

IMPORTANT

CIC reserves the right to revise the information/rules and prior notice



regulations in this handbook from time to time without any

Welcome.

This marks the beginning of a new journey for you, and we hope that you will find life at Crescendo International College interesting.

To make your studies with Crescendo International College (CIC) a memorable one, the staff and management had introduced this Student Handbook so you can familiarize with the college and the way we will be working with you. You are on the way to your tertiary and professional goals and we hope to lead you on your first step.

The handbook contains important, practical information on various aspects of student life specific to your studies at the college. It will help you to understand some of the procedures involved, and to ease your transition into tertiary education. The handbook will be a useful tool for you to refer to in times of doubt. However, you are always welcome to talk to any of our staff for assistance.

Contact Information for Crescendo International College:

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Telephone	(+607) 8636 888
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Website	www.crescendo.edu.my

Students may also visit the website for more information regarding the college and its various programmes.

Message from the Chief Executive

Trustworthy and Reliable

Crescendo International College is a subsidiary of Crescendo Corporation Berhad (CCB), a public listed company on the Main Board of Bursa Malaysia. CCB is the renowned developer of Desa Cemerlang in Johor. CCB is also accredited with the success of developing Taman Perindustrian Cemerlang – one of the largest private industrial zones in Johor with more than 900 factories and warehouses.

International Recognition

What is a good qualification to you? At Crescendo International College, we are proud to be associated with the University of London International Programmes (UOLIP), University of Cambridge International Examinations (CIE), and professional bodies such as the Association of Certified Chartered Accountants (ACCA) and Chartered Institute of Management Accountants (CIMA). They are world-class institutions which award highly recognized qualifications. Their graduates are highly-respected and enjoy more recognition. For example, the Bachelor of Laws (LLB) degree from the UOLIP allows its graduates to practice law not just in Malaysia, but in Hong Kong and the UK as well. Likewise, the Cambridge A Level qualification is one of the very few university foundations which is recognized by the top universities around the world such as Cambridge, Harvard, Oxford, London, etc. And, ACCA qualifies the graduates to be Chartered Accountants in Malaysia and Singapore.

Quality Education

Making the right decision is not always easy. You'll have to make many enquiries and collect a lot of information such as the recognition of the degree, the experience and performance of the lecturing team, and the school fees involved. Mistakes can be very costly. We at Crescendo International College understand all that, and have embarked on a challenging mission – to deliver quality education at an affordable price to Johoreans. The term “quality” refers to two things: (1) a truly world-class internationally recognized qualification, and (2) a team of dedicated lecturers who are expected to perform to a high standard.

Ordinary People, Extraordinary Dreams

Our graduates' achievements are our achievements too. Some dreamt of working overseas in places like Singapore and China, and they have succeeded. Some work in small firms while others work in bigger firms such as the Big 4 accounting firms, multinationals and public listed companies. They are “ordinary people” with extraordinary dreams and we are honoured to be given an opportunity to play a part in making their dreams come true.

I welcome you and wish you every success in your studies.

Fang Kiam Hui
Chief Executive

Our Vision

To be the premier college of excellence for the study of various disciplines such as law, accounting, business management, computer science and airline services.

Our Mission

To provide quality education which focus on knowledge, skills, attitude and employability at an affordable fee to all.

General Rules & Regulations

SECTION A

1. Students must be properly attired, well behaved and respectful at all times.
2. The student is to comply with the general safety standards and to observe proper handling of all CIC assets and equipment. Any damage to equipment or any part of the building will render the student responsible for the repairs or replacement.
3. Should there be any change of permanent or residential address; students are to notify CIC immediately.
4. Students are not allowed to be absent from lectures, practical or examinations, without prior approval or a letter explaining the absence.
5. Students are advised to be punctual for all classes and return on time after break.
6. Students furnishing false information or documents may be dismissed without warning.
7. For all matters pertaining to discipline and conduct, the decision of the Disciplinary Board is final.
8. Gambling and smoking is strictly prohibited in the campus premises.
9. Students must obtain official approval from the Students Affairs Section for the display of notices and posters.
10. CIC and its management will not be held responsible for any injuries to students caused by accidents within its premises.
11. Students must observe the rules and regulations of CIC in terms of payment of fees, attendance at lectures, tutorials, practical, examinations and participation of industrial trainings.
12. CIC does not bear the responsibility or liability for any damage to students' properties or injuries to students caused by the misuse or unauthorized use of the college equipment in the college premise.
13. All notifications will be posted on the respective notice boards for student's information.
14. The college reserves the right to reject any application and expel any student deemed necessary. Refund will be calculated based on the refund policy. The college's decision in all matters pertaining to admission and expulsion and eligibility to enter for examinations shall be final.

