurial ability. CSO is the bridge between students, graduates, academics, employers, and the global community.

### 10.4 Core Activities

CSO is committed to delivering excellent services and organizing wholesome activities centred on career preparations and career experiences which include:

- Career Insiders Series (CIS): Experienced employees from different professions are invited to share work-life scenarios and expectations with students.
- Industry Engagement Session (IES): Students are connected with renowned employers who will provide information on the career pathways and development in various industries.

- Career Preparation Series (CPS): A series of workshops, which consists of Professional Portfolio<sup>1</sup> (PP), Executive Image<sup>2</sup> (EI) and Interview Readiness<sup>3</sup> (IR) sessions, is organized to prepare students for internship and employment.
- Industrial Visit: Students visit selected organisations where they gain insights into the real working environment.
- Structured Internship Briefing (SIB): Important information about internship, which includes the expectations from academics and industry, is presented to pre-internship students during the briefing.
- Mock Interview Program (MIP): HR professionals, recruiters or line managers are invited to give students a hands-on experience and learning opportunity in mastering job interviews.
- Internship/Career Fair: Top national and international companies are invited to present internship or career opportunities to students.
- On-campus recruitment (OCR): Employers or recruiters are invited to run their recruitment drive on campus.

**If you require further information, please feel free to contact the Career Services Office.**

| <b>Career Services Office (Room B1 # 107)</b><br><b>Monday to Friday from 8.30am to 5.30pm</b> |  |              |
|--|--|--------------|
| <b>Name</b>  | <b>Email</b>   | <b>Phone</b> |
| Career Services Office   | <a href="mailto:careerservices@xmu.edu.my">careerservices@xmu.edu.my</a> | 03-8705 5151 |

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<sup>1</sup> Resume, electronic profile *et cetera*

<sup>2</sup> Pitching, grooming, etiquette *et cetera*

<sup>3</sup> Interview tips, interview preparation *et cetera*

## 11.0 INTERNATIONAL STUDENT AFFAIRS OFFICE

The main purpose of the International Student Affairs Office (ISAO) is to provide advice; information and support for all international students at XMUM, throughout the student lifecycle, from the point of initial student pass application right through to graduation.

We provide professional and specialist advice to international students on student pass/visa processes, which include new applications, endorsements, transfers of endorsement, variations, extensions/renewals, cancellations, as well as other related requirements such as pre-arrival and post arrival medical screening and medical insurance.

We are here to ensure that the international student pass processes adhere to the rules, policies and procedures of the Malaysian Government and implemented by Immigration Department of Malaysia and EMGS.

We make it a point to guarantee that international students are well-informed of the developments and issues related to student pass/visa, and the requirements for international students as specified by the Immigration Department of Malaysia and Ministry of Education.

### 11.1 Immigration Basic Rules and Regulations

All international students are required to have a valid student pass during their entire period of study in Malaysia. You will be issued with a student pass in the form of a sticker endorsement by the Immigration Department of Malaysia. Your student pass comes along with a multiple-entry visa that allows you to exit and re-enter the country as a student.

### 11.2 Validity of Student Visa

- Your student visa will be endorsed onto your passport. The endorsement indicates your visa type, the length of stay in Malaysia, the number of entries permitted and the validity of your Student Pass.
- It is mandatory for you to submit your application for student pass renewal to ISAO at least twelve (12) weeks in advance of the expiry date in order to either extend your current student pass or apply for a new student pass. During the student pass renewal process, students are not allowed to arrange travelling plans.

- Students progressing from one level to another level will need to apply for a new student pass. (You are advised to set a reminder on your mobile device(s) to alert you when it is time to do so)
- Students who fail to renew their student pass on time will have a risk of overstaying in the country. Overstaying is a federal offence and therefore prosecutable by Malaysian laws. It is strongly encouraged for all international students to be alert and cautious of their student pass expiry date in order to avoid this.

### 11.3 Immigration Compulsory Requirements

As an international student, you must be aware of and adhere to the following requirements:

- It is compulsory to maintain a **minimum of 80% attendance** in all scheduled classes and achieve a CGPA **above 2.0** for academic performance. Failing to meet this requirement may result in your student pass being revoked.
- International students who are absent from classes for three (3) consecutive days will be reported to the Immigration Department of Malaysia.
- Students are responsible in monitoring the expiry dates of passport and student pass.
- Penalties may be imposed by the Immigration Department of Malaysia in the event of late submission for renewal or submission after student pass has expired. All costs will be borne by the student.
- For withdrawal or deferment of study, you are required to inform ISAO four (4) weeks before you leave the country or University.
- For graduation/completion, you are required to cancel your visa before you return to your home country. You can only request to cancel your visa upon the release of your **final semester results**. This is to ensure that your current student pass with the University is cancelled accordingly.
- Please refer to the International Student Handbook for more information.  
( <http://www.xmu.edu.my/00/fd/c14713a327933/page.htm> )
- **Please be informed that due to the COVID-19 pandemic there will be changes on regulation by the authorities, International Student Affairs Office will inform students on the changes via email.**

| International Student Affairs Office (Room B1 # 104) |  |                          |
|--|--|--------------------------|
| Monday to Friday from 9.00am to 5.00pm               |  |                          |
| Name   | Email  | Phone                    |
| International Student Affairs Office                 | <a href="mailto:internationaloffice@xmu.edu.my">internationaloffice@xmu.edu.my</a> | 03-8800 8 / 03-8705 5048 |

## 12.0 EXTRA-CURRICULAR ACTIVITIES

### 12.1 Introduction

Xiamen University Malaysia (XMUM) has a wide variety of extra-curricular activities including clubs and societies which form an integral part of the students' learning experience and help to prepare students for life after graduation. This Guidebook has been designed to assist in the formation and operation of students' clubs and societies. It is also anticipated that the manual would help you create an efficient and clear administrative focus in the Club/Society.

Should you have any queries that are not answered in this manual, please do not hesitate to contact the Extra-Curricular Activities Unit (B02-1) for assistance.

### 12.2 Formation of Clubs/Societies

Students are generally allowed to form any types of clubs or societies save and except those which are politically affiliated, believed to be duplication of the existing clubs/societies or in contravention of the law.

All clubs & societies of XMUM must be registered and approved by the Extra-Curricular Activities Unit. A constitution has to be submitted to Extra-Curricular Activities Unit to seek approval for the club/society to be formed.

The Constitution should include:

- Name of the proposed club/society
- Club or Society Logo
- Objectives of the club/society
- Pro-Tem committee members list (a minimum of 7 XMUM students) with details (Name, Student ID, Contact Number, Email address and Signature)
- Duties of Executive Committee (EXCO) & Sub –committee (Central Committee)
- Principal Advisor / Co-advisor details (Name, Programme, Contact number)
- Roles of principal advisor / co-advisor(s)
- Elections
- Resignation, Vacancies & Dismissals
- Annual General Meeting (AGM), General Meeting, etc.
- Membership & Subscription fees (if any)

- Amendments to the Constitution
- Any other relevant information
- Signature of Pro term president (Prepared/Checked by) and principal advisor (Approved by)

Attached required with the Proposal

- Members List
- Proposed events/activities for the year
- Declaration

NOTE Extra-Curricular Activities Unit reserves the right to reject this application if any of the above documents are not attached together with the proposal.

### 12.3 Laws & Regulations

All Clubs & Societies have to abide by the rules and regulations of XMUM, the Constitution of the club/society and other directives issued by the Extra-Curricular Activities Unit from time to time.

12.3.1 Clubs or societies of XMUM are prohibited from providing financial support/financial contribution to external parties or organizations.

12.3.2 Take particular notice of s.47 of the **PRIVATE HIGHER EDUCATIONAL INSTITUTIONS ACT 1996 (ACT 555):- Activities of students or students' society, organization, body or group.**

#### **Activities of students or students' society, organization, body or group**

- (1) Subject to subsection (2), a student of the private educational institution may become a member of any society, organization, body or group of persons, whether in or outside Malaysia, including any political party.
- (2) A student of the private educational institution shall not —
  - (a) become a member of any unlawful society, organization, body or group of persons, whether in or outside Malaysia;
  - (b) become a member of any society, organization, body or group of persons, not being a political party, which the Registrar General determines and specifies in writing to the chief executive of the private educational institution to be unsuitable to the interests and well-being of the students or the private educational institution;
  - (c) be involved in political party activities within the Campus.

- (3) A student of the private educational institution and any society, organization, body or group of students of the private educational institution which is established by, under or in accordance with the constitution, shall not express or do anything which may reasonably be construed as expressing support for or sympathy with or opposition to: —
- (a) any unlawful society, organization, body or group of persons, whether in or outside Malaysia; or
  - (b) any society, organization, body or group of persons which the Registrar General determines and specifies in writing to the chief executive of the private educational institution to be unsuitable to the interests and well-being of the students or the private educational institution.

## 12.4 Process of Formation of Club/Society



## 12.5 Formation of Pro-Tem Committee

A Pro-Tem Committee consisting of students sharing a common interest and vision must first be set up. The Pro-Tem Committee is responsible for drafting the Constitution and establishing the club/society generally.

## 12.6 Appointment and Roles of Advisor(s)

The central committee of the Club or Society shall have the power to nominate and appoint person(s) of eminence who must be a permanent staff of XMUM to be the Advisor(s) of the Society. The roles of the Advisor(s) are: -

- To oversee all activities of the club/society and communicate directly to the Central Committee and the Chairman.
- To act as a liaison between the club/society and the university authorities.



- To check and approve events/activities proposed by the club/society before submitting the relevant documentation to the Student Affairs Office.
- To attend events and AGM (Annual General Meeting) of the club/society whenever feasible.
- Be familiar with the Constitution of the Club/Society.
- Be knowledgeable about and adhere to XMUM's rules and regulations as well as all laws pertaining to student society.
- To take an active role in advising the club/society.
- To ensure continuity of leadership in the club/society.

## **12.7 Annual General Meeting (AGM)**

An Annual General Meeting (AGM) must be held in October each year: -

- To receive the Central Committee's report on the working of the club/society during the previous year;
- To receive the Treasurers' report and the audited accounts of the club/society for the previous year;
- To elect a Central Committee and to appoint auditors, if applicable;
- To deal with such other matters as may be put before it.

Once a new committee is elected, the Chairman must fill out the '*Clubs & Societies Committee Info Update Form*' and submit it to the Extra-Curricular Activities Unit within two (2) weeks from the date of the election.

## **12.8 Application of New Event/Activity**

### **12.8.1 Event/Activity Proposal**

All events or activities organized by clubs and societies require the prior approval of the Student Affairs Office.

An event/activity Proposal has to be submitted to the Extra-Curricular Activities Unit at least one month before major events and two weeks before minor events. Upon approval, the club/society will then be allowed to post posters of the event/activity endorsed by the Extra-Curricular Activities Unit, to book equipment and venue(s) for the event/activity at the Respective Department (ECA will advise).

