



CRESCENDO[®]
INTERNATIONAL
COLLEGE

International Students Handbook



CRESCENDO INTERNATIONAL COLLEGE

PTD 204446, PTD JALAN LEBUH CEMERLANG

TAMAN DESA CEMERLANG

81800 ULU TIRAM, JOHOR

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WELCOME NOTES

International Students Unit (ISU) is pleased to welcome you to Crescendo International College and Malaysia.

This International Students Handbook was written to assist you, the international student to begin the process of adjusting to a different cultural, social and educational lifestyle. Many important procedures as well as general information such as visa information and directory phone numbers are provided in the handbook. Please keep this International Students Handbook handy.

ISU is always open for you and we do hope you will drop in to visit us or direct your queries to us. We will be glad to offer our assistance at any time.

Finally, we hope that your stay and study experience here will be an enjoyable one and that you will return with treasured memories of Malaysia and in particular Crescendo International College.

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WELCOME TO MALAYSIA



Malaysia is a federal constitutional monarchy in Southeast Asia. It consists of thirteen states and three federal territories, separated by the South China Sea into two similarly sized regions, Peninsular Malaysia and Malaysian Borneo. Peninsular Malaysia borders Thailand in the north and Singapore in the south, Vietnam in the northeast, and Indonesia in the west; Malaysian Borneo borders Brunei and Indonesia. The capital city is Kuala Lumpur.

With a population of over 30 million, Malaysia is the world's 44th most populous country. The southernmost point of continental Eurasia, Tanjung Piai, is in Johor, Malaysia. In the tropics, Malaysia is one of 17 megadiverse countries, with large numbers of endemic species.

The country is multi-ethnic and multi-cultural, which plays a large role in its politics. About half the population is ethnically Malay, with large minorities of Malaysian Chinese (the second largest community of Overseas Chinese in the world), Malaysian Indians, and indigenous peoples. The constitution grants freedom of religion but recognises Islam as the established religion of the state.

The government system is closely modelled on the Westminster parliamentary system and the legal system is based on common law. The head of state is the king, known as the *Yang di-Pertuan Agong*. He is an elected monarch chosen from the hereditary rulers of the nine Malay states every five years. The head of government is the Prime Minister. The country's official language is Bahasa Melayu, commonly known as the Malay language. English remains an active second language. In 2017 English proficiency in Malaysia was ranked the 2nd best in Asia (after Singapore) and the 13th best in the world.



One of the main attractions Malaysia holds for foreign students is 'affordability'. The major cost considerations when it comes to a foreign education are course fees and living expenses.

Once they calculate the cost of education and living in Malaysia, many international students discover that studying in Malaysia offers them real value for money. The affordable cost of quality tertiary education is one of many good reasons why international students choose Malaysia.

Typical living expenses showing a rough estimate of student monthly expenses

	RM
Accommodation	1000
Food	600
Transportation	250
Books & Stationary	100
Entertainment	300
Miscellaneous	<u>250</u>
Total	<u>2500</u>





The College officially began operating in January 2001 in a humble 6-storey office building situated in the heart of Johor Bahru. Today, it has grown to become one of the Southern Malaysia's leading colleges, producing significant student accomplishments in the field of accounting, management, law and pre-university (A-Level) education. In May 2013, the college move to its newly built campus at Taman Desa Cemerlang which can accommodate up to 1,200 students and is equipped with facilities like lecture halls, library, sports complex, cafeteria, hostel, etc.

World-class Qualifications

For more than a decade, Crescendo has been providing some of the most internationally valued qualifications with remarkable success. Since 2001, it has produced over a thousand Cambridge A Level graduates and ACCA graduates while giving rise to several world-class prize winning students in both programmes along the way.

Crescendo is also the only private higher education institution in Johor recognised by the University of London to deliver the prestigious University of London International Programmes in Southern Malaysia; thereby, presenting its students with exclusive access to world-class degrees that subsequently make them highly sought after by top corporations worldwide. Crescendo's University of London students have graduated with 1st-class Honours and won World's Highest Mark awards.



Ordinary People Extraordinary Dreams

At Crescendo, students are meticulously and conscientiously groomed to achieve extraordinary success despite taking on some of the world's most rigorous and challenging programmes (e.g. CIE A Level and ACCA), and our students have won World prizes and Malaysian prizes in the University of London, ACCA, and A Level exams. Many graduates of the College now serve in professional firms, multinationals and public-listed companies in Malaysia, Singapore and overseas.

Strategic Location

Crescendo is located in Johor, the southernmost state in Peninsular Malaysia and neighbour to Singapore and Indonesia. Its location provides easy access to Singapore and Indonesia; and is a springboard to many local tourist spots in Johor and as well as to other states of Malaysia.

Quick Guide for International Students Entry to Malaysia

PRE ARRIVAL (Country of Origin)

1. Student submits application & bank draft to CIC.
2. Student receives CIC offer letter through email.
3. Student accepts CIC offer.
4. Student pays tuition fees.
5. Student receives VAL approval (6 months validity)
6. Student goes to nearest Malaysian Embassy

ARRIVAL (Malaysia)

1. Student must have VAL and CIC's offer letter at point of entry.
2. Student will get temporary pass. (30 days validity)
3. CIC officer will be present at the entry point.
4. Student goes to EMGS panel clinic to do medical check up.
5. Student must 'Fit To Study' to have Student Pass approve or must return back to home country.
6. ISU will assist opening bank account.

DEPARTURE

1. Student informs ISU 2 weeks before departure
2. Student Pass will be canceled at Immigration Department (Johor) and Check Out Memo is given.
3. Student claims Personal Bond from CIC.
4. Leave Malaysia within 14 days or on the date as specified by Immigration Department.

BECOMING A STUDENT IN CRESCENDO INTERNATIONAL COLLEGE

1. Apply to Be A CIC Student

Apply as student at CIC through any of authorized agents in your home country or through online application via www.crescendo.edu.my

Submit all documents required and enclosed a non-refundable fee in the form of bank draft payable to Crescendo International College Sdn. Bhd. through the agent or registered postage.

2. Check Your Email

A Letter of Offer will be sent to you via email. Please check your email regularly. Print out the copy of the Offer Letter when coming to Malaysia.

3. Electronic Visa Approval Letter (eVAL)

Our **INTERNATIONAL STUDENT UNIT (ISU)** will submit the eVAL application. This process takes 4-6 weeks. Once you have been approved to study in Malaysia, ISU will email the eVAL to you.

