



Faculty of Information Science
& Technology
(FIST)

Student Handbook

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1. Dean's Welcome Message

WELCOME to the Faculty of Information Science and Technology (FIST) at the Multimedia University (MMU) and thank you for your interest in our educational programs. Whether you are an eager new student or interested parent, I hope you find our website informative and valuable.

We are committed to offer quality programs that prepare our students to meet rigorous demands of the national and international job market. As a result, all the undergraduate and postgraduate programs in the faculty, for which accreditation is available, are fully accredited by the Malaysian Qualifications Agency (MQA). As a provider of world-class education, the FIST offers innovative and rigorous academic programs with a strong integration of theory and practice components taught by renowned faculty, giving our students the opportunity to become lifelong learners who are critical thinkers able to evaluate problems and to develop creative real-world solutions.

Besides state-of-the-art facilities, the faculty is staffed by dedicated and supportive staff with relevant expertise and working experiences to support academic programs and to spearhead innovative research at faculty and university levels. Two research centres, Centre for Ubiquitous Computing and Communication, and Centre for Information Security have been set up to promote and coordinate research that is relevant to the faculty's and the university's strategic interests. All the members in the centre are challenging to create new scientific realms in addition to yielding continuously fruitful achievements in their particular fields.

The faculty prepares students for future success, not only in our programs and majors, but also in other professional certifications in computer technology through Cisco Networking Academy, Microsoft IT Academy, Oracle Workforce Development Program, Novell Academic Training Partner, Linux Professional Institute, EC-Council and Goggle Web Academy. We've established strong partnerships with these vendor-specific certification bodies for our students to take up the additional professional certified courses to equip themselves with cutting edge competencies.

I take this chance again to express the faculty's commitment and readiness to offer the best of our academic, administrative services and assistance whenever needed via online services and face-to-face consultation to develop your personality and knowledge developments for your future success. We are always happy to share information about our programs, and we invite you to visit us at any time, virtually or in person.

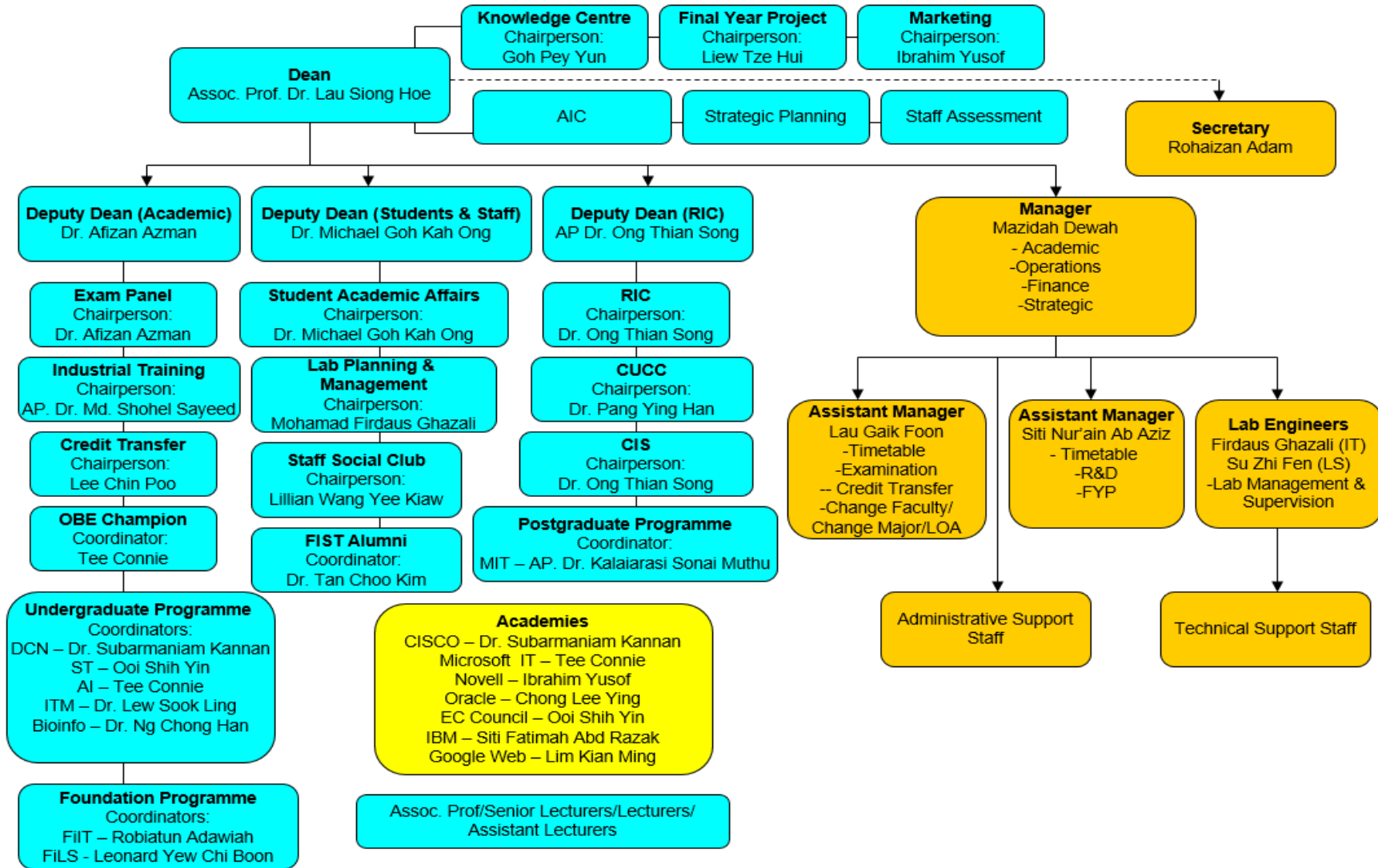
Best wishes in your educational pursuits.

