KOLEJ ANTARABANGSA TRAVEX

DK 1127 (W)

(TRAVEX INTERNATIONAL COLLEGE)

(wholly owned by Kolej Travex Sdn Bhd)

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TRAVEX STUDENTS' HANDBOOK

(34 pages)



(Intakes with effective from 2027 - 2030)

KOLEJ ANTARABANGSA TRAVEX
TRAVEX TERMS AND CONDITIONS FOR ALL STUDENTS.

To: Name of student: …… Date of Intake: ……..

Index Number : …… Years of study: ……..

REGISTRATION PROCEDURES AND GUIDELINES

NEW NORM
Students who are sick with flu, cough, fever, etc., must adhere to the New Norm practices on (i) Wear Face Mass at all times in Travex's premise, sanitize hands and practice Social Distancing. TRAVEX's Management has the right to refuse entry to anyone who valid the New Norm.

Local student : To adhere to the terms and conditions where necessary.
International student : To adhere to all the terms and conditions where necessary and on all the requirements for International Students.

1. ACCEPTANCE OF OFFER

For Local Students:

(i) Students must observe the entry qualification of the programme selected and accept TRAVEX's terms and conditions set for the duration of studies.
(ii) The Offer Letter shall be issued to the student.

For International Students:

(i) The student must meet the entry qualification on the course selected.
(ii) International students must process the English Language qualification such a IELTS Band 5, MUET 3, CEFR Mid B1 or other English qualification accepted by the Malaysia government. Student without this English Language qualification must take the English Language course on arrival in Malaysia and must provide the English Language Certificate before being allowed to enter the main course.
(iii) Conditional Letter of Offer will be issued to all international students. Students without the English Language qualification must take the English Language course offered at the college. Students are not allowed to take the English Language course at any other language center or college using our student visa.
(iv) Student must agree to pay the English Language course before being allowed to start the English Language course.
(v) Student upon accepting the offer of admission is to register by paying the fees stated in the Conditional Letter of Offer with the stipulated date of the payment.
(vi) Conditional Letter of Offer is considered as acceptance by the student and terms and conditions are accepted when the down payment of course fee is paid.

(vii) The English Language fees is not stated in the Conditional Letter of Offer, the student must still abide to pay the English Language course fee before the commence of class.
(viii) The student must pass the English Language and provide the relevant English Certificate before being allowed to continue into the main course.
(ix) Student is allowed a certain period of one year to obtain the English Language Certificate. Termination can be considered if the student failed to obtain the English Language Certificate after the period is allowed to studies is too long.
(x) Students from countries where their education is conducted in English Language and these countries approved by Ministry of Higher Education, can be accepted directly into the main course.

2. PAYMENT OF FEES:

(i) The course fee for the intended course will be stated in the Letter of Offer to the student concerned.
(ii) All fees must be paid before services can be rendered to the registered students such as processing loans, study visa, etc.
(iii) Payment can be made through direct transfer into our bank account and the transfer slip or the bank-in slip to email or WhatsApp to us.
(iv) International students must settle all the required fees due before arrival into Malaysia.
(v) Fee paid is not refundable or transferrable to another person.

3. PAYMENT OF FEES AND REGISTRATION

(a) For payment to be made at our Reception, students must make their payment one hour before our business hour, i.e. Monday to Friday from 9 am to 5 pm; Saturday 9am to 1 pm.
(b) Bank-in slip must be submitted in exchange for the receipt on the payment made. Bank-in slip is the accounting document of TRAVEX.
(b) For cheque payment, receipt will be given when the cheque is cleared.
(c) Student using outstation cheque, must pay the bank service charges.
(d) After you have paid your fees, you are required to immediately send the bank-in slip by email, WhatsApp with the details (i) Your name; (ii) NRIC no.; (iii) Course and code of the course; (iv) Date of intake.
A place in class can be confirmed only when the required down payment is received and cleared by the bank. A registration made through bank-in to our bank account means that you have fully accepted our terms and conditions as a TRAVEX student. No refund or transfer payment to another person is allowed.
(e) Students who wish to be registered for any class intake must register early to allow TRAVEX to prepare the offer letter for the student's concerned. Any registration made at the same commencement, a last-minute charge RM100.00 applies.
(f) Students adhere to the payment schedule. Installments must be paid by the 5th of each calendar month. After this date, the late penalty charges of RM3.00 per day will be collected until the installment is cleared. If you are late, you must bring along the late penalty to pay together with the installment fee due. Please collect your receipt(s) immediately when each payment has been made at our Reception. You are required to

keep all the receipts properly as you are required to furnish the record to us when we register you for the external examination and when you claim for your Certificate or Diploma. TRAVEX reserves the right to collect all late penalty charges at any time when a letter is served to you. All course fees must be settled before an examination docket can be released to you to enter the examination hall. This applies to all examinations that affect any external registration. Examination docket cannot be released to a third party.

(g) Your registration must include the following:

(i) TRAVEX standard enrolment form must be duly completed and signed.
(ii) Return to us a photocopy of our offer letter duly accepted and signed before you are allowed to commence the class.
(iii) Photostat copy of NRIC, school leaving certificate, trial results or other relevant certificates, 4 copies of non-returnable recent photos. International students – must include the soft copy for online registration with EMGS. Photo must be White background.
(iv) Completed declaration form duly accepted and signed.
(v) Procedures (i) to (iv) above must be observed for registration.

(h) When you make payment of your fees, you must bring along the original offer letter. Our reception checks the record and acknowledgement in the offer letter each time a payment is made.

(i) TRAVEX official receipt is proof of payment received by TRAVEX. Student must collect your receipt immediately after a fee is made.
Note: All payment should be made payable to Kolej Travex Sdn Bhd.

(j) <u>Procedures on payment</u>

(i) Outstation students may bank directly into our bank account. Procedure in advising of payment made must be informed to the respective institutions.
(ii) The first payment must be settled before entering the class. Cheque for this payment is not accepted due to immediate action in registration with the relevant authorities have to act immediately on the commence date.
(iii) Late Penalty Charge fee of RM3.00 will be charged on a daily basis for any payment not made as per fee schedule set and accepted by the students. Late Penalty Charge is calculated based on individual separate monthly calculation. All payment must be cleared by the 5th of each calendar month.
(iv) The late penalty fee charge to you must be paid together with the actual fee of the month. The breakup of course fee and late penalty fee is not allowed as the late penalty charge will apply until the full payment is made.
(v) Students giving excuses that they are not aware of the late penalty charge will not be accepted.

(vi) Student who caused the management to take legal action against him/her, or TRAVEX has to engage the solicitor, he/she must borne all the legal expenses.
(vii) Students must ensure late penalty charge is paid before their name is registered for any examination.
(viii) Results, certificates, diplomas, and testimonial will not be released until all outstanding fees due are fully paid.

TRAVEX reserves the right to delete/cancel student's name with all examination authorities if the student concerned refuses to settle any fee due to TRAVEX. If any cancellation has to be affected, the student's concerned has no right to any demands or claims. The students concerned can proceed to be registered for the next examination; terms and conditions apply.

Payment and registration at TRAVEX can be made at the following hours:

Monday to Friday	09.00 am – 05.00 pm
Saturday	09.00 am – 01.00 pm

However, students can do online payment at their convenience at any hour in the day. Receipt must be collected only during working hours.

4. REFUSAL OF APPLICATION FOR REGISTRATION

(i) TRAVEX reserves the right to reject a registration if there is no more place in the class for the potential student, or if the potential student is found not suitable for the course.
(ii) TRAVEX reserves the right not to give any reason to the person concerned whose registration has been rejected.

5. REFUSAL FOR ENTRANCE INTO CLASS.

(a) You will not be allowed to enter the respective class if the first payment on commencement day is not cleared.
(b) Installment of fee due date is 5th of each calendar month. If you fail to settle the fee by the due date, you will not be allowed to enter the class on the 6th of each calendar month. If the 5th falls on the day where there is no class, you must settle the fee before the 5th of each calendar month.
(c) Our lecturer or the staff in charge reserves the right to instruct you to leave the class if payment is not settled promptly.
(d) Students who are poorly dressed and do not follow the proper dress code, coming in with sandals, dirty attire will not be allowed to enter the class.
(e) Students who shout or fight within TRAVEX's premises are not allowed to enter the class and they are not allowed to enter the college under their problems are solved.
(f) For action that has been acted on the student concerned, he/she is not allowed to enter the class.
(g) For legal action that has been taken against the students, he/she is not allowed to enter the class until the situation is solved.
(h) Student who has been temporary been barred from college studies, any lectures sessions shall not be replaced.

