



ALBUKHARY INTERNATIONAL UNIVERSITY



STUDENT HANDBOOK

Inspiring Minds Towards A Better World

Version 2018

AIU Student Handbook
Version : 2018

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ALBUKHARY INTERNATIONAL UNIVERSITY

WELCOME MESSAGE BY THE VICE CHANCELLOR AND PRESIDENT

"The most righteous of people is the one who brings the greater good to the community."

Prophet Mohammed (s.a.w.)

The Al-Bukhary International University (AIU) is established as a ground to produce a learned, progressive and compassionate society. Driven by the principle of ensuring human dignity, the University aims to provide opportunities in exploring knowledge and potentials in order to provide the world with a brighter and better future.

As an advocate of holistic education, the University strives to provide students with an integrated approach in teaching and learning. Through academic and social engagement, we aspire to introduce students to a life of dignity, well-being and success for individuals and societies. Our commitment to education, quality research and engagement with communities and the productive sectors are built on our 5As Core Values – *Adab, Akhlaq, Aqidah, Amanah* and *Amalan*.

With our aim of creating an enduring and sustainable model of education, the University aspires to produce graduates who are the agents of change that the world needs. I am certain that – with our understanding of and adherence to the University's philosophy, mission and vision – we will rise to face the challenge and emerge as an institution of academic excellence.

The University shall have all the resources and drive that it needs to pursue these objectives. Students will be guided through the learning process with the presence of our experienced team of academicians and administrative staff.

It is my pleasure to welcome new students into our realm of knowledge and virtue. It is my hope that the University becomes one of the world's greatest academic institutions; that it educates and moulds future generations of leaders who are learned and giving. With students from all walks of life, the University will be a ground for us to create solidarity in our diversity, and to foster knowledge exchange on the basis of merit and excellence.



"INSPIRING MINDS TOWARDS A BETTER WORLD"

PROF. DATUK IR. DR. MOHD JAILANI MOHD NOR

Vice Chancellor and President,

Albukhary International University (AIU)



ALBUKHARY INTERNATIONAL UNIVERSITY

AIU VISION

Inovating solutions that promote the convergence of ideas towards a sustainable world.

AIU MISSION

AIU provides opportunity for future leader to serve humanity through social entrepreneurship in a conducive learning environment.

AIU CORE VALUES (5A's)

Adab refers to the nurturing of learning excellence and humility in upholding dignity and preserving humanity. This is derived from the word '*ta'dib*' which means education. It is said that a person of high *Adab* is also a person of high education and knowledge. *Adab* embodies the attainment of the '*insan kamil*' or the perfect human beings. With *Adab*, the person must have achieved the other 4As below.

Akhlaq is the inculcation of moral virtues, internalisation of fine characters and being compassionate. A scholar's code of behaviour should resemble the high *Adab* that she/he carries and the morals compass all actions.

Aqidah is the instillation of faith and spiritual-based life of excellence. A person with strong *Aqidah* is a well-disciplined person who understands her / his purpose in this life and hereafter.

Amanah means to always be truthful and honest, having integrity in all our actions and intentions. This is a key principle that governs every aspect of the University.

Amalan refers to the regeneration of tradition, and being innovative and focused to generate new generation. In every intention, there must be action (*إِنَّمَا الْأَعْمَالُ بِالنِّيَّاتِ*) - It is pointless for us to dream or wish to do something but no action is taken on those good intentions: alas, we will be in a state of atrophy where nothing is done.

The aforementioned 5As core values are reinforced through activities which foster leadership, volunteerism, civic responsibility, mutual cooperation, respect of diversity and human rights. It will also nurture student's resourcefulness in promoting a life of dignity, well-being and success for individuals and societies living in peace and harmony in a sustainable, moral and ethical manner.


 ALBUKHARY INTERNATIONAL UNIVERSITY	AIU STUDENT HANDBOOK	
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1.0 Definitions

- 1.1 **“University”** means the Albukhary International University (AIU);
- 1.2 **“AIU Hostels”** refers to the in-campus accommodation provided for the students enrolled in the AIU programme.
- 1.3 **“Board of Governors”** means the Board of Governors of the University;
- 1.4 **“Code of Conduct”** is a set of rule outlining the AIU norms, ethical rules at campus and responsibilities of, or proper practices for, each student enrolled in the AIU programme.
- 1.5 **“Complaint”** A statement that a situation is unsatisfactory or unacceptable and not in par with university rules and regulations as stated in the AIU Student Handbook;
- 1.6 **“Day”** means a working day with the exclusion of Saturdays, Sundays and public holidays;
- 1.7 **“Deputy Vice Chancellor”** refers to the Deputy Chief Executive of the University;
- 1.8 **“Employee”** means any person employed by the University;
- 1.9 **“Expulsion”** Termination of student status as registered students of the university.
- 1.10 **“Head/Manager of Student Affairs”** is a senior position which carries overall responsibility for a wide range of services and functions supporting the education, social, cultural, recreational and welfare needs of students;
- 1.11 **“Hostel Rules”** means the conditions and official rules upon which students who are admitted into AIU and are allowed to stay at AIU Hostel are expected to adhere to. Hostel rules are also utilised to facilitate disciplinary procedures.
- 1.12 **“Hostel Warden”** is a member of staff appointed to live-in with students at the hostel in order to perform after hours, weekend and semester break duties as provided in the job description;
- 1.13 **“Initiator”** means an employee of the University appointed by the Deputy President and Vice Chancellor to conduct the case for and present the evidence on behalf of the University at the Student Disciplinary Committee;
- 1.14 **“Minister”** means the Minister in charged with the responsibility for Higher Education;

