



UNDERGRADUATE LEARNER HANDBOOK
(Version 2.0.12 – Effective 1 Mac 2020)

Disclaimer:

The content of this handbook is true on the date it is published. The content is subjected to change upon the discretion of the University's Management.

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Note:

Please refer to the OUM portal for the Programme Structure and to the myINSPIRE for the Financial Policy.

MESSAGE FROM THE PRESIDENT/VICE-CHANCELLOR

Allow me to take this opportunity to congratulate you for choosing Open University Malaysia (OUM) for your tertiary studies. We are dedicated in helping you get through your academic journey so that you will achieve your goals.

We value your commitment and at OUM, we believe that every one of you has the ability to excel in your chosen field and make a difference to yourself, your family, your community and the country.

Our learning and teaching are designed to encourage you to be independent learners, thus allowing you to plan your studies based on individual needs and work commitments.

We also recognise that the quality of the country's human capital is critical to achieving Malaysia's aspiration of becoming a developed nation by 2020. At OUM, we strive to provide an environment where you can thrive and excel in your academic endeavour through the provision of high-quality programmes that are internationally recognised.

In order to be successful in life, we need to change our mindset. Some of the things we need to change include:

- a) Work hard
- b) Think positive
- c) Yes, we can do it

Once again, we warmly welcome you to OUM and hope that you will give your best in your studies.



Prof Dato' Dr Mansor Fadzil
President/Vice-Chancellor



TOPIC 1: LEARNING AT OUM

1.1 Learning Modes

The modes of learning at OUM has been specifically developed to suit the requirements of open and distance learners like you who need to manage both your family and career. There are two modes of learning: Blended Learning (BL) and fully Online Learning (OL).

(a) Blended learning (BL) comprises:

(i) Self-Managed Learning (SML)

This mode gives you the freedom to learn at your own pace, by using learning materials in the form of modules or text books. Other learning materials provided, depend on the course and may include electronic content which is accessible through the OUM portal and CDs.

(ii) Online Learning (OL)

The University leverages on myINSPIRE, a learning platform which allows you to:

- access and download learning materials including assignment questions, modules, i-Lectures, e-content and notes from tutors;
- attempt self-practice questions through MCQs with immediate feedback;
- interact and communicate with colleagues and e-tutors through the forum, chat or e-mail;
- share files with fellow learners and receive important announcements or notifications from the University; and
- obtain various services from the University

You may also access information on your courses through myINSPIRE. If you are a new learner, please refer to the *OUMH1103 Learning Skills for Open and Distance Learners* module on how to get started with myINSPIRE. Please take note that your ID for the system will be activated after three working days upon completion of registration.

(iii) Face-to-Face Learning (F2F)

Face-to-face interaction is conducted at learning centres to allow you to discuss topics in modules with your tutors and tutorial group. These tutorial sessions are held during weekends for three times per semester. Although attendance is not compulsory, you are encouraged to attend the tutorial sessions as some topics may require further discussion with tutors. Attendance is compulsory for sponsored learners.

(b) Some courses in the blended learning mode may also be offered through online learning. In this case, you will be assigned to online tutors who will facilitate the tutorial

sessions. Please note that regardless of the mode of learning, you will still be required to sit for examinations at the authorised examination centres. You may apply for online mode for certain courses to suit your schedule. Application may be made through the UKR online services.

1.2 Learning Support

The University also provides various learning support to learners such as:

(a) Digital Library

Refer to Topic 3 for details.

(b) Online Learning

Courses at OUM are delivered via blended learning approach, comprising self-managed learning, face-to-face learning and online learning. Online Learning is supported via a learning management system, called myINSPIRE.

myINSPIRE can be accessed from the OUM website or from the myINSPIRE URL address or directly from the OUM portal. Figure 1 shows the myINSPIRE homepage.

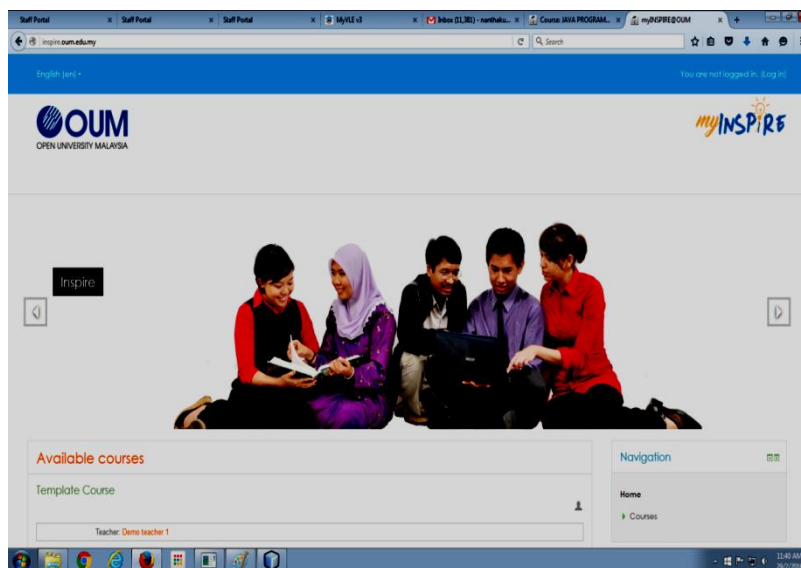


Figure 1: myINSPIRE homepage

myINSPIRE is a very user friendly system and has simple navigation structure. Some of the key features that are available on its course page (Figure 2) are listed below:

- e-Module – OUM module developed in-house.
- e-Forums – asynchronous discussion platform for interaction between learners and etutors and among learners.
- Live Forum – real time chat communication between learners and etutors.
- Video Lectures – self-developed videos and Open Educational Resources (OER) videos.
- Resources – direct link to e-books available in the Digital Library and other interactive learning materials.
- Mobile Learning – a dedicated mobile app which is compatible with IOS and Android mobile devices are available to support mobile learning. Learners can download their learning materials using mobile devices and receive learning tips and interactive content on their smart phones. With M-learning, learners can truly study anytime, anywhere at your own pace and convenience.
- Self-tracking – allows learners to manage their own learning.
- Self assessment – various types of questions are available and immediate feedback can be included.

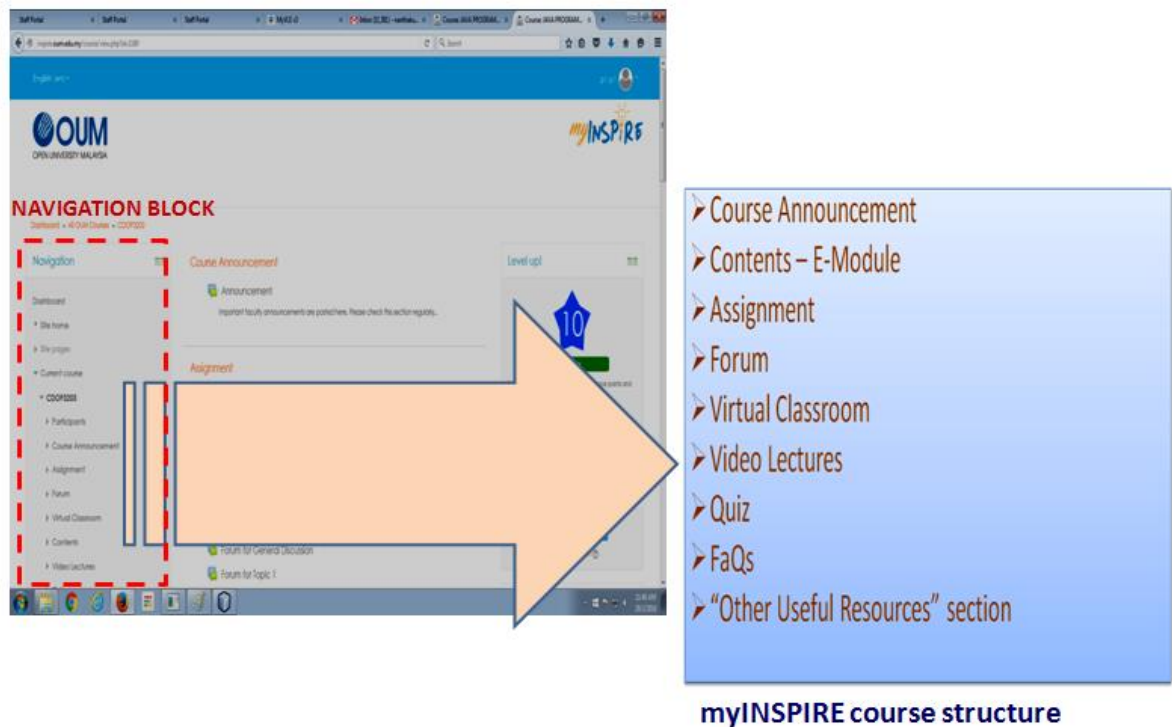


Figure 2: Key Features in Course Page

True to its motto, “*Learn More, Do More, Anytime Anywhere Anyhow*”, myINSPIRE is ever ready to enrich, elevate and enhance learners’ learning experience at OUM.

(c) i-Radio OUM (<http://iradio.oum.edu.my>)

i-Radio OUM is the university's Internet radio station which broadcasts educational and infotainment segments. The educational content is based on modules offered by OUM. The content is chunked according to relevance, given real-life examples and made interactive with skits and discussion interviews with subject matter experts. Not only that, listeners can also keep themselves up to date with the latest university events and happenings with campus announcements and infotainment segments. Through i-Radio OUM, the University aims to educate and entertain, helping listeners to enhance their knowledge while having a good time.

TOPIC 2: CENTRE OF LEARNER AFFAIRS

The Centre of Learner Affairs administers all matters pertaining to the provision of services to enrich learners' experience and knowledge mainly through the functions listed below:

- Planning and implementing Learner Retention Programmes;
- Planning of Learner Development Programmes and Learner Welfare;
- Providing Learner Support Services;
- Monitoring and Research mainly on Learner Engagement; and
- Preserving Alumni Relations

All of the above functions are directed towards retaining learners. CLA works closely and collaborates with other Clusters/Centres/Divisions/Units in organising activities aimed towards helping all OUM learners undergo an excellent, dynamic and comprehensive learning experience.

CLA is responsible for enforcing OUM's Learners' Code of Ethics. It disseminates information and guidelines for learners to comply diligently with the code of ethics.

2.1 Services Offered

(a) Learner Retention Programmes

Retention programmes are designed and implemented as proactive interventions to ensure learners' smooth learning up to graduation. Specially designed programmes tailored for specific target groups of learners include the following:

(i) Learning Skills Workshops

Mainly there are three (3) workshops designed for all new learners and senior learners:

- *Bengkel Kemahiran Belajar (BKB)*
 - Provides an initial orientation to essential services and procedures that guide learners during their studies at OUM. Kindly refer to 'Survival Guide'
- *Sembang Teh Tarik 2.0*
 - Needs assessment analysis is conducted for new learners to discuss pertinent issues faced by them. These sessions are held where learners can meet to discuss academic issues and provide feedback on their experiences during the current semester.
- Academic Revision Session (ARES)
 - Session(s) conducted by OUM's Learning Centre for courses with high failure rates, where appointed tutors shall guide learners to understand difficult concepts in the respective subject.