(i) Students have no rights to claim the college is they are barred from entering for studies and any lectures missed shall not be replaced.

Addition to International Students:

(j) All the required fees must be cleared up before being allowed to enter into class. For students traveling from overseas, they will not be allowed to enter to the online session if they do not pay the required fees.

(k) Any missed lessons shall not be replaced, non-refundable and non-transferable.

KOLEJ ANTARABANGSA TRAVEX

GENERAL TERMS AND CONDITIONS

1. TRAVEX's RULES AND REGULATIONS

(i) This Student Handbook will be published on the TRAVEX website.

(ii) Students who have made any payment and accepted as a registered student will be considered as read the Student Handbook published in www.travexcollege.com

(iii) TRAVEX has to rights to make amendments by deleting unnecessary clauses or make addition clauses into the Student Handbook without prior notice to all registered students. Any update to the handbook or changes affected to the Student Handbook, all existing students must observed the new rules.

(iv) A copy of the Student Handbook shall be released to students to acknowledge for the student's keeping. Student can make reference to the copy published in the www.travexcollege.com

(v) The Student Handbook will be brought to the attention of all new intake students on the Orientation and Briefing Day.

(vi) All TRAVEX students are expected to abide the general terms and conditions at all times.

(vii) The TRAVEX's Student Handbook with all its Rules and Regulations are to be kept for the whole duration of the course.

2. STUDENTS' ACTIVITIES

(i). All students are advised to like TRAVEX Facebook, Alumni page to be informed of the latest update.

(ii). Students are encouraged to participate fully in students' activities. These include club events, sports, site visits or any outdoor activities.

(iii) For any activity arranged, the Committee shall inform the students through social media or place information on the noticeboard.

(iv) If there is an outdoor tour activities, local students must take note that they must be insured with their own travel insurance, and a copy of the insurance must be given to the management before the activity day date.

TRAVEX shall not be responsible for student's injury. However, TRAVEX shall monitor the safety and security of student wellbeing.

(iii) Students must not be overcharged for any activity. All costs involved must be approved by the TRAVEX and students must obtain an approval letter from their parent granting them permission to join the outdoor – especially for an overseas "tour".

(i) As an industry practices, tipping can be collected at an affordable amount.

(ii) Students are not allowed to organize outside private tuition classes with any of our lecturers or trainers. Strictly, students are not allowed to pay for any of such tuition classes to any of our existing lecturer/trainer.

3. STUDENT STUDY LOAN (For Malaysian only)

(i) Students who wish to obtain the government loan must register and apply early to the respective government department granting them the loan.

(ii) Students who are waiting for the loan must still observe the standard payment scheme. The payment of the fees will be reimbursed to the students concerned immediately after the government loan has been released to TRAVEX and cleared to our bank account.

(iii) For government loan or EPF withdrawal loan, students registered into our Diploma course (2 ½ years) are eligible to apply. Government terms and conditions apply.

(iv) TRAVEX will not be responsible for the late approval of government / finance institutions loan, or its approval.

4. MEDICAL SERVICE FOR STUDENTS

(i) TRAVEX has arranged with a panel of doctors to give concession rates to register students for medical consultation and treatment. All costs incurred shall be paid by the students concerned.

(iii) Students with illness must notify the TRAVEX upon registration.

(iv) For International students, it is compulsory to visit EMGS panel for medical check-up upon the FIRST arrival into Malaysia.

(v) International students must keep their medical card safely for use on visit to EMGS medical panel clinics.

(vi) Students must be responsible for their own medical fees. For international students, should there be any need to claim from the medical insurance, they must act on the claims on own their from their own student's insurance/travel insurance.

5. ORIENTATION PROGRAMME DAY

Orientation programme to introduce new students to their seniors, the TRAVEX's environment and the way of life practiced within TRAVEX. Full briefing on the course for each semester, registration into each semester, time schedule, academic calendar, attendance, participation in class, assignments, projects, students' activities, students' club/alumni, students', examinations, results, appeal, data report to Ministry of Higher Education, valid study visa, renewal of visa, transcript, qualification award, hostel, change of address, assistance / support about Malaysia, etc.

6. STUDENTS' CO-CURRICULUM ACTIVITIES

(i) The Co-curriculum Committee Members will be elected every three years.
(ii) As part of the learning process, students are encouraged to organize and participate as many activities as possible.
(iii) Participation in extra co-curricular activities can foster the development of personality, character and good citizenship and the promotion of general discipline among individual students and increase their knowledge.
(iv) Students who do not observe the institution's standard dress code are not allowed to participate in any of the activities organized by Students Representative Committee - SRC.
(v) The Committee Members will prepare the Co-curriculum activities with the advice from the Head of Programme. All students will be informed through the SRC.
(vi) TRAVEX will subsidize part of the costs incurred for co-curriculum activities.

7. STUDENT ID CARD

(i) Students are advised to wear their student ID card at all times as it is an important identification document for entry into the TRAVEX premises.
(ii) Student is not allowed to wear the student ID Card which belongs to another student.
(iii) The ID Card must be worn to be seem clearly and not place inside the pocket.
(iv) The student must keep their own ID Card safely at all times. If it is lost, the student must report to the Student Affairs Unit.
(v) For replacement of the Student ID Card, the student must pay RM50.00 for a new replacement of the ID Card.

8. LEAVE OF ABSENCE

Students who wish to obtain leave of absence for the purpose of joining their parents for tour; or they are sick must submit a letter to obtain approval / or medical certificate from a certified medical practitioner.

Students applying for leave of absence for the purpose of working shall not be entertained if the programme does not allow the student to do so. Students concerned must take note that the TRAVEX is not responsible for any replacement classes not attended by the students. However, should the programme allow students to perform work and if there are any existing classes available, students can request to join the lessons that they have missed. Student must present the approval letter to the class lecturer before they are allowed to join the class.

Students who wish to leave early must inform the lecturer prior to the commencement of the class. Students are not allowed to walk out of class early without seeking the permission of the lecturers. Students who walk out of the class early with any approval granted, students will be considered as absent from class.

International students who wish to return to home country must apply for study leave. The student must submit the following to the Student Affairs Unit and the student must inform the Head of Programme.

The procedures for students applying for study leave:

1. A letter stating the reason why study leave has to be taken stating the duration. A letter from the parents is recommended.
2. For medical purposes, a copy of the medical doctor's appointment letter must be attached to the study leave application.
3. The student must include a return air ticket together with proof of payment of the air ticket. The original airline or travel agent receipt must be included.
4. The study leave application must be submitted at least two weeks before the departure date.
5. A maximum two week study leave can be granted. The student cannot take more than two weeks study leave.
6. Students who stay away on study leave for more than 14 days apart from medical reasons; immediate action shall be taken against the student for being absent from studies.
7. Study leave must be approved before the student commences their travel. Not all students are allowed to take study leave for more than two (2) weeks.

For local students who take study leave, must follow similar procedures to obtain the approval on study leave.

9. ABSENCE FROM CLASS, POOR PERFORMANCE AND TERMINATION

(i) Student attendance will be taken by the lecturers. Students who are late for more than 30 minutes without a relevant reason shall not be marked as absent.

(ii) TRAVEX will not replace any class due to non-attendance by students.

(iii) Student absent from class for medical reasons over a certain period can request for transfer subject to Dean of Faculty's approval. Request must be supported in writing supported with medical letter by any professional medical practitioners. Medical chit is not accepted. Such transfer is only allowed if there is an existing intake that can accommodate the student to continue.

(iv) Students who are regularly absent from class must produce a show cause letter signed by their parent. The management reserves the right to take necessary action against students who are regularly absent from class. Procedure on action:

(v) Students who stopped the class without obtaining an approval letter are considered as "drop-out".

ACTION SHALL BE TAKEN ON STUDENT WHO ARE ABSENT REGULARLY WITHOUT ANY REASONS OR HE/SHE TAKE ADVANCE ON TRAVEX FACILITY PROVIDED TO HIM/HER.

ISSUANCE OF A REMINDER.

1. A letter shall be issued to the student who failed to attend class for one (1) week.
2. Such letters shall be posted to the student through social media or delivering email.
3. The parent or guardian shall be informed.
4. Students who is in TRAVEX premises and who does not enter the class for lectures are considered absent.

ISSUANCE OF A WARNING LETTER.