- 1.15 **“Monetary Fines”** The amount of money charged to student(s) as stipulated in Student Disciplinary Code of Conduct;
- 1.16 **“Sanctions”** Refers to the penalties imposed on disobedient students;
- 1.17 **“Student”** means a registered student, other than a student at an institution allied to the University, who is following a course of study, Institution training or research of any description at the preparatory, under-graduate, post graduate or post-doctoral level on a full time or part-time basis in, by exchange and non-graduating student;
- 1.18 **“Student Affairs”** is a division that is focused on supporting students’ intellectual and personal growth as well as helping the students to experience the different aspects of university life;
- 1.19 **“Student Disciplinary Code of Conduct”** means all rules, standards, or precepts of behaviour, conduct and attitude, including but not limited to those in the following:
- 1.19.1 The rules contained in the documents entitled “Registration/ Scholarship Agreement” (Between AIU and The Student) and signed by each student on acceptance into the University;
 - 1.19.2 The rules contained in the AIU Hostels Rules (including any amendments that are made from time to time) which has been distributed to each student;
 - 1.19.3 The Student Academic Guidelines which has been distributed to each student;
 - 1.19.4 The rules and regulation contained in the Student Disciplinary Code of Conduct; and
 - 1.19.5 Any other rules and regulations pertaining to particular levels, areas, facilities, programmes, dress code (or otherwise) that may be published from time to time.
- 1.20 **“Student Disciplinary Committee”** means a committee constituted by the Vice Chancellor to adjudicate charges of misconduct relating to students;
- 1.21 **“Student Hostel Committees”** is the highest student body initiated and elected by resident students to perform various functions and work closely with the Warden and Fellow in the Hostel;

- 1.22 **“Student Misconduct”** includes but is not limited to behaviour within or off AIU Premises, without just excuse, which:
- 1.22.1 Constitutes a breach of any statute, regulation or rule of AIU (including a failure to comply with any provision of the Student Disciplinary Code of Conduct); or
 - 1.22.2 Constitutes a failure or refusal to comply with any punishment or order imposed or made under this document; or
 - 1.22.3 Constitutes a failure or refusal to obey a lawful order or instruction given by a member of AIU staff; or
 - 1.22.4 Constitutes conduct that tends to bring AIU or any part of it or a member of its staff or a student or any part of its student body into contempt or disrepute; or
 - 1.22.5 Interferes with the governance and proper administration of AIU; or
 - 1.22.6 Interferes with the conditions necessary for teaching, learning or research.
- 1.23 **“Students’ Representative Council”** means the Students’ Representative Council of the University;
- 1.24 **“Suspension”** Exclusion from classes and other privileges or activities of the university;
- 1.25 **“University premises”** means any premises or building which is the property of the University or is controlled by the University for University activities including regional offices, centres and examination venues;
- 1.26 **“Vice Chancellor and President”** means the Chief Executive of the University;
- 1.27 **“Warning”** Notice to the offender, orally or in writing, that continuation or repetition of the wrongful conduct, may be cause for more severe disciplinary action.

2.0 General Principles & Rules

- 2.1 The Student Disciplinary Code is aimed at:
 - 2.1.1 Upholding the name and reputation of the University;
 - 2.1.2 Maintaining order, discipline, safety and security at the University;
 - 2.1.3 Ensuring the integrity of the academic processes of the University;
and
 - 2.1.4 Assuring the quality of the assessment processes at the University;
 - 2.1.5 Reflecting fair, proportionate, consistent, progressive, and corrective disciplinary action.
- 2.2 Any conduct of a student, which contravenes the Student Disciplinary Code of Conduct and/or negatively impacts on these goals, may be regarded as misconduct and subject to disciplinary measures.
- 2.3 AIU students and staff should treat each other with mutual respect. Individual behaviour that is not supportive of others is not acceptable.
- 2.4 Nothing in the disciplinary procedure shall limit an appointed of AIU staff (Student Affairs, Admission and Academic Admission, Academics, Security) to:
 - 2.4.1 impose a verbal warning for student misconduct;
 - 2.4.2 give a student reasonable instruction or direction when necessary;
and/or
 - 2.4.3 give advice/counselling (which may include recommending rehabilitation and treatment to a student if necessary in consultation with Student Affairs).