A project can be defined as a major based on one (1) or more of the following criteria: -

- *A minimum of 200 attendees/participants*

- *Collaboration with external parties*
- *Scale of the event – happens over a very wide area or involves a lot of people (collaboration-wise) or things*

Organizing committee is responsible to follow up with the Extra-Curricular Activities Unit on the status of their proposal after submission.

The Event/Activity Proposal should consist of the following: -

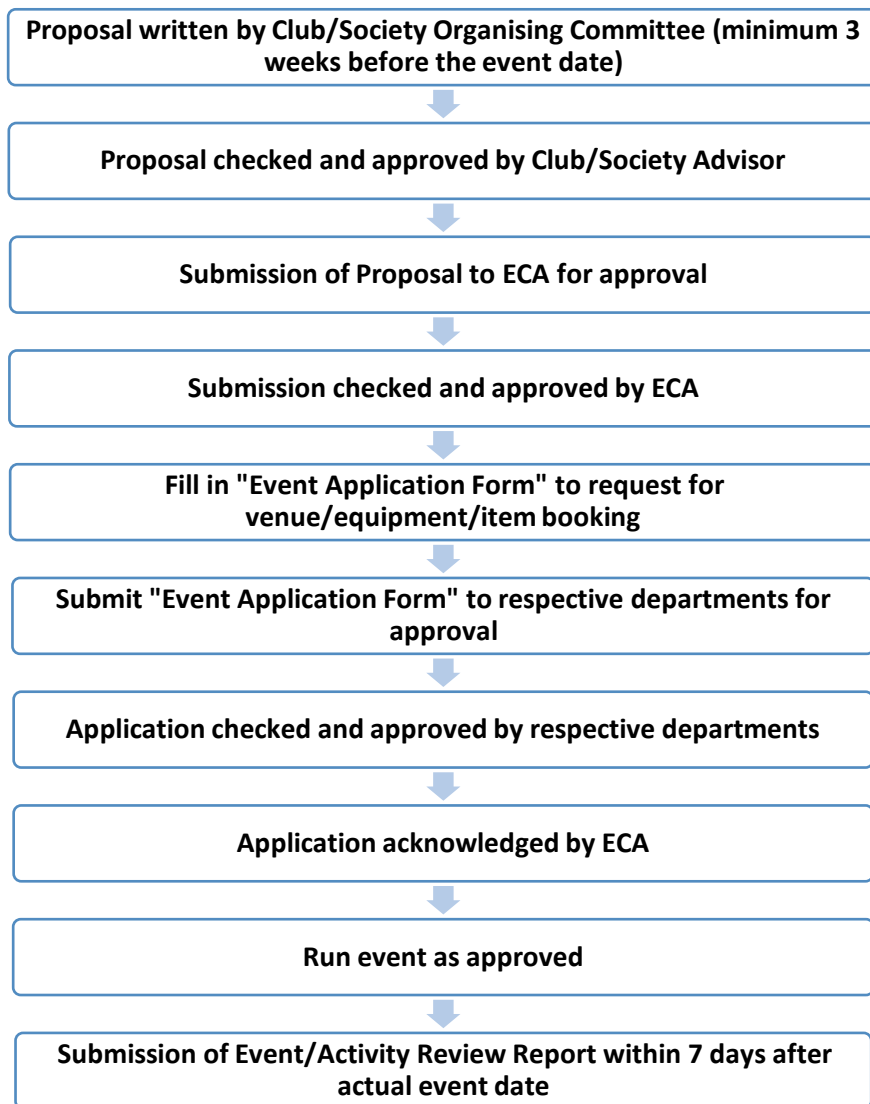
- Name of the event/activity
- Theme (if any)
- Introduction (For talks, including speaker's background)
- Purpose of the event
- Date, Day, Time and Venue of Event
- Target group/ participant and Number of attendees
- Itinerary of event
- Layout of event
- VVIP/VIP list (if applicable)
- Organizing Committee
- Financial Estimation
- Marketing and Publicity Method
- Project Timeline
- Signature of club/society president (Prepared/Checked by) & principal advisor (acknowledged by)

The following attachment should be submitted together with the proposal:

- Funding Application Form (if any)
- Poster design (if any)

*NOTE: Extra-Curricular Activities Unit reserves the right to reject any application which fails to comply with the above requirements*

### 12.8.2 Event/Activity Application Procedure

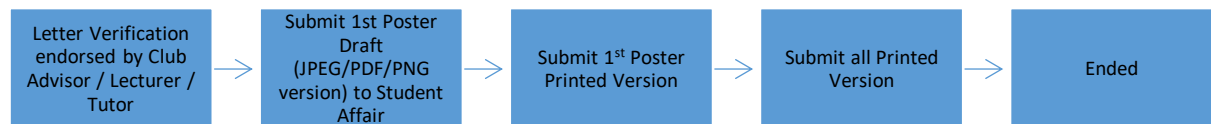


### 12.9 Postering Guidelines for Club/Society

The word "Poster" here includes a poster, notice, advertisement, flyer and other documents.

- All posters may only be posted with the prior approval of the Student Affairs Office. Posters that are posted in contravention of these Guidelines will be removed by XMUM.
- All posters are to be posted on designated Notice Boards ONLY. Poster posted on walls, lifts, etc will be removed.
- ONLY pins are allowed. Double-sided tape, masking tape, and glue/adhesive are strictly prohibited.
- All posters are allowed to be posted for a maximum of 14 days only from the date of approval except for posters advertising an event or activity.
- Poster advertising an event or activity may be posted for more than 14 days but must be removed a day after the event or activity.

- Do not pin your poster on top of the existing one.
- Certain Notice Boards are reserved for the exclusive use of specific activity and are labelled accordingly.
- All posters **MUST** bear the logo of XMUM
- Poster Submission Approval Process:



## 12.10 Letter Release and Waiver of Liability

All students participating in any field trip or special event **MUST** sign a Letter Release and Waiver of Liability Form to be kept on file in the Student Affairs Office before the trip/event commences. Students who have not reached the age of 18 **MUST** have their parent/guardian sign the Release & Waiver of Liability Form.

## 12.11 Clubs & Societies Funding

All Student Clubs & Societies are eligible to apply for funding from XMUM. Funding can be for a range of activities, from training, events, trips, registration fees, equipment and other costs, depending on the type of club/society that is applying.

Applicants shall complete and submit the “Clubs/Societies Funding Application Form” to the Extra-Curricular Activities Unit (ECA). Each application will be considered on a case-by-case basis to determine if it meets the required criteria.

The required criteria are: -

The club/society must be **Active**.

- Submission of EXCO/Committee list after every Annual General Meeting or when there are changes in the Organizational Chart to the Extra Curricular Activities Unit (ECA).
- Active participation in ‘Clubs/Societies Recruitment Drive’ (twice a year) and any other events that are Clubs & Societies related.
- Submission of Reports to the Extra-Curricular Activities Unit (ECA) for events/activities minutes of meeting, Financial Report.
  - Club/society receiving no funding from other sources will be given priority.

- Events/activities that have an education, cultural and social element that enriches the student life at XMUM would be preferred.
- The funding is used exclusively to pursue the aims and objectives of the club/society.

**Note: -**

- An “Event/Activity Financial Report” shall be submitted to the Extra-Curricular Activities Unit (ECA) within 7 days after the date of the event/activity, if the application is approved.
- Original receipts of every spending must be attached with the Financial Report.
- Funding will be withdrawn if the funds are found to be misspent or spent on items other than those specified in the “Clubs/Societies Funding Application Form” or the proposal annexed.
- Any unused funds allocated shall be returned to XMUM.
- Failing to comply with all the above Items may result in the rejection of future applications for funding and/or disciplinary action being taken against the student(s) concerned.

| <b>Extra-Curricular Activities (Room B1 # 103)</b><br><b>Monday to Friday from 8.30am to 5.30pm</b> |  |              |   |
|---|--|--------------|---|
| <b>Name</b>   | <b>Email</b>                                       | <b>Phone</b> | <b>Website</b>  |
| Extra-Curricular Activities   | <a href="mailto:ECA@xmu.edu.my">ECA@xmu.edu.my</a> | 03-8800 6818 | <a href="http://www.xmu.edu.my/list/36/1.html">http://www.xmu.edu.my/list/36/1.html</a> |

# 13.0 RESIDENCES MANAGEMENT RULES & REGULATIONS

## 13.1 Residences Management Rules & Regulations

### 13.1.1 General Rules

- 13.1.1.1 These rules and regulations are written by the Student Affairs Office (SAO) and Accommodation Office (AO) of Xiamen University Malaysia (hereinafter referred to University) in order to provide a comfortable and conducive environment for the residents.
- 13.1.1.2 Student residences of the University are only available for the active students of the University.
- 13.1.1.3 Unless otherwise stipulated by other laws and regulations, the management of residences shall adhere to the Rules and Regulations stipulated here.
- 13.1.1.4 The University and the AO are not liable to any off campus accommodation issues.

### 13.1.2 Application of Student Residences

- 13.1.2.1 All students are eligible to apply for Xiamen University Malaysia's student residences.
- 13.1.2.2 After receiving applications, occupancy type shall be allocated according to the request made by applicants. However, this is subject to the availability of rooms.
- 13.1.2.3 The University will offer accommodation to all new students who meet the following criteria:
  - i. Their programme of study is full time
  - ii. They are studying in the Malaysia campus for at least two semesters
  - iii. Their home address is not within Kota Warisan area
  - iv. Their accommodation application is received before the closing date
- 13.1.2.4 Returning students who are transferred back to Malaysia campus from other Xiamen University campuses will be considered as new students and they will be guaranteed accommodation.

- 13.1.2.5 When applying for residences, applicants must fulfil all the requirements and follow all established rules and procedures. Any violation of the aforementioned will result in rejection of application and/or cancellation of accommodation.

### **13.1.3 Payment and Refund**

- 13.1.3.1 A Booking Fee to Residence Application Fee of Ringgit Malaysia One Hundred RM 100 (non-refundable) has to be paid when submitting the “Student Residences Application Form”.
- 13.1.3.2 The booking fee is refundable only if the University fails to allocate accommodation to the applicants.
- 13.1.3.3 Successful applicants are required to pay a deposit of Ringgit Malaysia Five Hundred RM 500 (refundable) together with one semester rental upon check-in.
- 13.1.3.4 Rental payment is to be made on a per-semester basis
- 13.1.3.5 Only students who have paid their rental are permitted to stay in the residences.
- 13.1.3.6 Deposit will only be refunded after deduction (if any) at the end of the duration of stay.
- 13.1.3.7 Rental is not refundable and will not be pro-rated under any circumstances except when the liability is proven to be owned by the University and/or the AO.
- 13.1.3.8 Rental will neither be refunded nor prorated if the resident is expelled or suspended by The University and/or the AO.