1. The lecturer concerned shall monitor and contact the students who are regularly absent from class and will provide coaching, mentoring and guidance to the student.
2. Assistant from the Student Representative Committee Members shall be informed on the student absent. Committee Members shall support to contact with the student concerned.
3. Counseling will be extended to such students to find out the reasons on the student for being absent too regularly.
4. If the student fails to respond to the lecturer or Student Representative Committee and when there is no respond from the absent student for the next two weeks after the 'Reminder Letter' has been issued, a 'Warning Letter' shall be issued to the student.
5. The parent or guardian shall be contacted to find out reasons of the student for being constantly absent from class.
6. For International Students, the parents or the Recruiting Agent shall be informed to assist in contacting and talking with the students.

ISSUANCE OF TERMINATION LETTER TO STUDENT

1. A 'Termination Letter' shall be issued to the student who cannot be contacted and never attend classes for a period of one (1) month from the date of the issuance of the 'Warning Letter'.
2. The lecturer concerned shall try all possible ways to contact and find out from the classmates on the student whereabout or is the student facing any problem.
3. For local students, the parents or guardian shall be informed immediately.
4. For international students, the lecturer shall inform the SRC and will WhatsApp the parent in the home country to find out about the student.
5. Student Representative Committee Members shall be informed on the student for being absent. Committee Members shall support to contact the student concerned.
6. Counseling will be extended to such students to find out the reasons on the student for being absent too regularly / totally no show in class.
7. If the student fails to respond to the lecturer or Student Representative Committee and if no respond from the absent student for the next one (1) month after the issuance of the 'Warning Letter', a 'Termination Letter' shall be issued to the student. The letter shall be delivered to the student via email or WhatsApp. SRC shall be informed.

FURTHER ACTION TO BE TAKEN FOR STUDENTS WHEN THE 'TERMINATION LETTER' HAS BEEN ISSUED

1. Before the issuance of the Termination Letter to the students, the Recruiting Agent, Parent or Guardian and the Student Representative Committee Members shall be informed accordingly. They will also be informed of the necessary action to be taken on the student.
2. The Termination Letter shall be forwarded to the student concerned, parent or the guardian.
3. For all local or international students, when a 'Termination Letter has been issued, a Police Report shall be lodged at the nearest Police Station. The parent or guardian will be informed.

4. For International students:

   (a) The Police Report shall be submitted to EMGS and to seek Immigration to act on FORCE CANCELLATION on the student.
   (b) Student Affairs Unit will check on the student visa expiry and act to obtain the "KELUAR/MASUK" confirmation from Immigration Department, Jalan Duta, Kuala Lumpur.
   (c) The "KELUAR/MASUK" confirmation shall be obtained from the Immigration three (3) months before or three (3) months after the expiration of the student visa. The confirmation from Immigration must be obtained within this period.
   (d) The student who has been terminated shall be informed to the Enforcement Department, Ministry of Higher Education, Malaysia.
   (e) The student concerned must provide us the ticket for immediate departure from Malaysia.
   (f) The student must provide the Immigration Exit Stamp that has been placed in the passport at the time of final departure from Malaysia.
   (g) Upon departure from Malaysia, the student must forward to TRAVEX a copy of the Immigration Exit Stamp for filing to Ministry of Higher Education.

SELF-TERMINATION OF STUDIES ON OWN ACCORD.

   (a) The student concerned must submit a letter to the Head of Programme stating the reasons why he/she has decided to stop from studying.
   (b) Upon acceptance of the student self-termination from the studies, a letter shall be issued to the student concerned.
   (c) No refund of course fee shall be returned to the students. However, if the student has outstanding fees due to TRAVEX's, the students must settle the balance of fees including the late penalty charges within the stipulated time.

Procedure International student who insisted on self-termination from studies:

   (a) Student Affairs shall lodge the report to EMGS for 'Checkout Memo'.

(b) Students concerned must pay TRAVEX the Administration and processing fee to upload information into EMGS site and lodge the report to EMGS.
(c) The student must provide show-cause letter reasons to withdraw/terminate from studies.
(d) The student must provide an air ticket to be submitted to EMGS to obtain approval.
(e) Upon departure from Malaysia, the student must forward to TRAVEX a copy of the Immigration Exit Stamp for filing to Ministry of Higher Education.
(f) The student must pay TRAVEX's Administration fee RM1,500.00 to process all the relevant documents to leave the country.
(g) The student must leave the country according to the dateline set by EMGS/KDN.

TERMINATION OF STUDENT WITH POOR RESULTS AND ATTENDANCE

(a) Students shall be counseled, and advice provided for improvement.
(b) Counselor and lecturers must find out reasons why student performance is poor.
(c) Lecturers to follow-up with students on their studies by providing more coaching, mentoring, guidance in their studies to increase the performance of the slow learner student.
(d) The parent, guardian and Student Representative Committee shall be informed on the student performance.
(e) If the student results are poor caused by lack of self-study, revision and even after repeating the test(s), the CGPA falls below 2.5, the student cannot be allowed to continue in the same intake. The student will be deferred to another intake to repeat the subjects.
(f) Students who attend classes on irregular basis will affect the class attendance. If the class attendance falls below 80% and after repeated advice and if the student concerned fails to adhere to advice, the student will not be allowed to continue in the same class. The student must repeat all subjects in a new intake or any intake/semester that is available for the student to repeat their studies. Students must bear all repeat subject fee.
(g) Students who failed to observe reminders and continued to be absent from class causing poor performance in attendance and examination results, termination shall be acted on the student concerned. Students are allowed to defer their studies with additional costs incur.
(h) The student concerned will have no right to insist on staying back in the same intake when he/she cannot perform as required by the faculty.
(i) Any termination taken upon the student, student will have no right to claim for refund on any course fees not utilized.
(j) SRC and the Academic Technical Committee and TRAVEX Management shall be represented on any action/meetings taken on students.

For International Student concerned:

(a) Student Affairs shall lodge the report to EMGS for 'Checkout Memo'.

(b) Students concerned must pay TRAVEX the Administration and processing fee to upload information into EMGS site and lodge the report to EMGS.
(c) The student must provide show-cause letter reasons to withdraw/terminate from studies.
(d) The student must provide an air ticket to be submitted to EMGS to obtain approval.
(e) Upon departure from Malaysia, the student must forward to TRAVEX a copy of the Immigration Exit Stamp for filing to Ministry of Higher Education.

Termination of students may take place if so needed and all fees paid shall be forfeited.

10. LECTURES

Hybrid method of teaching either 'On-line' or 'Face-to-Face' shall be conducted as and when necessary. Students are not allowed to demand or choose their own choice of learning method. Whenever deemed necessary, and as needed, the students must attend physical classes.

All students must observe the timing of the class timetable. If they ignore the time set by the lecturers, the lecturers have the right to take action to discipline the students' punctuality. Students who do not observe the instruction of the lecturers will have no right to complain.

11. NOTICES

(i) All students are advised to refer to the notice boards for update information.
(ii) Students are to take note that only relevant notices will be photostated and given to them. However, these memorandums/circulars will still be available on the noticeboard.
(iii) The management reserves the right to communicate with parents on the student's performance and releasing the tests marks to the parents.
(vii) If a circular/memo requires the student's acknowledgement, the students must sign the acknowledgement copy.
(viii) Students' tests marks shall be presented in the Semester Transcript and presented to the students.

12. CHANGE OF ADDRESS AND TELEPHONE NUMBER

Students are advised to inform the TRAVEX Front Office immediately on any change of address by filing in a Change of Address / Telephone Number. Any failure to do so may result in letters going astray. Students must take note that failure to inform on the change of address, will be considered mail posted is received.

13. **HANDPHONE**

In order for the lectures to progress smoothly, all students can switch on their handphone on the silent mode and they are advised not to leave the class to answer the call because the movement in and out of the class will interrupt the lectures and the attention of other students in class. Due to the advancement of Advance Intelligence / social media learning, students can use their handphone to obtain immediate information from the internet/worldwide web.

14. **TIMETABLE**

(a) TRAVEX reserves the right to change the dates, time, venue and syllabus of the course(s) without prior notice.
(b) The class timetable will be given to students on commence date.
(c) Timetable will be given to students on semester basis.
(d) TRAVEX reserves the right to make changes to the timetable if the need arises. Students will be informed in advance. However, we expect at certain times there may be unforeseen circumstances. Should there be any last-minute change, we seek the students concerned to bear with us.
(e) If the number of students does not justify the opening of new classes, TRAVEX reserves the right to change timetable, merge classes and combine classes without priority notice to students when the need arises. TRAVEX will undertake to open replacement classes to provide extra tuition to the new students.

HYBRID LEARNING:

(a) Lectures, training will be conducted 'Online' as well as 'Face-to-Face'.
(b) Students cannot give any excuse when there is a need for classes to be conducted 'Online' or 'Face-to-Face'.
(c) Attendance will be recorded.