3.0 Conduct with regards to the University

- 3.1 Students' conduct must at all times and in all circumstances be worthy of such an University and may not discredit the University or obstruct the observance of order and discipline.
- 3.2 Students must conduct themselves everywhere and at all times in such a way that they do not disrupt order and discipline at the University.
- 3.3 A student commits a misconduct if he/she commits the following:
 - 3.3.1 Supplying essentially false information about the University or make a false declaration concerning the University.
 - 3.3.2 Making statements to the press or any other organisation in which students maintain that they are acting on behalf of the University.
 - 3.3.3 Behaviour that discredits the good name of the University.
 - 3.3.4 Behaviour that may bring the University into disrepute.
 - 3.3.5 Behaves in a violent, indecent, disorderly, threatening or offensive manner whilst on University premises or engaged in any University activity;
 - 3.3.6 Uses threatening, abusive or offensive language whilst on University premises or engaged in any University activity;
 - 3.3.7 Contravenes or fails to comply with a previously imposed penalty under this Code or any of the University policies and procedures.

4.0 Conduct with regards to others

- 4.1 Students must respect the human dignity of their fellow-students at all times.
- 4.2 Students must refrain from undisciplined conduct towards staff.
- 4.3 A student commits a misconduct if she/he commits the following:
 - 4.3.1 Threatens, coerces or intimidates any other person or participates in intimidating action in a way that infringes or might infringe upon their rights.
 - 4.3.2 Threatens another student with injury, damage or reprisal in order to induce such a student to act or refrain from acting in any particular manner.
 - 4.3.3 Obstructs or attempt to obstruct employees or visitors in the performance of their duties.
 - 4.3.4 Sexually harasses any other person.
 - 4.3.5 Discriminates against any other person based on, but not limited to, their race, age, gender and/or sex, religion, nationality, pregnancy, marital status, ethnic or social origin, sexual orientation, disability, religion, conscience, belief, culture and language.
 - 4.3.6 Refuses to obey a valid instruction by a person in authority.
 - 4.3.7 Encourages fellow students or any other persons to conspire with another person to contravene any of the rules of the University.
 - 4.3.8 Help other students to commit or conceal a misconduct.

5.0 Conduct with regards to the Academic Process

- 5.1 Students may neither organise nor participate in student action if such action might:
 - 5.1.1 Cause injury to any person or violates their rights or impairs safety on University premises or while engaged in any University activity;
 - 5.1.2 Seriously disrupts, or seriously interferes with, the academic, administrative, sporting, social, or other activities of the University, whether on University premises or elsewhere.
- 5.2 A student commits a misconduct if he/she disrupts or prevents the process of education.
- 5.3 Students must complete all their prescribed work and write all tests. In case of illness students must submit an acceptable medical certificate by certified doctors.
- 5.4 Students must comply with the regulations pertaining to the control of examinations and class tests.
- 5.5 During a class test or examination, students must not:
 - 5.5.1 Help or try to help other students;
 - 5.5.2 Obtain or try to obtain help from other students;
 - 5.5.3 Obtain or try to obtain information or help from any written source or other means except that which is expressly permitted by the invigilator or the relevant lecturer;
 - 5.5.4 Assist another student in contravening a regulation, or fail to take reasonable precautions to ensure that other students will not have access to their work;
 - 5.5.5 Cause a disturbance in or in the proximity of the test or examination venue, or conduct themselves in an improper or unbecoming manner;
 - 5.5.6 Disregard the instructions of the invigilator.
- 5.6 Students may not submit any written assignment/essay to a lecturer for assessment if they have included the entire work or considerable sections of essentially unchanged excerpts from the work of another student or from another source without recognition of the source and of the extent of the inclusion thereof, and without compliance with specific departmental

referencing principles and rules for the particular assignment/essay, where applicable.

- 5.7 Students may not pay or otherwise reward another person for writing or preparing work to be submitted for assessment.
- 5.8 Students should all times be dressed according AIU Dress code stated in 7.23, when in class, the library and when engaged with various formal university activities on and off campus.
- 5.9 Students are not allowed to wear jeans during official times, when in class, the library and when engaged with various formal university activities on and off campus.

6.1 Entering and Exiting Criteria and Graduation Criteria for Programmes

6.1.1 Progression from Intensive English to Foundation Programme

6.1.1.1 Intensive English students are expected to demonstrate commitment throughout the year to develop skills in English.