4. Apply for Single Entry Visa (SEV)

Once you received the eVAL, you need to apply SEV at the Malaysian Embassy or Consulate in your home country. You shall come to Malaysia on dates recommended by our ISU.

5. Flight Confirmation

Inform our ISU of your flight itinerary. If you travel by land (eg. Singapore), inform us your date of entry. Please acquire Malaysian Currency (Malaysia Ringgit) before departure or at the money changer at the entry point for miscellaneous usage (eg. food, drinks, transportation and communication).

6. Coming to Malaysia

On arrival at KLIA or any entry point, please take note of the following:

- Disembarkation Card
Complete the card and hand it to the Immigration Officer together with your passport, offer letter and SEV.
- Declaration and Prohibited Items
International Students are required to declare any plants or plant-related materials like seeds, flowers and fruits in their possession to the Custom Officers or Plant Quarantine Inspectors. Prohibited items include knives, sharp object, weapons, pornographic materials and illegal drugs. In Malaysia, the penalty for trafficking illegal drugs is mandatory death sentence.

- **Health Requirement**

A Yellow Fever vaccination certificate is required from all visitors coming from / through yellow fever endemic countries. They are required to bring along their Yellow Fever vaccination certificates, which must be valid. A vaccination certificate against Yellow Fever disease will be valid if the vaccination is taken at least 10 days prior to the date of arrival to Malaysia and the validity of the vaccination is for a period of 10 years. This requirement also applies to those who had visited these Yellow Fever endemic countries within one week prior to arrival in Malaysia. In accordance with article 68 of the International Health Regulations of the World Health Organization, a person without a valid Yellow Fever vaccination certificate shall be quarantined upon arrival in Malaysia.

Personnel from the ISU will be at the arrival hall of KLIA/Immigration Check Point Johor Bahru (CIQ) to receive you and fetch you to the college.

Note : please bring along the following:

- Passport with the necessary student visa
- Travel/flight tickets
- Cash-Malaysian currency/traveler's cheques
- Travel/personal insurance documents (if you have)
- Offer Letter from Crescendo International College
- Evidence of your finances (bank statements, sponsor's letter)
- Address and phone number of the ISU personnel.



7. Medical Screening

Within 7 days of your arrival in Johor Bahru, the representative from ISU will arrange for you to do a medical screening at the **Education Malaysia Global Services (EMGS)** panel clinics.

8. Student Pass

The ISU will proceed to apply for your student pass sticker and helps you to get the **Multiple Entry Visa (MEV)** on your behalf.

9. Other immediate things to do upon arrival in Johor Bahru

The ISU will assist you with the following:

- Opening a Saving Account and money exchange to Malaysia Ringgit (RM) after received red sticker from JIM
- Buying a handphone and/or getting a Malaysian telephone number

10. Visa / Student Pass Extension

You are required to have a valid visa or pass all times as long as you are full time student at Crescendo International College. To renew your student pass/visa, you must submit all the required documents at least two months before the expiry date as stated in your student pass/visa. Failing to do so, will cost you an extra RM100 to obtain a special pass.

Procedures for student pass extension:

- Submit the following documents to ISU:
 - Original passport (must valid for at least 12 months from the date of application)
 - Two passport size photographs with WHITE background (size: 35mmx45mm)
 - Photocopies of all pages in passport
 - A copy of examination slip/transcript
 - Payment for the student pass/visa
 - A copy of latest college student card

Our ISU personnel will forward the application to EMGS for approval of this extension renewal.

GENERAL IMMIGRATION DEPARTMENT REQUIREMENT IN MALAYSIA

1. All International Students (except Malaysian Permanent Residents) are required to have a Student Pass while studying at Crescendo International College (CIC).
2. The Malaysian Student Pass will be applied by International Student Unit (ISU). You must hold a valid Student Pass for the entire duration of your stay at CIC.
3. Once ISU has submitted the Student Pass application, you are not allowed to submit similar application through another college or institution. This will create confusion in application processing and may result delay for approval. During this process, you are not allowed to stay in Malaysia.
4. Student Pass approvals usually take between 6-8 weeks. CIC may not be able to obtain a Student Pass for you on time if your application to CIC is received less than 6 weeks from the programme intake dates.
5. It is mandatory that Student Pass be **applied, renewed and canceled through CIC**. Not doing so will be a violation of the Malaysian Immigration Department's regulations. While we will assist in your Student Pass application, CIC cannot be held liable for any change in policies by the Malaysian Immigration Department in regard to issuance of Student Pass.
6. You must satisfy the programme requirements by **attending 80% of all your scheduled classes** and achieve satisfactory academic results (**CGPA 2.00 and above**). Failing to do so can result in your Student Pass being revoked.
7. **Attendance in class is COMPULSORY** at all time unless you are able to provide a Medical Certificate (MC) from a certified doctor. Consistent failure to do so will result in your Student Pass being revoked.
8. You are required to take responsibility of monitoring the **EXPIRY DATES** of your passport and student pass.
9. Where an extension of the Pass is required, students must submit their passports to the ISU; **THREE months** before the expiry of the pass in order to facilitate the extension.
10. All penalties imposed by the Malaysian Immigration Department in the event of late extension or expiry of Student Pass are to be borne by the student.
11. **TWO weeks (14 working days)** before completion of your studies, you are required to cancel Student Pass or it might lead to forfeiture of the Personal Bond Deposit.

12. For student who wish to **defer** (due to National Service, financial, health etc):
- If you want to the defer or the deferment period is over the validity of current Student Pass, we need to **cancel the Student Pass** at Immigration of Malaysia in Johor.
 - You are **not allowed to cancel the Student Pass outside of Johor**.
 - Please submit your passport and copy of your flight ticket to International Student Office or Coordinator **14 (FOURTEEN) DAYS** before you date of departure.
 - You are required to **submit picture of exit stamp to ISU or Coordinator** once you have exited Malaysia.
 - Failure to do so, you might be blacklisted by Immigration of Malaysia and a police report will be made. (refer to Chart 1)
13. For student who wish to **drop**:
- You must inform the ISU or Coordinator and submit your passport and copy of your flight ticket **14 (FOURTEEN) DAYS** before you date of departure.
 - You are **not allowed to cancel your Student Pass outside of Johor**.
 - You are required to **submit picture of exit stamp to ISU or Coordinator** once you have exited Malaysia.
 - Failure to do so, you might be blacklisted by Immigration of Malaysia and a police report will be made. (refer to Chart 2)
14. Student who have completed all courses (including practical training) and final examinations in the CIC will receive the certificate of completion, certificate of graduation (A-Levels, Diploma or Degree) and full academic transcript.
15. Student who have completed all course (graduating) and going back to home country:
- You must submit the copy of flight ticket and passport to ISU or Coordinator **14 (FOURTEEN) DAYS** before date of departure for student pass cancelation.
 - You are **not allowed to cancel your Student Pass outside of Johor**.
 - You are required to **submit picture of exit stamp to ISU or Coordinator** once you have exited Malaysia.
 - Failure to do so, you might be blacklisted by Immigration of Malaysia and a police report will be made. (refer to Chart 2)
16. Student who wish to do internship:
- Please check if your Student Pass still valid throughout the internship or need to be renewed.
 - If you need to renew the Student Pass (Pass extension), you need to submit copy of your internship offer letter and your passport to your Coordinator or ISU **3 (THREE) MONTHS** before the expiry date.
 - If you going to internship outside of Malaysia and will not return back to CIC, you must submit your passport, copy of flight ticket and copy of internship offer letter to ISU or Coordinator **14 (FOURTEEN) DAYS** before date of departure for student pass cancelation.
 - You are **not allowed to cancel your Student Pass outside of Johor**.