Assoc. Prof. Dr. Lau Siong Hoe
Dean of Faculty of Information Science and Technology
Multimedia University

2. Introduction

The Faculty of Information Science and Technology (FIST) aims to be a centre which leads in learning, research, and consultancy in areas of information and communication technology (ICT). The programmes offered by the faculty specialise in niche areas which are in demand by the industries, and are geared to propel graduates to move forward in tandem with the nation's ICT aspirations. In this respect, the faculty offers various programmes which specialises in specific themes such as Data Communications and Networking, Security Technologies, Artificial Intelligence, Information Technology Management and Bioinformatics. All the programmes have been carefully designed to prepare graduates to meet the rigorous demands of the national and international job market. In addition to learning environments which focus on creativity and thinking out-of-the-box, students also experience hands-on training in the industries. Graduates from FIST not only work with local and multinational companies, but also as successful entrepreneurs.

3. FIST Organizational Chart 2015



4. FIST Staff Directory

4.1 Admiration

Name	Position	Email	Telephone
Assoc. Prof. Dr. Lau Siong Hoe	Dean	lau.siong.hoe@mmu.edu.my	06-2523485 / 2318840
Dr. Afizan Azman	Deputy Dean (Academic)	afizan.azman@mmu.edu.my	06-2523393 / 3315
Assoc. Prof. Dr. Ong Thian Song	Deputy Dean (R&D)	tsong@mmu.edu.my	06-2523343 / 3111
Dr. Michael Goh Kah Ong	Deputy Dean (Students & Staff)	michael.goh@mmu.edu.my	06-2523870 / 4018
Ms. Mazidah Dewah	Manager	mazidah.dewah@mmu.edu.my	06-2523638
Ms. Lau Gaik Foon	Assistant Manager	gflau@mmu.edu.my	06-2523598
Ms. Siti Nur'ain Ab Aziz	Assistant Manager	nurain.aziz@mmu.edu.my	06-2523721
Ms. Rohaizan Adam	PA to the Dean	rohaizan.adam@mmu.edu.my	06-2523485
Ms. Norziyati Ajid	Clerk	norziyati.ajid@mmu.edu.my	06-2523551
Ms. Mastura Yahya	Clerk	mastura.yahya@mmu.edu.my	06-2523551

4.2 Programme Coordinators

Name	Programme	Email
Dr. Subarmaniam Kannan	B.IT (Hons) Data Communications and Networking	subar.kannan@mmu.edu.my
Ms. Ooi Shih Yin	B.IT (Hons) Security Technology	syooi@mmu.edu.my
Ms. Tee Connie	B.IT (Hons) Artificial Intelligence	tee.connie@mmu.edu.my
Dr. Lew Sook Ling	B.IT (Hons) Information Technology Management	sllew@mmu.edu.my
Dr. Ng Chong Han	B.Sc (Hons) Bioinformatics	chng@mmu.edu.my
Mr. Leonard Yew Chi Boon	Foundation in Life Sciences	cbyew@mmu.edu.my
Ms. Robiatun Adawiah bt Ahmad Kushairi	Foundation in Information Technology	robiatun.adawiah.akushairi@mmu.edu.my

For more contacts, please refer to FIST website @ <http://fist.mmu.edu.my>

5. Registration

5.1 Introduction

Students shall register all subjects as according to the programme structure by trimester. For detail of the programme structure, please refer to <http://fist.mmu.edu.my>.

5.2 Academic Load

1. Student who fail to follow the programme structure are subjected to the minimum and maximum academic load as prescribed below:

	Minimum Credit	Maximum Credit
14 lecture-week (Long Trimester)	12CH	20CH
7 lecture-week (Short Trimester)	6CH	10CH

2. A student who does not register any subject by week 4 and has not applied for Leave of Absence, the status shall be changed to '**Dismissed**'.

5.3 Tuition Fee & Charges

1. If a student register subjects totaling more than the credit hours stated in his programme structure for that trimester, he will be charged based on the total number of credit hours registered.
2. For any subject registered beyond the duration of programme structure, a surcharge will be imposed.

5.4 Refund of Tuition Fee

All students shall be governed under the Refund of Tuition Fee as mentioned below:

1. 100% of the course fee shall be refunded if a student withdraws from a subject within the first and second week of any trimester.
2. **No refund** shall be granted for any withdrawal of subject after the **first two weeks** of any trimester.

5.5 Online Subject Registration

Pre-subject registration will begin two weeks (for long trimester) and one week (for short trimester) before the examination week.

Examination and Record Unit (ERU) will make an announcement on the subject registration date, time and venue in the Bulletin Board (BB).

Note: Please check the latest announcement in BB made by ERU in case of any changes.

Students are also advised to check for the announcement made by the Faculty in BB regarding list of subjects to be offered for a particular trimester. Kindly consult your academic advisor if you need any advice on the subject(s) to be registered should you have difficulties to register according to your programme structures.