### **13.1.4 Room Assignment**

- 13.1.4.1 Room assignment will be made at the sole discretion of the AO.
- 13.1.4.2 The minimum tenancy is for a semester according to the University’s academic calendar.
- 13.1.4.3 Residents are not allowed to change units and duplicate key(s) without the approval of the AO. Duplication of key(s) without approval shall constitute a severe offence. All keys have to be returned to the AO upon check-out.
- 13.1.4.4 The AO reserves the right to do room reassignment for safety, health, repair service, economy, or disciplinary reasons involving

the residents, or for unresolvable incompatibility of roommates.

- 13.1.4.5 Residents requesting for change of unit is principally discouraged. Nonetheless, residents must obtain official approval from AO for changing a unit. An administration fee of Ringgit Malaysia Thirty (RM 30) will be imposed.
- 13.1.4.6 Downgrading occupancy type is principally not allowed unless valid reason is given and the approval is at the AO's discretion.
- 13.1.4.7 Upgrading occupancy type is allowed and applicant is required to pay the difference in rental.
- 13.1.4.8 In addition to 4.1.4.6 and 4.1.4.7, request for downgrading and upgrading is subject to the availability of units.

### **13.1.5 Room Key Replacement / Room Unlock Services**

- 13.1.5.1 An administrative charge will be assessed for room key replacement or room unlock services:
  - Office hours (Monday to Friday, 9.00 am to 6.00 pm, excluding public holidays) – RM20.00
  - Non-office hours (Monday to Sunday, 6.00 pm to 10.00 pm, including public holidays) – RM30.00
- 13.1.5.2 Resident is required to make the payment at Finance Office within seven (7) working days after the service has been performed.

### **13.1.6 Visitors Policy and Illegal Squatting**

- 13.1.6.1 All visitors must register at the Guard House and respective hostel units (Ground Floor)
- 13.1.6.2 Residents are not allowed to invite visitors (parents/siblings/friends/outside/non-residents) to stay overnight in the residential units. Failure to comply will result in the resident's eviction from the hostel.
- 13.1.6.3 At all times, registered visitors are required to wait at the designated waiting area and must leave the hostel premises by 8.00pm.
- 13.1.6.4 All visitors of the OPPOSITE GENDER are STRICTLY NOT ALLOWED to enter the residential units AT ANY TIME. ONLY immediate family members or guardians are allowed in the residential unit before 8pm. They MUST register at the Security Desk of the respective



hostel block by giving their driving licence upon entry.

13.1.6.5 Disciplinary action will be taken on residents found with a member of the opposite sex inside the room at any time for whatever reason.

13.1.6.6 Parties and/or other social gatherings in the residence are not permitted without prior consent of the Accommodation Office.

13.1.6.7 Residents are personally responsible for ensuring that their visitors comply with all the Residences Rules & Regulations at all times, and also that the visitor's behaviour is not offensive or a nuisance in any way to other residents.

### **13.1.7 Security and Safety**

13.1.7.1 It is the responsibility of each resident to ensure his or her own safety and security. Residents must ensure that the doors to their unit and their valuables are locked and secured at all times.

13.1.7.2 The University will not be responsible for damage or theft or loss of resident's personal property, money and any other items left by the resident in the residence. It shall be the responsibility of the resident to safeguard his or her own belonging.

13.1.7.3 The University will not be responsible for any injury whatsoever towards residents or damage to property of residents, their guests or any other persons resulting from the resident's or their guest's recklessness, wilful negligence, negligence or negligent use of the unit and the privately owned or university supplied properties or furnishings.

13.1.7.4 Residents are not allowed to sit on the balcony rails or to throw/dispose items off the balcony/window. For safety reasons, residents are prohibited to use the balcony for any recreational activities.

13.1.7.5 Residents must use the authorized entrances and exits. Offending residents are fully responsible over any injuries that may result from this transgression.

13.1.7.6 The curfew set for the residences is 12.00 am. Residents who wish to leave or return to the campus ground after 12.00 am must report at the guardhouse with their student IDs. No liability or

responsibility is accepted by the University for any injury, illness, damage, loss, accident, expense, or any other claim arising from leaving the campus ground after the curfew.

### **13.1.8 Cleanliness and Order**

- 13.1.8.1 Residents are personally responsible for the tidiness and cleanliness of their unit at all times. Any waste should be disposed in a proper manner at the designated rubbish collection points
- 13.1.8.2 Water and electricity when not in use should be turned/switched off immediately. The last person leaving the unit is responsible to ensure that all taps are turned off and all lights/electrical appliances are switched off to ensure there is no wastage and to avoid fire hazards.
- 13.1.8.3 Fixtures that are likely to cause damage to the residences are strictly prohibited. In addition, residents are not allowed to:
  - hammer nails, screws or stick tapes, stickers, notices, posters, badges, crest, or play cards onto the walls/doors;
  - deface or do any drawing, scribbling or paint works on the walls and furniture that may be deemed to be damaging, defective or unsightly by the AO; and
  - remove any furniture from the common areas for their personal use.
- 13.1.8.4 The University will provide cleaning service for common areas only.
- 13.1.8.5 The University will not be responsible for loss of any personal valuable item or laptop or mobile phone or money left by residents in the rooms or common areas.

### **13.1.9 Noise and Nuisance**

- 13.1.9.1 Residents are not permitted to make excessive noise (noise that can be heard outside the confines of a resident's own unit which disturbs other residents is deemed to be excessive) at all times out of respect to fellow residents.
- 13.1.9.2 Noise is restricted from 10.00 pm until 7.00 am during weekdays (Sunday to Thursday) and 11.00 pm to 7.00 am during weekends (Friday and Saturday). Nonetheless, noise restriction during

examination period is at all times.

13.1.9.3 Residents are prohibited from making noise in common area (corridor, pantry, laundry area, balcony) and residences compound (within 10-meter radius from residence building) during the noise restriction times.

13.1.9.4 Audio equipment is to be operated at reasonable volume where the sound is not heard from outside the unit or a nuisance to other residents.

#### **13.1.10 Code of Conduct**

13.1.10.1 Residents are expected to behave in a manner consistent with the good reputation of the University, refraining from any behaviour which could endanger human life or health, or cause damage to property, disturb order and peace in the Residence, or curtail the rights and liberties of the other residents while residing at the premises.

13.1.10.2 Fighting or any act of violence is strictly prohibited within the residences.

13.1.10.3 Residents are strictly prohibited from engaging in any illicit businesses or activities anywhere in the unit, toilet, and areas including common areas within the residences.

13.1.10.4 Residents are not allowed to visit the unit of the opposite gender at all times.

13.1.10.5 Residents are prohibited from bringing or keeping any kind of pets within the residences and the common area outside the residences.

13.1.10.6 Residents are not to tamper with, dismantle or otherwise damage all provided facilities and electrical appliances in the common area. The act is tantamount to vandalism. Fraudulent or unauthorized use of other facilities and electrical appliances is a serious offence and will result in disciplinary action including but not limited to eviction from the residences. Residents are liable for all costs of vandalized items.

13.1.10.7 Possession and/or consumption of any prohibited drugs in the residences are strictly prohibited. Malaysia is a country with

strict laws regarding drug possession and distribution. Under Section 39A(2) of the *Dangerous Drugs Act 1952*, anyone caught with the possession of drugs will receive a minimum of five years in prison or life imprisonment and a minimum of 10 whippings, if convicted. Under Section 39B of the Act, anyone caught with the distribution of drugs will receive the mandatory death sentence by hanging, if convicted. These punishments are applicable to both Malaysians and foreigners.

- 13.1.10.8 Viewing, possession and/or dissemination of pornographic materials (hard/soft copies) in the residences are strictly prohibited.
- 13.1.10.9 13.1.10.9 Lethal weapons are not allowed in the residences.
- 13.1.10.10 Harassment, defined as offensive behaviour (of sexual, racial, religious, social nature) in verbal, non-verbal, visual, psychological, physical and cyber/virtual form is strongly prohibited. Examples include (but is not limited to) bullying, intimidating/abusive behaviour aimed at causing humiliation, discrimination motivated by racial/religious/gender prejudice, stalking, invasion of privacy, utilising social pressure to cause offence.
- 13.1.10.11 Smoking of cigarettes, cigars, pipes and all other substitutes e.g. shisha, E-cigarettes or the possession and the display of any related paraphernalia is not allowed in the residences. Any smoking and/or its related paraphernalia will be confiscated. Ringgit Malaysia Fifty (RM 50) fine would be imposed if residents are found smoking in residences premises.
- 13.1.10.12 Possession or consumption or the display of alcoholic product either (with or without any) content in the residences is not allowed. A resident must not be in a state of intoxication when he/she returns to the residences.
- 13.1.10.13 In the interest of maintaining a high standard of cleanliness, the consumption and possession of chewing gum is prohibited in the residences.
- 13.1.10.14 Littering and/or spitting at public area of the residence are prohibited.

- 13.1.10.15 It is the responsibility of the resident to ensure that his/her parent(s) and room/unit mate(s) are aware of his/her whereabouts. This is imperative to ensure that the resident is contactable in case of emergencies.
- 13.1.10.16 Ball games, roller blade/skate and other gym equipment deemed inappropriate by the AO are banned in the residences except at the designated area. Any banned equipment found may be confiscated.
- 13.1.10.17 No religious altar or prayer paraphernalia is allowed to be placed/set up in any part of the unit and within residences.
- 13.1.10.18 Residents are strictly prohibited to move the furniture and fittings from the unit. The resident who causes damage or loss to furniture and fittings in the unit will have to pay for the damage based on the purchase price of the item.
- 13.1.10.19 The facilities in common areas are prohibited to move or bring into rooms by residents.

#### **13.1.11 Cooking Matters and Use of Electrical Appliances**

- 13.1.11.1 Cooking is strictly prohibited in the units. Light cooking is allowed at the pantry. However, extreme care must be exercised.
- 13.1.11.2 Residents are to obtain permission from the Accommodation Officer to use or install electrical appliances inside residences area.
- 13.1.11.3 Residents are strictly prohibited from keeping or using gas/kerosene/flammable stoves, portable air-conditioners, home theatre system, and large musical instruments in the units.
- 13.1.11.4 For safety reasons, burning candles or mosquito coils without a cover is strictly prohibited. Residents are advised to use electric mosquito mat vaporizer.
- 13.1.11.5 No TV aerials are allowed to be fixed in or outside the residences.
- 13.1.11.6 To reduce fire risk from electrical appliances, only the following electrical appliances are permitted in your room - haircare equipment, clock/radio and computer equipment. Items like mini fridges, microwave, hot plate, induction cooker and musical

instrument are not permitted. The list provided is not exhaustive; the AO reserves the right to amend.

13.1.11.7 Violation of these rules will lead to the items being confiscated and a fine of Ringgit Malaysia Fifty (RM 50) being imposed.

13.1.11.8 Firefighting equipment must not be tampered with, other than for emergency purposes only. If found tampering with any firefighting equipment, the resident(s) concerned will be fined and the minimum fine imposed is Ringgit Malaysia Three Hundred (RM 300) or depending on the severity of the damage, and the final cost validated by the third party or the vendor.