6.1.1.2 In order to proceed to the Foundation programme, students must demonstrate by the end of the programme:

6.1.1.2.1 Satisfactory grades in all 4 the skills.

6.1.1.2.2 IELTS band of 4.5 or equivalent in all skills with no skill less than 4.5

6.1.2 Grading system in Intensive English between levels:

Description	Interpretation
Satisfactory	(Equivalent to a 70 % pass) or
Unsatisfactory	(Equivalent to less than 70%)
Graduating Expectations	
Graduating between Levels:	Satisfactory:
Graduating from Intensive English	AIU Band: Satisfactory: 70% International band: IELTS 4.5 or equivalent in all four skills

6.1.3 Foundation & Degree Programmes:

Graduating expectations	
Entering Foundation	IELTS 4.5 in all 4 skills or equivalent to IELTS
Graduating from Foundations	For English IELTS 6 or equivalent in all four skills All other Subjects: Grade D and above
Entering Degree Programme	IELTS 5.5 or equivalent in all four skills
Graduating from Degree programme	All Subjects: Grade C and above

6.1.4 All students are required to complete the degree or program requirements as approved.

6.1.5 The University reserves the right to make necessary module and programme changes to meet current educational standards and to comply with MQA (Malaysia Quality Assurance) and MOHE (Ministry of Higher Education) regulations. Students will be advised through Student Affairs of any programme modification.

6.1.6 Grading system between Programmes:

6.1.6.1 Foundation Studies Programme

Grade	Range Mark	Grade Point	Qualitative
A*	89.5-100	4.00	Distinction
A	79.5-89.4	3.50	Excellent
B	69.5-79.4	3.00	Very Good
C	59.5-69.4	2.50	Good
D	49.5-59.4	2.00	Pass
E	39.5-49.4	1.00	Redeemable Failed
F	0.00-39.4	0	Failed
FX			Failed based on non-academic issues
I			Incomplete
W			Withdrew with Permission
X			Barred from Examination

6.1.6.2 Undergraduate Programme

Grade	Range Mark	Grade Point	Qualitative
A*	90-100	4.00	Distinction
A	80-89	3.75	Excellent
A-	75-80	3.67	Very Good
B+	70-74	3.33	Good
B	65-69	3.00	Pass
B-	60-64	2.67	
C+	55-59	2.33	
C	50-54	2.00	
D	45-49	1.67	Failed
D-	40-44	1.33	
F	0-39	0.00	
FX			Failed based on non-academic issues
I			Incomplete
W			Withdrawal with Permission
X			Barred from Examination

6.2 Attendance

6.2.1 Absences

- 6.2.1.1 Students must attend all lectures, group classes, seminars, tutorials, practical classes and excursions as determined in the relevant programme regulations.
- 6.2.1.2 As a matter of respect and courtesy for their fellow classmates and lecturers, all students are expected to be punctual in attending classes. As part of Malaysian Immigration regulations, all international students must satisfy programme requirements by attending at least 80% of all the scheduled classes (lectures and tutorials). At AIU the same rule goes for Malaysian students.
- 6.2.1.3 Therefore class attendance is compulsory unless the student is able to provide a Medical Certificate (MC) from a certified doctor. Attendance records will be kept by faculty. If a student's attendance falls below 80%, (this includes MC absences). He/she needs to undergo disciplinary action process including being barred from examinations.
- 6.2.1.4 Absences with MC will be seen as an excused absence, but will still count towards absences.
- 6.2.1.5 In cases regarding a pre-planned absence (e.g. scheduled surgery) students should go to the Head of the Programme or Student Affairs to complete a leave of absence form within 7 (seven) days before the date/s they will be away. Pre-planned leave forms still counts towards absences.

6.2.2 Make up work for Excused Absences

- 6.2.2.1 For absences due to valid reasons such as hospital stay and doctor's visit, it is the responsibility of a student to immediately after return to University, to meet with faculty to arrange for deadlines for make-up work.

6.3 Submission of work

6.3.1 Late Submissions of work with pre-approval from faculty

6.3.1.1 Under special circumstances, students may request an extension in writing for submission of work from a faculty member. Extensions are granted at the discretion of the faculty, according to department policy. There is a specific form a student needs to complete. Request for Late Submission of Assignment.

6.3.2 Late submission of work without pre-approval from faculty

6.3.2.1 Unless special circumstances agreed with the lecturer and a late submission request form is completed **before the due date** of an assignment, any assignments submitted up to two working days late will receive an Unsatisfactory Grade (Equivalent to less than Grade E for Foundation Studies Programme and Grade D for Undergraduate Programme)

6.4 Academic Dishonesty

6.4.1 AIU requires all students to adhere to high standards of integrity in their academic work. The University takes dishonesty very serious and investigates all alleged offences in both assessed work and examinations. Activities such as plagiarism and cheating will not be tolerated. Students who have been proven involved in such activities are subject to serious disciplinary action and will be dealt with accordingly. The University has the discretion to apply a range of penalties; from a failed grade to dismissal from the University.