5.6 Add/Drop/ Withdraw Subject(s)

1. Students are given 2 weeks' time (1st and 2nd week of a new trimester) to add or drop subjects online.
2. A student shall be allowed to withdraw from subject that he has registered. For 14 lecture-week trimester, the last date for subject withdrawal is by week 7 whereas for 8 lecture-week trimester, the last date for subject withdrawal is by week 4. This practice also takes into consideration one's academic load, in which it should not fall below the predetermined minimum load.

Trimester	Add/ Drop Period	Withdrawal Period
1 & 2 (Long Trimester)	Week 1 & Week 2	Week 3 – Week 7 (no refund)
3 (Short Trimester)	Week 1 & Week 2	Week 3 – Week 4 (no refund)

Students are not allowed to withdraw any subject after the withdrawal period.

3. If a student registered more than the maximum credit hours allowed, it is compulsory for you to drop some subjects.
4. If a student status is terminated, the system will automatically drop the subjects that you have registered during the Subject Registration week.

5.7 Manual Subject Registration

This is ONLY meant for the following students:-

- I. Terminated and Reinstated;
- II. Financially barred by Finance ; and
- III. Sit for supplementary examination

Manual registration will take place in Week 3 of a new trimester and it is only allowed provided a student has attended all the lectures, tutorials and labs from Week 1. The Dean has the absolute discretion to reject your application should your attendance is not satisfactory.

Steps:

- Download and complete the manual registration form
- Obtain lecturer signature and rubber stamp
- Submit a duly completed form to the FIST admin office
- Collect and submit the form to ERU after obtaining approval from the Dean
- Check and ensure that the subject is added to your subject registration list

5.8 Requirement for Registration

1. Some subjects offered by the faculty for each major require prerequisite subjects to be completed (MUST PASS) in order to be eligible to register other subjects in the following trimesters.
2. For example, if a student wants to register Subject A, then he/she MUST PASS Subject B first.
3. Therefore, Subject B is known as prerequisite subject. The requirement for registration structure can be viewed at FIST website.

5.9 Leave of Absence

1. Leave of Absence's Administrative Fee of RM 200.00 will be charged on students.
2. Leave of absence is defined as a student's request to be away from the University for a minimum of a trimester period and a maximum of three trimesters.
3. Leave of absence may be requested only for national services, serious illnesses, financial problems, or compassionate reasons. Application for Leave of Absence must be supported by official documents.
4. An application for Leave of Absence must be made before the end of Week 7 of a Long Trimester or Week 4 of a Short Trimester.
5. A student who is on a barring list will be automatically disqualified from applying for Leave of Absence.
6. The official date of Leave of Absence is the date when the student submits his online leave of absence application.
7. No tuition fee will be charged if the Leave of Absence is made in Week 1 or Week 2. Students are required to refer to Regulation 7, Part II on the Refund of Tuition Fees.
8. A student who is on Leave of Absence will still be charged Resource Fees.
9. Despite being granted LOA (leave of absence), a student shall sit for Supplementary Examination when the subject is offered by faculties/centres. Failing which the 'I' status will be converted to 'F'.
10. A student on Leave of Absence should not enroll in another academic institution during the period of leave without prior approval from the University.
11. Except for National Service, Student Exchange Programme, Medical reasons and other approved reasons by Senate, the period of the student's leave or 'away from the university' shall be counted as part of the student's candidature period.
12. A student who fails to register for any subject after the end of the leave of absence period shall have his status changed to 'Dismissed'.
13. Students should discuss with their academic advisors prior to Leave of absence. International students must report to International Office before applying for Leave of Absence.

(Source: https://www.mmu.edu.my/upfiles/dm1020_guidelines_on_leave_of_absence_4_nov_2014.pdf)

5.10 Maximum Duration of Study

1. The maximum period of study for a 3 year degree programme shall be five (5) years and for a 4 year degree programme shall be seven (7) years.
2. The maximum period of study for a Foundation programme shall be two (2) years.
3. If a student changes Faculty or Programme, the receiving Faculty Board shall decide whether the student shall start afresh, unless the change is only a change of specialization or major. He shall be governed under the latest University's Rules, Regulations and Policies.
4. After the maximum period is over, if a student wishes to extend his study longer, he may appeal to the President whose decision shall be final.

5.11 Repeat of Subject

1. A student may be allowed to repeat a subject up to maximum of two times. A student who fails a subject more than two times shall be terminated from his studies. However, he may appeal to the Senate Appeal Committee to retake the subject.
2. When a student has repeated a subject, only the best grade shall be taken into account for the computation of the Cumulative Grade Point Average.
3. In the case where a student is required to repeat a subject, he shall be required to re-do the entire course work and examinations for that particular subject.

5.12 Withdrawal of Studies

A student who wishes to cease his study may apply for withdrawal of studies. The withdrawal form can be obtained from the Student Service Centre (SSC).

5.13 Reinstatement

1. A student whose status is Inactive due to Termination, Terminated (D), Dismissed or Quit by the University on whatever grounds except for disciplinary reasons may apply for reinstatement into the same programme.
2. Reinstatement whether granted or not shall be at the absolute discretion of the University and among the general criteria for reinstatement :-
 - a. there is still sufficient duration of study available for him to complete the programme;
 - b. he could still meet the requirement of 80% attendance for all subjects taken for the trimester;
 - c. he has remitted all payments of prescribed fees including arrears, penalty and administrative charges.
3. The application for reinstatement must be submitted to the Registrar Office not later than one (1) week after the date of termination or one (1) week after the commencement of the trimester (whichever earlier).
4. For students who appeal after the due date, if it is granted, the effective date of the reinstatement will be in the following trimester. The current trimester will be considered as Leave of Absence.
5. The Dean of the Faculty or the Director of the Centre will be responsible for recommending whether or not to allow the application herein. Upon approval, students are required to pay the prescribed fees on or before the prescribed deadline; failing to comply with this will render the approval null and void.

