

- (ii) Students must observe the date and time set by 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 to 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. Terms and conditions apply.

- (iv) Students who have completed the course, left the institute / college and wish to register for examination on their own with the international professional bodies (IPB), must inform the institute / college on 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 resit examination fee with the IPB promptly.
 - (v) Travex will only be responsible to register for students who are studying.
- (B) (i) Students must observe the increase of fee set by the relevant authorities.
 - (ii) All difference 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 students who does not return back to prepare for the next examination and who refuse to pay for preparation and facilities fees.
 - (D) For students who registered for IPB and uses the on-line examination, Travex shall not be responsible for the availability of the facilities for the examination. Student's concerned must communicate directly with IPB where they can sit for the examination.

24. WITHDRAWAL FROM INSTITUTE / COLLEGE

Students who wish to withdraw from the institute / college 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 further studies, state institutions; if work, state post and employer). The letter must be submitted with the student ID card. No refund will be granted even though the institute/college accepts the withdrawal. All books and any other facilities borrowed from the institute / college must be returned. The institute / college entrusts you with this responsibility.

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 of 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 back 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 return to resume the study.
- (iv) No refund will be given to student 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 institute / college due to action taken against the student concerned.

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, down load 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 studies at Travex are strictly not allowed to use the facilities.
- (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 friend, family members into the computer lab.
- (x) Internet service is provided to all students for web search in support to their studies. Emailing and online chatting are strictly not allowed.
- (xi) Hacking of the computer system is strictly prohibited.
- (xii) Students whom 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 books borrowed 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 whom 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 student after all books borrowed are returned accordingly.

29. **UNREASONABLE STUDENTS**

Disciplinary action will be taken against students who create problems in class or within the institute / college premise. This includes report received by the management on students trying to tarnish institute/college the reputation to potential students or to any student within Travex premises.

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

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

Any students that create 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 rights to take legal fees on action against the student's 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.
- (vii) Students who create a fighting scene.
- (viii) Students who use vulgar words inside Travex premises.
- (ix) Students who default in payment.
- (x) Students who get involved in activities detrimental to the good name of Travex.

If action on dismissal is needed, strictly no refund will be 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.
- (jiii) The right to dismiss students for abusing other students.
- (iv) The right to dismiss students for abusing lecturer.
- (v) The right to dismiss students for bad mouthing the institute / college.
- (ix) The right to dismiss students who damage the property.
- (x) The right to instruct students concerned who litter in the classroom to pick up the rubbish.
- (xi) The rights to warn students who ignore instructions to keep silent whilst the lecture is in progress.
- (xii) The right to warn students who are always late for lectures.

- (xiii) The right to relay information on behalf of the management.
- (xiv) The right not to open the class room door for students who are late after certain time limit set by the lecturer, trainer or tutor.
- (xv) The right to dismiss student on poor class attendance.
- (xvi) The right to dismiss student who sleeps during class hours.
- (xvii) No refund will be entertained under the above circumstance action by our lecturers, trainers, tutor.

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 concerned.

33. **STUDENTS' RESPECT**

- (i) All students are advised to respect their lecturers and seniors.
- (ii) Senior students can give advices to their juniors in support of their studies.
- (iii) Students can make a report to the counseling lecturer should their receive any unpleasant treatment from anyone within the Travex premises. Action will be taken and students concerned will be advised accordingly.

34. **GOOD ENVIRONMENT FOR STUDIES.**

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

35. **ACTION TAKEN AGAINST STUDENT WHO DAMAGE INSTITUTE / COLLEGE 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 concerned.

36. **STUDENT TARNISHING THE GOOD NAME OF TRAVEX INTERNATIONAL COLLEGE/TRAVEX INSTITUTE OF TOURISM**

- (i) Students concerned who made unreasonable report to any authority will be temporary suspended until the situation is cleared.
- (ii) Students concerned will be barred from entering the institute / college premises on a temporary basis or on a long term basis.
- (iii) The institute / college management will not be responsible to replace any lecture not attended by the students' concerned. The students will have no right to 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, institute / college 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 the institute / college.
- (xx) Forgery of signature of another student is strictly prohibited.