(b) Counselling and Guidance

The following services are offered by the Counselling Unit:

- Academic advice;
- Individual counselling; and
- Group counselling

Learners can contact counsellor through various channels as follows:

1. **e-CRM**
(type: counselling > category: counselling > subcategory: academic/personal);
2. **Phone**
(Call 03-2773 2172 during office hour, Monday to Friday: 9.00am to 4.15pm)
3. **Face-to-face**
(Counselling Room 1stFloor, Centre of Learners Affairs,
Open University Malaysia (HQ), Jalan Tun Ismail, 50480 Kuala Lumpur)
4. **Email** counsellor at kaunselor@oum.edu.my

(c) 'SMS Reminders'

CLA utilises multiple modes of communication to reach out to learners. Besides phone call reminders and email reminders, mobile technology (SMS) is a new initiative to boost the learner retention rate. Through SMS, messages are sent to clusters of learners alerting them on due dates for assignment submission, examination, online forum & quizzes and attendance to academic counselling sessions. Beginning Semester May 2018, the university will enhance communication channel via MyOUM Apps. All learners are strongly encouraged to download the apps (Apple: App Store / Android: Google Play).

(d) Learner Development Programmes

CLA encourages and assists students clubs at Learning Centres to participate in activities by external organisations as well as organise in house learner development programmes. CLA coordinates the overall learner development activities in line with OUM's vision, mission and shared values. Among the aspects of learner development are talent-building in various areas such as public speaking, organising community outreach events, intellectual discourse and sports.

(e) Learner Support Services

i. Learner Service Unit (LSU)

LSU is 'a one-stop centre' which facilitates and assists in learners' enquiries/ complaints/compliments and suggestions.

ii. Learner Welfare Fund

The fund helps learners in times of needs, such as when they fall victim to disasters or tragedies such as death or major accidents.

2.2 Tracer Study

CLA monitors satisfaction of graduates' experience of learning activities carried out at the learning centres. Since 2006, CLA has been conducting tracer studies in collaboration with the Ministry of Higher Education. The main objective of this study is to gauge the employability and marketability of graduates and data collection is conducted during convocation. Two notable findings of significance from the tracer studies which have remained consistent over the years is that the majority of graduates report their qualification at OUM to be of 'good return for investment' and they are willing to recommend family and friends to enrol in OUM for their studies.

2.3 Alumni Relations

CLA maintains a database of Alumni members and coordinates alumni activities that are organised by OUM Learning Centres nationwide.

2.4 LEARNER SERVICES UNIT (LSU)

CLA operates a Learner Service Unit (LSU) which provides efficient customer service for learners. The LSU can be contacted via its Whatsapp service during working hours, e-Customer Relationship Management (e-CRM) service, or walk-in to request any of the following services:

(a) Enquiries

LSU caters to learner information needs and helps resolve administrative or academic-related issues. Staff operating the enquiry counters known as 'agents' attends to learners' requests for information and other forms of assistance.

(b) Grievances

All grievances by learners can be channelled through e-CRM and will be treated professionally. The grievances can pertain to course registration, requests to add or drop subjects, credit transfer, delayed examination results and other academic-related matters. Grievances will be responded to within 3 to 5 working days, unless the resolution of the issue requires further forms of specific information or action from other departments which may require a longer time to resolve.

(2.4(b) - Amended: 8 April 2019)

(c) Compliments

Positive remarks from learners are channelled to the relevant departments. All compliments are highly appreciated.

(d) Suggestions

LSU welcomes creative and pragmatic suggestions and inputs from our learners so that OUM can move forward and continue to improve its quality of services. All ideas and suggestions from learners are highly appreciated and they will form the basis for OUM to improve and provide services that truly meet learners' needs.

Among the standard of services provided by LSU are as follows:-

TYPE OF SERVICES	PERIOD TAKEN AND QUALITY ASSURANCE
Issuance of letters: (a) Learner confirmation letter <ul style="list-style-type: none"> • self sponsorship • sponsorship, deferment & dormant status (b) Fee confirmation letter (c) Payment confirmation letter (for Inland Revenue Board of Malaysia), Zakat Collection Centre, and Baitulmal	<ul style="list-style-type: none"> • Walk-in: Immediately • Application via e-CRM will be processed within 2 - 14 working days
LSU also monitors pending cases of applications through various online UKR forms submitted by learners requesting certain services	Cluster and departments which have pending applications are given gentle reminders with offers to help speed up resolution as required.

(e) How to Contact Us?

LSU is located at the Ground Floor, Zone C of OUM Main Campus. You may also contact LSU through the following:

OUM Portal	e-CRM
Whatsapp	019-260 0264
Walk in	Operating Hours: Monday – : 9.00am – 4.15pm Thursday : 9.00am – 4.00pm Friday : Closed(12.30am - 2.30pm) Friday (4 th Week) : One Stop Centre (As per schedule) Saturday, Sunday : Closed Public Holiday

(f) How Can We Help You?

To facilitate quick response and assistance, it is important for you to provide the following information each time you require services from LSU:

- Matric number
- Details of the problem encountered
- All supporting documents (if necessary)

TOPIC 3: TAN SRI DR ABDULLAH SANUSI (TSDAS) DIGITAL LIBRARY

The TSDAS Digital Library promotes a world-class digital environment for open and distance learning. As an information provider, it supports teaching, learning and research via virtual learning and enhances information skills among the learning community.

The Library's collection comprises a wide range of print and digital resources searchable through the Library system. The Library subscribes to a number of e-books and e-journal databases, including e-theses. The databases cover all courses offered in OUM and are accessible at anytime and from anywhere.

Most of the digital documents are downloadable and printable for reference and research purposes.

The Library also developed its own e-content of about 4,730 titles comprising articles, papers presented at conferences by OUM staff, samples of examination papers and also dissertations and theses.

To use the collection, users need to access the library portal through the main OUM portal. Various guides are available at the portal to guide users on how to use the databases and retrieve relevant information.

As part of OUM's lifelong learning concept, the Library also conducts information skills workshops and briefing sessions. The sessions introduce learners to printed and electronic resources available in the Library and how to use them, including services and facilities provided. Learners are also introduced to the use of Web 2.0 technology such as chatting, Facebook, Whatsapp, Instagram and Library Web Chat for effective communication with Library staff.

The Library also provides self-service features such as online loan renewals, and checking of items on loan.

Apart from the TSDAS Digital Library, there are also Resource Centres at the OUM Learning Centres throughout the country. These Resource Centres keep a number of printed text books and reference materials according to courses offered at the Learning Centres.

For further enquiries, please contact the Library by email (library@oum.edu.my) or telephone (03-7801 1925) or WhatsApp (019-260 0146).

TOPIC 4: ACADEMIC RULES AND REGULATIONS

Academic rules and regulations form an integral part of the Learner Handbook as it provides the mechanism for the University to administer you in a consistent and equitable manner. It is to be noted from time to time that the University will issue notifications including circulars arising from the deliberations and decisions of the University and you are expected to refer to these as well. It has been the University's policy that the Handbook be published on the learner's portal in myINSPIRE.

4.1 Academic Calendar

In general, learners registered in Malaysia are subject to the University Academic Calendar, while those registered from other countries will be subject to the prevailing terms stipulated in the Memorandum of Agreement between OUM and the partner institution or local learning centre. The University observes 3 semesters per year consisting of January, May and September semesters with 14 weeks of teaching and learning activities each semester.

4.2 Entry Requirements

- (a) Normal Entry Admission: An applicant may apply for the diploma and bachelor's degree programmes through the normal entry requirements as stated in the OUM portal.
- (b) APEL Admission: An applicant who does not have the minimum entry requirements for the diploma and bachelor's degree programmes, may apply for Accreditation of Prior Experiential Learning (APEL) admission.

Refer to APEL section (page 25) for further details.

4.3 Offer for Admission

- (a) Candidates may apply for admission into an academic programme via the online application system, FASTRAC, accessible through the University portal. An applicant who has been given a provisional offer of admission will be considered as registered learner upon submission of documents required by the University and pay relevant fees within the stipulated time.
- (b) The provisional offer of admission will be revoked if, the candidate:
 - fails to submit evidence of qualification by the stipulated date;
 - does not meet the entry requirements.

Note: Entry requirement is subject to change as prescribed by the authority

- (c) **Withdrawal of Offer**
- An applicant, who has not accepted the offer within 3 consecutive semesters, will have the offer withdrawn and the registration/application fees forfeited.
 - When the period of offer has lapsed, applicants who are still keen to pursue a programme, will be required to re-apply for the programme. Such applications will then be considered under the programme entry requirements and fees applicable at the time of re-application.

4.4 Academic Programmes and Duration of Study

- (a) The University reserves the right to offer any programme of study in any given semester. It also has the flexibility to offer any subject or course in any semester;
- (b) You shall be duly notified of the courses offered in any semester, prior to the beginning of a new semester;
- (c) The general duration for the completion of a programme of study is as follows:

Level	Minimum	Maximum
Diploma	3 years	6 years
Bachelor	4 years	8 years

4.5 Extension

A learner who is unable to complete his/her studies within the stipulated maximum duration may apply for an extension to the Registrar for approval. The application must be made at least three (3) months before the end of the maximum duration of study.

Failure to complete a programme within the stipulated duration may result in the termination of candidature.

4.5 Updated: 1 Mac 2020. Refer to Pekeliling Pendaftar Bil. 1/2020

4.6 Credit Hour Requirements

- (a) One credit hour is equivalent to 40 learning hours for a given course in a given semester. The learning hours comprise the number of hours you are engaged in face-to-face tutorial sessions, online discussions and self-study. A three (3) credit blended course would require a total of 120 learning hours which can be translated into the following:

Activities	No. of hours
Reading module and completion of exercises	70
Attendance at tutorials (4 to 5 times depending on programme registered)	8-10
Online Learning/Discussion	6 - 8
Preparation of Assignment	24
Revision	10
Total	120

(b) Minimum Credit Hour Requirements for Graduation

In general, the minimum number of credit hours required for conferment of an academic award is as follows:

4.7 Diploma – 90 credit hours *

4.8 Bachelor's Degree – 120 credit hours *

* **Note:** The minimum number of credit hours required for conferment of an academic award depends on the programme enrolled. Please refer to the myAcademic progress in the learner profile for information about your programme.

4.7 Courses Offered

The Cluster reserves the right to offer appropriate courses for the programme in any given semester.

4.8 Registration

(a) New Learners

- The Letter of Admission is valid for one academic year unless it is otherwise stated.
- A new learner is required to register for the offered programme of study according to details stipulated in the letter.
- Late registration is allowed up to the given date published, subject to approval by the Registrar. A learner who fails to register within the stipulated time frame will be advised to apply for deferment of admission.