6.4.1.1 Academic dishonesty and or cheating in test and examinations include:

6.4.1.1.1 Bringing and/or using unauthorised material (written, printed or electronic in any format) into the examination room.

6.4.1.1.2 Taking an exam for someone else

6.4.1.1.3 Copying from another student

6.4.1.1.4 Using another individual's identity to gain access into the examination room

- 6.4.1.1.5 Obtaining a copy of the examination questions prior to the exam or allowing your identity to be used for this purpose
- 6.4.1.1.6 Talking with or providing assistance to another student during an examination
- 6.4.1.1.7 Removing examination books, worksheets, or test questions from the examination room
- 6.4.1.1.8 Unauthorised assistance from others in any academic exercise, including papers and homework assignments
- 6.4.1.1.9 Submission of the same work for more than one course without the authorisation of the lecturers
- 6.4.1.1.10 Submission of another student's work as one's own

6.4.1.2 Plagiarism

- 6.4.1.2.1 Students are expected to submit their own work. Students may NOT:
 - 6.4.1.2.1.1 Make use of a writing service or pay someone to provide the work
 - 6.4.1.2.1.2 Submit collaborative and/or group work without acknowledging the work of others in the group
 - 6.4.1.2.1.3 Use others' work without proper citation

6.4.1.3 The University takes a serious view of any form of plagiarism. Plagiarism is taking the ideas, writings or creations of another person as one's own. It is considered plagiarism whether this is done accidentally or on purpose. Examples of plagiarism include but are not limited to:

- 6.4.1.3.1 Taking the work of others, either published or unpublished, in hard copies or from the electronic sources such as the Internet,

and claiming it as your own. This includes not only written work but also charts, graphs, graphics, etc.

- 6.4.1.3.2 Copying someone else's work word for word or changing it (paraphrasing) and turning it in as your own.
- 6.4.1.3.3 Sharing your work with someone else and allowing them to turn it in as their own work.
- 6.4.1.3.4 Getting someone else to revise and edit your work and claiming the finished product is your own.
- 6.4.1.3.5 If you are unsure that you are plagiarising, seek advice from faculty or other academic staff.

6.5 Examination

6.5.1 The AAMD organises final examinations at the end of each trimester. For every trimester, the AAMD publishes the examination procedure together with examination schedule at least two weeks before the examination starts. The University has in place standard operating procedures to ensure that examination processes are conducted with utmost care and attention. Students are required to read the procedure for examination carefully and to adhere to the rules and regulations set by the AAMD, with special attention to be given to the following:

6.5.1.1 Examination Misconduct:

6.5.1.1.1 Students are prohibited from committing any of the following examination misconduct:

6.5.1.1.1.1 Distributing, receiving or processing any information in electronic, printed or any other forms that are related to the subject being tested in the examination whether inside or outside the Examination Hall/Room unless with permission from the Head Invigilator.

6.5.1.1.1.2 Using any information obtained, for the purpose of answering any of the examination questions

6.5.1.1.1.3 Cheating or attempting to cheat or doing anything that may be deduced as cheating or attempting to cheat while the examination is conducted.

6.5.1.1.2 In the event of misconduct:

- 6.5.1.1.2.1 An invigilator will immediately report to Head invigilator of any misconduct during an examination and Head Invigilator will request the student suspecting of misconduct to surrender all notes or materials related to the misconduct to the Head Invigilator as evidence.
- 6.5.1.1.2.2 The Head Invigilator is to make a note of the evidence, the date and exact time of its confiscation, particular of the students such as name, matrix number and examination number and the course code and course title.
- 6.5.1.1.2.3 If a student refuses to cooperate in surrendering the evidence, the Head Invigilator has the right to request the student to leave the Examination Room, confiscate the answer scripts and surrender it to the Examination Director with a full report of the event.
- 6.5.1.1.2.4 A student who cooperates in surrendering evidence of the misconduct shall be allowed to continue the examination.
- 6.5.1.1.2.5 The Head Invigilator must forward his/her report together with a signature of an assistant invigilator on duty at the time of misconduct. The report should include information on the suspected student, course code and course title, date and time of misconduct.

6.5.1.1.3 If a student has been found violating any one of the rules and regulations of the examination, after being prosecuted by the Student Disciplinary Committee and is found guilty, the Senate can decide on any one of the penalties, or a combination of two listed below:

6.5.1.1.3.1 To award **ZERO (0)** for the overall result of the examination of the particular subject. (including course work)

6.5.1.1.3.2 To suspend the student for any duration deemed appropriate by the Chairman of the Senate. The number of trimester(s) suspended will be counted as part of the total number of trimesters that the student has to complete his studies.

6.5.1.2 **Examination Results:** The final grade of a subject will be released to students within one month after the last day of the examination period. Students will be able to check on their grades through the Campus Management System/notice board or by requesting a printout copy from the Examination Unit of the Registrar for special purposes only.