37. PRACTICAL TRAINING

- (i) The institute / college will do the necessary arrangement for students' practical training in the industry.
- (ii) Students must attend the practical training. 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, the students must submit a report at the end of the practical training.

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 hair-do and please avoid wearing earrings.

39. STUDENT 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 student enrolled into a diploma course must sat for the IELTS or MUET tests obtained the required results for any visa renewal into the second year of studies. If the student's concerned cannot provide this for visa renewal, Travex shall not be responsible if they cannot continue their studies. Student's concerned cannot claim on Travex and they will have to return to their home country.

- (vii) 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.
- (viii) For new application and renewal, an administration fee of RM500.00 applies. Immigration payment must be settled by the student.
- (ix) During the visa application process with EMGS, the student must observe the rules and regulations of the Immigration, Malaysia / EMGS.
- (x) For any visa application that incurred too many trips to EMGS/Immigration due to problems caused by the student's concerned, the student must be responsible for additional travelling charges.
- (xi) Where an application is in progress and students withdraws from the application from EMGS, Travex shall charge an administration fee of RM1,000.00 instead of RM500.00.

40. RELEASE LETTER

- (i) Release letter is 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.
- (iii) An administration fee RM300.00 applies.

41. PERSONAL BOND REFUNDABLE SECURITY DEPOSIT.

- (i) International students are required to make a deposit of RM2,000.00 as security deposit on their Immigration Personal Bond.
- (ii) This Personal Bond can only be refunded upon successful completion of the programme. The student's concerned must provide us a return air ticket to his/her home country; or a working permit.
- (iii) Any student during the process of the study visa with EMGS and if application has been rejected, this personal bond can be refunded together with the EMGS refunded fee.
- (iv) Any student who insisted to have the personal bond to be refunded separately, and administration fee and personal bond processing fee RM300.00 applies. The student's concerned must still provide us the return air ticket leaving Malaysia.
- (v) If the student's concerned 'drop out' of the course, Travex shall contact his/her parents, agent to inform that action shall be taken to utilize his Personal Bond money to purchase the return air ticket to his home country, where his/her passport held by us will be shortened and return together with the air ticket for returning to his/her home country.

42. ENTRY QUALIFICATION INTO ALL COURSES

- (i) All students must ensure to provide the required entry qualification into the course of their choice.
- (ii) An SPM means passes in SPM with the required subjects passed or required credits needed to be enrolled into the course.
- (iii) Where a student delays in submitting the SPM, and later provide us the SPM statement which means failed in their SPM, Travex Management will reserves the rights to terminate the student's concerned or transfer him/her to another course that he/she meets the required entry qualification.

- (iv) The student's concerned cannot complain or claim against TRAVEX for such action needed to be taken.
- (v) Travex shall not act on the demand of refund of course fee, however, Travex shall calculate a fair amount based on for the duration on course that has been attended by the student's concerned to act on any possible refund.

43. MEET AND GREET AT KLIA

- (i) The institute / college will receive student arriving from outstation or from overseas. Request must be made in advance. Students are advised to make arrangement of air travel for transfer to be provided before 08.00 p.m. Time must be allowed for traveling time to hostel and check-in 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) The institute / college will provide transfer for students arriving from overseas or outstation:
 - (a) On arrival to commence class, one way only from KLIA airport to hostel.
 - (b) On completion of course, one way only from hostel to KLIA airport.
 - (c) Any additional transfer, student must request at least one week in advance. Transfer fee RM200.00 to airport applies.

