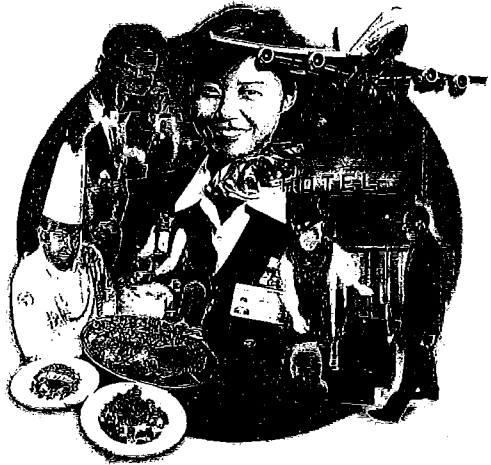




TRAVEX TERMS & CONDITIONS FOR ALL STUDENTS.



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



TRAVEX TERMS AND CONDITIONS FOR ALL STUDENTS. (19 pages)

To: Name of student: Date of Intake:

Index Number : Years of study:

REGISTRATION PROCEDURES AND GUIDELINES

A. ACCEPTANCE OF OFFER

1. If you accept the offer of admission, you are to register by paying the fees stated in the offer letter by the stipulated date of the payment. Offer Letter will be issued to students only when the down payment of course fee is paid.

2. Payment of fees:

All fees must be paid before services can be rendered to the registered students such as processing of loans, study visa, etc.

Payment can be done through direct transfer into our College bank account and the transfer slip or the bank-in slip to email or whatsapps to us.

International students must settle all the required fees due before arrival into Malaysia.

B. 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.
- (c) For cheque payment, receipt will be given when the cheque is cleared.
- (d) Student using outstation cheque, must pay the bank service charges. After you have paid your fees, you are required to immediately send the bank-in slip by fax or in person advising on 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 accounts mean that you have fully accepted our terms and condition as a Travex student.
- (e) Students who wish to be registered for any class intake that commences on Saturday, must registered latest one day earlier to allow Travex to prepare the offer letter to the student's concerned. Any registration made

on the same commencement day on Saturday, a last minute charge RM100.00 applies.

- (f) Please adhere to the payment schedule i.e. all installments must be paid by the 5th of each calendar month. After this date, the late penalty charges of RM1.50 per day will be collected until the installment is settle. 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 affects any external registration. Examination docket cannot be released to a third party.
- (g) Your registration must include the following:
- (i) Travex standard enrolment form 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 Blue background.
 - (iv) Completed declaration form duly accepted and signed.
 - (v) Completed index card.
 - (vi) Procedures (i) to (v) above have to be observed for registration.
- (h) When you make payment of your fees, you must bring along the original offer letter. Our reception makes record and acknowledge in the offer letter each time a payment is made.
- (i) Travex official receipt is proof of payment received by the institution. You must collect your receipt immediately after a fee is made.
Note: Bank draft or money order should be made payable to Kolej Travex Sdn Bhd or Travex Institute of Tourism Sdn Bhd.
- (i) Outstation students may bank direct into our bank account. Procedure in advising of payment made must be informed to the respective institutions.
- (ii) Cheque can be accepted. However, POST DATED cheque is strictly not accepted.
- (iii) The first payment to be made on commence date must be made before entering the class. Cheque for this payment is not accepted due to immediate action in registration with the relevant authorities have to acted immediately on the commence date.
- (iv) Late Penalty Charge fee of RM1.50 will be charged on a daily basis for any payment not made as per fee schedule set and accepted by the students. Late Penalty Charges is calculated based on individual separate monthly calculation. For cheque payment, the fees must be cleared by the 5th of each calendar month.
- (v) The late penalty fee charge to you must be paid together with the actual fee of

the month. The break up of course fee and late penalty fee is not allowed as the late penalty charge will apply until the full payment is made.