(Source:

https://www.mmu.edu.my/upfiles/dm1020_readmission_and_reinstatement_guideline_and_procedure.pdf)

5.14 Re-admission

1. A student whose status has been changed to quit, dismissed, terminated D or terminated (currently 'inactive') may at any time thereafter apply for re-admission.
2. A student who has been terminated by the University on disciplinary grounds will not be eligible for re-admission into the University.
3. Re-admission of student is subjected to meeting the entry requirement for the programme of MMU.
4. A student who has been offered re-admission into the University will be granted a fresh duration of study from the date of the re-admission.

5. A student who has been offered re-admission will be charged Admission Registration Fees and will be governed by the latest university Rules, Regulations and Guidelines.
6. A student who has been offered re-admission shall not be entitled to credit or grade transfer.
7. A student shall not be offered admission or re-admitted to the academic programme that he has been terminated from.
8. A student who wishes to be re-admitted into a different major in the same academic programme, shall be referred to the respective faculty for recommendation.

(Source:

https://www.mmu.edu.my/upfiles/dm1020_readmission_and_reinstatement_guideline_and_procedure.pdf)

5.16 Appeal for Reinstatement (Due To Termination of Academic Status)

1. The student's course of study shall be terminated if his Grade Point Average in two (2) consecutive trimesters is less than 2.00 and his Cumulative Grade Point Average for the current trimester is less than 2.00.
2. The Reinstatement form must be forwarded to the Appeal Committee through the Examination and Records Unit. The appeal shall reach the Examination Unit not later than one week after the commencement of the following trimester or one week after the announcement of the result. Any appeal submitted after one week is null and void.

(Source: https://www.mmu.edu.my/upfiles/dm1020_guidelines_on_student_appeal_on_academic_matters.pdf)

6. Examination Rules and Regulations

6.1 Grade

Grade means the final grade of a course for a trimester based on the total score awarded for coursework and end-of-trimester examination.

Grade	Marks	Points
A+	90 - 100	4.00
A	80 - <90	4.00
A-	75 - <80	3.67 - 3.93
B+	70 - <75	3.33 - 3.60
B	65 - <70	3.00 - 3.27
B-	60 - <65	2.67 - 2.93
C+	55 - <60	2.33 - 2.59
C	50 - <55	2.00 - 2.26
C-	47 - <50	1.67
D+	44 - <47	1.33
D	40 - <44	1.00
F	0 - <40	0
PS	50 - 100	-
FL	0 - <50	-

6.2 Grade Point Average (GPA)

GPA is the average grade point of a student for a particular trimester computed by dividing the Total Quality Points Equivalent by the Total Credit Hours taken for that trimester.

$$\text{GPA} = \frac{\text{Total Quality Point Equivalent}}{\text{Total Credit Hours}}$$

$$\text{CGPA} = \frac{\text{Total Accumulated Point Equivalent}}{\text{Total Accumulated Credit Hours}}$$

6.3 Honors Classification

Class	CGPA
First	3.67
Second Upper	3.33
Second Lower	2.67
Third	2.00

6.4 Eligibility for Final Examination

1. Eligibility to sit final examination:
 - a. Has officially registered the subjects
 - b. Has paid tuition fee
 - c. Not barred by lecturer/finance
2. Students must print Exam Slip as a proof they are eligible to sit the examination.
3. Please ensure you can see your photo inside your Student Information Centre (SIC) in order to have the photo in the exam slip. (refer to <http://online.mmu.edu.my>)
4. If the student's photo is unavailable in SIC, please go to Security Division to process and upload your photo.

6.5 Supplementary Examination

1. Supplementary Examination's Administrative Fee of RM50.00 per subject will be charged to student. Student will be invoiced for this fee and must be paid before the release of Supplementary Examination Result.
2. The eligibility of a student to sit for supplementary examination is not granted automatically.
3. The eligibility of a student to sit for a supplementary examination has to be recommended by the Board of Examiners (BOE) for Senate approval.
4. The BOE will make two types of recommendations:
 - a. eligibility to sit for supplementary examination as 1st attempt (Grade I),
 - b. eligibility to sit for supplementary examination as 2nd attempt (Grades with *)
5. Supplementary Examination will be granted for genuine MC or special cases as 1st attempt, and for "Fail" subject as 2nd attempt with conditions as follows:

Level	Coursework (Minimum)	Overall Marks (Minimum)
Foundation (Intake before June 2012/2013)	50%	30%
Foundation (Intake June 2012/2013 onwards)	50%	40%
Diploma & Degree	50%	40%

6. For the Supplementary as 2nd attempt, a student with recommendation by the BOE can only take a maximum number of supplementary examination as stated below :
 - a. 14 week Trimester : maximum of 3 papers
 - b. 8 week Trimester : maximum of 2 papers
7. Supplementary Examination will be held within the first week of the commencement of trimester.
8. The following reasons are generally accepted by the BOE when granting supplementary examination as 1st attempt (Grade I) to a student:
 - a. Obtained medical certificate and report from:
 - i. MMU Panel Clinics,
 - ii. Government Hospitals / Clinics,
 - iii. Other Hospitals / Clinics of which