- You are required to **submit picture of exit stamp to ISU or Coordinator** once you have exited Malaysia.
- Failure to do so, you might be blacklisted by Immigration of Malaysia and a police report will be made. (refer to Chart 3)

Chart 1: International Student's Course Deferment Flow Chart

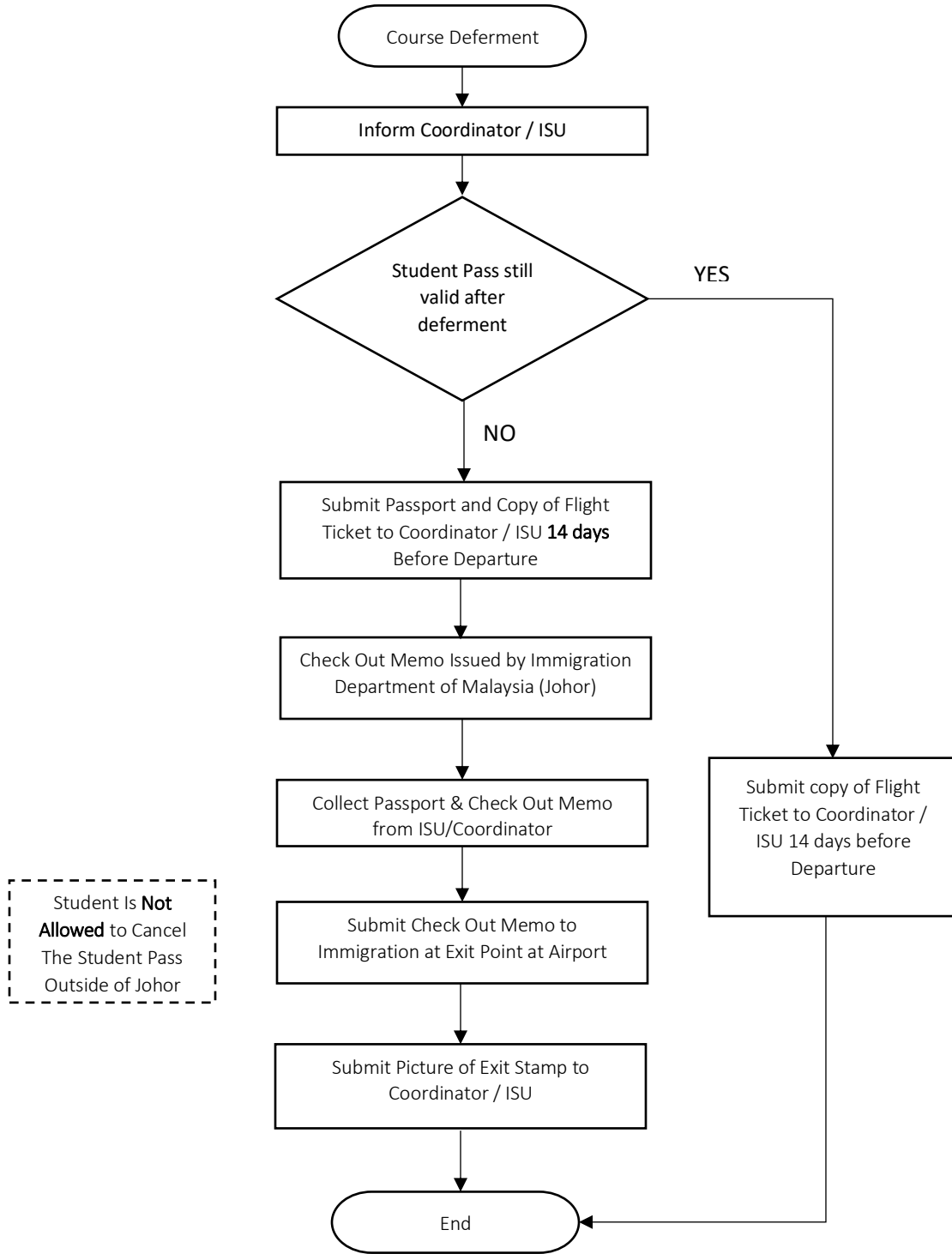


Chart 2: International Student's Dropping Course (Programme Withdrawal), International Internship and Graduated Student Flow Chart