(b) Continuing (Senior)Learners

- Under the academic system of OUM, all learners are required to register for courses every semester. This activity requires a learner to choose courses to study and pay fees due for the semester.
- Course registration is conducted online before the commencement of the new semester. A learner is advised to refer to the announcement in myINSPIRE for the exact registration date and location.
- Late registration is allowed latest by Tutorial 1 according to the University Academic Calendar. Learners who register after the stipulated registration date will not be entitled to any learning materials.

4.9 Concurrent Registration

You are not permitted to concurrently register for another programme of study leading to an academic award either in OUM or other institutions of higher learning. If you are found to have registered concurrently; your studies will be terminated from the University.

4.10 Course Registration

- (a) In order to maintain your status as an active learner, you are required to register at least one (1) course per semester, otherwise you will be deemed inactive. In general, you are allowed to register for a maximum of three (3) courses or a maximum of eleven (11) credit hours per semester. However, you may apply for an additional course if your CGPA is at least 3.00 and subject to approval by the Cluster Chair or Programme Director. For your final semester, you may take up to a maximum of 14 credit hours.

4.10(a) Amended: 28 May 2019. Refer to Surat Maklumat MQA Bil. 3/2018

- (b) All continuing learners should renew registration;
- You are required to register for courses online before the beginning of a new semester. The registration date will be posted in the Announcement Section of myINSPIRE.
 - To be eligible for online registration, you must ensure that there is no outstanding fee from the previous semester. In order to complete your registration, you have to settle all outstanding balance (if any).
 - You will be given a list of courses offered by the Cluster. The mode of study will be indicated for respective course. After selecting the course(s), you will be allowed to select the tutorial slots (if any) and print your Course Registration Slip. The slip must be presented to the University to obtain the learning materials.

- (c) You may apply to Add and/or Drop courses registered within a given period, subject to approval by the Cluster. The Add and Drop services are accessible through eServices - UKR Online Forms in myINSPIRE.
- (d) You may view your registered courses in myINSPIRE. Should there be no complaint after the stipulated period, the courses will be deemed correctly registered.
- (e) You are allowed to add courses as soon as the online registration period begins until the stipulated period before the online registration closes.
- (f) If you did not register for any course in a given semester, you will be considered not active in that semester. Thus, you will not be allowed to attend any tutorial, submit coursework or sit for examination.

4.11 Credit Transfer

- (a) You may apply for credit transfer of course(s) completed at another recognised university or institution. The policy of credit transfer is governed by Malaysia Qualifications Agency (MQA) rules and regulations.
- (b) Credit transfer can be categorised as follow:

Vertical

Credit transfer from a lower to a higher level. The vertical credit transfer policy is based on the following:

Qualification Levels	Vertical Credit Transfer Policy
Credit transfer from certificate to diploma	Credit transfer is allowed up to a maximum of 30% of the total credits of the programme to be followed.
Credit transfer from diploma to degree	Credit transfer is allowed up to a maximum of 30% of the total credits of the programme to be followed.
Credit transfer from advanced diploma to degree	A learner with advanced diploma (who also holds a diploma) may be considered for credit transfer up to a maximum of two years of study for the bachelor degree programme (learner will pursue the third year of the bachelor's degree programme).

Qualification Levels	Vertical Credit Transfer Policy
Credit transfer from a higher qualification (e.g bachelor's) to a programme at a lower level (e.g diploma)	Credit transfer is not allowed.

Horizontal

Credit transfer from programme at the same level of qualification. The Horizontal credit transfer policy is based on the following:

Qualification Levels	Horizontal Credit Transfer Policy
The learner has the qualification and would like to pursue it a second time at the same level of the qualification already acquired.	Transfer credit is not allowed.
A learner who is currently enrolled in a programme and would like to change to another programme in the same field as the one currently pursued by the learner.	<p>If the programme is from the same institution, there is no limit in the transfer of credits subject to the credit transfer requirement.</p> <p>If the programme is from a different institution, the credit transfer is subject to the learner's residential year requirement.</p>
A learner who has failed the programme and wishes to pursue his/her studies in another programme at the same level.	Transfer credit is not allowed.
A learner who has withdrawn from his/her studies and would like to resume studying but in another programme of the same level.	<p>Credit transfer may be considered.</p> <p>If the programme is from the same institution, there is no limit in the transfer of credits subject to the credit transfer requirement.</p>

Qualification Levels	Horizontal Credit Transfer Policy
	<p>If the programme is from a different institution, the credit transfer is subject to the learner's residential year requirement.</p> <p>Bachelor's degree – 1 year Diploma – 1 semester Certificate – 1 semester</p>
<p>A learner is pursuing a programme and at the same time has taken some courses at other institutions (e.g programme mobility or learner exchange programme).</p>	<p>Credit transfer is allowed, but cannot exceed 30% of total credits of the programme of study being followed based on the agreement between the two institutions.</p>

- (c) You may apply for transfer of credits for course(s) based on the following rules and regulations:

Applications Based On Academic Qualifications

- The transfer of credits approved must not exceed 30% of the total credit hours for a particular programme.
- The courses applied for the transfer of credits must be taken in the programme accredited by MQA.
- Course credit value for the previous programme must be at least the same as the course credits of the study programme.
- The contents of courses applied must be at least 80% overlapping with those offered by OUM. You are required to produce the content of the related courses taken for evaluation by the Cluster Chair/Programme Director.
- The grade or grade point obtained for the courses applied must not be less than grade C or 2.00 grade point.

Applications Based On Working Experience (APEL)

- The credits awarded through APEL can be transferred to another programme in OUM if the course in the previous programme has the same learning outcomes,
- Refer to APEL section (page 25) for further details.

- (d) Decisions pertaining to transfer of credits are under the purview of Cluster Chairs based on the regulations stipulated above.
- (e) The University reserves the right to conduct tests to evaluate an application for transfer of credits.
- (f) The total credit hours for a course which has been granted transfer of credit will be counted as a part of the minimum total credit hours to graduate.
- (g) You are required to apply online using the Transfer of Credits Application Form (UKR 04).
- (h) You can apply for a transfer of credits maximum of 3 times during the first year of studies (first 3 semesters). The application form must be submitted to the relevant Cluster Chair together with:
 - complete and certified copies of academic transcript/s; and
 - a copy of each course syllabus.
- (i) Transfer credit is NOT allowed for a course that you have registered in OUM and grade received.

4.11(h)&(i) Amended: 7 May 2019 – Refer Minit MJPAU 4/2019
- (j) Credit transfer is applicable for courses completed within the last 5 years.
- (k) Transferred credits will not be calculated in the GPA and CGPA. The transferred credits will be taken into account to fulfil the total credit requirements for graduation.
- (l) You may apply for transfer of credits for all courses EXCEPT the following:
 - OUMH1103 Learning Skills for Open and Distance Learners
 - MPU3313/MPU2313 Health & Wellness
 - MPU3223/MPU2223 Entrepreneurship
 - MPU3113 Hubungan Etnik
 - MPU3123 Tamadun Islam dan Tamadun Asia

Note:

1. Local learners (Malaysian): If you **DO NOT have credit** in Bahasa Melayu in your SPM/equivalent, you are required to take MPU2213/3313 Bahasa Kebangsaan A.
2. International learners (non-Malaysian):
 - a. If you **have credit** in Bahasa Melayu in your SPM/equivalent, you are NOT required to take Bahasa Kebangsaan A or Bahasa Melayu Komunikasi 1;

- b. If you **DO NOT have credit** in Bahasa Melayu in your SPM/equivalent, you are required to take Bahasa Melayu Komunikasi 1.

Note(1)&(2) Amended: 7 May 2019 – Refer Minit MJPAU 4/2019

- (m) All learners are required to take and pass the following *Mata Pelajaran Umum* (MPU) courses:

Local Learners

- i. Bachelor's Degree Level
 - MPU3123 Tamadun Islam dan Tamadun Asia
 - MPU3113 Hubungan Etnik
 - MPU3223 Entrepreneurship
 - MPU3313/MPU2313 Health & Wellness
- ii. Diploma Level
 - MPU3123 Tamadun Islam dan Tamadun Asia
 - MPU3113 Hubungan Etnik
 - MPU2223 Entrepreneurship

International Learners

- i. Certificate/Diploma/Advanced Diploma Level
 - Bahasa Melayu Komunikasi 1
- ii. Bachelor's Degree Level
 - Bahasa Melayu Komunikasi 2
 - Pengajian Malaysia 3

4.12 Course Exemption

The following are the principles of course exemption:

- (a) The exemption of a subject will not cause you to gain a credit for the subject that has been exempted.
- (b) If the subject exemption has resulted in insufficient credits for graduation, you are required to take another subject to replace the said subject.

4.13 Withdrawal from a Course

- (a) If you are unable to proceed with the registered course due to some constraints, you may apply to withdraw from the course within the specified time.
- (b) Application for withdrawal must be made using *UKR07 Withdrawal of Course Form* and submitted latest a day before the examination of the semester commences. Please note the financial implications for withdrawal of course stated in the Policy on Fees.

- (c) Once withdrawal is approved, grade 'W' will be awarded for the course. Marks gained before approval of withdrawal will be dropped and you will not be allowed to sit for examination. The withdrawn course will not contribute to GPA or CGPA.
- (d) Late application for course withdrawal will not be entertained. After the given due date, you must carry on with the course and fulfil the course requirements. If you fail to sit for examination and/or submit assignment, zero (0) marks will be awarded for the course.

4.14 Deferment of Semester

- (a) You may defer your studies under exceptional circumstances, subject to approval by the University. Application for deferment must be made online using the *UKR 10 Deferment Semester Form*.
- (b) Application of deferment must be made before or at the first tutorial according to the University Academic Calendar.
- (c) Application received after the (FIRST) tutorial would not be entitled to any refund of fees paid for the semester, and you are still required to settle the semester's fees. In such cases, the 'W' grade will be awarded for each of the courses registered earlier for the semester.
- (d) You will be notified of your application status online. The academic status will be recorded as Deferment and you can still access the emails as well as myINSPIRE portal. You are advised to refer to the portal for updates on registration activities for the incoming semester.

4.15 Change in the Programme of Study

- (a) You are allowed to apply for change of programme provided that you meet the minimum entry requirements of the new programme. Sponsored learners must seek approval from their sponsor.
- (b) The following procedures apply:
 - You are required to apply online using the *UKR08 Change of Programme Form* and pay the processing fees.
 - The application must be submitted at least one month before the following semester begins. The new programme of study will take effect in the following semester, if approved. After which, the new programme will only be effective in two subsequent semesters.
 - Upon approval, you are required to settle all outstanding fees if any for the previous programme.

4.16 Withdrawal/Quitting from the University

- (a) If you decide to discontinue your studies, you may apply for withdrawal from the University using the *UKR11 Withdraw of Programme Form*. All applications for withdrawal are subject to the University approval. Once approved, your status will be changed to “Quit”.

However, you are advised to discuss your problems with the Director of your learning centre before submitting your application.