6.5.1.2.1 Appeal on the Examination Results

6.5.1.2.1.1 Students are given the right to appeal for an overall review of the examination grades if they are not satisfied.

6.5.1.2.1.2 Students who have queries on grades obtained for particular subjects, are entitled to speak to examiners of the subject about their grades following the release of final results in order to seek feedback about their performance. This process will not involve changing of the marks or re-marking by the examiner.

6.5.1.2.1.3 If a student still feels dissatisfied with the grade awarded, the student can then make a formal written appeal for the subject grade by submitting the appeal form to the Examination Officer at the Registrar and pay a fee of RM25.00 for a review, of which will be returned if the mark is changed.

6.5.1.2.1.4 The review only involves a confirmation of whether the answer scripts have been graded and marks awarded are consistent and that the tabulation of total marks is correct. Answer scripts will not be re-evaluated or re-examined.

6.5.1.2.1.5 The appeal form is to be submitted to Registrar's office together with receipt of payment.

6.5.1.2.1.6 The appeal has to be made within and no later than **TWO (2)** weeks after the release of the examination result.

6.5.1.2.1.7 An examiner is required to provide a written explanation for each case that resulted in a change of grade/mark. The Registrar's Office must acknowledge the change and table to Senate for approval.

6.5.1.2.1.8 With or without changes in grade/mark, the appeal form submitted by a student should finally be given to the Examination Unit for notification to students and for record purposes, within **THREE (3)** days after the receipt of the appeal

6.5.1.2.1.9 Students will be notified of the result of the appeal by the Examination Unit, Registrar and together with the return of the fee, if there are changes.

6.5.1.3 **Transcripts:** Official transcripts are prepared by the Registrar's Office and will on University's letterhead, signed and stamped by the Registrar's Office. The transcript is typically accepted for any official transactions as proof of a certificate for admission into academic programmes or employment.

6.5.1.4 **Graduation and Scroll:** The admission and records responsible for management data entry of graduation compliance reports, budget, name list of graduated for the Graduation Committee and ensure verified grades and graduation records to ensure accuracy. Therefore, the admission assists Graduation Committee with preparations for the Graduation Ceremony and other tasks related to the event.

6.6 Deferment

6.6.1 Deferment from registered programme

6.6.1.1 Students already in the registered programme can defer under extreme and unpredictable change of circumstance since the student entered the programme. The student would need to be able to provide documentary evidence of your circumstances for such an application to be approved. Deferred students can re-enter the program provided that they do a placement test to determine the level of entry. The student needs to complete the Deferment form, which is available from the AAMD's office. Deferment application will be reviewed by a committee comprising of representatives of the academic faculty, AAMD's office and Students Affairs.

6.7 Withdrawal from the University

- 6.7.1 Student who wants to withdraw from the University is advised to consult the AAMD. Students may also be referred to the University Counsellor, if the AAMD feels that a particular student needs the counselling service.
- 6.7.2 Students who are withdrawing should carefully note that:
 - 6.7.2.1 Re-admission is not possible, unless due to reasons acceptable to the Senate of the University.
 - 6.7.2.2 For students who withdraw from the University with prior notice to the Registrar before the commencement of the final examination of a particular trimester, a grade W will be assigned for all courses taken for that trimester.
 - 6.7.2.3 Students who do not officially withdraw but leave the University and cease to attend classes will receive failing grades for courses registered during the trimester.

6.8 Information Technology Services - The IT Department will ensure that the Information Technology Use policy and standard operation procedure are executed in a manner that is in line with the University's Constitution, vision and mission. The IT Department will be responsible in implementing the IT-related standard operating procedure in concurrence with this information Technology Use Policy. The information technology resources of AIU are provided to support the teaching, research and administrative activities of the University and its associated bodies within the Campus.

6.8.1 Rules & Regulations

6.8.1.1 Information Technology Use

6.8.1.1.1 The policy is based on the following principles, which must be adhered to by all those responsible for the implementation of this policy and to whom this policy applies:

6.8.1.1.1.1 Authorised, users are granted the access to valuable University resources, sensitive data and to external networks on the basis that their use of the IT resources shall be responsible, ethical and lawful at times.

6.8.1.1.1.2 Authorised users are required to observe University policy, and Malaysian or any other local laws which may apply.

6.8.1.1.1.3 Data and information relating to persons and other confidential matters requires for business purposed shall be protected.

6.8.1.1.1.4 University business information shall be protected from unauthorised and/or accidental disclosure.

6.8.1.1.1.5 University IT resources must not under any circumstances be used to humiliate, intimidate, offend or vilify

others on the basis of race, gender and or other attribute that constitutes of discrimination practices.