- (vi) Students giving excuses that they are not aware of the late penalty charge will not be accepted.
- (vii) Students must ensure late penalty charge is paid before their name is registered for any examination.
- (viii) Results, certificates, diplomas, testimonial will not be released until all outstanding fees due are fully paid.

Travex reserves the right to delete/cancel students name with all examination authorities if the student refuse to settle any fee due to Travex. If any cancellation has to be affected, the student's concerned has no rights to any demands or claims. The student's 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 – 5.00 pm.
Saturday	09.00 am – 01.00 pm.

However, students can do online payment at their convenience. Receipt must be collected.

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.

REFUSAL FOR ENTRANCE INTO CLASS.

- (a) You will not be allowed to enter the respective class if the first payment on commence 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.



GENERAL TERMS AND CONDITIONS

1. TRAVEX RULES AND REGULATIONS

These will be issued during the Orientation Day. All Travex students are expected to abide by them at all times. The Travex Rules and Regulations are to be kept for the whole duration of the course.

2. INSTITUTE / COLLEGE LIFE AND STUDENTS ACTIVITIES

- (i) All students are encouraged to participate fully in students' activities. These include club events, sports, site visits or any out door activities.
- (ii) For any activity arranged, the management must be informed on who is the leader organizing the activity. If there is an outdoor tour activities, students must be insured and a copy of the insurance must be given to the management before the departure date.
- (iii) Participants must not be over charged for any activity. All costs involved must be approved by the management and students must obtain an approval letter from their parent granting them permission to join the outdoor – "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 trainers. Strictly, students are not allowed to pay for any of such tuition classes.

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 scheme of payment. 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 to 2 ½ years) are eligible to apply. Government terms and conditions apply.
- (iv) The institute / college 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 institute/college students for medical consultation and treatment.
- (ii) Student with illness must notify the institute / college upon registration.

5. ORIENTATION PROGRAMME DAY

Travex International College/Travex Institute of Tourism may organize Orientation programme to introduce new students to their seniors, the Travex's environment and the way of life practiced within Travex. Ragging is strictly prohibited.

6. STUDENTS' CLUB

- (i) As part of the learning process, Travex encouraged students' participation in extra-curricular activities to foster the development of personality, character and good citizenship and the promotion of general discipline among individual students.
- (ii) Students who do not observe the institute / college standard dress code are not allowed to participate in any of the activities organized by the lecturer or students' club.

7. STUDENT ID CARD

Students are advised to wear their student ID card at all times as it is an important identification document for entry into the institute/college as well as

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 leave of absence for the purpose of working, shall not be entertained. Students concerned must take note that the institute/college shall not be responsible for any replacement classes not attended by the students. However, should there be 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 are not allowed to walk out of class early without seeking the permission of the lecturers.

9. ABSENCE FROM CLASS

- (A) Travex will not replace any class due to non-attendance by students. Any student absent from class for medical reasons over a certain period can request for transfer subject to the management approval. Request must be supported in writing by any professional medical practitioners. Medical chit is not accepted.
- (B) 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:
- (C) Students who stopped the class without obtaining an approval letter are considered as "drop-out".

1. Letter will be issued to students for being absent three times in a month.

2. Action will be taken on students who are absent continuously or those ignore warning on being absent from classes.
- (D) Any students failed to pass all the internal tests and, or, if their attendance falls below 90%, the college will not register the student concerned for the external examination. The student concerned will have no rights to insist on the registration or claim for refund of any course fees.

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

10. **LATE FOR LECTURES**

All students must observe the timing of the class time table. 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 in the institute / college.
- (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 notice board.
- (iii) The management reserves the right to communicate with parent on the student's performance and releasing the tests marks to the parents.
- (v) If a circular/memo requires the student's acknowledgement, the students must sign on the acknowledgement copy.
- (vi) Students' tests marks shall be put up on the notice board without seeking the prior permission from the students' concerned.

12. **CHANGE OF ADDRESS AND TELEPHONE NUMBER**

Students are advised to inform the institute/college 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 must switch off 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. However, due to the advancement of social media learning, students can use their handphone to obtain immediate information from the internet/worldwide web.