#### **13.1.12 Maintenance of Rooms**

13.1.12.1 Residents are to report to the AO of any problem and/or damage that need rectification using "Maintenance Request Form" and the residents should not attempt to rectify the problem themselves.

13.1.12.2 In the event of any such request for maintenance, the AO or any other authorized University personnel or maintenance staff or agents or approved service contractor shall have the right to enter the affected unit at a reasonable period of time for the purpose of spot check, inspection and repair, recovery of the University owned property.

#### **13.1.13 Check-In and Check-Out Procedures**

13.1.13.1 Residents must fill in the check-in/check-out documents when they start and end their stay at the University residences.

13.1.13.2 All units will be inspected by the AO or any other authorized staff for damages caused during the residents' tenancy (fair wear and tear excepted) to the rooms and their contents. The list of content will determine if damages are to be charged to the resident(s) at the time of check-out.

13.1.13.3 Residents are to remove all their personal belongings, return their room keys to the AO and vacate the rooms by 12.00 pm on the specified check-out date and/or before the last day of stay. If they fail to comply, the AO reserves the right to vacate the room(s)

without prior consent of the resident(s). In addition, the University and its management are not responsible for direct and/or indirect losses or damages of any kind to all belongings at all times.

- 13.1.13.4 No temporary storage is provided. As such, all residents are to remove their belongings upon check-out.
- 13.1.13.5 Check-in and check-out are only possible on weekdays and/or announced period of time, between 9.00 am and 5.00 pm. If the resident desires to check in or check out at a different time, he/she has to submit a formal written notice to the AO and/or Warden at least seven (7) days in advance.
- 13.1.13.6 Residents are strongly advised not to arrive at their designated residences before the specified check-in date as AO cannot guarantee the availability of accommodation at that time.
- 13.1.13.7 The unit has to be thoroughly cleaned by the resident before checking out, otherwise a fine of Ringgit Malaysia One Hundred (RM 100) will be imposed and the sum will be deducted from the resident's deposit by the AO for the purpose of engaging cleaners.
- 13.1.13.8 Failure to follow proper check-in/check-out procedures will result in deposit being forfeited.

#### **13.1.14 Withdrawal from Student Residences / Termination of Tenancy**

- 13.1.14.1 Residents are to fill in the "Student Residence Withdrawal Form" and submit it to the AO along with check-out document and all properties before leaving the residences.
- 13.1.14.2 All residents shall follow all prescribed procedures, fulfil all requirements and leave residences before the last day of stay. Failure to do so will lead to forfeiture of deposit.
- 13.1.14.3 Any request for cancellation or premature termination of the tenancy after check-in will result in the forfeiture of all rentals paid.
- 13.1.14.4 In addition to **13.1.14.3**, residents are allowed to terminate their tenancy after a minimum stay of one (1) semester by giving the AO at least a one-month written notice. Failing to do so will result in a penalty equivalent to one-month rental and/or forfeiture of

deposit.

- 13.1.14.5 In addition to **13.1.14.4**, residents who wish to apply for cancellation or premature termination of the tenancy must submit the “Residence Withdrawal Application Form” to the AO at least seven (7) working days before the day of leaving.
- 13.1.14.6 Tenancy at the residence will be terminated automatically if the resident is no longer a bona fide full-time student of the University.
- 13.1.14.7 Upon withdrawal or termination, residents are to ensure that their units are clean and shall remove all their belongings from the units, failing which; the University and its management shall remove their belongings from their rooms without liability.
- 13.1.14.8 The AO can terminate one’s tenancy at any time if:
  - 1) the resident fails to pay any sum due and owing to the University; or
  - 2) the resident fails to comply with the Rules & Regulations.

#### **13.1.15 Force Majeure**

- 13.1.15.1 In the event that the residences or any part thereof which is the subject of the Student Residences Agreement, should be caused at any time by fire or explosion or any other cause beyond the reasonable control of the University so as to be partially or totally unfit for the resident’s occupation or use, then in every such case (except where the damage is caused/contributed by the act or default of the Tenant) the University shall have the right to immediately terminate the Student Residences Accommodation Agreement and the University shall not be liable to the residents for any damages occurring as the result of such termination.
- 13.1.15.2 However, the University shall have absolute discretion to refund pro rata part of the rental that is proportionate to the period of the semester where the University is unable to provide accommodation due to the said termination of tenancy.



### **13.1.16 Disciplinary Action on Breach of Residences Management Rules and Regulations or Misconduct**

- 13.1.16.1 Any resident found to be in breach of any terms within the Residences Management Rules and Regulations or guilty of misconduct will be subjected to stern disciplinary actions. The AO has the right to confiscate any prohibited items and/or items that are being used in such a manner that will amount to violating the Residences Management Rules and Regulations.
- 13.1.16.2 Disciplinary actions may amount to warning being issued, imposition of fine of a stipulated amount and any compliance needed to be adhered to during the stipulated period of time. Severe cases of misconduct or act of misdemeanour will amount to being expelled from the residences with immediate effect.

### **13.1.17 Spot Check Procedures**

- 13.1.17.1 There shall be spot checks conducted by the Accommodation Officer(s) and/or the Residents Fellow(s) and/ or security staff from time to time to ensure the Residences Management Rules and Regulations are not violated. During the spot checks, residents must open their desk drawer and wardrobes for spot checks if reasonably requested by Accommodation Officer(s) and/or the Warden and/or other designated staff.
- 13.1.17.2 The University and its management are not responsible for direct and/or indirect losses or damages of any kinds that might occur during spot checks.

### **13.1.18 Review of Rules and Regulations**

- 13.1.18.1 The AO reserves the right to impose new rules and/or amend the existing rules from time to time, and such additions and amendments shall be made known to residents accordingly.

### **13.1.19 Utility**

- 13.1.19.1 Student residents will be billed for their electricity consumption on a monthly basis.

- 13.1.19.2 Electricity charges per month per unit will be borne equally by all residents in that same unit if the unit is occupied by more than one resident.
- 13.1.19.3 Payment shall be made to the Finance Office during the said period of time.

A late payment charges of RM10.00 per month will be imposed after 30 days of the billing date.

| <b>Student Accommodation (Room B1 # 107)</b><br><b>Monday to Friday from 8.30am to 5.30pm</b> |  |  |
|---|--|--|
| <b>Name</b>   | <b>Email</b>   | <b>Phone</b>   |
| Student Accommodation   | <a href="mailto:studentaccommodation@xmu.edu.my">studentaccommodation@xmu.edu.my</a> | 03-8705 5051 / 03-8705 5164/<br>03-8800 6854/03-<br>88006924/03-88005193/03-<br>88006832 |
| Key Lost Hotline<br>From 6pm to 10pm only   | -  | 013-917 6801   |
| Assistant Warden Hotline<br>Non Office hours only   | -  | 013-5176801  |
| Security Hotline  | security@xmu.edu.my  | 019-348 9999/019-<br>2959998/012-3244199   |
| Maintenance Hotline   | Xmum.umd@xmu.edu.my  | 017-3135947  |

# GUIDELINES GOVERNING THE USE OF PUBLIC REFRIGERATORS AT XIAMEN UNIVERSITY MALAYSIA (XMUM) RESIDENCES

1. Purpose: These guidelines are established to promote self-regulation at the residences, improve living condition, and protect the welfare of the residents at large.
2. Scope: These guidelines apply to all residents at XMUM residences.
3. Guidelines:
  - a. All residents are eligible to use the public refrigerator.
  - b. All the items kept in the refrigerator must be stored and sealed in properly-covered container, bottle, jar, or plastic bag.
  - c. All the items kept in the refrigerator must be tagged with the date of storage and the owner's particulars including name and room number.
  - d. The storage period is strictly limited to ONE week only.
  - e. For those who would like to have their items stored in the refrigerator for more than one week, they must retag their items with updated date of storage and owner's particulars before the expiry date.
  - f. The public refrigerator is to be checked and general clean-out is to be carried out on weekly basis, every Thursday or as and when necessary. All owners are required to remove their items from the public refrigerator before the clean-out date. Items which are expired / prohibited / not tagged properly will be removed from the public refrigerator. All uncollected and leftover items will be disposed without notification.
  - g. Prohibited items are as follows:
    - i. Alcohol and intoxicating items
    - ii. Controlled substances and illegal drugs
    - iii. Unsealed items such as opened can, bottle *et cetera*
    - iv. Food or beverage with strong odours such as durian, fermented bean curd *et cetera*
    - v. Oversized items
    - vi. Expired items
  - h. Violating these guidelines may result in community sentence.
  - i. Stealing is strongly prohibited and will lead to disciplinary and/or legal actions once found guilty.
  - j. The University and its management will not be responsible for damage or theft/loss of any items stored in the public refrigerators.

k. The University and its management will not be responsible for any illness, injury or disability, including death, attributable to your physical condition or for the aggravation of such condition caused by consumption or usage of any items stored in the refrigerator.

l. The University and its management reserve the right to impose new guidelines and/or amend the existing guidelines from time to time, and such additions and amendments shall be made known to residents accordingly.

## 14.0 THE ENGLISH LOUNGE: ONE-STOP LANGUAGE HUB

### **Embracing possibilities, empowering individuals**

For most of you, XMUM may be the start of an exciting journey gearing you closer to your goals. In every episode of life, we make shifts in the way we think and view the world. These shifts can be reinvigorating and at times, challenging, especially when it is a new learning environment.

As a support and language training centre, we are committed to helping you ease this transition, and we seek to facilitate language learning through a holistic and interactive experience. Ours is an integrative approach that fosters active learning and appreciation of the language, blending the best of modern technology and media. By seeking to recognize and hear your voice as an individual learner, we hope to design an experience that meets your expectations. We are convinced that in today's global landscape, competence in the English language will help students gain a competitive edge to connect competently and confidently with individuals from diverse communities.

At the heart of our core beliefs is that language learning is immersive, and it has to be relevant and real. Students gain fluency, confidence and competence when they use the language frequently, not just within classroom walls but also in casual settings. The English Lounge is intended to be an informal platform to connect and immerse students in an English-speaking environment. It is a comfortable learning space that affords you the space to connect, to learn, and to be yourself. It is the place where we suspend judgements and criticisms. It is the space where we embrace imperfections while perfecting your potential and filling in the gaps. Language expands our world, and with language, our windows certainly become bigger and clearer.

The hub provides a range of services and courses including personalised/small-group coaching and peer mentoring that will address varied learning needs. There is also the "Writing Clinic" that provides solutions to students' writing woes. Besides, you will have access to a wide range of English reference books, audio-visual materials, novels, newspapers, magazines and eLearning resources. It should be a safe and friendly haven to unwind after hours of rigorous lectures and tutorials.

An exciting feature of the hub is the self-directed digital portal that serves as an extension to language learning, and allows students to learn English independently. This language platform combines social media tools with quality content for English language learning, and integrates the

four components – listening, speaking, reading and writing. With a uniquely blended approach to language learning, students can set their own pace and work towards their goals, while interacting with a real and diverse audience.