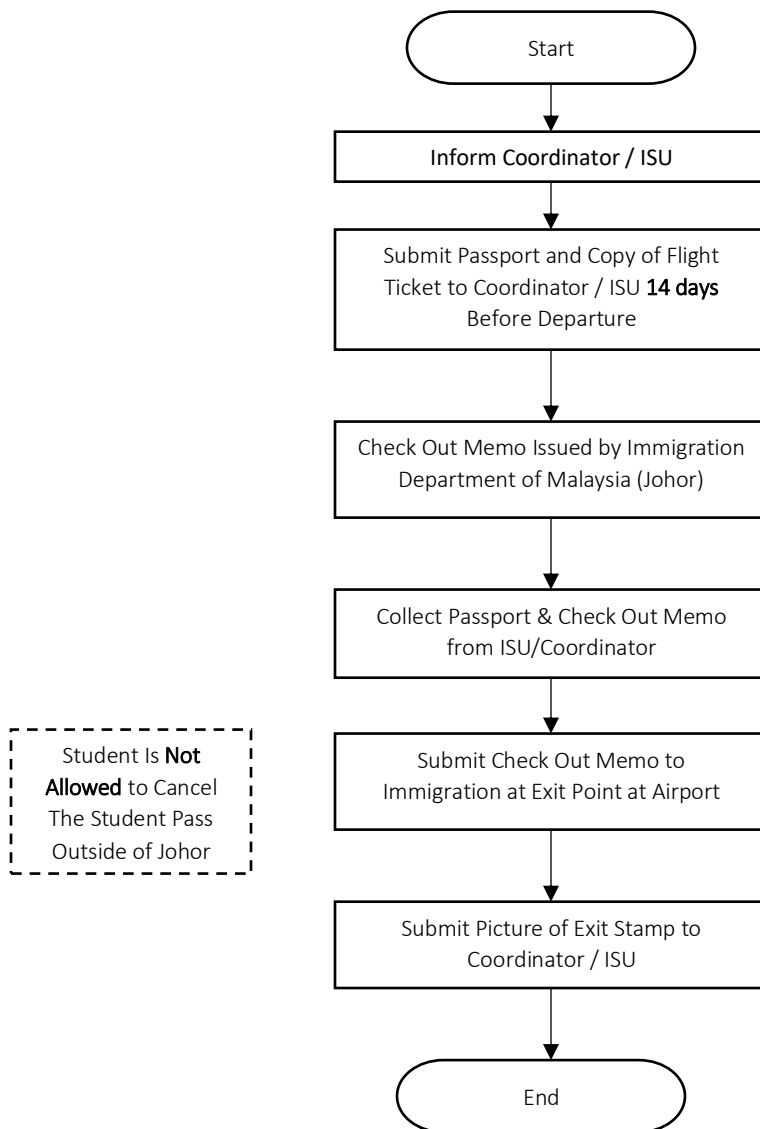
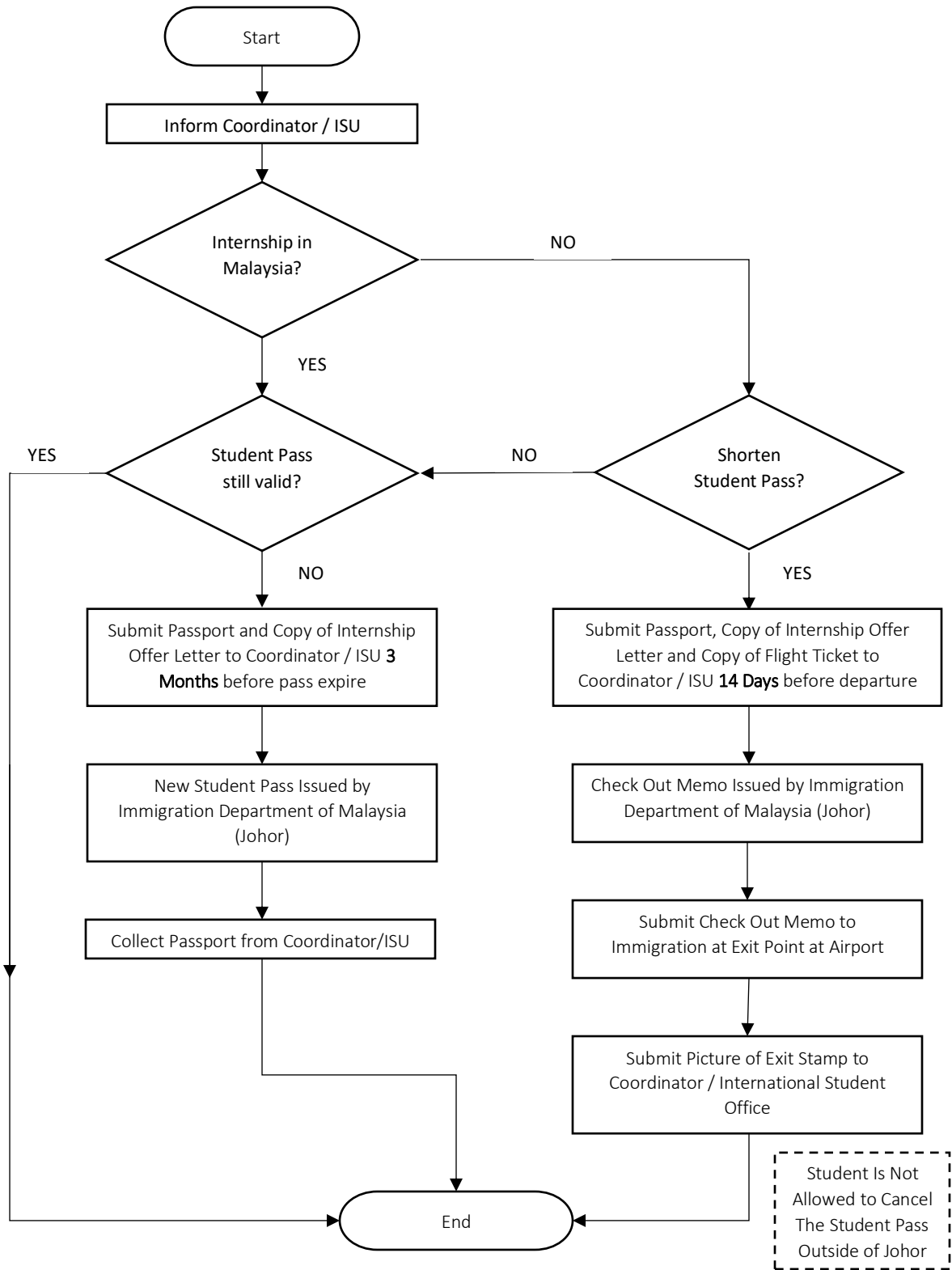


Chart 3: International Student's Internship Flow Chart



STUDENT REGULATIONS

Student regulations exists in order to protect the welfare of the general student population.

▪ **General Prohibitions**

A student shall not:

- Conduct his personal business on or off campus in a manner that can jeopardize or affect the interest and the good name of the College.
- Infringe any rule or written law whether it is on or off campus.
- Interrupt teaching, study, research, administration and other activities undertaken by the College.
- Prevent or obstruct any member of the College staff from performing his or her duties.
- Prevent or obstruct any student from attending a lecture, tutorial or class or from participating in any activity carried out by the College.
- Organize or participate in boycotting an examination, lecture, class or activity that is carried out by the College.
- Vandalize or do anything that may cause damage to College property or to property of other fellow students.
- Disturb or remove any object, item or known property that will create an obstruction, difficulty or harm towards any persons.
- Violate any directive or request by the College's Librarian or a library personnel with regard to the use of the library and its facilities.
- Bring any book, paper, document or picture, except those allowed by the examiner, into or out of an examination hall or receive any book, paper, document or picture from any other person during an examination except from the invigilator, and on the recommendation of the examiners or the Examinations Committee.
- Communicate in any way with any student during an examination.
- Cheat or attempt to cheat during an examination

▪ **Organizing Assembly**

Organizing an assembly requires permission from the Principle. A student shall not arbitrarily hold, organize or invite an assembly of any nature.