15. **PUBLIC HOLIDAYS OR SEMESTER HOLIDAYS**

(a) Any class that falls on a public holiday will not be replaced.
(b) If a holiday falls on a Sunday or another public holiday, the following day shall be a holiday.
(c) Students must observe the holidays set by TRAVEX or any holiday declared by the management.
(d) Students are not allowed to declare their own holiday.

16. **LECTURERS, TRAINERS, TUTORS.**

(i) TRAVEX reserves the right to appoint its own lecturers, trainers or tutors to teach and guide students during their studies.
(ii) If the lecturer is not performing properly, the students can complete the questionnaire. The management will investigate the feedback from students.
(vii) Students who are always late or absent from class, he/she has no right to complain if they cannot follow the class lessons.
(viii) TRAVEX reserves the right to place any number of lecturer(s) to conduct lectures in each class.

(ix) Students are not allowed to leave the class during lecture hours. If a student needs to leave the class, please inform the lecturer accordingly.

(x) Students have no right to choose or insist change of lecturers as they wish.

(vi) Students have no right to abuse their lecturer(s). If reported to the Management, the students concerned will be barred from class until the situation is clear. No refund or replacement of class will be given to students if such action is taken on the student concerned.

17. INTERNAL EXAMINATION

(i) Students must observe the examination date and attempt examinations set by the lecturer. Students who fail to attempt the examination will be considered fail in the paper. Students who wish to re-sit any paper must pay for the examination fee before they perform the re-sit paper.

(ii) The fee to re-sit a test paper will be charged at RM500.00 which has to be paid before fixing the examination date.

(iii) Students found cheating during examinations will be disqualified for the examination. Re-sit paper procedure applies.

(iv) TRAVEX reserves the right to collect back all the test questions papers for our keeping for local authorities' inspection.

(v) TRAVEX reserves the right to inform the parents on all test marks.

(vi) The college has the right to release the examination results to their parents, or to any lawyers if there is a legal sue actioned by TRAVEX or the students' concerned.

(vii) Where there is a legal case, the students concerned will not be allowed to attend any classes until the case is settled and students concerned will have no right to claim for any lectures/training not attended which are caused by the legal proceedings. The student's concerned will have to bear all the legal fees if action has to be taken by TRAVEX Management.

18. INTERNAL CERTIFICATE OR DIPLOMA

(i) Students must take note that in order to pass any external examination, the internal passing marks must be higher, and more than the external marks set by the relevant authorities.

(ii) Certificate or Diploma will be awarded to the student when the student has passed the internal examination successfully.

(iii) All certificates or diploma are strictly released on the Convocation date. Graduates must receive his/her Certificate/Diploma during the Convocation.

(iv) Graduates regardless of attending or not attending the Convocation Ceremony will have to pay the full amount of the Convocation fees applicable to all graduates. TRAVEX's Management shall not accept any reason from graduate not been able to attend the Convocation. Graduate seriously ill and admitted in the hospital must provide the medical report from the medical practitioner. The graduate concerned can pick up the Certificate/Diploma after the Convocation or Parent can receive the award on the graduate behalf. There will be no refund on Convocation fee even if the graduate is ill.

19. **COLLECTION OF INTERNAL AND EXTERNAL CERTIFICATE OR DIPLOMA**.

(i) Students must ensure all outstanding dues (course fees, penalty fee, damage property repair costs, etc) must be fully settled before the certificate or diploma is released to them. TRAVEX reserves the right to withhold any certificate or diploma of the student if the outstanding dues are not cleared.

(ii) All certificate/diploma can only be released after the completion of the whole course and on convocation day. Students or immediate graduating students from the programme cannot insist or persistently insist on the release of the certificate or diploma. However, if the students so persistently insisted on the qualification, the management shall charge an urgent preparation fee RM1,000.00 or Convocation fee to be collected in advance to release the certificate or diploma.

(ii) All certificate/diploma must be collected within one year from the date of the convocation/graduation date. An annual storage fee of RM100.00 per year will be imposed for certificate or diploma not collected. TRAVEX will not be responsible for any certificate / diploma if it is not collected after one year.

(iii) TRAVEX will not be responsible for any certificate or diploma which have been sent directly to the examination body to the successful student.

(iv) Certificate / Diploma collected after Graduation Day can be collected during the hours as follows:

(a) Monday to Friday 09.00 am to 04.00 pm.
(b) Any other time not specified in (a) shall be closed for the collection of the certificate / diploma.

An authorized letter for the family members only can be accepted for the release of the student's certificate / diploma. Students must inform at least 5 working days before the collection date.

(iv) Students who wish to collect their certificate / diploma must complete an application form and submit it to the staff-in-charge. Emails are acceptable but students must call to advise the time and date they wish to collect the certificate / diploma. The certificate / diploma can be released after five working days or earlier.

20**.** **TESTIMONIAL**

(i) Testimonial can be provided to students on request who have successfully completed the course, and have sat for and passed all examinations.

(ii) Student who request for testimonial must be accompanied with a testimonial application form.

(iii) An administration fee RM500.00 applies for graduate requesting for Recommendation, or confirmation on qualification, etc to be provided to potential employer. One payment applies to graduate/consultation company.

21. TRANSFER OF CLASS/COURSE

Students who wish to transfer class will have to follow the transfer procedure:

(i) Submit a letter stating reasons for the transfer for approval.
(ii) Transfer fee RM500.00 applies for the transfer to course. However, transfer of class is not allowed after the commencement date of the course.
(iii) Students are not allowed to transfer class on their own without any permission been granted.
(iv) Students are given only three months grace if they choose to delay in the course. New fee applies. For registered students with the local authorities, once the registration of students for an intake is closed, the registered students cannot withdraw and insist on deferring his/her studies. The management can entertain the students' concern unless he/she has settled the full course fee of the intended registered intake. The place in the next intake can be considered if there are still seats available.
(v) Students are not allowed to insist on transferring an examination due without prior obtaining an approval from the trainer/lecturer. Terms and conditions apply.

22. CLASSROOM USAGE

(i) The classroom usage for each class will be arranged in accordance to the priority of the class subject to the discretion of the management.
(ii) The lecturer has the right to change the classroom on the day of his lectures.
(iii) Students have no right to demand. But, if the classroom is available, it can be allotted on request. Approval can be granted subject to the discretion of the lecturer / management.
(iv) For self studies, if there less than 5 students, students are advised to use the library or computer room or small classroom available.

23. EXAMINATION DATE, TIME AND FEES

(A) (i) Students must observe the date and time set by TRAVEX's Academic Faculty, the foreign international professional bodies or local authorities.
(ii) Students must observe the date and time set by Travex and the local relevant authorities.
(iii) Students are not allowed to delay their examination for more than a year. Students preparing for examination in April and wish to delay their examination is allowed only to delay until the next examination date. Terms and conditions apply.

Example:
Examination dates for NTG in a year: Government - April, August, Dec.
Students' intake preparation for April; wish to delay; allowed to delay until August the same year. Students concerned must settle the initial intake course fees, repeat fee RM2,500.00 to prepare for the next examination. Terms and conditions must be adhered.

Certificate and Diploma students:
Examination weeks are shown in the timetable. Students will be informed of the exact dates for each subject. Examination will be conducted by semester. Students must complete all tests and pass all the papers before proceeding to a new semester. The student concerned can apply to continue into the next new semester and the student must observe the rules set by the faculty where the student must repeat the tests in the first week of the new semester.

(iv) Students who have completed the course, left TRAVEX and wish to register for examination on their own with the **International Professional Bodies (IPB),** must inform the Dean of Faculty of their plan. Students must write in to IPB to inform IPB to change the address to home address so that the certificate or diploma can be directed to them. The student must settle any re-sit examination fee with the IPB promptly.

(v) Where possible, the faculty will assist to register for students.

(B) (i) Students must observe the increase in fees set by TRAVEX and other relevant authorities.

(ii) All differences of revised fees must be paid promptly upon request.

(iii) The changes of any increase of fees may arise with or without prior notice.

(C) TRAVEX reserves the right not to register a failed student who does not return to prepare for the next examination and who refuses to pay for preparation and facilities fees.

(D) For students who registered for IPB and use the on-line examination, TRAVEX shall not be responsible for the availability of the facilities for the examination. Students concerned must communicate directly with IPB where they can sit for the examination.

(E) For any other external local and international qualification to be awarded, the student concerned must complete all the related studies within the duration set for the programme. Students' attendance must not fall below 80% of the total class attendance.

The award of any qualification can only be awarded to the student who has successfully completed the course of studies.