15. The college reserves the right to suspend or cancel classes due to unforeseen circumstance or for reasons beyond its control. In such events, the classes will be replaced accordingly but no fees will be refunded.
16. The College's Rules & Regulation and Discipline Policy will be amended from time to time when deemed necessary. A copy of the most recent College's Refund Policy, Rules & Regulations will be available on the notice board and the library.

SECTION B

DISCIPLINE POLICY

The student is liable to **immediate expulsion** for any misconduct and / or breach of the College's Rules & Regulations. The following actions and behaviors are considered to be valid misconduct:

1. Failure to attend classes **3 times** regardless of subjects or days without obtaining prior approval from the college management
2. Do not completed assignments, homework or projects with valid reason
- 3. Absent from Internal Test, Assessment without prior notice and approval**
4. Disciplinary misconduct like disturbances, harassment, disrespectful behavior to staff, lecturers and other students
5. Activities or conducts detrimental to be welfare and reputation of the college
6. Non-payment of outstanding fees
7. Damage to the CIC premises and equipment
8. Conducting activities (such as games, competition and other social events) in the college without prior application approval
9. Attending classes without prior application and approval
- 10. Leaving classes without lecturer's or college management's approval**
- 11. Withholding or providing false information at the time of registration, and thereafter. Providing false contacts or information regarding parents of guardians.**
12. Endangering the safety of oneself or others in and around the college
13. Conducting or instigating assault/criminal/illegal activities within the college or outside the college
14. Downloading, watching and/or distributing illegal/improper materials using the college's internet facilities
15. Bringing dangerous or adult-content materials (e.g. drugs, knives, adult pictures, adult magazines, etc) into the college
16. Failure to inform guardians/parents of disciplinary actions
17. Not cooperating or ignoring instructions to attend disciplinary meeting/hearings and counseling sessions.

Expelled students may not take their examinations in the college even if their examination fees have been paid. There will not be any refund for examination fee paid.

SECTION C

PROCEDURES FOR APPLYING FOR LEAVE (FOR STUDENTS)

1. The student obtains a leave form from the office
2. Get the Lecturer's consent and signature
3. Pass the form back to the office before leaving the premises.
4. If applicable, provide Letter of Consent from parent/guardian.

TIMETABLES

Kindly refer to your intake timetable for all classes and schedules. If there are major changes, a NEW timetable will be issued with the date of change recorded at the bottom.

All morning classes usually start at 9:30AM. All lectures are 3 hours long with a short break in between. Afternoon classes start at 1:20PM and end at 4:20PM. You are strongly advised to be punctual for all classes and return on time after your break.

If classes are cancelled with prior notice from the lecturer, the college will try its best to contact affected students. **Thus, make sure you update the college staff regarding changes to your contact number.** If possible give your mobile number so that staff can SMS you if we cannot speak with you. In cases whereby classes are cancelled suddenly and the college staff had no chance to inform you, student are best advised to revise in the library. All cancelled classes will be replaced.

The timetable is subject to changes and additional classes will be conducted when the need arises.

COMPUTER ROOM

1. Opening Hours:

DAY	TIME
MONDAY- FRIDAY	9.00am to 5.00 pm
SATURDAY	9.00 am to 1.00 pm
SUNDAY AND PUBLIC HOLIDAY	Closed