Learning does not take place in a vacuum. Our latest initiative “Let’s Chat” is a coffee chatroom where students gather to share and discuss topics of general interest, and to mingle with youths of different nationalities. The experience will be enriching as one gains greater insights into the colourful spectrum of humanity. A collaboration with our international learning partners, this chat session is held every week.

From time to time, there will be enrichment activities and national competitions which will expand the learner’s confidence and competence in the English language. Most importantly, it will promote avenues to foster meaningful collaboration and friendships.

The hub is one of the several initiatives proposed by the English Language centre which is committed to providing a dynamic and enriching experience for students. It holds the conviction that language competence sets one apart and ahead in today’s global village. By embracing a student-centred approach that focuses on reflective, collaborative and authentic learning, we are confident that graduates of Xiamen University Malaysia will put the university at the forefront of language learning.

All in all, we trust you will embrace the journey with passion and confidence. Champions do not happen overnight, but where there is confidence, there shall be competence, and we believe that as you steer towards the end of your academic journey in Xiamen, you will emerge as a confident and competent user of the English language.

Remember, our aspiration is to leave imprints that will eventually shape your milestones in life. We envision the best of you for when we embrace possibilities, we awaken miracles in the mind.

**The language hub is located at B1G03, and will open from 9 am to 6 pm every weekday. For those who need personalised coaching on language-related matters, our consultation hours are from 2pm to 5 pm, Mon, Wed & Fri, and by appointment.**

| <b>The English Lounge (Room B1 # G03)</b><br><b>Monday to Friday from 9.00am to 6.00pm</b> |  |                             |
|--|--|-----------------------------|
| <b>Name</b>  | <b>Email</b>   | <b>Phone</b>                |
| One-Stop Language Hub  | <a href="mailto:eled@xmu.edu.my">eled@xmu.edu.my</a><br>or<br><a href="mailto:jennymaganran@xmu.edu.my">jennymaganran@xmu.edu.my</a> | 03-8880 5112<br>017-6740300 |

## 15.0 LIBRARY USER'S GUIDE

The library provides library collections, spaces, facilities and various services for university's members. It locates at A3 building. The library is currently holding approximately 80,000 collections of books in English, Bahasa Melayu and Chinese languages with a range of electronic resources as well.

### 15.1 Main Services

The library provides professional services includes but no limited to the following:

- Course Reserves reference books and materials related to courses at 2<sup>nd</sup> floor
- Lending Services provide access to the general books and materials collections at 2<sup>nd</sup> floor.
- Library's Circulation Counter services including general references, loaning of teaching devices, etc. at 2<sup>nd</sup> floor.
- 1,200+ of various learning areas and seating types at 1<sup>st</sup> floor, 2<sup>nd</sup> floor and 3<sup>rd</sup> floor.
- Various types of study and discussion rooms at 2<sup>nd</sup> floor and 3<sup>rd</sup> floor via online reservation.
- Various spaces such as Makerspace, Innovation Space (Robotic Lab), Mini Cinema and Instruction Room at 1<sup>st</sup> floor.
- Self-printing/ photocopying/ scanning services at 1<sup>st</sup> floor using Campus ECard.
- Digital E-Resources with secured network access at 1<sup>st</sup> floor.
- Desktop computers with Internet access also at 1<sup>st</sup> floor.

### 15.2 Operation Hours

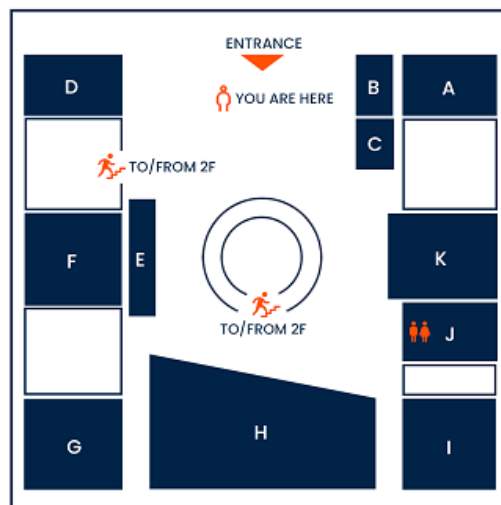
The library is open daily from Monday to Sunday and may open on certain Public Holidays.

| Day                 | Operation Hours  |
|---------------------|--|
| Monday to Friday    | 9:00 AM to 10:00 PM  |
| Saturday and Sunday | 9:00 AM to 5:00 PM   |
| Public Holiday      | 9:00 AM to 5:00 PM<br>(May close on certain Public Holidays) |

Note: The library's operating hours are subject to change during university campus breaks or public holidays. Any alterations to the library's operating hours will be communicated through website <https://linc.xmu.edu.my>

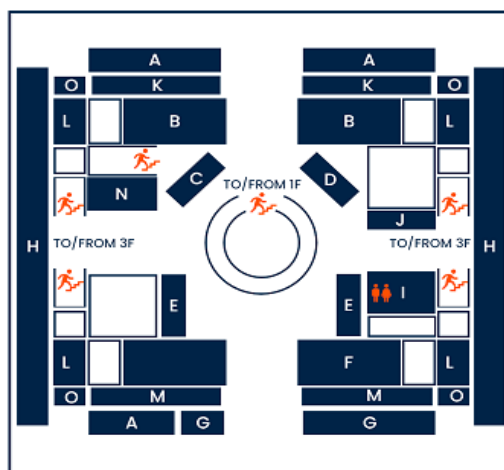


## 15.3 Library Floors Directory (1st Floor to 3rd Floor)



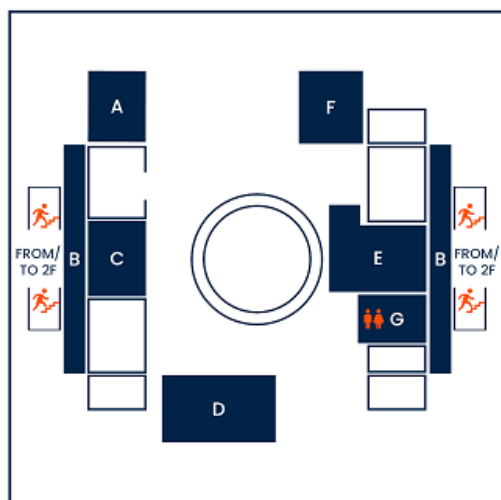
### INNOVATION SPACE (1F)

- A IT OFFICE
- B IT HELPDISK
- C PHOTOCOPYING/PRINTING
- D SELF SERVICE COMMONS
- E WORK DISPLAY
- F MINI CINEMA
- G INNOVATION SPACE (ROBOTIC LAB)
- H INTERNET ACCESS AREA
- I MAKERSPACE
- J RESTROOM
- K INSTRUCTION ROOM



### LEARNING COMMONS (2F)

- A WESTERN BOOKS
- B COURSE RESERVES
- C CURRENT BOOKS
- D CIRCULATION COUNTER
- E ART BOOKS
- F TAN KAH KEE MEMORIAL
- G CHINESE BOOKS
- H GRAND READING CORRIDOR
- I RESTROOM
- J MAGAZINES
- K SILENT STUDY ZONE
- L STUDY ROOM
- M DISCUSSION ROOM
- N LIFT TO G, 2F
- O PHONE ROOM



### LEARNING COMMONS (3F)

- A SOUTHEAST ASIA CORNER
- B READING CORRIDOR
- C STUDENT SUCCESS ROOM 1-3
- D TECHNOLOGY COLLECTION
- E MEDICAL COLLECTION
- F SCIENCE COLLECTION
- G RESTROOM



## 15.4 Lending Policy

- You are not allowed to take any books or reading materials out of the library until the loan of the book or material has been recorded by the library system.
- All loaned books must be returned on or before the due date. The loan period differs for different types of materials as stated below:

| Type of Collections | Status         | Loan Period | No. of Items |
|---------------------|----------------|-------------|--------------|
| General Books       | Student        | 30 days     | 15           |
|                     | Staff          | 30 days     | 10           |
|                     | Academic Staff | 30 days     | 30           |
| Course Reserves     | Student        | 4 hours     | 3            |
|                     | Staff          | 4 hours     | 3            |
|                     | Academic Staff | 130 days    | 5            |

- Periodicals, newspapers and others reading materials (non specified) are not available for loan.

## 15.5 Returns

Borrower must return all loaned books or materials on or before the due date to the Library's Circulation Counter. \*All borrowers must settle any overdue loans before they are permitted to borrow again. Refer library Assets Overdue Fines, Damaged or Lost Charges at <https://linc.exmu.edu.my/fines-report-lost/>

| Description                  | Penalty Charges                        |
|------------------------------|--|
| Overdue Fines-Book           | RM 0.20 per day                        |
| Overdue Fines-Course Reserve | RM 0.50 per hour                       |
| Book Lost & Damaged          | Book Price *2 + RM30 (Processing Fees) |

\*Final book price will be decided after price comparison process on e-commerce websites such as amazon.com and others.

## 15.6 Book Purchase Suggestion

You can logon to <https://linc.xmu.edu.my/purchase-request> to recommend the books which meet the collection development policies and the mission of the university, to fill out the necessary information for books that are needed but have not been purchased.

## **15.7 Reference Services**

General reference services are provided such as library catalogue searching (OPAC), database access, room reservation, etc.

## **15.8 Print & Photocopying**

Self-service printers are available for printing, photocopying and scanning in the Block A3 library located at 1<sup>st</sup> floor, during library's operation hours.

## **15.9 E-Resources via Remote Access (webVPN)**

Users may retrieve more than 500 million printed items and E-Resources through library's OPAC system.

A list of databases is shown on the webpage at <https://linc.xmu.edu.my/>. Select "E-RESOURCES" and then "Library E-Resources" tab for E-Resource access.

Email [librarian@xmu.edu.my](mailto:librarian@xmu.edu.my) or raise an AskA feedback via <https://app.xmu.edu.my/AskA>, if you need further inquiries on E-Resources.

## **15.10 Library Code of Conduct, Rules and Regulations**

The following are the Code of Conduct, General Rules and Regulations which are in place in order to establish a favorable and pleasant learning environment in campus library for all patrons:

### **15.10.1 Code of Conduct**

- Sharing of seats, power points and library materials.
- Respect those studying around you.
- Speak softly at all times.
- Treat everyone with courtesy and be considerate.
- Take care of your own belongings. Unattended items will be removed.

### **15.10.2 Rules and Regulations**

#### **To Do**

- All reading materials should be checked out at Library's Circulation Counter before leaving the library.

- Food and beverages are allowed at the A3 1st floor's dedicated library areas only.
- Library common seats are available based on first come, first served basis.
- Keep library space, study rooms, or areas clean and tidy at all time.
- Return the reading materials to the book's trolleys or at the reading tables.
- Wear appropriate attires for the library setting.
- Wear quiet and non-high-heeled footwear to prevent excessive noise and safeguard the library's flooring.
- Show respect to other individuals studying around you.
- Maintain a minimum noise level during conversations.
- Report any occurred accidents immediately to the librarian.