6.8.1.1.2 Unlawful use will breach this policy and will be dealt with as a discipline offence.

6.8.1.1.2.1 Unlawful use of IT Resource may also lead to criminal or civil legal action being taken against individual authorised users. Result in serious consequences such as a fine, damages and/or costs being awarded against the individual or even imprisonment.

6.8.1.1.2.2 The University will not defend or support any authorised user who uses IT resources for an unlawful purpose.

6.8.1.1.2.3 Access to IT Resources is authorised by the relevant University Officer/Supervisor, and provide by the Information Communication Technology (ICT) Department. Access is normally based on need to access that IT resource in the University's Human Resource Database and/or Campus Solution Database.

6.8.1.1.2.4 User may be required to complete a User Declaration form prior to authorisation being granted for access to certain IT Resources.

6.8.1.1.2.5 Email and computer access, including the use of issue devices from the University will cease on expiration of contract or end-date as recored in the Human Resources

Database or Campus Solution
Database

- 6.8.1.1.2.6 User are expressly forbidden unauthorised access to accounts, data or files on the University IT Resources or any other IT Resources. The Administrator of the IT Resources may restrict access to an individual user is in breach of this policy.
- 6.8.1.1.3 All domain name for the University project/ activities must be registered through the Information Technology Department. The requirement must be observed in all instances. User should be aware that the University who owns and controls the site and not the person who registers the name.
- 6.8.1.1.4 Use of proprietary software is subject to term of license agreements between the University and the software is subject to term of license agreement between the University and the software owner or licensor, and may be restricted in its use.
- 6.8.1.1.5 A user who is authorised to use the IT Resources may also use the IT Resources for limited, incidental personal purposes. Personal use of the IT Resources is permitted provided such use is lawful, does not negatively impact upon the user's work performance, hinder the work other users, or damage the reputation, image or operation of the University. Such use must not cause noticeable additional cost to the university.
- 6.8.1.1.6 IT Resources must not be use for private commercial purposes except where a paid work is conducted in accordance with the University's policy.

- 6.8.1.1.7 Determination of reason use in the particular circumstance will be matter to be determined by the user's Head of Department or Administrative.
- 6.8.1.1.8 The University accepts no responsibility for :
 - 6.8.1.1.8.1 Loss or damage or consequential loss or damage, arising from personal use of the University's IT Resources.
 - 6.8.1.1.8.2 Loss of data or interference with personal file arising form the University's effort to maintain the IT resources.
- 6.8.1.1.9 Authorised users are permitted to access the internet for learning related purposes.
- 6.8.1.1.10 Access is also permitted to access the internet for learning related purposes provided such use is lawful and reasonable in terms of time and cost to the University.
- 6.8.1.1.11 Authorised users are permitted to publish personal web pages on computers connected to the University network. The content of material on personal web pages sites must be in accordance with:
 - 6.8.1.1.11.1 Relevant laws, particularly Copyright Law;
 - 6.8.1.1.11.2 The standards and principles contained in this policy;
 - 6.8.1.1.11.3 The standing of the user in relation to the University and commensurate with the standard of care owed by the user to the University; and
 - 6.8.1.1.11.4 The University mission
- 6.8.1.1.12 The University reserves the right to regularly monitor personal web pages sites hosted on

University servers, and to remove material, or requested the user to remove or alter the content on their personal web page should it be inconsistent with any of the above.

- 6.8.1.1.13 Special care must be taken with web pages not infringe any third party copyright in an audio or video file, music charts/lyrics, photographs or text.
- 6.8.1.1.14 A personal web page site must carry the University Personal Page Disclaimer as standard disclaimer on every page. The disclaimer states that the web page site is not authorised by University and that any opinion expressed on the pages are those of the author and not those of University.
- 6.8.1.1.15 When using the email or messaging system users must at all times;
 - 6.8.1.1.15.1 Respect the privacy and personal right of others;
 - 6.8.1.1.15.2 Take all reasonable step to ensure copyright is not infringed;
 - 6.8.1.1.15.3 Take all reasonable care not to plagiarise another person's work; or defame another person;
 - 6.8.1.1.15.4 Not forward or otherwise copy a personal email (except with permission of the author) or an email which contains personal information or an opinion about a person whose identity is apparent (except with permission of that person)
 - 6.8.1.1.15.5 Not send forged messages, or obtain or use someone else's email address or password without proper authorisation;

- 6.8.1.1.15.6 Not send mass distribution bulk messages and/or advertising without approval of the user's Head of Department, or Administrative;
- 6.8.1.1.15.7 Not send SPAM. The user must ensure that the recipient(s) of the intended email have consented to receive such email(s);
- 6.8.1.1.15.8 Not harass, intimidate or threaten another person/s
- 6.8.1.1.15.9 Not send sexually explicit material, even if it is believed that the receiver will not object. Remember the intended receiver may not be the only person to access the communication.
- 6.8.1.1.16 Appropriate standards of civility should be used when using e-mail and other messaging services to communicate with students or any other message recipients. When using the email or messaging system users must not send
 - 6.8.1.1.16.1 Angry or Antagonistic Message - these can be perceived as bullying or treating and may give rise to formal complaints under grievance procedures or discrimination /sexual harassment procedure; or
 - 6.8.1.1.16.2 Offensive, Intimidating or Humiliating Emails - University IT Resource must not be used to humiliate, intimidate or offend another person/s on the basis of their race, gender, or any other attribute prescribed under anti-discrimination legislation. Commonwealth and state laws and the University Equal Opportunity

policy prohibit sexual harassment and discrimination, vilification or victimisation on certain grounds such as race, gender, sexual preference, disability, or status as a parent or carer.