2. Rules and Regulations:

1. Students are advised to save the files into USB drive or any removable drives.
2. No food and drinks are allowed in the computer room.
3. No smoking and littering are allowed.
4. Games, movies, pornography or any materials not for academic purposes are NOT allowed.
5. All mobile phones must be switched off in the computer room.
6. Students must show their respective student identification cards at all times.
7. No reservation of computers is allowed. The allocation of computers is on a first-come-first serve basis, unless otherwise stated by the IT staff.
8. Students are responsible for ensuring that only licensed software is utilized and all files used are free from virus.
9. Only stationeries and important personal belongings are allowed to be brought into the computer room. The college shall not be responsible for any damage or loss of personal belongings left outside the computer room.
10. Students must maintain good behavior at all times and bear the responsibility for any damage resulting from their behavior or action in the computer room. Unethical behaviors such as 'hacking', 'spamming', 'nuking' and actions with malicious intent will not be tolerated.
11. The use of additional computer peripherals or hardware such as zip drive or notebook is not allowed, unless prior permission is obtained from the college staff.
12. The computer room is open to students for word processing, internet access and programming class according to the time table set.
13. The last user of the day must ensure that all power switches in the room are off, including air conditioning before leaving the room.
14. Colour printing services are provided to the students at the IT centre for coursework related purposes at minimal charges. Papers are not provided.

CIC reserves the right to request users who do not adhere to the above rules & regulations to leave the computer room, and take the necessary actions, which may include suspension from the use of computer room services.

Library

1. Opening Hours:

DAY	TIME
MONDAY- FRIDAY	9.00am to 5.00 pm
SATURDAY	9.00 am to 1.00 pm
SUNDAY AND PUBLIC HOLIDAY	Closed

2. Rules and Regulations:

1. Students must show their own Students Card and Library Cards when using/borrowing the library materials.
2. Users are advised to wear proper attire while in the library. Smoking, eating, drinking, sleeping and making noise is not allowed in the library.
3. Users are only permitted to bring in their notebooks, stationery and valuable items such as wallets, cameras and handsets (must be off switched off while inside the library). Other items such as bags, files, helmets, umbrellas, etc are to be deposited in the pigeon hole outside the library.)
4. Users are not allowed to shift chairs from one table to another and no reservation of seats is allowed. Push back all chairs to their original positions before leaving the library.
5. Users are advised to leave the books, which they have taken from the shelves, on the trolley next to the library counter.
6. Users can borrow all library collections except newspapers, magazines, journals, reference books, audio-visual materials and any other materials restricted by the library staff.
7. Users who deface or lose the library items will have to pay the price of the library item as well as the fine.
8. Users who are found stealing any library items will face disciplinary actions and will be suspended from using the library services.
9. Users must stop at the counter to be checked by the library staff before leaving the library.
10. Students and part time lecturers are not allowed to borrow books during semester breaks at the end of the year.

3. Borrowing/ Returning Books

1. Students will be issued 2 library cards
2. RM100.00 for the deposit.
3. Borrowers are required to pay a deposit of RM100.00 for each book (up to maximum of 2 books per time). Deposit voucher of RM100.00 each is available from the library counter.

The deposit is refundable on return of the voucher. Only cash payments are accepted. Please take note that the Deposit Voucher is not transferable or exchangeable.

4. Number of books to Borrow/Duration/Renewal

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

5. Library Fine

Overdue	RM0.20 sen per day per book (including Sundays and Public Holidays)
Reminder of Overdue	1 st . reminder (1 week after due date) 2 nd . reminder (1 week after 1 st . reminder) Blacklisted (1 month after due date) * Blacklisted users are not allowed to borrow any items for a duration of 2 months.)
Replacement of cards	RM 10.00 per card
Lost/Damaged Library Materials	Borrowers will have their RM100.00 deposit forfeited

6. Books borrowed for references within library: Students are allowed to borrow books for referencing within the library without a deposit for a maximum of 2 books per student per session. Students are advised to be considerate and not deny other students access to the same book.

IMPORTANT

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

Enrolment and Progression Guidelines

1. General Guidelines

1.1 **Registration procedures**

Students must register for courses at the Administration office of CIC at the beginning of each semester.

A duly completed registration form must be submitted to the Administration Office within 2 days after the commencement of the semester. A late processing fee of RM 20.00 will be imposed on students who submit the registration form after the deadline but within 1 week (i.e. on the first Saturday of the semester)

1.2 **Adding a course**

For Diploma programmes

Students who wish to add courses after submitting the registration forms must complete the Add/Drop Form, indicating the course(s) to be added. Approval for adding courses is subject to class size. Students will be given two weeks (for long semester) and 1 week (for short semester).