▪ **Posters/ Advertisements**

A student is prohibited from scribbling and posting any type of posters, advertisement or any paper materials on walls or driving nails into walls that can cause damage. Any advertisement may only be posted on the notice boards provided, with an endorsement from the administration of the College.

- **Publications**

A student who wishes to publish and distribute any form of document must obtain prior permission from the Principal.

- **Part time employment**

Students are not encouraged to work either part time or full time. Regulation on part time employment for international students is based on procedures issued by the Immigration Department of Malaysia.

- **College Representation**

A student is prohibited from giving comments or statements related to the College to the newspaper either verbally or in writing.

- **Gambling on Campus**

Gambling or any form of betting is prohibited at all times whether in private or in groups

- **Alcoholic Drinks**

Alcoholic or intoxicating drinks is not allowed on campus at all times. Students are advised to exercise moderation in the consumption of alcohol at off campus times so as not to be seen misbehaving in public.

- **Pornographic Material**

Students are prohibited from possessing or distributing pornographic materials at all times.

- **Smoking**

The College Campus is designated as non-smoking zone.

- **Drugs and Poison**

Students are prohibited to take or keep any form of drugs or poison

- **Hazing**

Senior students are prohibited from hazing new students. Those who are involved in hazing or any abusive form of initiation will be charged with disciplinary action which can lead to expulsion from the College.

- **Prohibited Areas**

Students are not allowed to enter any prohibited area.

- **Student Dress code**

- Students are expected to be neat, clean and appropriately attired for College and Classes.
- Dress, accessories and jewelry which contain obscene symbols, signs or slogans, and/or which slur or degrade on the basis of race, religion, ethnicity, sex, disability or sexual orientation, contain language or symbols supporting sex, drugs, alcohol, or tobacco, and impose a threat of imminent violence or disruption to the orderly operation of the College shall not be worn.
- Clothing **MUST NOT** be excessively short, tight, or revealing.
- No flip flops, No Japanese slippers as well as No house slippers.

Students appearing on College grounds in violation of the dress code will not be permitted into College and will be asked to change clothing.

Students who are inappropriately dress will **NOT** be allowed to sit for examinations.

- **Defiance**

Students who fail to comply with the rules and regulations set by the College authorities can be charged with disciplinary action.



ACADEMIC REGULATIONS

1. The Academic Year. Each programme has different academic year

Programme	Semester		Examination	
	Long	Short	Mid-Sem	Final
UoL	Sept-Mac	Apr-Aug* (mini intake)	-	Apr-May* (External)
Diplomas	Apr-Jul Aug-Dec	Jan-Mac	Feb, May, Oct	Mac, Jul, Dec
ACCA	Jan-May Jul-Dec	-	-	Jun, Dec
GCE A-Level	Apr-Sept (AS) Dec-Apr (A2)	-	-	Oct/Nov May/Jun

2. Course Registration

- Credit Load Per Semester
 - For Diploma Programmes, the minimum and maximum credit units that students can take per long semester is 12 and 21 respectively and 3 and 9 respectively for short semester.
 - However, the Head of Programme has the discretion to allow students to register a total number of credit units less than minimum units if the student has fulfilled the minimum requirements for graduation.
- Registration Procedures
 - Students must register for courses at the Administration office of CIC before each semester begins
 - A duly completed registration form must be submitted to the Administration Office within 2 days after the commencement of the semester.
- Adding a Course
 - For Diploma programmes
 - Students who wish to add courses after submitting the registration forms must complete the Add/Drop Form, indicating the course(s) to be added. Approval for adding courses is subject to class size. Students will be given two weeks (for long semester) and 1 week (for short semester).
 - Students will not be allowed to take the examination for the course if they fail to submit the form within the stipulated time.
 - For other programmes
 - Students can choose to add courses within the first month of commencement of classes. Administration fees (and tuition fees) apply. You may speak to your programme coordinator for more details on the procedure.

- Dropping a Course
 - Students who wish to drop courses after submitting the registration forms must complete the Add/Drop Form, indicating the course(s) to be dropped. Students will be given four weeks (for long semester) and 2 weeks (for short semester).
 - They will deem to have failed the course(s) if they do not submit the Drop Forms within the stipulated time.
 - Repeating a Course (Diploma programmes only)
 - Students from Diploma in Business and Diploma in Airline Services are required to repeat courses if they obtained Grade F in core (C) courses. For Diploma in Computer Science and language courses (i.e. English and Bahasa Malaysia), students are required to repeat if they obtain Grade C- and below.
 - Students who pass the repeated class of a course will receive an official grade one grade point lower than they earn. Examples, 4.00 will be 3.67, 3.33m will be 3.00, etc. However, 2.33 or lower will remain the same.
 - The passing grade will supersede the failing grade received before and will be computed into CGPA.
 - Students who fail any courses THREE (3) times will be required to withdraw from their programme.
 - The fee for repeating a course is RM 150.00 per credit hour. The deadline for submitting Repeat Registration Forms is within 1 week after the commencement of the semester.
 - Details on repeating a course are given in section College Policies - Policy on Repeating A Course.
3. Change of Programme (Diploma Programmes Only)
- Accepted applicants who wish to apply for a change of program/option must first register as students of CIC in the programs that have been offered. The closing date for submission of completed application forms for change in program/option, obtainable at the Admission Department is 2 weeks (long semester)/1 week (short semester) after the commencement of the semester.
 - Approval for the change of program/option is at the discretion of the Dean/Head of School concerned.
4. Course Offered
- Compulsory MQA MPU (*Mata Pelajaran Umum/General Studies*) Courses
 - This requirement is only applicable to Diploma and Degree programmes.
 - There are four (4) groups of MPU courses where a student must fulfil the MPU requirements. The courses can be a core or elective course of a programme (please refer to the respective programme structure).