- the onus is on the student to provide evidence that the clinic/hospital is under the medical insurance that covers the student or their parents/guardian and,
 - the referral letter from the Government/MMU Hospital/Clinic under the insurance policy MUST also be attached,
- b. Demise of immediate family members (supported by death certificates),
 - c. Representing Malaysia/State/University in an official capacity for competitions, conferences, conventions, meetings and sporting events, (supported by letter from STAD)
 - d. Involved in accidents (supported by police report)
 - e. Attending scholarship interviews (supported by a letter)
 - f. Admitted to Intensive Care Unit (ICU) or had undergone major operations, or
 - g. Being referred to a Non-Panel Hospital for emergency medical cases that require immediate hospitalization and treatment.
9. For the purposes of clause 8) above, with the exception of 8) f), all medical certificates, reports and/or supporting documents MUST be submitted to Examinations and Records office within 2 working days from the date of the examination.
 10. A student MUST settle his tuition fees before he sits for Final Examination. He will not be offered the supplementary exam if he fails to settle his tuition fees before Final Examination.
 11. Any other special cases which have not been stipulated in clauses 8) above will be recommended by the BOE directly for Senate decision.
 12. The relevant faculty may consider student's appeal to sit for supplementary exam. The consideration will be based on the following conditions:
 - a. The student is in his Final Trimester.
 - b. It is the ONLY subject left before graduating or completing the programme (Foundation)
 - c. The student has already achieved a minimum of 50% of his coursework mark.
 13. Students who have been granted Grade I and are unable to sit for supplementary examination due to reasons stipulated in clause 8) above will be granted Grade I. Student is required to sit for the Supplementary Examination that will normally be scheduled beginning of the new trimester.
 14. Students who fail to take the supplementary exam, whether as the first or second attempt, will be considered to have failed the subject.
 15. There will not be any second supplementary examination in any circumstances.
 16. Despite being granted LOA (leave of absence) or on Industrial Training, a student shall sit for Supplementary Examination when the subject is offered by faculties/centres. Failing which the 'I' status will be converted to 'F'.
 17. Please refer to this link to view the process flow of supplementary exam:
https://www.mmu.edu.my/upfiles/dm1020_guidelines_on_supplementary_examination_4nov2014.pdf

6.6 Probation and Discontinuation of Study

1. A student shall be put into probation if his Grade Point Average for a trimester examination is less than 2.00.
2. For students who sat the Supplementary Examination, the decision to put a student on probation shall be made based on his results after the Supplementary Examination

3. A student's course of study shall be terminated if his Grade Point Average in two (2) consecutive trimesters is less than 2.00 and his current Cumulative Grade Point Average is less than 2.00. The decision of Senate is final, an appeal will not be granted.
4. Students under Probation Status shall only be allowed to register subjects as follows:
 - a. A minimum of twelve (12) credit hours (CH) in long Trimester
 - b. A minimum of six (6) credit hours (CH) in short Trimester

6.7 Barring Policy

1. Attendance shall be counted immediately from Week 1 in every trimester. Any absence from class without valid reasons and evidence will be recorded and students who fail to achieve 80% of the attendance should be barred;
2. The attendance for lectures, tutorials, labs and studios should be counted separately. If a student fails to achieve 80% of the attendance for either lectures, tutorials, labs or studios, s/he should be barred from sitting for final examination for that particular subject;
3. The attendance should be counted until the day when the barring list is submitted;
4. For students with medical certificates which contribute to more than 20% of the absence in the respective trimester, the Faculty/Center should advise him/her to take leave of absence as he/she will be deemed as unfit to go through the whole trimester's workload;
5. All lecturers are strictly required to exercise the barring practice and student attendance should be recorded in the Attendance System. Lecturers who do not adhere to this Policy and guidelines shall be liable for disciplinary action by the Dean and Management;
6. The final barring list should be submitted to Examination and Records Unit on Monday of Week 13 (for long trimester) or week 7 (for short trimester).
7. Please refer to this link to view the process flow of barring list:
https://www.mmu.edu.my/upfiles/dm1020_guidelines_on_barring_policy.pdf

6.8 Guidelines on Alternative Examination Arrangements for Disabled Students and Others with Special Needs

1. The University aims to ensure that all students have equal opportunity to demonstrate the achievement of learning outcomes in examinations. The Examination and Records Unit will make alternative examination arrangements for individual disabled students and students with special needs, in the Final Examination.
2. Students are advised to ensure that the University is aware of his or her disability by informing the Faculty so that all aspects of support, including arrangements for any variation in examination conditions, can be considered. Students need to provide acceptable evidence of disability and special needs.
3. Specific arrangements would be identified at the beginning of the programme. There may be some changes in the effect of a disability; a student may acquire a disability after they have begun their studies, and from time to time alternative arrangements may need to be made for students with temporary disabilities or sudden illness.
4. All recommendations or requests for alternative examination arrangements must be supported by Application Form and must be submitted to the Faculty at least a month before the Final Examination. Faculty will notify Examination and Records Unit the alternative arrangement that need to be provided to student as per approved by Senate. If for any reason

the Application Form has not been completed such as in the case of a temporary disability, students should contact the Examination and Records Unit to present the necessary documentary evidence and to make appropriate arrangements.'