Students will not be allowed to take the examination of the course if they fail to submit the form within the stipulated time.

For other programmes

Students can choose to add courses within the first month of commencement of classes. Administration fees (and tuition fees) apply. You may speak to your programme coordinator for more details on the procedure.

1.3 **Dropping a course**

Students who wish to drop courses after submitting the registration forms must complete the Add/Drop Form, indicating the course(s) to be dropped. Students will be given four weeks (for long semester) and 2 week (for short semester) .

They will deem to have failed the course(s) if they do not submit the Drop Forms within the stipulated time.

1.4 **Repeating a course (Diploma programmes only)**

Students from Diploma in Business and Diploma in Airline Services are required to repeat courses if they obtained Grade F in core (C) courses. For Diploma in Computer Science and language courses (i.e. English and Bahasa Malaysia), students are required to repeat if they obtain Grade C- and below.

Details on repeating a course are given in Appendix A.1.

The fee for repeating a course is RM 150.00 per credit unit (varies by course). The deadline for submitting Repeat Registration Forms is within 1 week after the

commencement of the semester. A late processing fee of RM 20.00 will be imposed on students who submit the repeat Registration Forms after the deadline.

1.5 Resitting for Examinations (Diploma programmes only)

Students from Diploma in Business and Diploma in Airline Services will be allowed to resit examinations if they obtained C-, D+ and D in all courses except language courses.

For Diploma in Computer Science, there is no resitting for examinations.

The fee for resitting examinations is RM 50.00 per credit unit. The deadline for submitting Resit Registration Forms is within 1 week after the commencement of the semester. A late processing fee of RM 20.00 will be imposed on students who submit the Resit Registration Forms after the deadline.

Students from other programmes can resit their examinations at the stipulated examination sessions. Examination fees apply, and must be paid during registration.

1.6 Minimum/Maximum Credit Units Allowed for registration (Diploma programmes only)

The minimum and maximum credit units that students can take per long semester (regardless of code classification, repeat or resit courses) is 12 and 18 respectively and 3 and 9 respectively for short semester.

However, the Dean/Head of School have the discretion to allow students to register a total number of credit units less than minimum units if the student has fulfilled the minimum requirements for graduation.

All courses within the program of study will contribute to the total credit units required for graduation.

1.7 Credit transfer (Diploma programmes only)

Students who possess additional qualifications may apply for credit transfer from taking certain courses in writing when they enroll in their programme. Students must apply for credit transfer at least 2 weeks before the commencement of the first semester.

Students must submit a certified transcript and syllabus of the course for credit transfer upon application. The syllabus must be 80% mapped. The minimum grade is C+ (or 55 marks and above) for the course applied for credit transfer.

Students must attain a minimum CGPA 2.33 on semesters completed.

Maximum total permitted for transfer for regular admits: 15 Courses.

Students must complete a minimum of 1 year (3 academic semesters or 45 Credit Hours) with CIC.

The credit transfer fee is RM 50 per credit hour (as per currently reflected in our flyers), except for MPU subjects.

The Dean/Head of school has the sole discretion whether or not to grant credit transfer. The decision of the Dean/Head of School is final and neither correspondence nor appeals will be entertained. Details of getting the maximum credit transfer are given in Appendix B.1.

1.8 Change of program (Diploma programmes only)

Accepted applicants who wish to apply for a change of program/option must first register as students of CIC in the programs that have been offered. The closing date for submission of completed application forms for change in program/option, obtainable at the Admission Department is 2 weeks (long semester)/1 week (short semester) after the commencement of the semester.

Approval for the change of program/option is at the discretion of the Dean/Head of School concerned.

1.9 Classification of courses (Diploma programmes)

Code of Classification	Type of Course
C	Core Course
R	Core Required Course
E	Elective
T	Industrial Training

1.10 Time Schedule and course offered

The time schedule and list of courses offered will be prepared by the respective schools and distributed to the students before registration begins. Students are not allowed to register for courses where there is a clash in lecture or tutorial hours.

Every effort will be made by the college to offer courses required for various programs. However, student enrolment and school resources may affect course availability. In addition, some courses are offered only once a year or only upon sufficient demand as determined by the respective Dean/Head of School. Students are advised to adhere to the study plan of the program. Otherwise, the college cannot guarantee that a student can complete all courses in order to graduate on schedule.