- Requirements for Diploma and Bachelor’s Degree levels vary, as set out below:

Programme /Level	Number of Courses and Credits				Total Credits
	U1	U2	U3	U4	
Degree	2 (6 credits)	1 (2-3 credits)	1 (2-3 credits)	1 (2 credits)	10-14
Diploma	1 (3 credits)	1 (2-3 credits)	1 (2-3 credits)	1 (2 credits)	8-11

- It is COMPULSORY for Malaysian students who did not obtain a credit in Bahasa Melayu in SPM to register for Bahasa Kebangsaan A as an additional U2 component for the programme.
- Core courses are designed to provide students with a basic knowledge and understanding in the areas of study pursued by the student.
- Elective courses are open to any student who wishes to register.

5. Course Timetable

- The course schedule and list of courses offered on every semester will be prepared by each programme and distributed to students before semester begins.
- Students are not allowed to register courses that clash in lecture or tutorial hours.
- Some courses are offered only once a year or only upon sufficient demand as determine by Head of Programmes. Students are advised to adhere to the programme’s study plan.
- Daily course schedule and class/lecture room location can be view at screen monitor at the lobby.

6. Credit Transfer (Diploma Programmes Only)

- Students who possess additional qualifications may apply for credit transfer from taking certain courses in writing when they enroll in their programme. Students must apply for credit transfer at least 2 weeks before the commencement of the first semester.
- Students must submit a certified transcript and syllabus of the course for credit transfer upon application. The syllabus must be 80% mapped. The minimum grade is C+ (or 55 marks and above) for the course applied for credit transfer.
- Students must attain a minimum CGPA 2.33 on semesters completed.
- Maximum total permitted for transfer for regular admits: 15 Courses.
- Students must complete a minimum of 1 year (3 academic semesters or 45 Credit Hours) with CIC.
- The credit transfer fee is RM 50 per credit hour.
- The Academic Head has the sole discretion whether or not to grant credit transfer. The decision of the Academic Head is final and neither correspondence nor appeals will be entertained.

7. Examination & Evaluation System

- Coursework Requirements (Diploma Programmes)
 - Coursework in the form of assignments. Progress tests, quizzes, practical, projects, tutorial participation, etc shall contribute to the overall percentage of the marks depending on the specification of the particular course. In addition, students must have satisfactory attendance, have completed all coursework and settled all fees in order to sit for the examination. Failure to submit any piece of assessment and fulfill the coursework requirements will result in the student being barred from the examination and be awarded an F grade.
- Examination Requirements
 - Students will take the examination in the middle or/and the end of semester. All fees must be settled and attendance requirements for lectures, tutorials and practical as well as other course requirements must be fulfilled before students are allowed to sit for the examination.
 - Students must check the notice board for examination timetable and venue. If there is a clash in the timetable, the student affected must notify the Head of Programme immediately. No changes can be made to the timetable once the final timetable is released.
- Exam Regulations
 - Items Allowed in Examination Halls: Candidates are only allowed to bring their stationary for writing purposes such as pencils, rulers and correction fluids into the examination halls. Cheat sheets, mobile phones and other electronic means of communication are strictly prohibited.
 - Examination Materials: Candidates are not allowed to remove any examination material such as examination papers, answer sheets, writing paper etc from the examination hall. Candidates may keep the examination paper if instructed by the invigilator or directed by special instruction in the examination paper.
 - Entry into and Exit from Examination Halls
 - Candidates will not be admitted to the examination hall **after THIRTY (30) minutes** the examination has started.
 - Candidates may not leave the examination hall during the examination. However, a candidate who desires to leave the hall temporarily must obtain prior permission and be accompanied by an invigilator.
 - Conduct and Attire in Examination Halls
 - Candidates are not allowed to communicate with each other once they enter the examination hall.
 - Candidates must sit at the prearranged designated places.
 - Candidates should check that they have the correct question paper for the examination they are sitting.
 - Candidates must wait for instructions from the Chief Invigilator before they start writing the answers.
 - Should a candidate desire to communicate with a supervisor or invigilator, the candidate should raise his/her hand.

- Candidates must be wearing suitable attire for examination purposes. Attire that is revealing, shorts, singlets and slippers are not allowed in the examination hall. Offenders may be barred from entering the hall.
- Cheating: Candidates who are caught red handed cheating (including in possession of cheat sheets, mobile phones, other electronic means of communication, etc.) during examination are deemed to have failed the entire paper. Students found repeating the offence will be suspended for one semester and will deem to have failed the entire examination of the semester.
- Absenteeism During the Examinations
 - If a candidate is unable to be present at an examination, he/she must contact Head of Programme/Coordinator and obtain prior approval of absent as soon as possible. In case of emergency, candidates who cannot obtain prior approval will have to inform the Head of Programme/Coordinator in writing **within 24 hours** of the examination day with supporting document attached.
 - If a candidate is sick or hospitalized, **medical certificate must be submitted** to the College within 24 hours for outpatient treatment and within 7 working days for hospitalization cases. In the event of a family member/relative's death, a death certificate must be submitted.
 - Candidates who are absent with permission are allowed to carry forward their coursework marks to the following semester when the course is offered and to sit for the examination only. Special arrangements will be made for final semester students in such cases.
 - Candidates will deem to have failed the entire paper if they are absent from the examination without permission.
- Re-sits
 - In Diploma in Business and Diploma in Airline Services, students who fail any main exam papers are given a 'second try' to re-sit the paper.
 - The re-sit paper grade will supersede the main paper grade and will be computed into the CGPA.

8. Results, Grading System and Student's Academic Status

- Examination Results
 - Official examination results will be released before the beginning of the next semester. Students may check their results in one of the following ways:
 - From student's portal (College Management System)
 - On the notice board of the College
 - Request result slip from Coordinator
 - Programme's website (UoL, and ACCA)

- Appeal for Review of Examination Results
Students who are not satisfied with his/her results may appeal for a review.
Appeal for review of examination results must be made in writing and must reach the Examination Board not later than one week after the official release of results.
- Grading System (varies with programme)
 - The grading for Diploma Programmes:

MARKS	GRADE	GPA
90-100	A+	4.00
80-89	A	4.00
75-79	A-	3.67
70-74	B+	3.33
65-69	B	3.00
60-64	B-	2.67
55-59	C+	2.33
50-54	C	2.00
45-49	C-	1.67
40-44	D+	1.33
35-39	D	1.00
0-34	F	0.00

- The grading for UoL programmes. Student result is available at UoL website: <https://my.londoninternational.ac.uk/>

DEGREE CLASS	GRADE	MARK RANGE %
First Class Honours	Distinction	70-100
Upper Second Class Honours	Merit	60-69
Lower Second Class Honours	Credit	50-59
Third Class Honours	Pass	40-49
Fail	Fail	0-39

- The grading for A-Level:

AS Level Grade	Mark Range %	A2 Level Grade	Mark Range %
A	80 – 100	A*	90 - 100
B	70 – 79	A	80 – 89
C	60 – 69	B	70 – 79
D	50 – 59	C	60 – 69
E	40 – 49	D	50 – 59
		E	40 - 49

9. Academic Standing

- A student is placed on academic warning if his/her semester grade point average is below 2.0 but his/her cumulative grade point average is above 2.0.
- A student is placed on academic probation if his/her cumulative grade point average falls below 2.0.
- Students who do not maintain a satisfactory rate of progress are required to withdraw if they have not attained at least a 2.0 cumulative grade point average for two consecutive semesters.