5. The student will be given a designated examination venue and should arrive there approximately 15 minutes prior to the commencement of the examination. Invigilator will take the papers from the Examination and Records Unit directly to the room concerned.
6. A notification letter / email to the student, outlining the modifications and/or adjustments made on his/her behalf, will be sent from the Examination and Records Unit approximately one week before the given examination period. Student who does not receive his/her letter/email message 3 days prior to the commencement of the examinations period should contact the Examination and Records Unit.
7. Please note that this does not include mid trimester examinations etc, students should consult their Lecturers/Tutors.
8. Please refer to this link to view the full guidelines:
(https://www.mmu.edu.my/upfiles/dm1020_guidelines_on_alternative_examination_arrangements.pdf)

6.9 Appeal for Remarking Of Examination Paper

1. A candidate, who may have sufficient reasons to believe that he has been unjustly graded or an error has occurred in the marking of his paper or in the computing of grades, may appeal to the relevant Board of Examiners through the Examination Unit.
2. The re-marking form must be forwarded to the respective Dean/Director through the Examination Unit and a fee of Ringgit Malaysia one hundred only (RM 100.00) per paper (or as determined by the Senate from time to time) shall be imposed as appeal fee. The appeal fee shall only be refunded if the appeal is successful.
3. All appeal shall reach the Examination Unit not later than one week after the commencement of the following trimester or one week after the announcement of the result. Any appeal submitted after one week shall be deemed null and void.
4. The Dean/Director shall, together with the examiner concerned, review the answer script of the candidate. The Dean/Director may direct that the candidate's answer script to be re-examined by a second examiner.
5. After the review, if there is a change in marks and/or grade, the change shall be submitted to the Senate through the Board of Examiners for approval.
6. The appeal fee shall only be refunded if there is a change in marks and/or grade.
(Source: https://www.mmu.edu.my/upfiles/dm1020_guidelines_on_student_appeal_on_academic_matters.pdf)

6.10 Appeal to Sit For Supplementary Examination Matters

1. The eligibility for student to sit for Supplementary Examination is based on the Supplementary Examination Guidelines:
(https://www.mmu.edu.my/upfiles/dm1020_guidelines_on_supplementary_examination_4nov2014.pdf)
2. If the student is not granted for supplementary examination for the subject he/she failed, consideration will be given based on the following conditions:
 - Student is in Final Trimester.
 - The subject concerned is the ONLY subject left before graduating or completing the programme.
 - The student has achieved a minimum level (50%) of the coursework mark.

6.11 Appeal on Other Academic Matters

1. MMU appeal process includes an informal resolution procedure as well as a procedure for formal appeal for an academic decision. MMU strongly encourages students to attempt an informal resolution before making a formal appeal. They should discuss the matter directly with the party who makes or represents the academic decision (tutor, lecturer, the department concerned) and make a reasonable effort to resolve the issue.
2. If no resolution is reached by the first step, or if the student is uncomfortable in trying to resolve the issue directly with the appropriate party, he or she should submit a formal appeal/complaint to the Dean of Faculty or the Director of Academic Center Academic.
3. A reply to any complaint will be made within 5 working days and the concerned student shall be informed on the decision, the basis for the decision and other related information on further avenues for appeal.
4. If an effective solution cannot be reached or the student is not satisfied with the outcome of the appeal, the student may submit a formal appeal to the President Office.

(Source: https://www.mmu.edu.my/upfiles/dm1020_guidelines_on_student_appeal_on_academic_matters.pdf)

7. Credit Transfer and Exemption

7.1 Credit Transfer Policy

This credit transfer policy stated below is approved by Senate no. 159 held on 10th January 2013 to be in line with the Ministry of Higher Education (MOHE)'s policy. It takes effect beginning Trimester 2, 2012/13 session.

1. The syllabus of the subject offered for credit transfer must cover at least 80% syllabus of the corresponding subject at MMU.
2. The grade obtained for the subject offered for credit transfer shall be equivalent to at least MMU grade C.
3. The credit value of the subject from the programme to be transferred must be the same or more than the credit value of the subject offered by MMU.
4. Only subjects from accredited Diploma programmes can be considered for credit transfer.
5. The maximum transferrable credit is 30% (approximately one year of Bachelor's degree duration) of the total programme's credit.
6. Student who possesses an advanced diploma in addition to a Diploma qualification may apply for a consideration for credit transfer of up to a maximum of two years of the Bachelor's degree duration. Student may join the third year of the programme if the application is successful.
7. Transfer of credit from a higher level programme (e.g. Bachelor's degree) to lower program (e.g. diploma) is not permitted.
8. Horizontal credit transfer is allowed in the following circumstances:
 - a. Student who possesses a qualification and wishes to pursue another programme at the same level as the earlier qualification. Eg: Possessed Bachelor's degree qualification and wanting to pursue another Bachelor's degree:
 - Credit transfer is not allowed.
 - b. Student following a programme and wishes to change to another programme offered by MMU at the same level and within the same field. (Eg: from FCI to FIST and vice versa, from FOM to FBL and vice versa):
 - Grade transfer is allowed. In this case, there is no limit to the amount of credit allowed to be transferred.
 - If the previous programme is from another institution of higher learning, the credit transfer is dependent on the residential year (1 year for Bachelor's degree level and 1 semester for the Diploma level).
 - c. Student who has failed/been terminated from a programme and wishes to pursue another programme at the same level in MMU.
 - No credit nor grade transfer is (including the MPW subjects) allowed.
 - d. Student who quit a programme and wishes to continue another programme at the same level in MMU.
 - Grade transfer may be considered. In this case, there is no limit to the amount of credit allowed to be transferred. The subject taken by the student must not be more than FIVE years prior to the registration date of the new programme at MMU.
 - If the previous programme was taken from another institution, the credit transfer is dependent on the residential year (1 year for Bachelor's degree level and 1 semester for the Diploma level).
 - e. Student of a programme who enroll for a few subjects at another institution of higher learning at the same time (for example via mobility or exchange programme)