2. Student Attendance

Attendance at lectures, tutorials, laboratory and practical sessions will be recorded by the lecturers. A warning letter shall be issued to a student who is absent for four (4) hours of lectures, tutorials, laboratory or practical sessions without a valid reason.

If the student continues to miss another four (4) hours of lectures, tutorials, laboratory or practical sessions without a valid reason, a second warning letter will be issued. A final warning letter will be issued if he/she is absent for four (4) more hours.

A student who is present for less than 80% of the sessions of a course will be barred from taking the examination of that course unless the Examination Board is satisfied with the reasons for his/her absence that is supported by valid documents. The student who is barred from the examination hall is deemed to have failed the course.

For 100% coursework based courses, failure to meet the attendance requirement alone will result in failing the course.

3. Academic Misconduct

3.1 Definition

3.1.1 Plagiarism

All sources used in the preparation of assignment or projects must be cited and duly acknowledged in the List of References (LOR) or a bibliography at the end of the assignment. Failure to cite sources as they are used is regarded as plagiarism which is a form of cheating.

3.1.2 Collusion

Students are encouraged to form groups to share ideas and assist one another in the development of projects and assignments. However, it is not acceptable for members of the group to submit identical answers to an individual assignment or project, by simply copying the work done as a group. The lecturer is entitled to consider identical layout, identical mistakes, identical argument, and identical presentation to be prima facie evidence of collusion.

3.1.3 Fabrication

Fabrication is defined as intentional and unauthorized falsifying or altering of information. Fabrication includes falsifying data and signatures of college or personal documents etc.

3.2 Consequences

Where there is evidence that a student has plagiarized sources or other forms of cheating, one of the following actions may be taken by the lecturer in charge of the course:

- The students may fail the course
- The students may fail the assignment
- The lecturer may set up a make-up assignment
- The students may be allowed to redo the assignment.

For fabrication, disciplinary action may be taken.

4. Examination and Evaluation System

The majority of the courses at CIC comprise examination components and coursework. Students taking these courses must fulfill the coursework requirement in section 4.1 before they are allowed to sit for an examination. The percentage of coursework and examination

components approved by the Examination Board of the college may vary from course to course. The breakdown of the coursework and examination is indicated in the course outline.

4.1 Coursework Requirements (Diploma Programmes)

Coursework in the form of assignments, progress tests, quizzes, practical, projects, tutorial participation, etc shall contribute to the overall percentage of the marks depending on the specification of the particular course. In addition, students must have satisfactory attendance (refer to Student Attendance Section), have completed all coursework and settled all fees in order to sit for the examination. Failure to submit any piece of assessment and fulfill the coursework requirements will result in the student being barred from the examination and be awarded an F grade.

4.2 Examination Requirements

Students will take the examination in the course that have registered at the end of each semester. All fees must be settled and attendance requirements for lectures, tutorials and practical as well as other course requirements must be fulfilled before students are allowed to sit for the examination.

Students must check the notice board for examination timetable and venue. If there is a clash in the timetable, the student affected must notify the Examination department immediately. No changes can be made to the timetable once the final timetable is released.

5. Examination Regulations

The following examination regulations apply to all candidates sitting for the examination of all courses. Failure to observe the examination regulations may result in failing the course(s).

5.1 Examination Slips

Examination slips will be issued to the candidates who have paid their courses fee in full 2 weeks before the commencement of the examination. The deadline for collection is 2 working days before the commencement of the examination. A fine of RM 5.00 will be imposed on candidates who do not collect the examination slips within the stipulated time.

5.2 Verification of Examination Documents

Candidates must produce their examination slips, and student cards before entering the examination hall. Candidates who failed to produce either of these documents would be allowed to sit for the examination but have to pay a fine of RM 50.00 per paper to the Bursary after the examination. CIC reserves the right to withhold the results of the candidates who failed to pay the fine.

5.3 Items Allowed in Examination Halls

Candidates are only allowed to bring their stationary for writing purposes such as pencils, rulers and correction fluids into the examination halls. Cheat sheets, mobile phones and other electronic means of communication are strictly prohibited.