#### **Not to Do**

- Personal belongings should not be left unattended in the library areas.
- Vandalism of library assets, facilities, and building areas is strictly prohibited.
- Do not access illegal websites or engage in illegal downloads of movies or software using the library's facilities or computers.
- Do not move tables, chairs and other furniture around.
- Engaging in activities such as soliciting donations, distributing pamphlets, or any other commercial or religious endeavors is strictly prohibited.
- Taking photos, videos, or audio recordings of other individuals in the library is prohibited.

#### **15.10.3 General Rooms and Common Learning Space Usage Rules**

These rules are applicable for all types of the library's rooms, including Instruction Room, Mini Cinema, Makerspace and common learning areas:

- Use the library room or space only for study and academic purposes. Respect those studying around you.
- Seat reservations are not allowed. For common learning areas, it is based on "first come first served basis", whilst all library rooms will need reservation via the Space Booking System only.
- Keep library space and rooms clean and tidy.
- Food and beverages are not allowed (except bottled plain drinking water).
- Turn off all the lights and closed the door when leaving the library rooms.
- Avoid loud noises and disturbance to others.
- Do not move, remove or add any tables or chairs in the library's rooms. (To find out the maximum occupancy information, do visit Room Types Available)

- Playing of cards, games or watching movies is prohibited.
- Vandalism of library rooms or common learning areas is not allowed.
- Patron who booked the room must be present at the reserved room.

#### **15.10.4 Disciplinary Action on Breach of Library Rules and Regulations or Misconduct**

Any patrons found to be in breach of any terms within the Library Rules and Regulations or guilty of misconduct for inappropriate behaviour, librarians reserve the right to restrict patrons from future room booking or subject to disciplinary action if the patrons violate any of the rules and regulations mentioned above.

Disciplinary actions may amount to warning being issued by Student Affairs Office, and/or any compliance needed to be adhered to during the stipulated period of time. Examples of violations of library rules and regulations, misconduct, or actions that may be considered misdemeanours. Refer <https://linc.xmu.edu.my/library-polices/> for more information on the Library's rules and regulations.

Library aims to establish a favorable and pleasant learning environment for all patrons. Library staff members are responsible for enforcing library rules and maintaining order, and they may address and intervene in situations involving inappropriate behaviour, with or without security authority.

Refer more information on Library Policies at <https://linc.xmu.edu.my/> > Guidelines & Policy > Library Policies

#### **15.11 Library Contacts**

| Location  | Email  | Website   | Phone        |
|---|--|---|--------------|
| Library's Circulation Counter<br>(A3-2 <sup>nd</sup> Floor) | <a href="mailto:librarian@xmu.edu.my">librarian@xmu.edu.my</a> | <a href="https://linc.xmu.edu.my/">https://linc.xmu.edu.my/</a> | 03-8800 6801 |

## 16.0 IT SERVICES & FACILITIES

### 16.1 General Information

You can access the campus network, 24 hours a day while you are within campus areas such as campus hostel, via either Ethernet/LAN or wireless network. However, do note of the following:

- You are prohibited from viewing pornographic websites, downloading unauthorised copyrighted software or content, or pornographic materials from the Internet or engaging in online gambling using campus network.
- User needs to have own accessories such as Ethernet/LAN cables to connect to the campus internet networks.
- Do not attempt to remove, tamper, or interfere with any of the campus computer, printer, cabling, projector, power extension, network devices or other equipment in the classroom, computer laboratory, library, or any other location with equipment provided in campus.





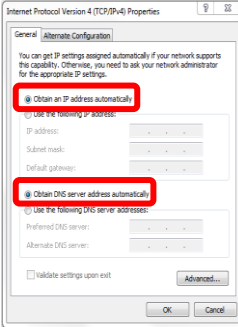

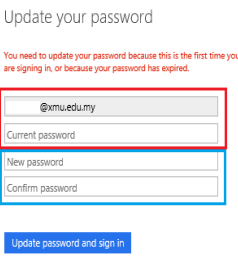



IT Department reserves the rights of campus network access control and monitors any abnormality within the campus network and Internet activities.






### 16.2 General IT Rules and Regulation Guidelines – IMPORTANT!

- Computer and network facilities are provided primarily for educational use only. Attempts to circumvent accounting systems or to use the computer accounts of others will be treated as forms of attempted theft.
- General rules and regulation concerning the use of computers, services and networks in XMUM are aligned with the Cyberlaw Acts of Malaysia. Breaches of such laws, for example the downloading and sharing of pornographic materials, and unauthorized copying and/or alteration of copyrighted materials, may be treated as misconduct, which could lead to suspension or expulsion from the University, or even legal proceedings.
- All users are expected to abide by the University rules and policies when utilizing any of the campus computer, network, equipment, and facilities. Failure to do so may result in disciplinary action.
- Refer more information on IT Services Policies at <https://linc.xmu.edu.my/> > Guidelines & Policy > IT Services Policies






## 16.3 IT Services, Quick Guides and Contacts

Refer below for IT quick guides which provide explanation on how user can access to XMUM's IT and Library services and facilities. For detailed instructions, visit <https://linc.xmu.edu.my/> > **Services, E-Resources or Technologies** sections.

|   |   |
|---|---|
|    | <p><b>WIFI / Wireless Network Connection</b></p> <ol style="list-style-type: none"> <li>1. Connect to campus WIFI = <b>"Student-5G"</b> or <b>"Student"</b> with the security key/password <b>"xmustudent"</b>.</li> <li>2. To use own wireless router, do seek approval from IT Department. Note: The WIFI name (SSID) for personal use cannot begin with "XMU" nor using the same SSID names such as Staff, Guest, Student etc.</li> <li>3. Currently, the campus network does not require user authentication. However, in the later phase, user authentication will be imposed.</li> </ol>   |
|   | <p><b>Wired/LAN Network Connection</b></p> <ol style="list-style-type: none"> <li>1. Connect your computer to the LAN port (see picture).</li> <li>2. Select 'Network and Internet Setting' &gt; choose 'Obtain an IP address automatically'</li> <li>3. Wired/LAN connection is recommended for a more stable internet experience.</li> <li>4. Visit <a href="https://linc.xmu.edu.my/">https://linc.xmu.edu.my/</a> and select "Technologies -&gt; Network &amp; Connectivity" tab for more information on Network &amp; Connectivity.</li> </ol>     |
|  | <p><b>Changing Initial Password for Email</b></p> <ol style="list-style-type: none"> <li>1. Sign in through <a href="https://www.office.com">https://www.office.com</a></li> <li>2. Enter your campus email account with the initial password provided for first time sign in. Enter your new password and click 'Confirm Password' to change.</li> <li>3. Click 'Update Password' and sign in again.</li> <li>4. Visit <a href="https://linc.xmu.edu.my/campus-email/">https://linc.xmu.edu.my/campus-email/</a> for more info on Campus Email.</li> </ol>    |
|  | <p><b>Email and Office365 Cloud Service User Manual</b></p> <ol style="list-style-type: none"> <li>1. Sign in through <a href="https://www.office.com">https://www.office.com</a></li> <li>2. After signing in, click  on the top right corner of the page to customize your email and office365 settings (change operating system language, time zones, password, menu, and other options). On the same page, you will see various apps and icons that allow you to access your Email, Calendar, Cloud Storage, Office Online and other applications. You can also click on the  icon for 'Help' options.</li> <li>3. The University will use email as one of the communication channels to make announcements and etc.</li> </ol> |

|   |   |
|---|---|
|    | <p><b>Campus ID &amp; Campus ECard</b></p> <ol style="list-style-type: none"> <li>1. Campus ID is a unique identification card for all lecturers and students.</li> <li>2. Upon receiving the Campus ID, you need to access <a href="https://id.xmu.edu.my/">https://id.xmu.edu.my/</a> to reset/set the Campus ID password.</li> <li>3. The link to set Campus ID password will be sent to your email address. You may set or reset password in the same URL.</li> <li>4. Subsequently, you can use the Campus ID to access these IT facilities and services: <ul style="list-style-type: none"> <li>• Borrow books, self-service printing, door access, discussion rooms booking, and VPN access</li> <li>• University learning portal - Moodle, Academic Affairs Online Systems, AskA and student portal</li> </ul> </li> <li>5. Campus ECard can be used in canteens, supermarkets, and for Library's fine payment.</li> <li>6. Visit <a href="https://linc.xmu.edu.my/">https://linc.xmu.edu.my/</a> and select "Technologies -&gt; Campus ID &amp; E-Card" tab for more information on Campus ID &amp; E-Card.</li> </ol>  |
|   | <p><b>Secured Network Access</b></p> <ol style="list-style-type: none"> <li>1. Visit <a href="https://linc.xmu.edu.my/">https://linc.xmu.edu.my/</a> and select "Network &amp; Connectivity" tab and refer to Secured Network Access (VPN) section for WebVPN, to find out how to connect to XMUM secured network.</li> <li>2. Sign in with your Campus ID and password. It allows secure remote access to the Library E-Resources of the Main Library of XMU, China. Note that the VPN access is limited for academic and research purposes only.</li> <li>3. Visit <a href="https://linc.xmu.edu.my/">https://linc.xmu.edu.my/</a> and select "E-Resources -&gt; Library E-Resources" tab for more information on E-Resources.</li> </ol>   |
|  | <p><b>Printing and Copying Service at Library</b></p> <ol style="list-style-type: none"> <li>1. Request from the librarian for services such as access to network printers or advice on which printer to choose.</li> <li>2. Visit <a href="https://www.xmu.edu.my/">https://www.xmu.edu.my/</a> and select 'ePayment' tab for online Campus ECard top up.</li> <li>3. Visit <a href="https://linc.xmu.edu.my/">https://linc.xmu.edu.my/</a> and select "Services -&gt; Printing &amp; Photocopying" tab for Printing &amp; Copying, to find out on how to use the printing and copying services provided in campus.</li> </ol>   |
|  | <p><b>Book Borrowing at Library</b></p> <ol style="list-style-type: none"> <li>1. Produce Campus Card when you are borrowing library materials.</li> <li>2. No book or other library material can be brought out of the library before the item has been recorded.</li> <li>3. Library materials borrowed must be returned on or before the due date.</li> <li>4. Visit <a href="https://linc.xmu.edu.my/">https://linc.xmu.edu.my/</a> and select "Services -&gt; Loan &amp; Return" tab for Borrow &amp; Return, to find out more on the borrowing and returning services provided.</li> </ol>  |