- (b) If your application is approved, you are required to return all items belonging to the University.
- (c) You are also reminded of the fee implications arising from the withdrawal.

4.17 Deferment of Studies and Withdrawal from University (For Sponsored Learners)

- (a) A sponsored learner (especially by government) is required to obtain prior approval from the sponsoring agency before applying for deferment/withdrawal.
- (b) Application for deferment/withdrawal from the University is subjected to the policy of the sponsoring agency. OUM is not authorised to approve any application.
- (c) Application for deferment or withdrawal must be forwarded to the respective authority of the sponsoring agency. Once approved, you are required to submit a copy of the approval letter to the University’s Admission and Records Unit.
- (d) Any fee(s) incurred as a result of the withdrawal/deferment shall be borne by the learner. If you are repeating any course/examination, you are required to settle the total fees due on your own.

4.18 Dismissal from the University

Learners who fail to complete a programme within the stipulated duration may result in the dismissal from the University.

4.18 - Amended: 26 June 2019

4.19 ACCREDITATION OF PRIOR EXPERIENTIAL LEARNING FOR ADMISSION (APEL A)

- (a) If you do not have the minimum entry requirements for the Diploma and Bachelor's Degree, you may apply for Accreditation of Prior Experiential Learning for admission (APEL A). All applicants must comply with the admission criteria set by the Ministry of Higher Education (MOHE) and they are as follows:

Diploma:

- **20 years** and above at year of application
- Possess relevant work experience / prior experiential learning; AND
- Pass the APEL Assessment for Diploma

Bachelor's Degree:

- **21 years** and above at year of application
- Possess relevant work experience / prior experiential learning; AND
- Pass the APEL Assessment for Bachelor Degree

- (b) The APEL A Assessment is outlined by the Malaysian Qualifications Agency (MQA) comprising the following components:
- a. APEL Aptitude Test (covering Bahasa Malaysia, English Language, Mathematics and General Knowledge/Critical Thinking)
 - b. Portfolio (covering formal, informal and nonformal learning)
 - c. Interview (for Master programmes only)
- (c) You should take note that APEL A mechanism does not apply to all the programmes in OUM. Kindly refer to OUM portal from time to time for more updates.

4.20 ACCREDITATION OF PRIOR EXPERIENTIAL LEARNING FOR CREDIT AWARD (APEL C)

- (a) Definition of APEL C
Accreditation of Prior Experiential Learning for credit award (APEL C) recognises, assesses and awards credits for experiential learning gained through informal and non-formal means. Credit is granted on the basis of knowledge and skills acquired through formal and non-formal learning. It is the learning and not the experience of the learners which is being evaluated. The APEL C provision is applicable to OUM learners regardless of their mode of entry (through normal or APEL A entry)
- (b) Objective
Through APEL C, OUM is trying to achieve a few objectives:
- a. Firstly, to provide recognition for learning acquired from non-formal and informal sources.

- b. The second objective is to reduce the duplication of learning, or learning of the similar content.
- c. Finally, to capitalise on APEL and provide opportunity for learners to accelerate their graduation period, which reduces the time of completing a programme.

(c) Criteria and Policies for APEL C

If you are undertaking Diploma, Degree or Master Programmes at OUM with relevant prior learning experience, you are eligible to apply for APEL C. However, APEL C may not be applicable to you if you are sponsored by the Ministry of Education or linked to professional bodies. Not all courses are opened for APEL C. Please refer to OUM's official website from time to time to see which courses are available for APEL C. APEL C will only be offered for selected courses of Diploma, Degree and Masters as identified by the respective Programme Directors and Cluster Chairs after discussing with APEL Centre in OUM. OUM reserves the right to add or remove any course for APEL C anytime without any notification.

Please take note that the maximum percentage of credit transfer through APEL C is 30% of the total graduating credits of a specific programme of study at OUM. This percentage is in addition to the maximum 30% credit transfer provision based on the existing formal credit transfer policy.

(d) Form of Credit Award

Form of credit refers to the amount of credit granted to a learner on the basis of prior learning for a course. If you are successful in the APEL C application and assessment for a course, you will be awarded with full credits for the course. You will be required to register and complete the courses as in an ordinary semester if you are unsuccessful in the application or assessment stage.

(e) Forms of Assessment: APEL C Test & Portfolio

Either APEL C test (challenge test) or Portfolio assessment will be used in OUM to assess you before awarding the credits. You will only obtain the credits if you are able to meet the intended learning outcomes for the particular course. You must achieve at least 50% of each Course Learning Outcomes. Please take note that you must pass all the learning outcomes in order to be granted the credits.

The APEL C challenge test is a paper-based examination. OUM reserves the right to amend the format of test or the assessment form at its discretion. You are advised to find out about the assessment prior to application. APEL C challenge test may come in the form of multiple choice, short answer, essay and situation-based problem solving. Two questions will be set for every course learning outcome. On the other hand, a portfolio is a formal document that contains a compilation of evidence documenting your prior experiential learning and articulation of your learning acquired over a period of time. The portfolio must be prepared in such a way that it can allow you to demonstrate whether or not you have achieved the course learning outcomes.

To give you a better picture, you must first understand the criteria for evidence if you decide to go for APEL C portfolio submission

- Acceptability: good matching between course learning outcome and the evidence presented
- Sufficiency: sufficient breadth and depth of evidences which can demonstrate the competencies claimed
- Authenticity: reflection of your own effort and experience
- Currency: evidence must reflect the currency of knowledge and skills

(f) Withdrawal from a Registered APEL course

If you have registered for APEL C course and do not intend to proceed with the APEL C assessment in the current semester, kindly withdraw before the deadline. If you intend to pursue APEL C in the following semester, then you must reapply and the process will be treated as a new process. In the event if you are incapable to take the scheduled APEL C test, you must notify APEL Centre ONE (1) week in advance prior to the test schedule. Failing so, you would be given an Unsatisfactory (U) grade for the APEL C course and no appeal will be entertained.

(g) APEL C grades

Grades awarded for the APEL C course can be either Satisfactory (S) or Unsatisfactory (U) depending on the outcome of the assessment. The APEL grades do not contribute to the computation of the Grade Point Average (GPA) and Cumulative Grade Point Average (CGPA). Awards of credits under APEL C are in the form of credit transfer where it does not involve the transfer of grades. Nevertheless, credit awarded for the course will be counted towards the total credit requirements for graduation

(h) Results of APEL C Application and Assessment

- a. Application: Results of the APEL C Application will be made known to you through the APEL Application Result menu in OUM portal (myVLE), eServices.
- b. Assessment: Results of the APEL Assessment will be made known the same time within the semester results, upon endorsement by the University Examination Committee. The results will be displayed at the APEL Application Result menu in OUM portal (myVLE), eServices. Alternatively, you may also refer to your Academic Transcript for the results.
- c. For successful APEL assessment attempts, a Satisfactory (S) grade will be awarded and full APEL credits for the course will be stated in the Academic Transcript.
- d. For unsuccessful APEL assessment attempts, an Unsatisfactory (U) grade will be given and no APEL credits will be granted. You will be required to take the course through the normal mode (i.e, attending tutorials/online classes).

(i) Payment

A certain amount of fee will be charged by OUM if you intend to do APEL C. Kindly refer updates in the website or talk to your learning centre administrators for more information on the fees. The fee will be charged automatically to your account when the course is registered. There will be no refund if you:

- a. withdraw a registered APEL C course after the specified deadline;
- b. failed to attempt the APEL C assessment without providing written notice to APEL Centre via email; and did not pass the APEL C assessment.

(j) Appeal Mechanism

If you are unsuccessful in your APEL assessment, you may appeal to the Appeals Committee, whose decision will be accepted as final. Charges for appeal may apply.

For more information on APEL, visit <http://apel.oum.edu.my>

TOPIC 5: ASSESSMENT AND EXAMINATION

5.1 Assessment Matters

A course can be assessed by any of the following methods:

- (a) Examination only;
- (b) Coursework only; or
- (c) Examination and Coursework

The coursework may comprise assignment, practical, presentation, clinical practice, field work or other types of assessment which are determined by the Cluster. You are advised to check announcements in myINSPIRE under the Cluster section as well as Registry announcement for information on assessment format.

5.2 Examination Matters

The information on examination matters in this handbook is subject to revisions from time to time. You should refer to the Registry Announcements in OUM portal for the latest information or changes.

5.2.1 Examination Eligibility

You are eligible to sit for examination for a course that you have officially registered.

5.2.2 Examination Registration

You are automatically registered for the examination when you register for a course at the beginning of a semester.

5.2.3 Examination Authorisation Slip

- (a) Examination Authorisation Slip is an official document listing the examination papers for which you are registered in a semester. The Chief Invigilator may disallow you from taking an examination for courses NOT listed in the Examination Authorisation Slip.
- (b) Examination Authorisation Slips will normally be uploaded in myINSPIRE under learner portal at least one month before the scheduled examination period in each semester. You may download and print the Examination Authorisation Slip from MyVLE. It is your responsibility to check that the list of registered courses and all other particulars printed on your Examination Authorisation Slip are complete and accurate; and immediately inform the Assessment and Examination Division of any errors.

- (c) Your Examination Authorisation Slip is for your reference and NOT ALLOWED to be taken inside the examination hall during examination.

(5.2.3 (a) &(c) - Amended: 7 August 2018 – Refer to Pekeliling Pendaftar 7/2018)

5.2.4 Language Policy on Examination Questions and Answers

Examination question papers for most courses are set in Bahasa Melayu and English. However, certain question papers may be set in Bahasa Melayu, English or other languages, depending on the language of the course module.

5.2.5 Re-sit of Final Examination

- (a) All information related to the examination activities will be posted in myINSPIRE – Examination Announcement at the beginning of the semester. This includes the list of courses to be offered for a re-sit, the application procedures and closing dates.
- (b) The University reserves the right to specify the courses that may be offered for examination re-sit in each semester.
- (c) Late application for re-sitting the final examination shall not be accepted.
- (d) If you register for examination re-sitting, you will be subject to a fee which is chargeable into your account with the university. Application must be made online via myINSPIRE – e-services – exam online – UP11.

5.2.6 Examination Location

- (a) Within Malaysia

You have to sit for examination at your Learning Centre or at designated venues as decided by the University. If you intend to take an examination at another Centre, you must submit an application using the UP10 Form (*Borang Permohonan Tukar Lokasi Peperiksaan*) which is available in myINSPIRE – e-services – exam online – UP10 before the closing date. If you apply after the closing date, your application would be subject to unauthorised change of location fee policy.

Further information concerning online application and closing dates for change of examination location would be made known in myINSPIRE under the examination announcement section at the beginning of the semester. If you sit the examination for a course at another location without prior application or approval, your examination answer script will not be marked. In case your examination script is accepted for marking, a fine will be imposed as penalty.

The University reserves the right to approve or reject any application for change of examination location.

All fees related to the above applications (change of examination location, late application submission and the penalty for unauthorised change of location) where applicable shall be charged to your account with the University.