5.4 Examination Materials

Candidates are not allowed to remove any examination material such as examination papers, answer sheets, writing paper etc from the examination hall. Candidates may keep the examination paper if instructed by the invigilator or directed by special instruction in the examination paper.

5.5 Entry into and Exit from Examination Halls

Candidates will not be admitted to the examination hall after thirty (30) minutes of the time allotted to the examination has expired.

Candidates may not leave the examination hall during the examination. However, a candidate who desires to leave the hall temporarily must obtain prior permission and be accompanied by an invigilator.

5.6 Conduct and Attire in Examination Halls

5.6.1 Candidates are not allowed to communicate with each other once they enter the examination hall.

5.6.2 Candidates must sit at the prearranged designated places.

5.6.3 Candidates should check that they have the correct question paper for the examination they are sitting.

5.6.4 Candidates must wait for instructions from the Chief Invigilator before they start writing the answers.

5.6.5 Should a candidate desire to communicate with a supervisor or invigilator, the candidate should raise his/her hand.

5.6.6 Candidates must be wearing suitable attire for examination purposes. Attire that is revealing, shorts, singlets and slippers are not allowed in the examination hall. Offenders may be barred from entering the hall and will be fined RM 20.00

5.7 Cheating

Candidates who are caught red handed cheating during examination are deemed to have failed the entire paper. Students found repeating the offence will be suspended for one semester and will deem to have failed the entire examination of the semester. Details regarding the college procedure to deal with cheating are given in Appendix B.2.

5.8 Absenteeism During the Examinations

If a candidate is unable to be present at an examination, he/she must contact CIC and obtain prior approval of the Examination Section as soon as possible. In case of emergency, candidates who cannot obtain prior approval will have to inform the examination Section in writing within 24 hours of the examination day, justifying his or her absence and documentary evidence in support of his/her explanation must be attached. The Examination Board reserves the right to reject reasons for being absent which are deemed unacceptable.

5.9 Absent With Permission

Candidates will be deemed to be absent with permission from the examination if they produce any of the following documents:

Medical certificate and medical certificate form duly completed by the medical practitioner of a government clinic or hospital and are submitted to the college within 24 hours for outpatient treatment and within 7 working days for hospitalization cases. In the event of a family member/relative's death, a death certificate must be submitted.

Candidates who are absent with permission are allowed to carry forward their coursework marks to the following semester when the course is offered and to sit for the examination only. Special arrangements will be made for final semester students in such cases.

5.10 Absent Without Permission

Candidates will be deemed to have failed the entire paper if they are absent from the examination without permission.

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

Official examination results will be released before the beginning of the next semester. Students may check their results in one of the following ways:

- On the notice board of the college
- By logging on the college website

CIC will notify the students to collect their result slips once they are ready. Students are encouraged to check the college notice board for such announcements.

6.1 Appeal for Review of Examination Results

Students who are not satisfied with his/her results may appeal for a review. Appeal for review of examination results must be made in writing and must reach the Examination Section not later than one week after the official release of results. A fee of RM 50.00 per course will be charged. The fee shall be refunded if the application is successful.

6.2 Grading System (varies with programme)

The grading of student performance is based on the Cumulative Grade Point Average (CGPA) System. The Grades and Point for the Diploma programmes are as follows:

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

7. Completion requirements For the Conferment of Diplomas

A student who has fulfilled the completion requirements listed below is eligible for the award of a Diploma for his/her program of study:

The student must have:

- 7.1 Accumulated at least 92 credit units.
- 7.2 Completed and passed all core courses for the program of study
- 7.3 Completed and passed all core required courses specified by the Ministry of Higher Education
- 7.4 Obtained a minimum of CGPA 2.00

Financial Assistance

PTPTN

Students can apply for PTPTN loan after registering with us for the University of London degree programmes. The UOL Coordinator will guide you on how to apply the loan. Unfortunately, PTPTN loan is not for A Level. Students will receive up to RM40,200 for the degree programme and RM13,600 for diploma programme.

EPF ACCOUNT 2

Students can withdraw money from parent's EPF Account 2 for their University of London degree programmes. Unfortunately, EPF withdrawal is not possible for A Level. Please inform the UOL Coordinator if you wish to apply for EPF withdrawal.