24. WITHDRAWAL FROM TRAVEX

Students who wish to withdraw AT ANY TIME DURING HIS / HER COURSE OF STUDY due to some of the following reasons:

1. Fear in attempting the MUET or IELTS test to obtain for renewing the study visa.
2. Miss uses of our KDN license for working purpose.
3. Seeking for our management to provide dependent pass for family member(s).
4. Returning home for no specific reason when the study visa is expiring and due for renewal.

Please be informed that Malaysia Government 'EMGS' does not entertain any student to apply for the Special Pass while the course is still in progress, unless the student has overlooked in the study visa expiry date. Students asking for Special Pass and not processing their renewal is not allowed by EMGS. Should students insist on the Special

Pass, EMGS will need student to 'Shorten' the study pass which mean the student's concerned has decided to terminate in his/her studies with our college.

Should any student need us to shorten their study pass, the following applies:

1. Students who wish to withdraw AT ANY TIME DURING HIS / HER COURSE OF STUDY are required to submit a letter of withdrawal to the management. The letter must state clearly the following: name, index number, course and academic year, date of letter, date of withdrawal from the course, reasons for withdrawal. If after completion of the course and for further studies: state institutions and offer letter, if work, state post and employer and employer's offer agreement letter.
2. The letter must be submitted with the student ID card and student's ID.
3. All books and any other facilities loaned to the student must be returned.
4. No refund will be granted on fee does not utilize even though we accept the withdrawal.

For our service charges to act on any withdrawal, the following applies:

(i) Release students only upon successful completion of whole course.
(ii) Release preparation fee check-out memo for students who are not able to complete the whole course RM1,500.00 will be charged before the preparation of documentation for application process for release to the student concerned. The fee applies to maximum three visits to the local authorities.
(iii) Shorten the student's study visa application fee RM1,500.00 applies:
- Shorten Pass: Cancel and continue study with another college.
- Check-out Memo: Apply new application.
- Endorsement Transfer: Cancel and continue in another college.
(v) A letter stating the reason in shortening the study visa is required by EMGS.

We will not accept the withdrawal from student who abuse the used of our KDN license for working purposes in Malaysia, or, refuse to take the MUET or IELTS English Language examination, or, shortening of study visa due to student unable to provide the dependent pass to their family member(s).

25. **PAYMENT OF FEES.**
(i) All students must observe the different type of fees set for each course.
(ii) Students are not allowed to bargain about course fees.
(iii) TRAVEX reserves the right to set its own fees in accordance to the discretion of the management.
(iv) Any increase in fees set by external authority will be charged to the students concerned without prior notice. Such fee must be settled immediately upon request.

26. **REFUND OF FEES**.
(i) All fees paid are strictly not refundable and not transferable to anyone.
(ii) Student who has commenced the course, will be given a grace period of one year to return to continue the course; i.e. within year from the date of

letter received. Student must observe the change in any fee at the time when he /she returns to resume the study.

(iii) No refund will be given to students who stopped the course on their own accord.

(iv) There will be strictly no refund of fees not utilized if a student is terminated by the TRAVEX due to action taken against the student concerned.

(v) Students who provide false accusations to withdraw from the course and false medical excuses shall be given a grace period to provide the medical blood test, and Technical Advisory Committee (TAC) shall invest on the matter. The TRAVEX Management shall not tolerate false accusation and unrightful claims from the students seeking refund of course. Immediate termination of the students' concern shall be taken without any refund to be considered. Any legal fee incurs on action taken on the student shall be borne by the student's concern.

CANCELLATION OF CERTIFICATE / DIPLOMA COURSE INTAKE WITH REFUND:

TRAVEX reserves the right to cancel an intake if the number of students is below 10 students. The minimum number to start a class is 10 students. However, if an intake cannot be materialized, students should be informed 2 weeks before the actual commencement date. TRAVEX shall refund the fee paid by the students if TRAVEX has decided to cancel the intake. An Administration Fee RM100.00 applies. The students concerned shall have no legal rights to any further claims.

27. **TRAVEX COMPUTER FACILITIES**

(i) Students must register with the staff-in-charge when they wish to use the computer lab.

(ii) Students are not allowed to play games or download any program as they wish into the computer system.

(iii) Watching phonograms on the internet is strictly prohibited.

(iv) Outside CD, software programmes are not allowed to be installed into the computer system.

(v) Students who do not abide by the computer lab rules and regulations will be barred from entering the lab.

(vi) Students who have completed the course of study at TRAVEX are strictly not allowed to use the facilities without permission granted.

(vii) Students are advised to switch on/off the computer properly after use.

(viii) Students must report to the staff in charge on the mild functioning of the computer system.

(ix) Students are not allowed to bring in any friends or family members into the computer lab.

(x) Internet service is provided to all students for web search in support to their studies.

(xi) Hacking the computer system is strictly prohibited.

(xii) Students who had completed their studies and wish to use the facilities, must apply to our Reception for approval to use the school facilities.

28. **TRAVEX LIBRARY FACILITIES**

(i) Students must observe the duration set in borrowing library books.
(ii) All borrowed books must be returned promptly and in good order.
(v) Any book found torn at time of borrowing must be reported to the staff-in-charge.
(vi) Stealing of library is strictly prohibited.
(vii) Students who had completed their studies and wish to use the facilities, must apply to our Reception for approval to use the school facilities.
(viii) Certificate or Diploma will be released to students after all borrowed books are returned accordingly.
(ix) Lecturers will recommend students to free on-line library to students.
(x) Students are encouraged to make use of the public library which is near to Dataran Merdeka (15 minutes walking distance).

29. **UNREASONABLE STUDENTS**

Disciplinary action will be taken against students who create problems in class, damaging the properties within the TRAVEX's premises. This includes report received by the management on students trying to tarnish the reputation of potential students or to any student within TRAVEX's environment.

Students have no right to give comments on the management which has nothing related to their studies.

For any legal action taken against a student, the students concerned shall not be allowed to continue with the studies until any matters are solved. The students concerned shall be liable to bear all the legal expenses on actions taken against the student's concerned.

Any student that creates problems, disrupting the institution teaching to the students or bad mouthing the institution or its staff members is strictly not allowed during his or her studies or even after graduating from the institution. Any such happenings that may occur within seven years from the date of registration, the institution reserves the right to take legal fees on action against the students' concerned. Such student shall have to bear all the legal expenses taken against him or her.

30. **STAFF AND LECTURER RIGHTS TO PREVENT STUDENTS FROM ENTER THE CLASS OR TRAVEX PREMISES.**

(i) Students who bring in food, soft drinks/liquor into the class/ premises.
(ii) Students who do not observe the proper dress code.
(iii) Students who talk loudly or shout within the TRAVEX premises.
(ix) Students who create a fighting scene.
(x) Students who use vulgar words inside TRAVEX premises.
(xi) Students who default in payment.
(xii) Students who get involved in activities are detrimental to the good name of TRAVEX.

If action on dismissal is needed, strictly no refund will be offered/entertained.

31. **LECTURER'S RIGHTS**.

(i) The right to use his/her best method to lecture in class.
(ii) The right to discipline students who are always late for class (prior reasons given will be accepted) or those who misbehave in class.
(iii) The right to dismiss students for abusing other students.
(iv) The right to dismiss students for abusing lecturers.
(v) The right to dismiss students for bad mouthing the institute / college.
(xi) The right to dismiss students who damage the property.
(xii) The right to instruct students concerned who litter in the classroom to pick up the rubbish.
(xiii) The rights to warn students who ignore instructions to keep silent whilst the lecture is in progress.
(xiv) The right to warn students who are always late for lectures.
(xv) The right to relay information on behalf of the management.
(xvi) The right not to open the classroom door for students who are late after certain time limit set by the lecturer, trainer or tutor.
(xvii) The right to dismiss students on poor class attendance.
(xviii) The right to dismiss students who sleep during class hours.
(xix) No refund will be given under the above circumstances by our lecturers, trainers, and tutors.

32. **INJURY CAUSED TO ANOTHER STUDENT**.

Students who cause injury to the body of other students will have to bear the cost of medical fees claimed by the student's concerned.

33. **STUDENTS' RESPECT**

(i) All students are advised to respect their lecturers and seniors.
(ii) Senior students can give advice to their juniors in support of their studies.
(iii) Students can make a report to the counseling lecturer if they receive any unpleasant treatment from anyone within the TRAVEX premises. Action will be taken and students concerned will be advised accordingly.
    1. Students cannot demand for any letter to support employment in Malaysia.
    2. Students cannot demand any letter to any foreign embassy to support in their travel.

34. **GOOD ENVIRONMENT FOR STUDIES**.