44. REPEAT AN EXAMINATION

- (a) Tourist Guide whom has failed the MOTAC examination must register 3 months before the MOTAC examination month and paid the required fee.
- (b) The repeater must paid RM2,500.00 for Travex administration, trainers' fee, preparation for examination, Travex facilities, examination fee, etc.
- (c) Student's concerned must return within one year to complete the repeat examination.
- (d) Student's concerned failed to return after one year must register in as a new student.
- (e) Student who failed to attempt JPK External Verifier Visit is considered as 'FAIL'. Such student will have to complete their next attempt within one year and item 43 (b) applies.
- (f) Travex reserves the rights to assess the student, found competent before granting the student's concerned to proceed with MOTAC examination.
- (g) Student whom 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 MOTAC examination.

45. EXEMPTION APPLICATION WITH MOTAC

- (a) Student who has no entry qualification into MOTAC tourist guide course must adhere to MOTAC terms and regulations.
- (b) Student must pay a fee of RM1,000.00 to process the exemption application.
- (c) International students can be accepted provided they have a working permit in the travel agency as tourist guide without MOTAC license; or,

permanent resident. These candidate must observe MOTAC 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 MOTAC, the student are allowed to join the class unless he/she has agreed not to attempt MOTAC exemption, or, to be registered with the Department of Skills Development.
- (e) Such category of student who has commenced the course, hereby has fully understood and accepted the above items No 45 (a) to (d).

46. JOB PLACEMENT

- (i) Upon successful completion of the course, the management will inform all students on job vacancies available in the market.
- (ii) Notices on job vacancies will be placed on the notice board.
- (iii) Students can seek the advice of the lecturer or management on employment vacancies.

47. ACCOMMODATION.

Students' hostel:

- (i) Hostel accommodation is only available to student on a first-come-first-served basis.
- (ii) Students who are interested to stay in the hostel must observe the fees imposed by the hostel operator.
- (iii) Students who wish to stay in hostel arrange by Travex can contact City Campus Lodge, Fraser Park, Kuala Lumpur. 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) Student concerned found bringing anybody to stay in the hostel must obtain approval from the hostel operator.
- (vi) Student sharing room with another student must switch off the lights by 12 mid night.
- (vii) Students must not switch on the music too loud to disturb other 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 stain 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 cost, 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, 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.

48. **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. Student concerned has no right of claim for such fees paid even though he/she opt to drop off the course. A six months duration is given to the students to return back 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 back to continue studies.
- (iii) For any additional collection, a letter will be served to the students.
- (iv) The institute/college may at times set its own promotion where 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.

49. **OTHERS**

- (i) Students are not allowed to use camera to take pictures of slides or power point presentation during the class.
- (ii) 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.
- (ii) Travex reserves the right to add or delete any of the rules and regulations at its sole discretion and without prior notice. For tour guide course, MOTAC rules and regulations must be observed.
- (iii) Without prejudice – If in any cases, legal action is needed to be taken against a student, the student concerned must pay all the legal proceedings expenses.
- (iv) When the first payment is received, the student concerned hereby has read and accept all the Travex International College / Travex Institute of Tourism terms and conditions.

NEW NORMS

(a) Due to the Covid-19 pandemic with MCO started from 18 March 2020, all students arriving into TRAVEX's premises must adhere to the Standard Operating Procedures (SOP) set to follow: Wear a Face Mask, Check-in / scan MySejahtera, Temperature must be taken, Sanitize hands.

(b) A Face Mask must be worn through the duration when a person is inside Travex's premises and Social Distancing must be practiced at all times.

(c) Anyone found not adhering to the SOP New Norms will not be allowed to enter Travex's premises. Travex reserves the right to instruct the person concerned to leave the premise immediately.

Prepared by TRAVEX's management for:

I,

NRIC No. / Passport No. hereby have fully read, understood and accept TRAVEX's terms and conditions, registration procedures and guidelines for studies as a student.

Address in
Malaysia:

Home telephone no: Any H/phone:

Email address:

International student Father or Mother's name:
.....

Home contact:

Home country address:

Course Code: Date of intake:

Signature: Date:

(Reviewed for all intakes with effective from 2021-2025)