Complaints Procedure

Crescendo International College aims to provide the highest quality of service to its students. However, issues may still arise and students may feel the need to give feedback. If possible, we would always prefer to resolve any concerns with a minimum of formality.

Therefore, we would like to advise the student to contact the staff or department that are directly involved, as it may be possible for the issue to be resolved quickly and easily.

If the student would like a more formal approach, please speak to your respective programme coordinator on how to proceed with a formal complaint. The counselor may be assigned to meet with you (confidentially) and make sure you are familiar with the stages of the procedure.

In most cases, the staff will conduct investigations and seek to resolve the issue. In more serious cases, the head of academic and/or chief executive/principal will be notified. In such cases, the board will meet to discuss a resolution. The decision will then be communicated to the student involved.

If you would like to know more regarding complaints procedure, you may see your programme coordinator.

Appendices

Appendix A.1 Policy on Repeating a Course



CRESCENDO
INTERNATIONAL
COLLEGE

POLICY ON REPEATING A COURSE

1. Introduction

- 1.1 In CIC, Cumulative Grade Point Average (CGPA) system is used to track students' academic performance and this applies to students who repeat courses. Students who fail any courses will be required to repeat the course. Students will not be able to re-enrol into a course that they have previously passed.

2. Policy

- 2.1 Students who pass the repeated class of a course will receive an official grade one grade point lower than they earn. For examples, 4.00 will be 3.67, 3.33 will be 3.00, etc. However, 2.33 or lower will remain the same.
- 2.2 The passing grade will supersede the failing grade received before and will be computed into the CGPA.
- 2.3 Students who fail any courses **THREE (3)** times will be required to withdraw from their programme.

Appendix B.1 SOP on Credit Transfer



CRESCENDO
INTERNATIONAL
COLLEGE

CREDIT TRANSFER

Objectives	To obtain credit transfer for CIC equivalent programmes, for progression into diploma completion year offered by other colleges.
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Responsibilities	SOP	Remarks
Programme Coordinators	<p>Produce a summary sheet of CIC programmes for credit transfer. Information includes:</p> <ol style="list-style-type: none"> 1. Title of the Diploma Programmes 2. Duration of programme 3. Number of hours of learning for each course 4. Mode of assessments 	Documents needed: Summary sheet of CIC programmes and its attributes
Programme Coordinators	<p>Evaluate the applicant's diploma programmes</p> <ol style="list-style-type: none"> 1. Programme coordinator will visit the college website to obtain diploma programme information relevant to CIC programme progression. 2. Information on programmes such as the following must be obtained to evaluate the maximum credits that could be derived from: <ul style="list-style-type: none"> • Total number of years to complete a diploma • Number of courses for each year of studies • Course title and course synopsis • Course duration and appropriate credits 	Documents needed: Applicant's diploma programme information
Programme Coordinators	<p>Mapping of CIC courses with applicant's diploma programmes</p> <ol style="list-style-type: none"> 1. Programme coordinator will match appropriately the courses of CIC Diploma programmes with those from applicant's college to gain maximum credit exemptions. 2. Programme coordinator will seek Dean/Head of School for approval of credit transfer. 	

Appendix B.2 SOP on Examination Cheating



CRESCENDO
INTERNATIONAL
COLLEGE

EXAMINATION CHEATING

Objectives	To establish the procedure for dealing with cheating that will ensure a college culture of academic quality and integrity.
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Responsibilities	SOP	Remarks
Invigilators	<ol style="list-style-type: none"> 1. Invigilator to ensure that cheating is difficult to carry out during tests and examinations. 2. Students are to put their bags and hand-phones at the front of the class before the test commences. 3. Students are not allowed to have spectacle case and pencil case. They are not to have loose sheets of papers with them. 4. Students are only allowed their stationery with them. 5. Each student is to be checked for whether any forbidden items in his pocket, pencil case, jacket or under the table. 6. Alternate seating position in examination room. 7. Any student caught cheating in examinations will have his/her answer script taken away. The student may be asked to leave the examination room immediately. 8. Email the Academic Head – full name of student and form of cheating committed. 9. Instruct student to appear before the Disciplinary Committee within 3 working days. 10. Students are to be informed the punitive measure applied: Fail. 	



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

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

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www.crescendo.edu.my

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