|   |  |
|---|--|
|    | <p><b>Moodle</b></p> <ol style="list-style-type: none"> <li>1. Visit <a href="http://l.xmu.edu.my">l.xmu.edu.my</a> to access to Moodle, student can login using Campus ID and password.</li> <li>2. Select a course to enrol and enter the Enrolment Key provided by the respective course's lecturer.</li> <li>3. Students can view the course material accordingly.</li> <li>4. Visit <a href="https://linc.xmu.edu.my/">https://linc.xmu.edu.my/</a> and select "Services -&gt; Moodle" tab for Moodle information.</li> </ol>                       |
|    | <p><b>Turnitin</b></p> <ol style="list-style-type: none"> <li>1. Lecturer will set up the course, then a Class ID and Enrollment password will be generated.</li> <li>2. Student should use the Class ID and Enrollment password (provided by lecturers) to create a new account. Student to login to <a href="https://turnitin.com/">https://turnitin.com/</a> using the account created.</li> <li>3. Visit <a href="http://linc.xmu.edu.my/">http://linc.xmu.edu.my/</a> and select "Services -&gt; Turnitin" tab for Turnitin information.</li> </ol> |
|    | <p><b>AskA</b></p> <ol style="list-style-type: none"> <li>1. Visit <a href="https://linc.xmu.edu.my/">https://linc.xmu.edu.my/</a> and select "AskA", you can access to AskA if you have a question or feedback to IT or Library department, as well as viewing related Frequently Asked Questions (FAQ).</li> <li>2. Login to <a href="https://app.xmu.edu.my/AskA">https://app.xmu.edu.my/AskA</a> using Campus ID and Password, and submit your question for respective departments with the quick link.</li> </ol>                                   |
|  | <p><b>Seminar/Rooms Reservation System</b></p> <ol style="list-style-type: none"> <li>1. Visit <a href="https://linc.xmu.edu.my/">https://linc.xmu.edu.my/</a> and select "Spaces -&gt; XMUM Rooms Reservation" for Room Reservation, or visit <a href="http://rooms.xmu.edu.my">rooms.xmu.edu.my</a></li> <li>2. Log in using your Campus ID and password.</li> <li>3. Visit the above URL to know more on the rules in using the campus rooms booking system.</li> </ol>   |
|  | <p><b>Library Space Booking System</b></p> <ol style="list-style-type: none"> <li>1. Visit <a href="https://linc.xmu.edu.my/">https://linc.xmu.edu.my/</a> and select "Spaces -&gt; Space Booking System", or visit <a href="http://spaces.xmu.edu.my">spaces.xmu.edu.my</a></li> <li>2. Log in using your Campus ID and password.</li> <li>3. Visit the above URL to know more on the rules in using the Library Space Booking System.</li> </ol>   |



For **IT access and Library services related enquiries**, refer to the below websites or contacts:

AskA - On line Feedback/FAQ

<https://app.xmu.edu.my/AskA>

XMUM Library & IT Services Website

<https://linc.xmu.edu.my/>

| Services                                  | Email  | Phone  | Operation Hours                                    |
|---|--|--|--|
| IT Services –<br>IT Department            | <a href="mailto:it@xmu.edu.my">it@xmu.edu.my</a>               | 03-8705 5003 (B1-G09)<br>03-8705 5014 (A3-1 <sup>st</sup> Floor-103) | Monday - Friday<br>8.30am to 5.30pm                |
| Library Services -<br>Circulation Counter | <a href="mailto:librarian@xmu.edu.my">librarian@xmu.edu.my</a> | 03-8800 6801 (A3-2 <sup>nd</sup> Floor)                              | Refer Library's Operation<br>Hours at Section 15.2 |

## 17.0 OPERATIONS AND MAINTENANCE DEPARTMENT

### 17.1 General Services

The Operations and Maintenance Department is responsible for the functionality and wellbeing of Xiamen University Malaysia in terms of outdoor surroundings and indoor building-related facilities as well as providing a safe and secured environment for the staff and students at all times. The purpose of this guide is to explain the services cover by the Operations and Maintenance Department.

### 17.2 Operation Hours

| Date  | Time  |
|---|---|
| Weekdays (Monday to Friday)                     | 8.30 am to 5.30 pm<br>After 5.30 pm (Security and Maintenance Only) |
| Weekends (Saturday & Sunday) and Public Holiday | 24 hours (Security Only)<br>8.30 am to midnight (Maintenance Only)  |

### 17.3 Safety and Security

Please be security conscious, keep all doors locked – it only takes seconds for a theft to happen and the security counter is situated and operated at the Ground Floor Level of each hostel block 24 hours daily to provide immediate help and assistance in case of emergency. Every day and night, security is on duty to look after your welfare and to keep you safe. Please treat them with respect. In the event of an accident, security breach or other incident occurring on the premises, please contact Security by calling **019-348 9999** where an accident/ incident form can be completed.

#### 17.3.1 Safety On-Campus and Off-Campus

XMUM strives to create a safe and secure environment within its campus. As a student, you are expected to adhere to the rules and regulations regarding proper conduct and behaviour within the campus compound.

We impose and enforce a blanket **ban on smoking and vaping** in all areas of the campus including the student hostel. It means that you are not allowed to smoke or vape even in your room. The lighting up of incense sticks, candles, firecrackers or fireworks is **not permitted** at all, in any building or area of the campus. You are advised to be vigilant whenever you venture outside of the campus. You may seek help during an emergency by dialling the 24-hour XMUM Security Hotline (**019-348 9999**).

### 17.3.2 Parking and Traffic Information

- a) XMUM is an independent university, and as such, the streets, parking lots, and other areas of the university are private property. The operation and/or parking of any vehicle on XMUM property is a privilege, not a right. The university has the right to regulate the use of motor vehicles on its property for the good and the safety of everyone.
- b) To park a motor cycle/car or any other vehicle on campus in any university parking area, it must be registered with the university and a parking sticker must be properly displayed.
- c) All administrators, faculty and staff members, students, visitors, and outside contractors must register vehicles at the Security house to be driven or parked on campus.
- d) Motorcycles, motor scooters, and mopeds are subject to traffic law regulations.
- e) Abandoned vehicles are subject to towing at the owner's expense unless the owner notifies the Operations & Maintenance Department in writing at the time of the vehicle breakdown.
- f) Vehicle repairs that create a nuisance are not permitted on campus. Any property damage caused by the making of any repairs is the responsibility of the person making such repairs.
- g) The maximum speed on any XMUM driveway or roadway—excluding those owned and managed by the Fire and Rescue Department of Malaysia and Royal Malaysia Police is 30km per hour unless signage indicates otherwise.
- h) Personal vehicles are not allowed to be left on campus overnight unless it is the outcome of approval. In these instances, parking arrangements must be approved by the office of the Operations and Maintenance Department.
- i) All forms of motorized conveyance, such as but not limited to, motorcycles, motor scooters, and mopeds are prohibited from parking or operating on XMUM walkways, sidewalks, or footpaths.
- j) **You are not allowed to park in spaces that are designated with a sign for specific use unless it applies to you.** Handicap marked spaces, Service Vehicle spaces, and other reserved spaces are in effect 24 hours a day, seven days a week. All other parking spaces are restricted Monday-Friday 8:00 am-6:30 pm unless designated otherwise.
- k) Vehicles are subject to being immobilized by the Operations and Maintenance Department of Campus Security officers with a wheel lock/tire clamp designed

to prevent a vehicle from being moved and a fine of RM 50 will be imposed to release the wheel lock/clamp. Wheel locks can be used at any time to impound vehicles for offenses including, but not limited to:

- i. unregistered vehicles
- ii. park at VIP reserved parking lots
- iii. park vehicle at NO PARKING ZONE
- iv. park vehicle at designated with a sign

### **17.3.3 Fire and Life Safety**

- a) If anyone smells smoke or sees fire or smoke, they should immediately activate the fire alarm system to evacuate the building by using the nearest pull station.
- b) Evacuate with all other buildings occupants to the nearest designated evacuation areas (Emergency Assembly Points) and do not use lifts. If it is not safe to use the nearest exit, go to the next nearest available exit.
- c) In addition, on-campus building facilities have prohibitions against the following activities:
  - smoking inside or outside any building facility
  - candles, incenses, oil burners, and/or other open flames devices
  - tampering with or blocking any fire protection equipment
- d) XMUM conducts periodically mandatory fire evacuation drills. The evacuation drills are conducted by activating each fire alarm system in each on-campus student building facility. Evacuation drills are used to familiarize occupants with the building alarm system, emergency exits, and Emergency Assembly Points. Participation of all residents in the relevant buildings is mandatory.
- e) Anyone unnecessarily setting off a fire alarm, tampering with fire exits, and other means of egress may result in immediate university disciplinary action and criminal prosecution. Residents found damaging smoke alarms or fire alarm equipment will be charged for the damages and dealt with judicially. Failure to evacuate a residence hall during a fire alarm is also prohibited and may result in disciplinary action.
- f) Never cover, remove, or tamper with smoke alarms or other fire protection equipment.

#### **17.3.4 Disorderly and Threatening Conduct**

As a responsible member of the university community, you must not threaten, intimidate or abuse either physically or verbally any of your peers or any of the academic and non-academic staff of the university. Stern actions such as suspension from study or even expulsion from university will be taken against the culprits.

If you are subjected to any forms of physical or verbal abuse at any time during your study at XMUM, you should not hesitate to report the incidents to the Student Affairs Office. We do not tolerate violent or abusive behaviour among our students and staff.

### **17.4 Emergency Contact Numbers**

#### ***Police Station***

| <b>No.</b> | <b>Location of Police Station</b> | <b>Contact Number</b> |
|------------|-----------------------------------|-----------------------|
| 1.         | Bandar Baru Salak Tinggi          | 03 8777 4484          |
| 2.         | Dengkil                           | 03 8768 6222          |
| 3.         | Sepang                            | 03 8777 4222          |

#### ***Fire Brigade***

| <b>No.</b> | <b>Location of Fire Brigade</b>           | <b>Contact Number</b> |
|------------|---|-----------------------|
| 1.         | Sepang                                    | 03-3142 1333          |
| 2.         | Kuala Lumpur International Airport (KLIA) | 03-8787 4970          |