(i) A clean environment is our priority for students.
(ii) Students are advised to keep the classroom clean and orderly for the next class of students.

35. **ACTION TAKEN AGAINST STUDENT WHO DAMAGE COLLEGE / INSTITUTION PROPERTY**

(i) The suspected students will be temporary suspended from entering TRAVEX premises.
(ii) A report will be lodged with the police.
(iii) A report will be made to the parents.
(iv) Disciplinary action and investigation by authority concerned. An investigation and disciplinary action.
(v) Strictly, all fees paid will not be refunded if action on termination taken against the students' concern.

36. **STUDENT TANISHING THE GOOD NAME OF TRAVEX**

(i) Students concerned who made unreasonable reports to any authority will be temporary suspended until the situation is cleared.

(ii) Students concerned will be barred from entering the TRAVEX's premises on a temporary basis or on a long-term basis.

(iii) The TRAVEX Management will not be responsible for replacing any lecture not attended by the students' concerned. The students will have no right to make any claim.

(xiii) The student will have to bear all the legal expenses for any action taken to clear the situation.

(xiv) Students who have any doubt are advised to submit a letter to the management stating their doubts rather than making a hasty move against the name of the institute / college.

(xv) Students must understand the importance of carrying a good name of the institute / college for their good future.

(xvi) The management will not entertain unreasonable students who continuously send in unnecessary emails or letters to the institute / college to disturb the management.

(xvii) Immediate actions will be taken against students found threatened any person; make false or untrue statements to spoil the reputation of the trainers, lecturers, TRAVEX out of personal gains will be barred from entering into our premise until the situation is cleared.

(xviii) There shall be strictly no refund of fees paid, if action is taken against students. However, if the matter is not serious, students concerned shall be allowed to continue the course until he/she completes the whole course. Time can be extended to complete; subject to the discretion of the management, there will be no extra classes to be given to complete the course within the period as mentioned at the time of registration.

(xix) Immediate action will be taken against students found threatening TRAVEX Management and its employees.

(xx) Forgery of signature of another student is strictly prohibited.

37. **PRACTICAL TRAINING**

(i) Head of Programme will conduct the necessary arrangements for students' practical training in the industry.

(ii) Students must attend practical training confirmed by the industry stakeholder after the interview. However, students can make their own arrangement for practical training with the company of their choice.

(iii) To complete the course of study for course with practical training included, students must submit a report at the end of the practical training and present it to the Lecturer.

38. **DRESS CODE / PROPER ATTIRE**

(i) Students must observe the standard dress code set by the institute / college or any government authority governing the course of training.

(ii) Students must refer to the standard dress code and its procedures.

(iii) Strictly, slippers/sandals are not allowed to be worn into our premises.

(iv) Male students must have neat hairdo and to avoid wearing earrings.

39. **A. STUDENT STUDY VISA**

(i) All international students are advised to obtain approval from the EMGS/Immigration Department before coming into Malaysia.

(ii) Students must settle all student's visa fee, course fees, hostel fee and management fee before the student's visa is placed in their passport.

(iii) The management will not sign any transfer to college letter, performance report for any international student who failed to settle the course due.

(iv) For students enrolled into a diploma course must sit for the IELTS or MUET tests obtained the required results for any visa renewal into the second year of studies. For IELTS, the result must be Band 5. If the students concerned cannot provide this for visa renewal, TRAVEX shall not be responsible if the students concerned cannot continue their studies. The students cannot claim on TRAVEX and they will have to return to their home country.

(xi) Students who need multiple entry visa to travel must inform the admission-in-Charge to process the reentry visa. Four weeks' advance notice is required. An air ticket, application fee and Immigration rules must be observed.

(xii) For new applications and renewal, an Administration fee of RM1,000.00 applies. Immigration payment must be settled by the student.

(xiii) During the visa application process with EMGS, the student must observe the rules and regulations of the Immigration, Malaysia / EMGS.

(xiv) For any visa application that incurred too many trips to EMGS/Immigration due to problems caused by the students' concerned, the student must be responsible for additional travelling charges.

(xv) Where an application is in progress and students withdraw from the application from EMGS, Travex shall charge an administration fee of RM1,500.00 instead of the EMGS processing fee RM1,000.00.

B. SPECIAL PASS

(i) EMGS will not accept any special pass application at the renewal period. Application of Special Pass means the student's concerned is seeking for Exit Pass and short of student's visa will be affected by EMGS.

(ii) Students must ensure all Visa renewal fees and passport are given for renewal on time for any extension.

(iii) Should there be a requirement of a Special Pass, student concerned must pay to the government the Special Pass fee charged by Immigration Malaysia. And, pay TRAVEX RM500.00 for Administration fee of documentation, communication with government, and all the travelling expenses.

40. **RELEASE LETTER**

(i) Release letters are given to student whom has successfully completed their studies in TRAVEX.

(ii) Student must provide a letter from the institution and receipt (original) in accepting them.

(iv) An Administration fee RM500.00 applies for documentation, search of records, communication, etc.

(v) Release letter shall not be released to any student who shortened their studies with TRAVEX until the duration of the registered course has expire.

41. **HOLDING LETTER**

(i) Student first arrive into Malaysia and the passport is submitted to EMGS, A holding letter shall be issued to the student.

(ii) Student who delay in the renewal of their student visa and passport has expire, the student can use the Malaysia ID to present to any authority. If a Holding Letter is needed, the student will have to pay RM50.00 for the one month duration of the Holding Letter.

42. **PASSPORT**

(i) TRAVEX has the right to hold student's passport if the student has not settle the required fee.

(ii) TRAVEX shall release the student's passport & Malaysia ID only when the full course fees for all the semesters have been cleared with the Accounts Department.

(iii) TRAVEX shall hold the student passport if the student refuse to pay for the Malaysia Government Personal Bond fee.

43. **MALAYSIA GOVERNMENT PERSONAL BOND.**

(i) International students are required to pay to the Malaysia Government on the required Personal Bond charged by Malaysia Government.

(ii) If the student refuses to pay the cost of the Personal Bond, TRAVEX shall reserve the rights to hold student's passport until the Personal Bond fee is cleared.

(iii) Student who made any mistake and penalty by Malaysia Government, if Malaysia Government required the CASH to be paid on the Personal Bond, the student concerned must settle the amount due immediately.

(iv) TRAVEX shall hold a security deposit of RM1,000.00 and refundable after student has successfully completed the course, paid and attended the Graduation/Convocation.

44. **SAFETY AND SECURITY STAY OF INTERNATIONAL STUDENTS**

(i) The Malaysia student ID Card issued by EMGS and medical card shall to be released to students.

(ii) The student is safe staying in Malaysia with the student ID Card.

(iii) Passport will be kept for a period of one-two semesters and students must produce results and not persistently insisting of working. Such practice is necessary for certain nationalities to safeguard students' study interest in the course.

(v) Student(s) who abuse the college KDN license for working purpose and not attending classes, they will have to bear their own responsibility in their stay in Malaysia.

45. **ENTRY QUALIFICATION INTO ALL COURSES**

(i) All students must ensure to provide the required entry qualification into the course of their choice.

(ii) Student must adhere to the entry qualification approved by Ministry of Higher Education for entry into the selected course.

(iii) The entry qualification into any course is mentioned in the related course which can be found on our website. www.travexcollege.com

(iv) An SPM means passes in SPM with the required subjects passed or required credits needed to be enrolled into the course.

(v) Where a student delays submitting the SPM, and later provides us the SPM statement which means failed in their SPM, TRAVEX Management reserves the right to terminate the student's concern or transfer him/her to another course that meets the required entry qualification.

(iv) The students concerned cannot complain or claim against TRAVEX for such action needed to be taken.

(iv) TRAVEX shall not act on the demand for a refund of course fee, however, TRAVEX shall calculate a fair amount based on the duration on course that has been attended by the student's concerned to act on any possible refund.

(v) **FOR INTERNATIONAL STUDENTS:**

- Students from any country where their education is not taught in English shall be required to provide MUET 3, CEFR Mid B1 or IELTS Band 5.0.
- Students without the English MUET and IELTS are required to register into the English class and attempt the required English examination before the end expire of the Year 1 visa.
- These group of students shall be given a Conditional Offer Letter where they must obtain the English qualification before being allowed into the main course.

46. **MEET AND GREET AT KLIA / QUARANTINE CENTER**

(i) TRAVEX will receive student arriving from outstation or from overseas. Requests must be made in advance. Students are advised to make arrangement of air travel for transfer to be provided: pick-up after 9.00 am to 04.00 pm with a charge fee RM500.00. This fee applies for the costs of traveling to the airport both ways, Airport security fees, parking and administration documentation.