10. Student Attendance

- Students attendance for each lecture, tutorial, laboratory and practical session will be recorded by the lecturer.
- A student with poor attendance will receive warning from the student portal.
- A student who has **less than 80% of attendance** will be barred from taking examination unless Academic Board satisfied with the students reasoning with valid supporting documents.
- For A-Level Programme, the student's parents will be notified if the student is absent consecutively for 3 days unless advanced notice is given by the student.

11. Academic Misconduct

- Failure to attend classes **THREE (3) times** regardless of subjects or days without obtaining prior approval from the College management.
- Did not complete assignments, homework or projects with valid reason.
- Student must cite and duly acknowledge any reference made for the completion of their assignments and projects. Failure to cite a source or submission of a copied assignments or projects is regarded as plagiarism which is form of cheating.
- Absent from Internal Test, Assessment without prior notice and approval.
- Attending classes without prior application and approval.
- Leaving classes without lecturer's or college management's approval.
- Failed to attend registered external examination.
- Student who failed to follow both student and academic regulation is liable for immediate expulsion and disciplinary action as below:
 - The students may fail the course
 - The students may fail the assignment
 - The lecturer may set up a make-up assignment
 - The students may be allowed to redo the assignment

12. Graduation

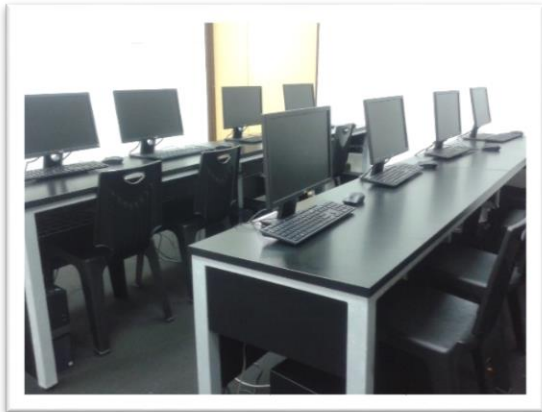
- A student who has fulfilled the completion requirements for his/her programme of study is eligible for the award of a Certificate of Completion or Diploma or Degree.
- For Diploma Programmes, the student must have:
 - Accumulated at least 90 credit units.
 - Completed and passed all courses for the program of study.
 - Obtained a minimum of CGPA 2.00

STUDENT FACILITIES

○ LECTURE HALL / CLASSROOMS



○ COMPUTER LAB



○ LIBRARY

- Opening Hours:

DAY	TIME
Monday - Friday	9.00am to 5.00pm
Saturday	9.00am to 1.00pm
Sunday and Public Holiday	Closed

- Rules and Regulations:
 - Students must show their own Students Card when using/borrowing the library materials.
 - Students must wear proper attire while in the library. Smoking, eating, drinking, sleeping and making noise is prohibited.
 - Students are only permitted to bring in their notebooks, stationery and valuable items. Items such as bags, files, helmets, umbrellas, etc are to be deposited in the pigeon hole outside the library.

- Students are not allowed to shift chairs from one table to another and no reservation of seats is allowed. Push back all chairs to their original positions before leaving the library.
- All reading materials must be returned to the trolley next to the library counter after used.
- Students can borrow all library collections except newspapers, magazines, journals, reference books, audio-visual materials and any other materials restricted by the library staff.
- Students who damage or lose the library items will have to pay the price of the library item as well as the fine.
- Students who are found stealing any library items will face disciplinary actions and will be suspended from using the library services.
- Students must stop at the counter to be checked by the library staff before leaving the library.
- Students and part time lecturers are not allowed to borrow books during semester breaks at the end of the year.
- Borrowing/ Returning Books:
 - Borrowers are required to pay a deposit of RM100.00 for each book (up to maximum of 2 books per time). A Library Card will be given to the student and the payment is refundable on return of the book(s) and the Library Card.
 - Number of books to Borrow/Duration/Renewal:

No. Of Books	Duration	Renewal
2 copies	1 week (7 days)	Twice (if nobody reserves the items). After the 2 nd . renewal, the items must be returned to the library and can only be borrowed after 1 week's lapse

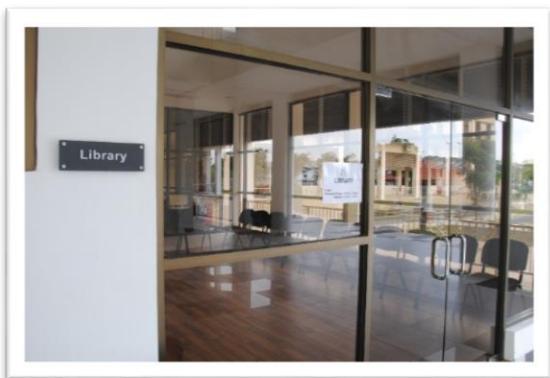
- Library Fine:

Overdue		RM0.20 per day per book (including Sundays and Public Holidays)
Reminder of Overdue		1 st . reminder (1 week after due date) 2 nd . reminder (1 week after 1 st . reminder) Blacklisted (1 month after due date) * Blacklisted users are not allowed to borrow any items for a duration of 2 months.)
Lost/Damaged Materials	Library	Borrowers will have their RM100.00 deposit forfeited

- Books borrowed for references within library: Students are advised to take two reference books per session within the library. Please be considerate with other students.






- **Important**

- The Librarian reserves the right to stop any student from entering the library or borrowing books. Students who have been deregistered or expelled need to return any borrowed books immediately.
- You will be warned by the librarian or person on duty for offences like disturbances, eating or inappropriate behavior in the library. Repeat offence will result in you being barred from using the library until approval has been granted by the Librarian.