(b) Outside Malaysia

If you intend to sit for an examination for any course at a location outside Malaysia, you must inform the Assessment and Examination Department through e-mail at least two months before your semester examination begins through email.

To facilitate your application, you should make preliminary inquiries with the persons concerned at the intended location as to whether invigilation and room facilities are available. All the information must be forwarded to the Assessment and Examination Department for follow up with the contact at the intended location.

If your application is approved, you are required to bear the cost of examination room rental, invigilation and the despatch by courier of question papers, answer scripts and other examination materials.

The University reserves the right to reject late application or if suitable venues and qualified invigilators cannot be identified to conduct the examination at your intended location.

5.2.7 Absence or Withdrawal From Semester Examination

- (a) If you intend to withdraw from a semester examination for any course due to medical or other valid reasons, you must officially notify the Assessment and Examination Department not later than one working day before the semester examination begins. Supporting documents from the authority, where applicable, should also be attached with your letter.
- (b) Unless you have officially withdrawn from the examination for a registered course or having valid reasons for your absence to the examination as approved by the University, you shall be awarded F grade should you fail to take the examination for the course concerned and could not provide acceptable/valid reasons.
- (c) Application must be made online via myINSPIRE – e-services – exam online – UP17.

5.2.8 Continuous Assessment Grades

- (a) The marks for the continuous assessment components shall be uploaded to your myProfile in myINSPIRE as soon as they are available and verified.
- (b) Marks that are incomplete or unavailable could delay the processing of the results and the release of your overall grades for the courses concerned. You should therefore, check your MyProfile regularly to ensure that the marks for the continuous assessment components are uploaded and complete. For assignments submitted online, you should contact Assessment and Examination Department if the assignment marks are still unavailable in your myINSPIRE after the release date. In the case of assignments submitted to the tutor, you should notify your respective Director/Administrator of your Learning Centre if the mark is still unavailable.

5.2.9 Notification of Examination Results

- (a) Examination results for each semester shall, as far as possible, be posted in myINSPIRE within four to six weeks after the last day of semester examination. It can be viewed in myINSPIRE – MyProfile - Examination – Current Result – Course Grade.
- (b) Any issues related to examination result must be channelled through eCRM. Be brief and precise when posting your query in eCRM.
- (c) If you have outstanding fees due to the University or if you are undergoing disciplinary proceedings, you would not be able to view your examination results until these matters have been dealt with accordingly.
- (d) All semester examination results are released subject to endorsement by the University Examination Committee.

5.2.10 Re-checking of Grade

- (a) You may apply to recheck the examination script and/or assignment (including SEQ and Reflective Report) if you are dissatisfied with the grade/mark received.
(5.2.10 (a) - Amended: 10 Oct 2018 – Refer to MJPAU minute 9/2018)
- (b) Application Procedure:
 - Your application should be submitted online through myINSPIRE.
 - Closing date for applications is two weeks after official announcement of the results.
 - Make sure that your application form is complete before submitting it online. For record-keeping purposes and future reference, you are advised to print and retain a copy of the completed form.

- The application fee, which is non-refundable, will be charged to your account.
 - Applications received after the closing date shall not be accepted.
- (c) Results of Re-checking
- The result of re-checking of examination scripts or assignment will be ready within 4 weeks after the closing date. Please note that the result of re-checking will be taken from the latest result.
(5.2.10 (c) - Amended: 7 March 2019 – Refer to Pekeliling Pendaftar 3/2019)
 - Any application to re-check an assignment mark will not be accepted where the assignment had earlier been rejected by similarity check and found to be plagiarised.
 - The decision of the University Examinations Committee on a course mark and grade after a recheck is final and binding.

5.2.11 Breach of Examination Regulations

- (a) Learner Code of Ethics (*Kod Etika Pelajar*) and examination regulations prescribe the rules that you must comply with and the penalties that would be imposed in the event of violation. You should familiarise yourself with the Learner Code of Ethics and the regulations governing examinations.
- (b) You are reminded that severe penalties including suspension for a specified period from the programme can be imposed on anyone found guilty of breaching the Learner Code of Ethics and examination regulations. The Disciplinary Board will determine the degree of penalty for each case.

5.2.12 Partial Transcript

- (a) All course grades, grade points, GPA, CGPA and cumulative credit hours up to the most recent semester are available in a Partial Transcript. It can be viewed in myINSPIRE under myProfile section within one week after the announcement of the semester examination results.
- (b) It is your responsibility to check your Partial Transcript to:
- ensure that the academic records shown are complete, accurate and current; and
 - inform the Assessment and Examination Department immediately (if there are discrepancies or disputes).
- (c) If there is no complaint within a month after the examination results have been posted in the Partial Transcript, your academic records in the Partial Transcript shall be deemed correct and official.

5.2.13 myAcademic Progress

- (a) myAcademic Progress screen which is also available under myINSPIRE is intended to help you plan your study and chart your progress until completion of your study. The myAcademic Progress screen provides you with the current information on:
 - course requirements, credit hours and other conditions for completion of your programme of study;
 - total credit hours and courses completed until the most current semester; and
 - remaining credit hours and courses to be completed to graduate
- (b) You should check the myAcademic Progress screen regularly to ensure that all particulars are complete, accurate and up-to-date. In case of errors, you must immediately lodge a report through eCRM.
- (c) It is also your responsibility to update the most current information concerning your contact number, address and personal particulars should there be any changes. This is to be done through myProfile.

5.2.14 Programme Completion, Graduation and Issuance of Scrolls/Transcripts

- (a) You are considered as completing and eligible for graduation in the programme of your study once you have fulfilled all the requirements as follows:
 - Acquired total credit hours as set by the Cluster;
 - Achieved minimum CGPA of 2.00 (undergraduate) or 3.00 (postgraduate);
 - Endorsed by the Cluster and Assessment and Examination Division; and
 - Approved and endorsed by University Senate
- (b) Upon approval by the University Senate, your name will be listed in the convocation section of the OUM website for the forthcoming convocation ceremony. You should check your graduation status in that section regularly.
- (c) Postponement of convocation is not allowed unless with written permission by the University management. Should you intend to postpone your convocation due to certain circumstances, you must write an official request to the Registrar. The University reserves the right to approve or reject the request based on the reasons given.
- (d) If you have fulfilled the graduation requirements in a particular semester but have registered to take or re-sit an examination for one or more courses in the subsequent semester, your name will not be recommended to the Senate for the award of your degree/diploma until after the official release of the examination results for the course(s) in the subsequent semester.

- (e) If you have successfully completed your study programme and require a confirmation letter, you should submit a written application to the Assessment and Assessment and Examination Division or through eCRM.
- (f) Scrolls and official academic transcripts would only be issued after the convocation session as stated in the convocation portal provided you have settled all outstanding fees and returned all library books to the University.
- (g) If you are unable to attend the convocation, you may request to have the degree/diploma posted to you or you may authorise an immediate relative to collect the degree on your behalf. Degree/Diploma scrolls and the official Academic Transcript, however, shall only be issued after the convocation ceremony.
- (h) Further details on the procedures, payment and conditions applicable would be posted on the OUM website near to the Convocation date.

5.3 Evaluation

The mode of assessment for the courses in OUM degree or diploma programmes is revised from time to time to be abreast with current trends and developments in formative and summative evaluation in higher education. The revisions may result in changes to the assessed components, the component marks weightage or the examination questions format. In this regard, you are advised to refer regularly to the OUM website and your Cluster for the latest information.

Assessment for the majority of courses normally comprises:

- (a) Continuous assessment; and
- (b) Final Examination

The weightage for each component may vary, depending on respective course as decided by the Cluster.

5.3.1 Submission of Assignment Answer

- (a) Depending on the course, certain assignment answers should be submitted through the online mode while others require you to submit to face-to-face tutors. You should submit the assignments for your courses via the mode stipulated in the announcement by the faculties and in the assignment question before the deadline.

- (b) Guideline for online submission is clearly stated on the front page of the assignment question. You must follow the deadline for assignment submission as marks shall be deducted for late submission.
- (c) Submission of assignment after the deadline shall not be accepted for grading except in extenuating circumstances supported by documentary evidence. If accepted for grading, the rules regarding deduction of marks for submission after the deadline shall apply.
- (d) If you do not submit assignment and/or sit for final examination for any registered courses, you shall be awarded an 'F' (fail) grade.
- (e) You should observe strictly the University rules governing plagiarism and originality of work submitted for assessment. The University reserves the right to deduct marks including outright rejection of assignments found to be plagiarised.
- (f) Any assignment submitted for marking cannot be resubmitted after it has been graded where marks have been awarded.

5.3.2 Similarity Check

Online submitted assignments will be subjected to similarity check process. This process will compare each learner's assignment with one another and internet sources for overlaps. Assignments found to have similarities will be subjected to penalty as follows:

Similarity Group Percentage	Penalty Rate Deduction
<30%	0%
30.01% - 50%	5%
50.01 – 70.00%%	10%
>70%	100%

** Subject to change*

5.3.3 Grading Scheme System

The University adopts the Grade Point Average (GPA) as a measure of your academic performance in a particular semester and the Cumulative Grade Point Average (CGPA) as a measure of your overall academic performance covering the total duration of study with the University. The grading system of the University is as follows:

Grade	Grade Point	Marks Equivalent	Descriptor
A	4.00	80 -100	Outstanding
A -	3.67	75-79	Very Good
B +	3.33	70-74	Good
B	3.00	65-69	
B -	2.67	60-64	
C +	2.33	55-59	Pass
C	2.00	50-54	
C -	1.67	45-49	Conditional Pass (Subject to CGPA equals or greater than 2.00)
D +	1.33	40-44	
D	1.00	35-39	
F	0.00	0-34	Fail

- For all *Mata Pelajaran Umum* (MPU) courses, you must obtain at least a D+ (Grade point = 1.33) to pass.
- If you get an **F**, you may repeat or re-sit the courses to enable you to graduate. For courses with grades C-, D+ and D, you may choose to improve the grades or let them remain, provided your CGPA is at least 2.00.
- Several core compulsory and pre-requisite courses in your study programme may also require a pass with a minimum grade. You should refer to your Cluster for the latest list and the passing grade requirement of the core compulsory and pre-requisite courses.

5.3.4 Other Grades

Other grades used in the grading scheme and their descriptors are as follows:

- (a) **Incomplete** (I grade)– Awarded when you are unable to take the examination for a course due to certain reasons. In order to obtain this grade, you have to apply online for deferment of examination after the last tutorial or not later than 7 days after the date of examination for the respective paper and specifying the reason and enclosing supporting letters or relevant documents from employer/hospital, where applicable. If you do not apply for deferment, you will get a F grade for the course.