Top-up fee RM300.00 on pick-up services from 7.00 am to 6.00 pm. Time must be allowed for traveling time to Travex and check-in at hotel purposes.

(ii) Foreign students with approved student visa will be received inside the Kuala Lumpur International Airport if it is required by the immigration.

(iii) TRAVEX will provide transfer for students arriving from overseas or outstation:

(a) On arrival to commence class, one way only from KLIA airport to TRAVEX or to One Stop Residence, Faser Park, Kuala Lumpur or to any hostel stay arranged by Travex.

(b) On completion of course, one way only from hostel to KLIA airport can be arranged on request and RM500.00 shall apply. Student must request at least one week in advance.

47. **REPEAT IN EXAMINATION**

(a) Student repeat in any examination, or delay in taking an examination, a fee RM500.00 per test paper shall be collected.

(b) Tourist Guide who has failed the external examination must register 3 months before the external examination month and pay the required fee.

(c) The repeater licensing course must pay RM2,500.00 for TRAVEX administration, retraining fee, preparation for examination, TRAVEX facilities, examination fee, etc.
(d) Students concerned must return within one year to complete the repeat examination.
(e) Students concerned failed to return after one year must register in as a new student.
(f) Student who failed to attempt External Verifier Visit is considered as 'FAIL'. Such students will have to complete their next attempt within one year.
(f) TRAVEX reserves the rights to assess the student, found competent before granting the student's concerned to proceed with external examination.
(g) Student who has paid the repeater fee cannot demand for any refund if he/she refused to attend reassessment or refuse to prepare himself/herself to proceed to external examination.

48. **REPEAT STUDENT**

(a) Student must apply to repeat in any subject in the certificate and diploma course.
(b) Repeat fee or internal examination test paper are charged RM500.00 per repeat test paper.
(c) The repeat test date shall be informed to the student.

49. **APPEAL PROCESS**

Students have the right to appeal for the following:

1. To continue their studies.
2. To reassess final examination.

Appeal Mechanism followed by the college are as followed:

1. To continue their studies:

i. Student who could not perform and too weak in their studies and problematic student(s) can be terminated from the programme.
ii. Before any termination can be taken, the student will be given an opportunity to repeat in areas that he/she is weak in. Problematic students are given a chance to attend a meeting with TAC and to explain/defend himself/herself.
iii. The Head of Programme will gather feedback from the lecturers to find out the problems of the students whether it is related to weak in studies or always absent or totally unable to understand the subjects taught in class. Or, why an unwarranted matter has happened among the students.
iv. The Head of Programme and the lecturers will plan and advice students on methods of improvement in the studies or to repeat in subjects in a new semester.
v. If student still cannot perform, the student can be termination from the programme.
vi. Student who has been terminated can appeal to the Head of Programme to repeat the subjects in a new semester.
vii. Student can apply with the Head of Programme and the matter will be discussed with the Dean of Faculty to consider the student appeal to repeat

in the learning.

viii. The student will have to pay the repeat fee on the subject(s) required to study in another intake.

2. To reassess final examination

i. Student can appeal to the Head of Programme to be reassessed on paper with average marks.
ii. Student can apply with the Head of Programme on the subject needed to be assessed again.
iii. Student application must be submitted together with the reseat payment RM200.00 per paper.
iv. The Head of Programme will set the examination schedule and inform the student.
v. The Head of Programme can arrange revision for the student if it is needed.

50. **DISCIPLINARY CASES INVOLVING THE STUDENTS.**

i. Handling of disciplinary cases involving the students will be referred to TRAVEX Disciplinary Committee (TDC).
ii. TRAVEX Disciplinary Committee (TDC) meeting will be organized.
iii. Students' Representative Committee (SRC) will be invited to be present at the meeting to give their views, opinions, ideas, and suggestions on disciplinary actions to be taken.
iv. The student creating the problem where disciplinary action has to be taken will be invited to defend him/herself at the TDC meeting.
v. TDC committee including External Industry Advisor will be present.
vi. Disciplinary action will be taken fairly and agreed by TDC and SRC present.
vii. The students will be informed on the disciplinary action to be taken as final during the TDC meeting.
viii. A police report will be lodged.

51. **OPENING BANK ACCOUNT**

(a) Student can open their account at Public Bank Berhad at Ground Floor, Plaza First Nationwide, Jalan Tun HS Lee, 50000 Kuala Lumpur.
(b) A letter can be issued to the bank to open the bank account
(c) A charge of RM100.00 applies for the issuance of the letter to the bank and support students in communication with the bank.

52. **TRANSPORTATION**

(a) Student can apply for concession travel rate from transportation company for public bus and train travel.
(b) A letter can be issued to the transportation company to apply for concession rate travel.
(c) A charge of RM50.00 applies for the issuance of the letter to the transportation company.

53. **EXEMPTION APPLICATION WITH LOCAL AUTHORITY**

(a) Student who has no entry qualification into the course selected must adhere to local authority terms and regulations.

(b) Student must pay a fee of RM1,000.00 to process the exemption Application to obtain approval to enter the course.

(c) Foreigner can be accepted provided they are married to a Malaysian and have a working permit in the travel agency as tourist guide.
These candidates must observe local authority policy and if granted to take the examination, he/she must take the examination in their own mother tongue.

(d) Before obtaining the exemption approval from local authority, the student are allowed to join the class unless he/she has agreed not to attempt the external examination and registration with the local authorities.

(e) International students taking their own foreign language will have to pay and additional examination fee applicable to the market rate.

54. **JOB PLACEMENT**

(i) Upon successful completion of the course, the students can proceed to find own employment. However, the management will communicate with the internship company to provide the employment to the student, if the performance of the student is found acceptable and satisfactory.

(ii) Notices on job vacancies will be placed on the noticeboard.

(iv) Students can seek the advice of the lecturer or management on employment vacancies.

(v) The management will not be responsible for employment if the graduated student(s) failed to succeed in interview(s) provided to them.

55. **ACCOMMODATION.**

Students' hostel:

(i) Hostel accommodation is only available to student on a first-come-first-served basis.

(ii) Students who are interested in staying in the hostel must observe the fees imposed by the hostel operator.

(iii) Students who wish to stay in hostel arranged by TRAVEX can contact One Stop Residence, Fraser Park, Kuala Lumpur or at any accommodation for hostel stay arranged by Travex. The charges can be obtained from our Reception.

(iv) For any hostel arranged by TRAVEX, students must pay and submit all utility bills to the office by the 5th of each calendar month. Students must settle all penalty charges from the building management if they default in any payment.

(v) Students concerned found that bringing anybody to stay in the hostel must obtain approval from the hostel operator.

(vi) Students sharing rooms with another student must switch off the lights by 12 mid nights.

(vii) Students must not switch on the music too loud to disturb others staying in the same hotel.

(viii) Students must return to the hostel by 11 p.m.

(ix) Hostels are furnished with the basis – beds, mattresses, cupboards, dressing table and chair is provided in every room. If the student spoiled any of the items, he/she will have to pay directly to the Manger in-charge of the accommodation. If student stains the bedding sheets, he/she must pay for the cleaning charges.

(x) Students who spoil any of the hostel facilities must be responsible for the repairs or replacement.

(xi) Students are allowed to check into the hostel only after payment is made. To save costs, students are advised to bring in a friend to share the room.

(xii) Students must return the keys immediately on the day of departure as rental charge applies.

(xiii) Students who do not study properly; stay away from classes; involved in gambling and stealing, will not be allowed to continue staying in the hostel. All deposits will be forfeited if action is taken on terminated of stay from the hostel.

(xiv) All local students must follow the payment of hostel accordingly.

(xv) All foreign students must settle the hostel fees in security deposit and one month rental in full before arrival into Malaysia.

(xvi) Strictly, **NO STUDENT** will be allowed to check-in without prior settlement of the hostel fees.

(xvii) Students must refer to the terms and conditions on the hostel stay.

(xviii) Alternative hostel can be arranged for students.

56. **RELOCATION**

(i) Should there be any relocation of TRAVEX to another premise, all students will have to adhere to the relocation to a new place.

(ii) Students will have to bear own costs of travelling and living in the new location.

(iii) TRAVEX Management shall not be responsible for any student who refuses to continue studying in the new location / premise.

(iv) Students will have no rights for any claim if they refuse to continue study in the new location / premise.

57. **NEW OWNERSHIP OF TRAVEX INSTITUTIONS / OPERATIONAL NAME**

(i) The institutions refer to name specified in the first page of this TRAVEX STUDENT HANDBOOK.