- **SPORTS COMPLEX**

- Opening Hours:

	Facility/Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Remark
Badminton / Basketball Court		4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	10:00am to 6:00pm	10:00am to 6:00pm	
Swimming Pool		4:30pm to 9:00pm	<u>3:30pm to 6:30pm (Maintenance)</u> 6:30pm to 9:00pm	4:30pm to 9:00pm	<u>3:30pm to 6:30pm (Maintenance)</u> 6:30pm to 9:00pm	4:30pm to 9:00pm	<u>3:30pm to 6:30pm (Maintenance)</u> 10:00am to 3:30pm	10:00am to 6:00pm	<i>On Tue, Thu & Sat, no Swimming allowed from 3:30pm to 6:30pm due to maintenance work</i>
Track & Field		4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	10:00am to 6:00pm	10:00am to 6:00pm	
Soccer Field		4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	10:00am to 6:00pm	10:00am to 6:00pm	
Tennis Court		4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	4:30pm to 9:00pm	10:00am to 6:00pm	10:00am to 6:00pm	<i>Pending Installation of the nets</i>



○ **CAFETERIA**

- Opening Hours: Monday-Friday, 8.30am-4.30pm



○ **WIFI**

- Wireless Internet Connection internet is available in the College campus:

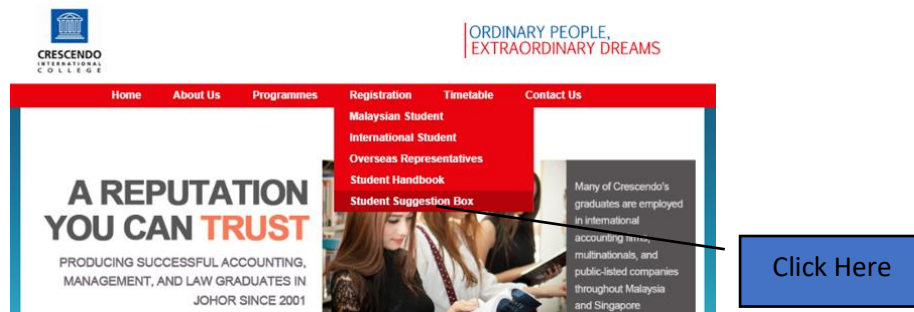
WiFi ID	crescendo1
Password	12345678

STUDENT FEEDBACK

Crescendo International College aims to provide the highest quality of service to its students. Students will be asked to complete few surveys on academic programme, course learned and overall college services and facilities. Surveys will be conducted at the beginning, middle and the end of each semester. Each student is required to complete the survey as the result will be used to improve and enhance the student's experience of learning while ensuring the effectiveness of the program design and delivery.

CIC also provide opportunity for student to give feedback or complaint on CIC's administrative, facilities, academic quality and standard. Official complaint can be made to Head of Programmes or Coordinators or Student's Counselor.

A complaint department is located at the lobby for the student to leave a feedback or complaint on any matters regarding the College. Student can also make suggestions or complaints via the College website (see figure below).



HELPFUL RESOURCES

Accommodation

- **Hostel**

Our hostel can provide a comfortable and safe accommodation for students. The hostel is located within the college compound, offering all necessary facilities for the residents such as pantry, laundry, café, security and Wi-Fi coverage.

- **Off Campus Rental**

Student can choose to stay off campus. Rental range from RM 1,000 – 1,500 per month for apartment unit depending on location and size. Student needs to pay first month rental and security deposit (usually 2-3 months rental & utilities) upfront.

Transportation

CIC does provide bus service from various location to the college. The fee is RM200 per month with 3 months deposit paid upfront. Do check the bus route for service confirmation. Transportation service is available from Monday-Friday. Saturday transportation service is available when there are classes being conducted on that day.

There is no public transportation to the college except for local taxi and Grab services.

Telecommunication

You can purchase local sim card (prepaid) or register for postpaid call and data plan with major telecommunication companies such as Celcom, Maxis, Umobile and Digi. Do check with the service providers for network coverage and data plan.

Money and Banking

The currency of Malaysia is **RINGGIT** or **RM**. The denominations of Ringgit are RM100, RM50, RM20, RM10, RM5 and RM1. Coins are also widely used in denominations of 50 cents, 20 cents, 10 cents, 5 cents and 1 cent.

International Student Unit will assist new international student in opening a saving account with local bank nearby. If you wish to open a foreign currency account, you may do so at any international banks in Johor Bahru, Johor. Standard banking hours are 9.30am to 4.00pm, from Monday to Friday and closed on weekends and public holidays.

Automated Teller Machine (ATM) are open from 6.00am to 12.00am daily and 24 hours at selected location.

Mail and Postage

You can send mail and package anywhere in the world at local Pos Malaysia or Pos Laju branches. Most of the branches located in major shopping mall and cities. You can opt for courier services such as FedEx, DHL, UPS or local courier, Gedex, Skynet, Nationwide etc.

Insurance

It is compulsory for every student entering Malaysia to have medical insurance. You will be insured from the date you enter Malaysia if you inform your institution of the date as soon as you arrive.

All international students must be covered by a locally purchased medical health insurance scheme.

Please call the hotline number at the back of your medical card for the current panel of hospital before admission into the hospital.

Safety

Malaysia is a generally a safe country to live in and travel. Any emergency or crime do **call 999** for police, fire station and ambulance or go to nearest police station. You must inform CIC and International Student Unit immediately of any emergency.

EMGS Panel Clinics

Poliklinik Puteri dan Surgeri Ulu Tiram

99 Jalan Cempedak Taman Tiram Baru, 81800, Ulu Tiram, Johor

Tel: 07 861 2878

Klinik Daiman

105 Jalan Keris Satu Taman Seri Tebrau, 80050, Johor Bahru, Johor

Tel: 07 332 5531

Klinik Johor Permas Jaya

Permas Mall G-5, Block A No.3, Jalan Permas Utara Bandar Baru, Permas Jaya, Johor Bahru

Tel: 07 387 4929

Poliklinik Puteri dan Surgeri Skudai

37, Jalan Besi 1, Taman Sri Putri, 81300, Skudai, Johor

Tel: 07 557 8266





All programmes offered in Crescendo International College also consist of their individual regulations and mechanisms. Programmes that awarded by other bodies (i.e. University of London) will require its students to adhere to their progression requirements and international programmes' regulations.

For further information on the range of programmes we offer, please visit our website or contact us

Tel: (607) 8636 888

E-mail: admin@crescendo.edu.my

www.crescendo.edu.my

Find us on:

Facebook:

www.facebook.com/CICJB

Twitter:

[@CrescendoDC](https://twitter.com/CrescendoDC)

CQAU.8.2019