- (b) The I grade must be redeemed within one academic year from the semester when the I grade for the course was initially approved. This can be done by registering for examination for the respective paper. The grade will be replaced with the grade/result you obtain after sitting for the examination for the paper. You are only allowed one grade attempt in any semester during one academic year, to redeem the I grade after which, the eligibility automatically lapses. If you do not redeem the course with the I grade after the end of the one academic year, the course grade will automatically be converted to an “F” grade.
- If you are still unable to sit for examination for the course with the I grade, due to the reasons mentioned above, in the last semester of the one academic year before it expires, you should apply to extend the validity of the one year academic period giving reasons and enclosing necessary documentation with your application. The application where approved, shall only be for one more semester.
 - As module content and assessment methods may change from time to time, you should redeem the course with grade I – Incomplete by taking the examination at the earliest possible semester when the course is offered.
- (c) **Credit Transfer (CT)** -Awarded where the credit hours of an equivalent course that had been completed at another approved institution, are accredited for transfer to an OUM degree/diploma programme.
- (d) **In Progress (IP)** - Awarded for a course that is conducted over more than one semester. Credit hours of a course with an IP grade are included in the total credit hours that learners have registered for in a particular semester but not included in computing the GPA and CGPA. The final grade obtained after the course has been conducted over more than one semester, shall replace the IP grade. The final grade and credit hours of the course are included in computing the GPA and CGPA.
- (e) **Satisfactory (S)** - Awarded where the performance in a course is assessed as either satisfactory or unsatisfactory. The S grade is awarded if the mark obtained for the course is 50% or more of the overall mark.
- (f) **Unsatisfactory (U)** - Awarded for a course where the performance in a course is assessed as either satisfactory or unsatisfactory. The U grade is awarded if the mark obtained for the course is less than 50% of the overall mark.
- (g) **Withdrawal (W)** - Awarded where learners have officially withdrawn from a course in a semester.
- (h) **Audit (AU)** - Awarded for a course taken by learners for audit purpose only.

- (i) **BE** - Awarded for a course where the assessment is based on prior knowledge obtained by learners via self learning and/or working experience. A special examination may be authorised by the Cluster Chair to assess the learners.
- (j) **PL** - Awarded for a course where the assessment is based on an admission or replacement examination.

5.3.5 Marks and Grades Management

- (a) You will only be informed of the grade but not the final marks for a course.
- (b) The examination results for each semester must be approved by the Cluster/University Examinations Board before release.
- (c) The Registry shall be responsible for the release and issue of all official results and for updating and maintaining your official academic records.

5.3.6 Grade Point Average and Cumulative Grade Point Average

- (a) Your academic performance in each semester shall be indicated by the Grade Point Average (GPA) and the Cumulative Grade Point Average (CGPA).

The GPA is determined by dividing the total grade points obtained with the total credit hours taken by you in a semester. The following example shows how the GPA is determined:

Course	Grade	Grade Point	Credit Hours	Credit Hours x Grade Points
K1	A-	3.67	3	3.67 X 3 = 11.01
K2	B	3.00	3	3.00 X 3 = 9.00
K3	C+	2.33	3	2.33 X 3 = 6.99
Total :				27.00
GPA :			= 27.00 / 9	3.00

- (b) The Cumulative Grade Point Average (CGPA) is determined by dividing the total grade points obtained with the total credit hours taken over more than one semester.
- (c) All course grades other than grades AU, CT, I, IP, S, U and W shall be included in the computation of your GPA and CGPA.
- (d) If you are awarded grade I or IP for a course, the credit hours shall be included in the total credit hours that you have registered for in a semester but shall be

excluded from the computation of your GPA and CGPA until the grade I or IP is replaced with a final grade.

- (e) If you are awarded grade S or U for a course, the credit hours shall be included in the total credit hours that you have registered for in a semester but shall be excluded from the computation of your GPA and CGPA.
- (f) You are deemed to have earned the credit hours of any course with grades A+, A-, B+, B, B-, C+, C, C-, D+, D, CT or S. Credit hours are not earned for a course awarded grade F or U. However, the credit hours of a course with grade F are included in the computation of your GPA and CGPA.
- (g) If you are awarded the grade I or IP for a course, the credit hours shall be earned when the course is awarded a final grade other than grade F or U.

5.3.7 Repeating a Course or Examination

- (a) You may choose to repeat either the entire component of a course or only the examination component for a course to improve on the original grade. Notwithstanding, you cannot resubmit your assignment for remarking after it has been marked and marks have been awarded.
- (b) If you decide to repeat a course, you must register and undergo again the continuous assessment components and retake the examination for the course.
- (c) Repeating the examination of a course applies to the final semester examination only. You may repeat any course subject to the maximum period specified for your study programme. If you decide to repeat the examination for a course, you must register to retake the examination component of the course when the course is offered again in a subsequent semester.
- (d) You can re-sit the final examination of a course up to a maximum period of one academic year from the semester when you first registered and sat the examination for that course. Before the expiry of the maximum period, you may carry the marks obtained initially for the continuous assessment of a course to be added to the marks of the re-sit examination.
- (e) If your grade for any MPU courses is lower than grade D+, you must repeat either the course or the examination of the course until you have fulfilled the minimum grade D+ requirement, failing which, you cannot graduate even though you may have completed other graduation requirements. Your Cluster may also specify a minimum grade for certain prerequisite courses. You should check in advance with your Cluster on the minimum grade requirement of prerequisite courses if any, for your programme.

- (f) The grade and grade points of a course to be used in computing your CGPA shall be the grade and grade point obtained by you before or after a repeat course/examination of the course, whichever is better.
- (g) All results will appear in the partial and final transcripts even though you have repeated the course and obtained different results. No grades shall be deleted or removed from partial or final transcripts regardless of the grades obtained.

5.3.8 Special Examination

- (a) If you are unable to sit an examination for a course due to extenuating circumstances, you may apply for consideration to take a special examination in that course.
- (b) Your written application giving your reasons, should be submitted together with the relevant documentary evidence to the Assessment and Examination Division, not later than two weeks before the commencement date of the semester examination concerned.
- (c) The University shall only approve a special examination for very exceptional circumstances. If your application is approved, you would not be permitted to repeat the examination for the particular course.

5.3.9 Breach of Examination Regulations and Grades

In the event you are found guilty by the University Learners Disciplinary Committee of breaching University examination regulations, you shall be awarded zero marks in both the continuous assessment and examination of the course. Where the punishment imposed includes a period of suspension, you cannot attend the tutorials, submit assignments or sit the examination for any course until after the suspension period.

5.3.10 Determination of Academic Performance

- (a) Pass with Distinction and Chair's/Dean's List

Your academic performance shall be indicated with "Pass with Distinction" and your name entered into the Chair's/Dean's List in a semester if you:

- have obtained a GPA of 3.70 or higher;
- have registered and taken the examination for the courses totalling 9 or more credit hours;

- have obtained not less than grade C in any of the courses taken;
- are not repeating the course(s) or the examination for the courses for any particular semester;
- have no disciplinary cases; and
- have no “I” (Incomplete) grade for a course.

(b) Academic Probation Period and Warning

- If your GPA is less than 2.0 in any semester, you shall be placed under Academic Probation. The Academic Probation period shall continue until you have attained a GPA of 2.0 or higher in subsequent semesters after the Academic Probation period.
- You shall be informed of your Academic Probation Period status including a warning regarding your unsatisfactory academic performance via notification by the Cluster Chair in your Partial Transcript. The notification would also contain a clear statement on what you should do to improve and maintain satisfactory academic progress.
- The Cluster Chair can also place you under Academic Probation Period if your progress or performance at any time during the programme of study at the Cluster is unsatisfactory.

(c) Fail and Out

“Fail and Out” refers to the status when a learner’s studies is terminated due to unsatisfactory academic progress after a period of study. If your Cluster finds that your academic progress in any semester is unsatisfactory and insufficient to achieve the GPA/CGPA required or in fulfilling the conditions of the Academic Probation Period after a period of study, it can after evaluation of your progress, recommend to the Senate to terminate your studies. After receiving and deliberating on the recommendation, the Senate has the right to terminate your studies.

5.4 Examination Regulations

Learner should strictly observe the following:

5.4.1 Before Admission into the Examination Hall/Room

- (a) Check the examination schedule and examination venue before the date of examination. If you have applied for a change of examination location, please check with the administration of the Learning Centre where your new location is. Taking an examination at another location without prior application or approval is subject to a fee.

- (b) Take with you to the examination room/hall, your identity card, matriculation card and the Examination Entry Authorisation Slip. If you do not have these documents, you may not be permitted to take the examination unless permitted by the Chief Invigilator and until your identity has been established.
- (c) Be punctual for an examination by being present at the examination hall/room at least 30 minutes before the time of your examination.
- (d) Note that if you are less than 15 minutes late after your examination has commenced, you would be permitted to take the examination but no extra time shall be given. If you are more than 15 minutes late, you shall not be permitted to take the examination.
- (e) You are not permitted to take into the examination hall/room under any circumstances, any book, paper, pencil bag /box, picture, notes, programmable calculator, hand bag, hand-phone, tablet, iPads, smart devices or any other item or equipment except those permitted by the Chief Invigilator.
- (f) You are not allowed to take any food or drinks into the examination hall/room.

5.4.2 After Admission into the Examination Hall/Room:

- (a) You should occupy the seat that has been assigned to you for the examination session, place your identification card, matriculation card and Examination Entry Authorisation Slip at the top right hand corner of your table to facilitate checking by the invigilators, and observe complete silence and not engage in conversation with other candidates pending further instructions from the Chief Invigilator.
- (b) Read carefully and observe the instructions printed on the front page of the answer booklet.
- (c) Complete the attendance slip on the front page of the answer booklet with the details required, then separate the attendance slip from the answer booklet and place the attendance slip on the top right hand corner of your examination table.
- (d) Write your matriculation number, code and course title, your learning centre and other necessary details on the front page of your answer booklet. Do not write your name on the answer booklet.
- (e) Ensure that you have received a copy of the question paper from the invigilator. Do not open the question paper unless instructed to do so by the Chief Invigilator.

- (f) After the Chief Invigilator has given instructions for opening the question paper, check to ensure that you have received the correct question paper and that the pages are complete. If you have received a wrong or incomplete question paper, you should immediately request a replacement from the invigilator. Reading time has been included in the time allocated for answering the question paper.
- (g) Do not start writing your answers until instructed to do so by the Chief Invigilator.
- (h) Do not leave the examination room/hall during the first 30 minutes after your examination has commenced and 15 minutes before the examination ends.
- (i) Raise your hand if you wish to seek permission to go to the washroom any time during the examination.
- (j) Do not leave the examination room/hall until permission has been granted and you are duly accompanied by an invigilator. If you leave the examination hall/room during the examination without permission, you shall not be permitted by the Chief Invigilator to re-enter the examination room/hall to continue with your examination.
- (k) Write the time of your entry and exit and sign in the record book/sheet where provided, if permission has been granted to you to visit the rest room. You are only allowed 5 minutes to visit the rest room.