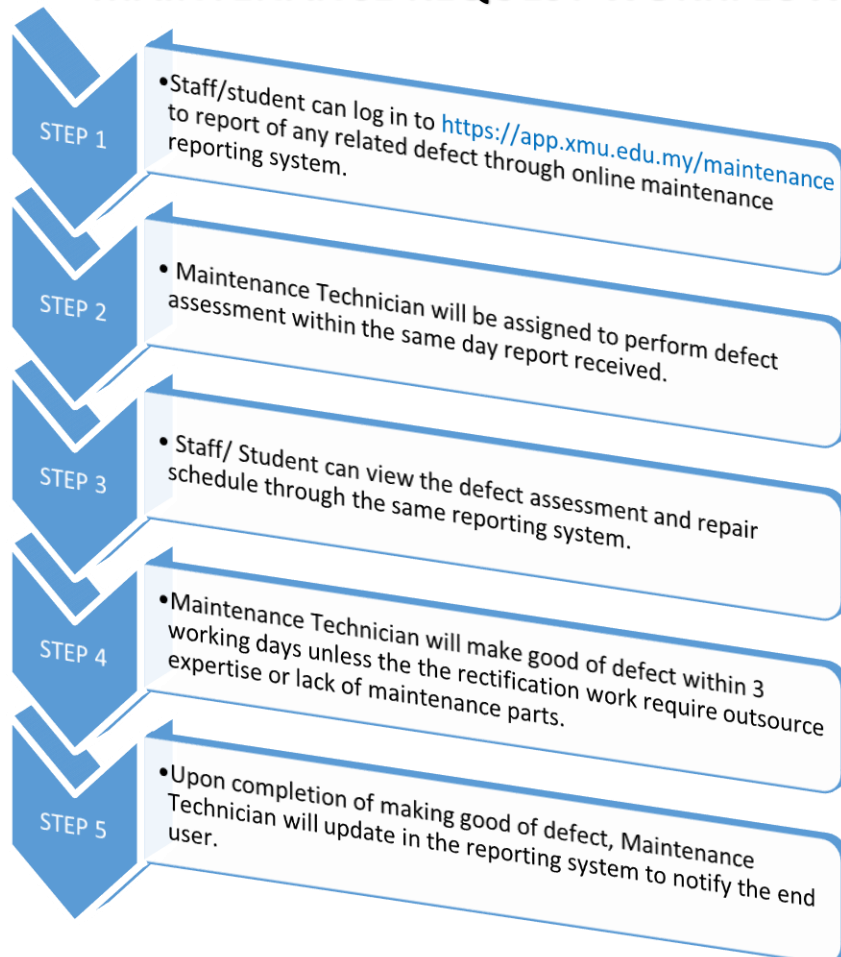
### **17.5 Maintenance Request**

The maintenance team support the University by providing baseline services. Most of the service requests are completed by staff during office hours, Monday to Friday. The services cover:

- General Building Maintenance
- General Electrical Maintenance
- General Air Conditioning & Mechanical Ventilation Maintenance
- Emergency Maintenance After Office Hours (Maintenance Hotline: 017-3135947)

To request maintenance services, kindly follow the workflow below:

## MAINTENANCE REQUEST WORKFLOW



\* In case of **EMERGENCY**, please contact **Maintenance Hotline 017-3135947**

## 17.6 General Cleaning Services

The cleaners clean all public areas only (lounges/pantry/stairs/classroom/offices and other common areas).

## 17.7 Contact of the Operations and Maintenance Department

| Operations and Maintenance (Room B1 # G13)<br>Monday to Friday from 8.30 am to 5.30 pm |                     |   |
|--|---------------------|---|
| Name   | Email               | Phone   |
| Operations & Maintenance<br>Department   | xmum.ond@xmu.edu.my | Maintenance Hotline: 017-3135947<br>Security Hotline : 019-348 9999 |

## 18.0 Procurement & Asset Management Office

### 18.1 Sports Facility Management

We have a variety of sports facilities, including indoor and outdoor basketball and badminton courts, outdoor volleyball courts and tennis courts, an Olympic-sized football field, a track, 2 gymnasiums, a table tennis room, an Olympic-sized swimming pool, a yoga room, etc. Currently, all of the facilities above are exclusively for staff and students of XMUM only.

#### Sport facilities - Operation Hours

| Facility      | Day  | Time              |
|---------------|--|-------------------|
| Gymnasium     | Monday to Sunday   | 8:00am to 10:00pm |
| Swimming pool | Tuesday to Sunday<br>*closed on Monday and Public Holiday(s) | 4:00pm to 10:00pm |
| Outdoor court | Monday to Sunday   | 8:30am to 10:30pm |
| Indoor court  | Monday to Sunday   | 8:30am to 10:30pm |

**\*\* Note:** All hours are subject to change.

#### XMUM Swimming Pool Rules & Regulations

1. The swimming pool is exclusively for staff and students of XMUM only.
2. No person shall use the pool unless it is officially open and lifeguard is on duty. All persons using the pool or pool area do so at their own risk and sole responsibility. XMUM assumes no responsibility for accident, injury or damage resulting from such use.
3. Proper swimming attire must be worn at all times. No street clothes are permitted in the pool.
4. Food and drinks are NOT allowed inside the pool enclosure.
5. Pets are not allowed in the pool area.
6. Any person with an infectious or communicable disease is prohibited from using the pool.
7. All individuals using the swimming pool must take a shower before entering the pool.
8. All children and non-swimmers must be accompanied by the parents or a responsible adult. Non-swimmers of any age must not enter the deep area of the pool.
9. Persons having open blisters, cuts, etc. are advised not to use the pool.
10. Running, boisterous or rough play or excessive noise is forbidden in the pool area, showers or changing rooms.
11. Spitting, spouting water, blowing the nose or discharging bodily wastes in the pool is strictly prohibited.
12. Users are responsible for their own property and safety.



## 18.2 Cafeterias

XMUM cafeterias offer a variety of food. There are different vendors selling different types of food, catering to the different needs of students. For inquiries, you may contact us as below:

- Mr. Zach Yap, 03-8705 5377 (Excluding weekends and public holidays)
- Email: [canteen.inquiry@xmu.edu.my](mailto:canteen.inquiry@xmu.edu.my)
- Fill in the feedback via <https://app.xmu.edu.my/AskA/Account/Login>. Send the feedback to Procurement and Asset department under canteen category.

## 18.3 Venue and Asset Request

Please refer to ECA or Programme advisor's guideline for venue booking as well as asset request.

A student may hold financial responsibility for damage to any part of the facilities and asset of university if the student, or guest of the event is found to be directly or indirectly involved in said damage.

XMUM reserves the right to impose new rules and/or amend the existing rules in relation to the facilities from time to time, and such additions and amendments shall be made known to residents accordingly.

Campus hotlines during emergency:

| No. | Hotline                 | Tel No.      |
|-----|-------------------------|--------------|
| 1.  | XMUM Emergency Helpline | 019-348 9999 |
| 2.  | Pool Lifeguard          | 012-584 6405 |

## 18.4 Medical Services

### 1) On-Campus Clinic

The Clinic is operated by an independent health provider, whereby a fee will be charged for consultations.

If required, the clinic is also able to dispense medicines and arrange for laboratory tests.

|                        |                          |
|------------------------|--------------------------|
| <b>Location</b>        | <b>B1-G</b>              |
| <b>Operation Hours</b> | <b>Subject to change</b> |

## 2) Off-Campus Medical Care

| No. | Hospital / Clinic                     | Address & Contact Number  | Working Hours   |
|-----|---------------------------------------|---|---|
| 1.  | Klinik Famili Kong                    | Lot 84, Jalan Besar Dengkil,<br>43800 Dengkil, Selangor.<br><b>Tel : 03-8768 9212</b>   | <b><u>Monday to Saturday</u></b><br>9am to 1pm; 2pm to 9pm<br><b><u>Sunday</u></b><br>9am to 2pm                        |
| 2.  | Klinik Fuziah                         | 60, Jalan Warisan Megah 1/4,<br>Kota Warisan, 43900 Sepang,<br>Selangor.<br><b>Tel : 03-8706 4258</b>                             | <b><u>Monday to Friday</u></b><br>8.30am to 9.30pm<br><b><u>Saturday and Sunday</u></b><br>8.30am to 1pm; 4pm to 9.30pm |
| 3.  | Hospital Putrajaya                    | Jalan P9, Pusat Pentabiran<br>Kerajaan Persekutuan Presint 7,<br>62000 Putrajaya.<br><b>Tel : 03-8312 4200</b>                    | 24 Hours  |
| 4.  | Hospital Serdang                      | Jalan Puchong, 43000 Kajang,<br>Selangor.<br><b>Tel : 03-8947 5555</b>  | 24 Hours  |
| 5.  | Klinik Pergigian<br>Warisan (Dentist) | No. 12-1, Jalan Gemilang, Pusat<br>Perniagaan Gemilang, Kota<br>Warisan, 43900 Sepang,<br>Selangor.<br><b>Tel : 011-1096 9603</b> | <b><u>Monday to Saturday</u></b><br>9.00am to 9.30pm  |
| 6.  | Aurelius Hospital<br>Nilai            | PT13717, Jalan BBN 2/1, 71800<br>Nilai, Negeri Sembilan.<br><b>Tel : 06-8500 999/ 06-7990 999</b>                                 | 24 Hours  |
| 7.  | Klinik Utama 24 Jam<br>Kota Warisan   | 39-G & 40-G, Arena Xchange,<br>Warisan Puteri, Kota Warisan,<br>43900 Sepang, Selangor<br>Tel:                                    | 24 hours  |
| 8.  | Klinik Anda 24 JAM<br>Kota Warisan    | KIP Sentral, G-55, Jln Warisan<br>Sentral 1, Kota Warisan, 43900<br>Sepang, Selangor<br><b>Tel : 013-710 7055</b>                 | 24 hours  |

| No. | Hospital / Clinic                      | Address & Contact Number   | Working Hours  |
|-----|--|--|--|
| 9.  | Klinik Maria Putrajaya                 | Kota Warisan, 43900 Sepang, Selangor<br><b>Tel: 03-87051292</b>  | <b><u>Monday to Saturday</u></b><br>9am to 1pm; 2pm to 9pm<br><b><u>Sunday</u></b><br>9am to 2pm |
| 10. | KLINIK SYAMSUL                         | NO 28, Jalan Warisan Megah 1/4, Kota Warisan, 43900 Sepang, Selangor<br><b>Tel: 03-87051292</b>                          | <b><u>Monday to Saturday</u></b><br>9am to 1pm; 2pm to 9pm<br><b><u>Sunday</u></b><br>9am to 2pm |
| 11. | Klinik Mumtaz                          | 14, Jalan Warisan Megah 1/4, Kota Warisan, 43900 Sepang, Selangor<br><b>Tel: 010-3694998</b>                             | <b><u>Monday to Saturday</u></b><br>9am to 1pm; 2pm to 9pm<br><b><u>Sunday</u></b><br>9am to 2pm |
| 12. | Sunsuria Medical Clinic                | S-G-03, Ground Floor, Bell Avenue, 1, Jalan Sunsuria, Bandar Sunsuria, 43900 Sepang, Selangor<br><b>Tel: 019-2609177</b> | <b><u>Monday to Saturday</u></b><br>9am to 1pm; 2pm to 9pm<br><b><u>Sunday</u></b><br>9am to 2pm |
| 13. | Klinik Keluarga, Raman's Family Clinic | 5, Jalan Warisan Megah 1/5, Kota Warisan, 43900 Sepang, Selangor<br><b>Tel: 017-3070014</b>                              | <b><u>Monday to Saturday</u></b><br>9am to 1pm; 2pm to 9pm<br><b><u>Sunday</u></b><br>9am to 2pm |
| 14. | Hospital Cyberjaya                     | Persiaran Sepang, Cyber 11, 63000 Sepang, Selangor<br><b>Tel: 03-8873 3500</b>   | 24 Hours   |