(ii) The TRAVEX Board reserves the right to change the names of the company's shareholders and directors without prior notice to existing or prospective students.

(iii) Where there is a change in registration with the Registrar of Companies, all registered students will automatically be under the new management.

(iv) Owners of the institutions shall have the right to make changes to the Operational name to carry on with the business.

(v) All students have no rights to any claims, or to go against the business management of the new set of Shareholders and Directors, nor to claim from the old directors.

58. **CLAIMS**

(i) Apart from registration fee, down payment, course fee, computer lab fee, examination fees, management fee, the institute / college will not collect any additional fee unless there is an unforeseen increase of fees set by external authorities which such increase may be caused due to economic situation. Any such fees paid for the course of studies is strictly not refundable or not transferable. Students concerned has no right to claim for such fees paid even though he/she opt to drop off the

course. A one-year duration is given to the students to return to continue studies. Failing which all payments made will be forfeited.

(ii) Students who drop off the course must obtain a letter of approval granting them the extension of six months to return to continue studies.

(iii) For any additional collection, a letter will be served to the students.

(iv) TRAVEX may at times set its own promotion were cash vouchers maybe used. Such cash vouchers must be redeemed within the 1st installment of course, fee. Failing to redeem, the cash voucher will not have any face value after the expiry date.

(v) Students who have special deduction in the course fee must obtain a written approval signed by the Chief Executive Officer or the Managing Director. Proof of claim will be required.

(vi) Any entitlement claim by students must be supported by the original letter signed by the Chief Executive Officer or the Managing Director.

59. OTHERS

(i) All registered students from the period mentioned in this document/existing/new students/potential students are deemed to have read this TRAVEX students' handbook in our website, regardless a copy has been signed, or not signed, applies to all status individual as mentioned in this statement; they are deemed to have read and accepted for entrance into TRAVEX.

(ii) To avoid disturbance and distraction in the class, students are not allowed to use camera to take pictures of slides or power point presentations during the class.

(iii) Any pictures of the students taken by TRAVEX or any picture posted in the WhatsApp study group created shall remain the property of TRAVEX. TRAVEX reserves the right to utilize the photos or pictures taken by the student(s) without obtaining any permission from the student who had taken the photo or picture.

(iv) Students must observe all TRAVEX and local authority rules and regulations in attending the course.

(v) Students must abide by the rules and regulations during the whole duration of the course. Any breach of rules and regulations of TRAVEX by students will result in disciplinary actions leading to dismissal from TRAVEX. Strictly, no claims or refunds will be entertained under such circumstances.

(vi) TRAVEX reserves the right to make amendment to the course fee and if it is necessary, the students must observe and pay the extra fee to TRAVEX. Or any monies needed by the Malaysia's law such as SST, or any taxes in accordance to the requirement of the Malaysia's government.

(vii) TRAVEX reserves the right to add or delete any of the rules and regulations at its sole discretion and without prior notice. All registered students must adhere to and observe all new changes in the students' term and conditions set in/during their studies. Without any prior information to students on any changes to TRAVEX Students' Handbook, students will have to make references to TRAVEX's website. Unless there is a major change, students shall be informed. Students can referred to TRAVEX's rules and regulations posted in our website. www.travexcollege.com All rules and regulations stand in place of effect

to all students without any prejudice to any student regardless of international or local students.

(viii) All graduates must observe/abide to all TRAVEX new changes to all our existing terms and conditions posted in our website at any time communication takes place.

(ix) When the first payment is received, the student concerned hereby has read and accept all the TRAVEX terms and conditions.

(x) TRAVEX reserves the rights to make amendments and changes to all the terms and conditions to students without prior notice to existing students or new potential students.

(xi) Without prejudice – If in any cases, legal action is needed to be taken against a student or graduate, the person's concerned must pay all the legal proceedings expenses.

LAMPIRAN 2.3 PELAKSANAAN INISIATIF MAKMAL PENGURUSAN WARGA ASING (MPWA)

Dasar pemulangan yuran pengajian IPTS (cadangan bagi pelajar antarabangsa)

KOLEJ ANTARABANGSA TRAVEX
DK 127 (W)

INTERNATIONAL STUDENTS REFUND POLICY (2027 to 2030)
ITEM 1 TO ITEM 22 TO BE READ AS FOLLOWS:

1. All students must observe the TRAVEX's terms and conditions set forth for all local and international students.

2. All students must observe the course fees and miscellaneous charges structured for each course.

3. Student must adhere to the schedule payment of the course that he/she has selected.

4. Student can be accepted into the college until the first required payment has been settled and cleared in our bank.

5. Initial payment and any fees paid are strictly not transferable to another person and not refundable, unless stated during the registration day pertaining to special request.

6. International students who wish to withdraw from the course after the submission of Visa Approval Letter to Education Malaysia Global Service (EMGS) can be accepted and the refund value will be the amount refunded by EMGS plus TRAVEX administration fee of Ringgit Malaysia One Thousand.

7. Refund for Item 5 will be subjected to emergency reasons such as force majeure cause, death of person or person became disable to travel. TRAVEX shall not provide any release letter to any student(s) who seek transfer to another college.

8. Refund of the first initial payment received from the international student can be refunded if the application is rejected by EMGS. The refund value will be EMGS refund fee and TRAVEX administration fee Ringgit Malaysia One Thousand.

9. Student who has been granted the Visa Approval Letter must arrive for the study. He/she cannot delay the study and insist for refund. Strictly, TRAVEX shall not entertain such request for refund.

10. International student cannot insist on any refund when the approval visa granted to them is according to the course duration and cannot meet the student's request for any extension of stay. However, if the student needs to repeat in his/her studies, TRAVEX shall appeal to EMGS for the extended stay.

11. Student who has commenced the course and unable to continue study will be given a grace period of one year to return to continue the course; i.e. within a year from the date of the student's application letter received. Student cannot insist on any refund. A class / intake transfer fee of Ringgit Malaysia One Thousand applies. The student concerned must not be in Malaysia during this period.

12. No refund on any utilized fees will be given to student who terminate the course on his/her own accord.

13. No refund on any utilized fees will be given to student on action(s) taken against the student in terminating him/her in the studies. Student has no rights for any claims if he/she has been committed a serious matter/offence. However, the student's concerned must borne all the expenses and legal actions taken against the students.

14. No refund on any utilized fees will be given to the student who has been sent back by the local authorities on problems caused by himself/herself.

15. TRAVEX reserves the right to terminate any students who create problems in the premises, hostel, causing harm to other students, damaging the reputation of our college, poor class attendance, defaults in payment of course fees and participate or be involved in activities detrimental to the good name of TRAVEX. If action on dismissal is needed, strictly, no refund will be given to the student's concerned.

16. Students who are on medical reasons or hospitalization over a period of more than one year from the date of registration will not be given any refund. However, student with contagious disease and required to leave Malaysia, TRAVEX shall consider the refund of course fee not utilize. And administration fee Ringgit Malaysia Five Hundred applies.

17. Student cannot insist or choose the lecturer in their liking and insist for refund if the lecturer's concerned cannot be provided. No refund will be given to student.

18. Any breach of rules and regulations will result in dismissal; no refund will be entertained under such circumstances.

19. Students concerned must paid the required Personal Bond at the time of registration into any selected course of their choice. TRAVEX Management shall act on the Personal Bond stamping for submission to EMGS. The EMGS study visa shall not be processed if the student's concern refused to make payment on the required Personal Bond.

20. Personal Bond payment shall be returned to the student when he/she has successfully completed their studies at TRAVEX. The student's concerned must provide TRAVEX Management the E' ticket on their return journey to any point located in their home country and TRAVEX receipts on the Personal Bond before the Personal Bond money is returned to the students' concerned.

21. If the students' concern dropped out' of class, TRAVEX Management shall contact the student, his parents or agent that TRAVEX Management shall act to use his Personal Bond money to purchase his return air ticket and he/she must leave the country.

22. All students' passports shall be kept by the TRAVEX Management and a holding letter shall be issued to the student's concerned.

Prepared by KOLEJ ANTARABANGSA TRAVEX for:

Student Name : ……..…….……..……...

Course : ……...…….……

Class intake date : ……...…….…….…..

NRIC No: / Passport No.: ……..……..

Nationality : ……...…….……..

Address Malaysia : ……..……..

……..

Home Telephone no: ……. Any H/phone: …….……....

Email Address: ……..…….

Father or Mother or Guardian:

Name : ……..……

Home Contact : ……..

Home Country Address: ……

……

Student's Signature: …… Date: ….....

(Reviewed for all intakes with from 01/01/27 to 31-12-30)

010127-311230