5.4.3 While the examination is in progress:

- (a) Do not communicate with other candidates by any means including use of body language. You are also not allowed to borrow any stationery items to/from other candidates during examination.
- (b) Do not give or receive from other candidates or parties, any form of assistance concerning the examination other than that permitted by the Chief Invigilator.
- (c) Always comply with the instructions of the Chief Invigilator and invigilators.
- (d) Do not create commotion that will affect the proper conduct of the examination or disturb other candidates taking the examination. The Chief Invigilator is empowered to remove any candidate causing disturbances or commotion during an examination from the examination hall.
- (e) Inform the Chief Invigilator immediately if you fall sick, encounter any medical problem or you are unable to proceed with an examination.

5.4.4 At the end of an examination:

- (a) Stop writing when instructed to do so by the Chief Invigilator.
- (b) Ensure all used answer booklets, supplementary answer booklets, graph paper and other papers if any, are tied together with the thread provided before handing it over to the invigilator on duty.
- (c) Do not take out from the examination room/hall, any question paper, examination booklet, graph paper, objective answer sheet, either used or unused and other documents supplied by the invigilator.
- (d) Do not take out, advertently or inadvertently, your written answer booklets from the examination room/hall any time during or at the end of the examination. Written answer booklets taken out from the examination room/hall during the examination, will not be accepted for marking.
- (e) Return examination equipment if any, lent to you by the invigilator.
- (f) Remain seated until instructed to leave the examination hall/room by the Chief Invigilator.

5.5 Breaches

In addition to complying with the Examination regulations mentioned above you should not, as an OUM learner, commit any of the following:

- (a) Give, receive or possess any information that is related to the examination before or during the examination for a course.
- (b) Refer to or use any reference material that is not permitted inside or outside the examination room/hall or while the examination is in progress.
- (c) Obtain, amend, conceal, damage or destroy any material that is related to the preparation or conduct of the examination.

5.6 Sentencing

If you breached any OUM examination regulations and are found guilty of the breach by the Learner Disciplinary Committee, any one or a combination of the following sentences could be imposed:

- (a) A written warning;
- (b) A fine not exceeding Ringgit Malaysia 500.00;

- (c) Suspension from your programme of study from one semester to two semesters;
- (d) Zero marks for the overall result of the course concerned; and/or
- (e) Termination from the University.

5.7 Graduation

5.7.1 Graduation Requirements

To graduate from your programme of study, you must fulfill the following requirements:

- (a) Satisfactorily completed all University courses, Malaysian Qualifications Agency courses, compulsory core, prerequisites and elective courses prescribed for your programme of study.
- (b) Obtained the required number of credit hours prescribed for your programme of study.
- (c) Achieved a final CGPA of 2.00 or higher at the completion of your programme of study.
- (d) Settled all fees due to the University.

5.7.2 Award of Degree/Diploma

The degree shall be awarded with Honours.

If you have fulfilled all the requirements for graduation in your study programme and have attained a final CGPA of 3.67 or higher you shall, subject to other regulations being complied with and the approval of Senate, be conferred your degree/diploma with "Pass With Distinction".

For learners admitted to a degree or diploma programme of the University from January 2013 semester and thereafter, the minimum CGPA required for conferment of a degree or diploma with "Pass With Distinction", shall be 3.70.

TOPIC 6: CODE OF ETHICS

Part I – Learner’s Code of Ethics

6.1 Purpose

Open University Malaysia (OUM), as an educational institution and learning community, is based upon certain core values, including responsible citizenship, integrity, honour, accountability, mutual respect, leadership and service. These and other core values are fundamental to the University community and the ethical standards of the University and its learners. It is the responsibility of each learner to protect and support the University, its community members and its objective as a learning community.

Ethics and integrity are the responsibilities of each learner. Therefore, every learner is responsible for ethical conduct consistent with this code and the University’s policies. This code is a statement of our belief in ethical, legal and professional behaviour in all dealings within and outside of the University.

This code applies to the behaviour of all learners of the University, whilst enrolled, irrespective of their location or the mode of delivery of the programme(s) in which they are enrolled; and applies in respect of all actions and activities (including inaction or inactivity) relating to or impacting on the University or its learners and employees.

The learner’s code of ethics is based on:

- (a) The Laws of the Nation;
- (b) The National Article of Faith (Rukun Negara);
- (c) The National Education Philosophy;
- (d) Private Higher Educational Institution Act (Act 555); and
- (e) Malaysian and universal social values.

6.1(d) – Added on 8 April 2019

The Code of Ethics aims to:

- (a) Assists learners to understand the community of which they have chosen to be a member.
- (b) Aims to facilitate a cooperative and productive relationship between staff and learners, as well as among learners.
- (c) Provide guidelines for conduct and discipline which must be followed by learners; and specify the consequences of violating these guidelines.
- (d) Create a society of learners who are of noble character, disciplined, moral and courteous as well as respectful towards one another.

6.2 Interpretation

Unless the context otherwise requires:

- (a) **"Drugs"** means any drugs or substances which are listed in the First Schedule to the Dangerous Drugs Act 1954.
- (b) **"Disciplinary Committee"** means the committee set up by the Board of Directors for the purpose of handling disciplinary cases involving learners.
- (c) **"Gambling"** means any games of chance, or the combination of chance and skill, for money or monetary value, including betting or lottery.
- (d) **"Code"** means the Learner's Code of Ethics and Conduct of the Open University Malaysia.
- (e) **"Board of Directors"** means the Board of Directors of Open University Malaysia.
- (f) **"Drinks"** means any drink which contains alcohol.
- (g) **"Learner"** includes any learner at the certificate, diploma, degree and postgraduate levels who is enrolled on a full-time or part-time basis at the University.
- (h) **"Registrar"** means the Registrar of the Open University Malaysia.
- (i) **"President"** means the President of the Open University Malaysia; and includes any person or persons authorised by the President to act on his/her behalf.
- (j) **"OUM Learning Centre"** means the Learning Centre of the Open University Malaysia.
- (k) **"Poison"** means any substance which has been listed in the List of Poisons in the Poisons Act 1952.
- (l) **"Weapons and Explosives"** means the objects and substances listed in the Firearms Act 1971.
- (m) **"University"** means the Open University Malaysia.

6.3 Enforcement of the Code

- (a) Subject to the provisions under Section 46 of the Private Institutions of Higher Learning Act, the President is responsible for the discipline of learners.
- (b) The President can delegate his/her authority to any officer or officers to deal with any matters relating to learners' discipline.

6.4 General Conduct

Every learner shall:

- (a) Be responsible for his/her good behaviour at all times, be fully focused on his/her studies, participate the scheduled learning activities and comply with the rules and regulations of the University.
- (b) Strive continuously to explore, develop and enhance his/her potentials and abilities.
- (c) Strive to become a balanced and harmonious person from the intellectual, spiritual, emotional, physical, and philosophical perspectives.
- (d) Maintain high ideals of personal honour and professional integrity. Do not engage in activities that bring into disrepute the reputation of oneself, colleagues, the Cluster and the University. This includes adhering to the Constitution and rules and regulations of the University.
- (e) Be courteous and respectful of others, respect confidentiality and privacy rights, avoid disrupting the learning and work environment of the University; and not maliciously injure the reputation of another learner or Cluster or staff member and the University.
- (f) Follow formal instructions given by the University.
- (g) Treat all employees, honorary appointees, consultants and learners with respect, dignity, impartiality, courtesy and sensitivity.
- (h) Maintain a cooperative, professional and collaborative approach to inter-personal relationships.
- (i) Act honestly and ethically in their dealings with University employees, honorary appointees, consultants and other learners.
- (j) Ensure that they do not act in a manner that unnecessarily or unreasonably impedes the ability of employees, honorary appointees, consultants and other learners to carry out their study, research or work at the University.
- (k) Ensure that they do not act in a manner that unnecessarily or unreasonably impedes the ability of employees, honorary appointees, consultants and other learners to access or use the resources of the University.
- (l) Ensure that they do not become involved in, incite and/or encourage discrimination or harassment or bullying of employees, honorary appointees, consultants and other learners.
- (m) Ensure that University material, furniture and equipment must not be marked, changed or damaged in any way. Learners are to report damaged materials, furniture and equipment to an appropriate member of staff as soon as possible.
- (n) Take responsibility for the safety of their personal property and keeping valuables with them at all times.
- (o) Help keep the University's environment pleasant by putting rubbish in the bins.

(6.4 (a) to (f) and (l) - Amended: 8 April 2019)

6.5 Appearance

Every learner shall:

- (a) Be neat and appropriately dressed at all times.
- (b) Ensure his/her personal hygiene and tidiness.
- (c) Avoid being extreme in appearance, make-up and the use of accessories.

6.6 Academic Honesty

All learners must be honest and forthright in their academic studies. All learners shall ensure that they do not commit academic misconduct, including cheating, plagiarism, falsifying or fabricating data, impersonating others, falsifying medical or other certificates, circumventing the learning process, copying, falsifying the evaluation of work, submitting the same work for multiple credits without approval, offering bribes, and aiding others in committing academic misconduct.

6.7 Responsibilities of Learners

Every learner shall:

- (a) Obey the laws of the nation.
- (b) Obey the rules and regulations of the University.
- (c) Co-operate with the University authorities in all University matters, whether personal or on behalf of others, including providing information and evidence.
- (d) Wear or carry the matriculation card at all times while in the OUM Learning Centre or while dealing with the University administration and to produce the card when asked by a person or persons authorised to do so by the University.
- (e) Attend tutorials or seminar sessions and participate in online forum.
- (f) Sit for examinations, unless barred from doing so. Where a learner is barred, he/she may apply for permission from the Registrar to have the bar lifted and to sit for the examination.
- (g) Be responsible for safe-guarding and ensuring the safety of the property of the University used by him/her, including property in the OUM Learning Centre(s) and the environment.
- (h) Strive for the highest possible standard of performance and endeavour to produce work of which one can be proud of.
- (i) Act with responsibility and fairness towards others in all activities, including being prepared for classes and other activities, contributing equitably to and working cooperatively on team activities, giving proper credit for work; and accepting responsibility for one's actions. This includes not allowing conflict of interest or bias to affect one's conduct.
- (j) Uphold and promote the principles of this Code of Ethics, and report to the proper authorities those who violate this Code of Ethics and/or the Constitution and rules and regulations of the University.