- Credit transfer is allowed and it must not be more than 30% of the total credit of the programme registered for and it is also dependent upon the mutual understanding of both institutions.

f. Below is the credit transfer status for types of subject not allowed for credit transfer:

Subject Type	Credit Transfer Status
Industrial Training	not transferrable
Project	not transferrable
University Subjects	not transferrable
MPW subjects	not transferrable but eligible for exemption

(Source: https://www.mmu.edu.my/upfiles/dm1020_policy_on_credit_transfer.pdf)

7.2 Exemption Policy

1. Exemption will not result in a student getting credit for the subject he or she is exempted from.
2. Exemption is not given by default. Students must make an application to be eligible for one. When exemption is granted, replacement subject is required to fulfill the credit requirement to graduate.
3. Local students who have passed Bahasa Malaysia with a credit at SPM level are not to retake Bahasa Kebangsaan A subject at the Diploma or Bachelor's degree level. They are to take a foreign language subject which is not their native language and in which they had no formal education in.
4. Students who have passed MPW subjects at the certificate level are to retake the subjects at the Diploma level.
5. MPW subjects are optional to international students but they are highly encouraged to take the subjects. In case they choose not to, they are to replace the MPW subjects with other pass/fail subjects.
6. Students who have passed the MPW subjects at MMU's Diploma or Foundation level will get the exemption.
7. Please refer to this link to view the full guidelines:
(https://www.mmu.edu.my/upfiles/dm1020_policy_on_exemption13june.pdf)

7.3 Procedures

1. Each student who wishes to be considered for credit transfer or exemption must fill out the online Credit Transfer/Exemption Form.
2. The deadline for credit transfer/exemption application will be announced in the Bulletin Board. No application shall be considered after the deadline.
3. Student must ensure that the following documents are submitted to the FIST admin office on or before the due date. Incomplete applications will not be processed.
 - a. Credit transfer/exemption online form that had been printed out;
 - b. An official transcript of examination results issued by the college/institution attended by the applicant; and
 - c. Complete syllabus of the subject(s), which the applicant is applying for credit transfer. (If the previous course is from university other than MMU)
4. Confirmed result will be announced within 2 weeks. The student may check the result via online system or Bulletin Board.
5. The award of credit transfer/exemption will be based on the academic and faculty requirements and shall be at the discretion of the Dean.

Please note: The university credit transfer policy may change from time to time. Your request for credit transfer will be assessed under the policy in force, at the time that you submit your application.

8. Change of Major/Change of Faculty

A student can opt for a change of major/change of faculty during his/her study. Student is required to complete the Change of Faculty/Major/Level of Studies Application Form and return it to the faculty admin office.

9. Academic Advisory Programme

All new students will receive an academic advisor upon admission to the faculty. Students may check the academic advisor assigned to them at the Student Information Centre online. Students MUST meet their academic advisor at least once at the beginning of every trimester for AA evaluation. Students MUST also submit the program structure to the AA for recommendation (refer Sample in Appendix 1.0).

Expectations:

Students are expected to initiate and maintain contact with their advisors; discuss information that may affect academic performance such as work and family commitments; learn basic university and faculty requirements and understand that it is their responsibility to meet all the requirements; and seek assistance when needed. A good academic advising relationship promotes academic excellence, success and achievement of educational goals.

10. Student's Responsibility

Students have the responsibility to:

- Read the faculty handbook/homepage carefully
- Be familiar with degree programs and requirements of the faculty and the university
- Seek answers to their questions
- Develop self-awareness
- Check their e-mail, university and faculty bulletin board on a regular basis
- Adhere to scheduled appointments
- Follow through on advisor recommendations
- Make use of all resources on campus
- Accept ultimate responsibility for their decisions

11. Malaysian University English Test (MUET)

Students MUST meet the following English Language requirement:

- A minimum of Band 3 in order to graduate

MUET is conducted three times a year which are in March, July and November. MUET registration forms are available at the State Education Department or students may check MMU's online Bulletin Board for notification of MUET registration by the Examination and Records Unit.

12. Acknowledgement Letter

Students who have completed their studies may request for the acknowledgement letter/completion of study letter by filling in the application form available at the Students Service Centre. In order for the faculty to issue the letter, students must fulfill the following criteria, failure which their request will not be entertained:

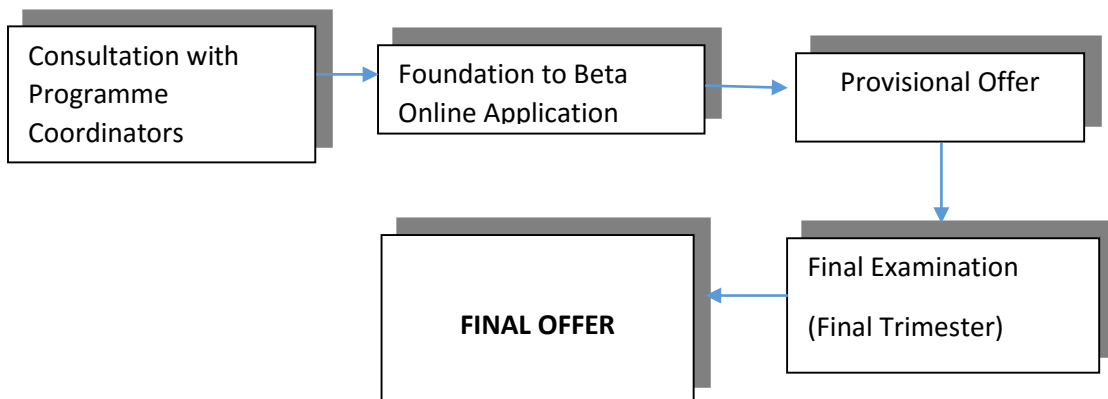
- Completed all credit hours (students have received the final trimester results).
- Cleared all debts with Finance Division and Library (students to get the approval from the respective departments for confirmation purpose).