14. **TIME-TABLE**

- (a) Travex reserves the right to change the dates, time, venue and syllabus of the course(s) without prior notice.
- (b) The class time-table will be given to students on commence date.
- (c) Time-table will be given to students on semester basis.

- (d) The institute / college reserve the rights the make changes to the time-table if the need arise. Students will be informed in advance. However, we expect at certain time, there may be unforeseen circumstance. Should there be any last minute change, we seek the students concerned to bear with us.
- (e) Travex reserves the right to change time-table, merge classes, combine classes without priority notice to the students when the need arises, and if in the opinion of the Travex management, the number of students does not justify the opening of new classes. In such cases, Travex will undertake to open replacement classes to provide extra tuition to the new students.

HYBRID LEARNING:

- (f) Lectures, training will be conducted 'Online' as well as 'Face-to-Face'.
- (g) Students cannot give any excuse when there is a need for classes to be conducted 'Online' or 'Face-to-Face'.
- (h) 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 the institute / college or any holiday declared by the management.
- (d) Students are not allowed to declare their own holiday.

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

- (i) The institute / college 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 into the feedbacks from students.
- (iii) Students who are always late or absent have no right to complain if they cannot follow the class lessons.
- (iv) The institute / college reserves the right to place any number of lecturer to conduct lectures in each class.
- (v) Students are not allowed to leave the class during lecture hours. If a student need to leave the class, please inform the lecturer accordingly.
- (vi) 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 reports 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 resit any paper must pay for the examination fee before they perform the resit paper.

- (ii) The fee to resit a test paper will be charged at RM100.00 which has to be paid before fixing the examination date.
- (iii) Students found cheating during examination, will be disqualified for the examination. Resit paper procedure apply.
- (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 put up all test marks on the notice board.
- (vi) Where there is a necessity, the college has the rights to release the examination results to their parents, or to any lawyers if there is a legal sue actioned by the institution or the student's concerned.
- (vii) Where there is a legal case, the student's concerned will not be allowed to attend any classes until the case is settled and student's concerned will have no rights to claim for any lectures/training not attended which are caused by the legal proceedings.

18. INTERNAL CERTIFICATE OR DIPLOMA

- (i) Students must take note that in order to pass any external examination, the internal passing marks must be 10 marks 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 certificate or diploma are strictly to be released on the Convocation date. Graduates must receive his/her Certificate/Diploma during the Convocation.

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 release to them. Travex reserve the rights to withhold any certificate or diploma of the student concerned 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 for the release of the certificate or diploma. However, if the students so persistently insisted for the qualification, the management shall charge an urgent preparation fee RM300.00 to release the certificate or diploma.
- (iii) All certificate/diploma must be collected within one year from the date of the graduation date. An annual storage fee of RM50.00 per year will be imposed for certificate or diploma not collected. Institute / college will not be responsible for any certificate / diploma if it is not collected after one years.
- (iv) Travex will not be responsible for any certificate or diploma which have been sent directly by to the examination body to the successful student.
- (v) Certificate / diploma must be collected during the hours as follows:

- (a) Monday to Friday 09.00 am to 04.00 pm.
- (b) Any other time as specified in (a) shall be closed for the collection of the certificate / diploma.

- (iv) 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. Students who wish to collect their certificate / diploma must complete an application form and submitted 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 will be released to students 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.

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 time if they choose to delay in the course. New fee applies. For Tourist Guide registered students once the registration of students for an intake is closed, the registered students cannot withdraw and insist to delay his/her studies. The management can entertain the student's concerned 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 is still seats available.
- (v) Tourist Guide students are not allowed to insist on transferring an examination due without prior obtain an approval from the trainer/lecturer.

22. CLASS ROOM 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 rights 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.

23. EXAMINATION DATE, TIME AND FEES

- (A) (i) Students must observe the date and time set by the foreign international professional bodies.