6.7(e) & (g) - Amended: 8 April 2019

6.8 Prohibitions

- (a) No learner is permitted to be involved in any activity or activities or conduct which may damage or harm the interests, harmony, or good name of the University or its learners, staff, officers or employees.
- (b) No learner is permitted to use any lecture, tutorial or teaching materials which are provided to him/her by the University for the purpose of publication, distribution or dissemination, whether for payment or otherwise.
- (c) No learner may plagiarise the intellectual property of others, including data, ideas, publications and inventions.
- (d) No learner may cheat or attempt to cheat or act in a manner that can be interpreted as cheating or attempting to cheat in an examination.
- (e) No learner may, while on the premises of the University or OUM Learning Centre, receive or have in his/her possession any alcoholic drink. The University prohibits alcohol intoxication (regardless of age); the unauthorised possession, use, consumption, manufacture, sale or distribution of alcohol; and driving while impaired due to alcohol consumption.
- (f) No learner shall use, consume, be in illegal possession, manufacture, sell or distribute drugs and drug paraphernalia.
- (g) No learner shall discriminate or harass by any verbal, written or physical conduct toward another that is based on a person's race, colour, origin, disability, religion, age, veteran status, other characteristic protected by law or any other characteristic specific to the person being harassed; that:
 - (i) unreasonably creates an intimidating, hostile or offensive learning or working environment;
 - (ii) unreasonably interferes with an individual's academic or work performance.
- (h) No learner may promote or carry on gambling activities on the premises of the University or OUM Learning Centre.
- (i) No learner may, while on the premises of the University or OUM Learning Centre, receive or have in his/her possession any pornographic materials.
- (j) No learner may have in his/her possession or under his/her control, any drug or poison.
- (k) No learner may possess or have under his/her control any firearm or explosive.
- (l) No learner or group of learners may organise, conduct or participate in any activity in the name of the University without permission or written instructions to do so from the University.
- (m) No learner or group of learners may promote, manage, or assist in the collection of money and/or contributions in the name of University without permission or written instruction to do so from the University.
- (n) No learner or group of learners may participate in anti-government or anti-University activities.
- (o) No learner or group of learners may establish any association or club or any such body without the permission of the University.
- (p) No learner or group of learners may publish, disseminate or distribute any document without the written permission of the University.

- (q) No learner or group of learners may make any statement to the Press in the name of the University without the written permission of the University.
- (r) No learner shall:
 - (i) commit or threaten to commit any act of physical violence against oneself or another;
 - (ii) threaten the health, safety and welfare of another;
 - (iii) interfere with the freedom of movement of another;
 - (iv) invade the privacy of another;
 - (v) make, exhibit or produce any inappropriate, loud or disruptive noise or behaviour;
 - (vi) act recklessly or in a manner that causes a disruption to the orderly function or operation of the University;
 - (vii) exhibit any lewd or indecent behaviour.

6.9 Breach of Code

A learner who violates any part of the Code is said to have committed a breach of conduct.

Part II - Procedures for Handling Learner Disciplinary Cases

6.10 A learner who has been accused of committing a breach of the Code under any of the rules of the University and is found guilty can be subjected to the imposition of any one or a combination of two or more of the following penalties:

- (a) Warning
- (b) Fine
- (c) Exclusion from any specified part or parts of the University
- (d) Suspension from membership of the University for a fixed period of time
- (e) Payment of compensation or damages for any damage to property and University facilities or any third party claimant
- (f) Nullification of examination results or any part of the examination results
- (g) Expulsion from the University

6.11 Every report of wrongdoing shall be investigated and the Investigation Committee shall decide whether the alleged offence is serious, minor or there is no case to answer.

6.12 Serious offences include academic dishonesty, fraud, plagiarism, any activity that adversely affects the good name of the University and involvement in criminal activities.

6.13 If the Investigation Committee finds that a learner has committed an offence, it shall inform the learner of the offence of which he/she is accused and require the learner to provide a written explanation within a reasonable period of time.

- 6.14 If the learner pleads not guilty and his/her explanation is accepted, or the learner admits his/her guilt, the Investigation Committee shall then take the appropriate action.
- 6.15 If the learner pleads not guilty and his/her explanation is not being accepted by the Investigation Committee, the learner shall be informed of his/her offence and required to appear before the Disciplinary Committee within a period not less than fourteen (14) days from the date of notification.
- 6.16 A learner who does not make the explanation statement as in Clause 6.13 or does not pay the fine imposed or fails to appear before the Disciplinary Committee shall be suspended until he/she provides an explanation or pays the fine imposed or agrees to appear before the Disciplinary Committee.
- 6.17 In a disciplinary proceeding;
- (a) If the learner pleads not guilty and the Disciplinary Committee finds that there is a case to answer, the learner shall be asked to provide evidence, the learner may call witnesses or present document(s) or other materials in his/her defence. The Disciplinary Committee can question the learner or any of the witnesses and examine any document(s) or materials and the learner may cross-examine any of the witnesses.
 - (b) If the learner pleads guilty, the Disciplinary Committee shall explain the facts of the case to him/her.
- 6.18 On completion of the proceedings and, if the Disciplinary Committee finds the learner guilty, before imposing sentence, the Disciplinary Committee shall ask the learner to make a plea mitigation.
- 6.19 If the Disciplinary Committee also imposes the punishment of payment of compensation or damages to the University or a third party, the amount of compensation determined by the Disciplinary Committee shall be an amount that is fair and reasonable taking into account all matters related to the case and the persons involved in it.
- 6.20 A learner who is not satisfied with the decision of the Disciplinary Committee can submit a written appeal together with the grounds of appeal to the President for consideration by virtue of powers vested in him by the Board of Directors, on condition that such an appeal is submitted within fourteen (14) days from the date of sentencing. The decision of the President shall be final.
- 6.20- Amended - 15 May 2019*
- 6.21 The Disciplinary Committee, with the consent of the President may delegate its authority to any officer or member of staff of the University to deal with any disciplinary offence.

- 6.22 If a learner makes an appeal, this does not constitute grounds for the suspension of the implementation of any penalty imposed or the suspension of payment of any fine or compensation ordered to be paid.
- 6.23 Fines shall be paid to the Financial Controller/Bursar who shall then make payment to the third party, if necessary.
- 6.24 Any document(s) or other materials submitted before the Disciplinary Committee in the course of disciplinary proceedings shall be kept in the care of the University until such proceedings are completed or until the deadline for appeal has passed.
- 6.25 The Disciplinary Committee shall make written notes of all disciplinary proceedings before it. However, for the purposes of record keeping these notes do not need to be verbatim.
- 6.26 If and when the matter arises, where there is a dispute between the learners and the University, the disputed matter shall be resolved amicably between the learners and the University in good faith; failing which either party may take appropriate actions outside the scope of this Learner Code of Ethics (Kod Etika Pelajar) of the University.

6.26 – Added on 15 May 2019

TOPIC 7: PLAGIARISM

Plagiarism is the inclusion of someone else's words, ideas, images, or data as one's own. When a learner submits academic work that includes another's words, ideas, images or data; whether published or unpublished, the source of that information must be acknowledged with complete and accurate references and, if verbatim statements are included, with quotation marks as well. By submitting work as one's own, a learner certifies the originality of all material not otherwise acknowledged.

7.1 Prohibition

- (a) In keeping with the tradition of scholarly pursuit, learners are forbidden to commit plagiarism.
- (b) A learner 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 one's own findings or creation; or
 - (ii) An attempt to misrepresent an idea, data, writing or an invention which has actually been taken from some other source.
- (c) Without prejudice to the generality of Rule 7.1(b), a learner is considered to have committed plagiarism when he/she:
 - (i) Publishes, with himself/herself as the author, an abstract, article, scientific or academic paper, or book which is wholly or partly written by some other person;
 - (ii) Incorporates himself/herself or allows himself/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;
 - (iii) 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;
 - (iv) Extracts academic data which are the results of research undertaken by some other person, such as laboratory findings or field work 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;

- (v) Uses research data obtained through collaborative work with some other person, whether or not that other person is a staff member or a learner of the University, as part of another distinct personal academic research 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;
 - (vi) 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 learner is the creator of that idea or creation;
 - (vii) 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 learner's own writing or creation; or
 - (viii) 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 learner is the creator of those ideas.
- (d) Penalty

Where, a learner is found to have contravened Rule 7.1(c), disciplinary action will be taken against the learner by the relevant authority of the University in accordance with the Learner Code of Ethics (Kod Etika Pelajar) of the University.

7.2 Fabrication

Fabrication is the use of invented information or the falsification of research or other findings. Fabrication includes, but is not limited to:

- (a) The false citation or acknowledgment of a direct or secondary source, including the incorrect documentation of a source;
- (b) The citation, in a bibliography or other list of references, of sources that were not used to prepare the academic work;
- (c) The inclusion in an academic work of falsified, invented, or fictitious data or information, or the deliberate and knowing concealment or distortion of the true nature, origin or function of such data or information; or
- (d) The un-authorized submission of an academic work prepared totally or in part by another; or
- (e) The submission of fabricated or altered documentation in support of any completion of

academic work, an excusal from class, postponement or extension of a due date or a change of grade.

(f) Penalty

Where, a learner is found to have contravened Rule 7.2, disciplinary action will be taken against the learner by the relevant authority of the University in accordance with the Learner Code of Ethics (Kod Etika Pelajar) of the University.

7.3 Cheating

Cheating is an act or an attempted act of deception by which a learner seeks to misrepresent that he or she has mastered information that has not been mastered. Cheating includes, but is not limited to:

- (a) Copying all or any portion of another's academic work and submitting it, in part or in its entirety, as one's own;
- (b) Allowing another person to copy one's own academic work - whether intentionally or unintentionally;
- (c) The un-authorized use or possession of a class textbook, notes or any other material to complete or prepare an academic work;
- (d) The un-authorized collaboration with any other person on an academic exercise, including collaboration on a take-home or make-up academic exercise;
- (e) The un-authorized use of electronic instruments, such as computers, cell phones, translators or personal response systems to access or share information; or
- (f) The un-authorized completion for another person of an academic work, or permitting someone else to complete an academic work for oneself, including through the use of personal response systems.
- (g) Penalty

Where, a learner is found to have contravened Rule 7.3, disciplinary action will be taken against the learner by the relevant authority of the University in accordance with the Learner Code of Ethics (Kod Etika Pelajar) of the University.

7.4 Academic Misconduct

Academic misconduct is any other act that disrupts the educational process or provides a learner with an academic advantage over another learner. Academic misconduct includes, but is not limited to:

- (a) The un-authorized possession, copying, distribution, sale or other transfer of all or any part of an academic exercise, or the answers or solutions to an academic exercise, whether or not the exercise has been administered;
- (b) Changing, altering, attempting to change or alter or assisting another in changing or altering any grade or other academic record, including grades or records contained in a grade book or computer file, that is received for or in any way attributed to academic work;
- (c) Entering any University building, facility, office or other property, or accessing any computer file or other University record or storage for the purpose of obtaining the answers or solutions to an academic exercise or to change a grade;
- (d) Continuing to work on an academic exercise after the specified allotted time has elapsed;
- (e) Bribing another person to obtain an academic exercise, including answers to questions of an un-administered academic exercise;
- (f) Failing to adhere to standards of professional behavior established by a Cluster member, academic programme or college in conjunction with an academic course; or
- (g) Posting of notes or other materials from a class (whether the learner is enrolled in the class or not) on the Internet, whether or not for a fee, without express permission from the Cluster member.
- (h) Penalty

Where, a learner is found to have contravened Rule 7.4, disciplinary action will be taken against the learner by the relevant authority of the University in accordance with the Learner Code of Ethics (Kod Etika Pelajar) of the University.

Disclaimer:

The content of this handbook is true on the date it is published. The content is subjected to change upon the discretion of the University's Management.