13. Foundation to Beta

Foundation to Beta Requirements:

- Passed all subjects
- Minimum CGPA of 2.00

Foundation to Beta Process:



14. Academic Calendar

Please refer to MMU website @ <https://www.mmu.edu.my/index.php?req=197>

15. Important Links

1. FIST Website: <http://fist.mmu.edu.my>
2. Bulletin Board: <http://bulletin.mmu.edu.my>
3. Multimedia Learning System (MMLS): <http://mmls.mmu.edu.my>
4. CamSys: <https://cms.mmu.edu.my/>
5. Online Application: <http://online.mmu.edu.my>
6. MMU Webmail: <http://webmail.mmu.edu.my>
7. Virtual Library: <http://vlib.mmu.edu.my>

Appendix 1.0 – Programme Structure Sample (Get from <http://fist.mmu.edu.my>)

Note: Programme structure to submit when meeting with Academic Advisor (AA) in every trimester. Student must bring along their academic transcript for AA verification.

Name: Daniel Wong
ID: 1234567890

Bachelor of Information Technology (Honours) Data Communications and Networking - October 2015 Intake

	Beta Level				Gamma Level				Delta Level				TOTAL						
	Trimester 1 T2 June Intake	CH	Trimester 2 T3 June Intake	CH	Trimester 1 T2 June Intake	CH	Trimester 2 T3 June Intake	CH	Trimester 1 T2 June Intake	CH	Trimester 2 T3 June Intake	CH		Trimester 3 T1 June Intake	CH				
Common Core	TMA1211 Discrete Mathematics and Probability	4			TMA1111 Mathematical Techniques	4			Data Structures and Algorithms						11				
	TAO1221 Computer Architecture and Organisation	4			TCP1121 Computer Programming	4			Object-Oriented Programming						11				
	TDC 1231 Data Communications and Networking	4			TDB 1131 Database Systems	3			System Analysis and Design						10				
					TOS 1141 Operating Systems	3									3				
Specialisation Core	TEP1241 Ethics & Professional Conduct	3			THI2211 Human Computer Interaction	3			ISA2151 System Administration and Maintenance			TPR3321 Project (Phase 1)		3	15				
					TCN2141 Computer Network	3			ISA2161 Technopreneur Venture			High Speed Networks		3	11				
					TAI2221 Information Assurance and Security	3			Routing and Switching			Mobile and Wireless Communications		3	12				
					IW T2231 Web Techniques and Application	3						Real Time System		3	9				
					IS2241 System Integration and Architecture	3							TNS3131 Network Security and Management		3	6			
Industrial Training												TIT2311 Industrial Training		6	6				
Elective				Elective 1	3		Elective 2	3				Elective 3	3	Elective 4	3	12			
Arts and Humanities			MPU3343 Business and Entrepreneurship in Malaysia	3			MPU3143 / MPU3123 Bahasa Melayu Komunikasi 1 / Tamadun Islam dan Tamadun Asia	3							6				
			MPU3213 / MPU32XX Bahasa Kebangsaan A / Foreign Language	3			MPU3173 / MPU3113 Pengajian Malaysia 3 / Bahasa Melayu Etnik	3							6				
			MPU34XX Co-Curriculum	2											2				
Total Subjects	4				5			6						5	38				
Total Credits		15		2	6		16	6		18		9	17	6	1	6	5	15	120

Slash the completed (Passed) subject.

Write your name & ID.

Square the subject(s) registered in current trimester.

Highlight the phasing-out subject(s), if any. Student MUST complete the phasing-out subject as soon as possible.

Slash the completed (Passed) elective subject. Student MUST only take the elective subject listed in his/ her own programme

Circle the subject(s) to be registered and offered by the faculty in next trimester & get recommendation from AA.

Elective subjects are to be selected from the following list (*will be based on the availability of the subject):

Elective 1 IT Project Management Methods and Tools Organisational Behaviour Marketing and Sales	Elective 2 Information Systems Audit K...	Elective 3 IT Business Management Organisational Behaviour Marketing and Sales	Elective 4 Computer Security Ethical hacking and Security Assessment Pattern recognition
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Arts and Humanities Subjects:

Malaysian students with a credit in SPM Bahasa Melayu are to take the following subjects:
 (1) Hubungan Etnik (2) Tamadun Islam dan Tamadun Asia (3) Foreign Language (not native language) (4) Business and Entrepreneurship in Malaysia (5) Co-Curriculum
 Malaysian students without a credit in SPM Bahasa Melayu are to take the following subjects:
 (1) Hubungan Etnik (2) Tamadun Islam dan Tamadun Asia (3) Bahasa Kebangsaan A (4) Business and Entrepreneurship in Malaysia (5) Co-Curriculum
 International students are to take the following subjects:
 (1) Pengajian Malaysia 3 (2) Bahasa Melayu Komunikasi 2 (3) Foreign Language (not native language) (4) Business and Entrepreneurship in Malaysia (5) Co-Curriculum