- 6.8.1.1.17 AIU owns copyright in all e-mail correspondence created by members of its staff in relation to their employment duties, excepting correspondence created by academic staff in respect to their research or being conducted in accordance with the University's Policy.
- 6.8.1.1.18 Copyright in work-related email will not be infringed by forwarding a message to another staff member or interested party (such as a consultant providing services to AIU) on a need-to-know basis. However, care must be taken if an email contains personal information. This kind of information must not be forwarded or copied without prior permission from the person who is the subject of the personal information.
- 6.8.1.1.19 Copyright in a personal/non-work related e-mail belongs to the writer of the message. A personal e-mail must never be copied or forwarded without permission of the writer.
- 6.8.1.1.20 Copyright will be infringed if send, without permission of the copyright owner, an audio or video file, music charts/lyrics, commercial photographs, journal article or report to another person using email.
- 6.8.1.1.21 The private commercial use of e-mail and messaging is not allowed. Messaging and e-mail must not be used for private commercial purposes except where the paid work is paid work is conducted in accordance with the University's Policy, or

the work is for the purposes of a corporate entity in which the University holds an interest.

6.8.1.1.22 A user is not permitted to make available online a part of a work or off-air broadcast while any other part of that work/broadcast is available online at the University and continues to be so available. Failure to observe this requirement will constitute infringement of the copyright owner's right to communicate a Work. To avoid infringement, Copyright material should only be made available through the University's Library.

6.8.1.1.23 Authorised Users have a responsibility at all times to:

6.8.1.1.23.1 Act lawfully;

6.8.1.1.23.2 Keep all IT Resources secure and to observe the IT Security Policy;

6.8.1.1.23.3 Not compromise or attempt to compromise the security of any IT Resource belonging to AIU/Albukhary or other organisation or individual, nor exploit or attempt to exploit any security deficiency.

6.8.1.1.23.4 Take reasonable steps to ensure physical protection including damage from improper use, food and drink spillage, electrical power management, anti-static measures, protection from theft, and sound magnetic media practices.

6.8.1.1.23.5 Ensure their computer are not left unattended without first logging-out and/or securing the entrance to the work area - particularly if the computer system to which they are connected contains sensitive or valuable information.

6.8.1.1.24 Authorised User are required at all times to:

6.8.1.1.24.1 Take reasonable steps to ensure that important University data is stored appropriately on servers for preservation and backup;

6.8.1.1.24.2 Ensure course material are placed on official University servers;

6.8.1.1.24.3 Ensure course material are not place on personal web pages or servers.

6.8.1.1.24.4 Observe appropriate University record management protocols

6.8.1.1.25 Authorised Users have a duty to keep confidential:

6.8.1.1.25.1 All University data unless the information has been approved for external publication; and

6.8.1.1.25.2 Information provided in confidence to the University by other entities

6.8.1.1.26 Personal information about an individual, including personal information that is also Health Information must not be disclosed without consent of the individual concerned. However, Privacy legislation does provide for release of personal information without consent in certain circumstances e.g. where the information is requested by police or where the University has reason to suspect that unlawful activity has been, or is being engaged in, such as international infringement of copyright. A decision on the legality disclosure in the particular circumstances must be made by the University's Privacy Officer or the University Legal's Office.

- 6.8.1.1.27 The digital image and name or logo of the University may only be used with prior approval from the Head of Marketing.
- 6.8.1.1.28 Paid advertisements are not permitted on any website using AIU domain name, personal website or any website, which has a substantial connection with the University (such as a website for a research program) except with the written permission of the Deputy Vice-Chancellor and Vice-Chancellor.
- 6.8.1.1.29 Authorised user are not permitted to run a business or publish a non-AIU journal/magazine (unless prior written authorisation has been obtained from the University) on a private business card.
- 6.8.1.1.30 Authorised user are expressly forbidden to engage in any of the conduct described as infringing conduct. Wilful or negligent infringement of copyright for example on personal pages or breach of the statutory licence may attract.
 - 6.8.1.1.30.1 Personal liability for damages
 - 6.8.1.1.30.2 Denial of access to computer facilities
 - 6.8.1.1.30.3 Disciplinary action
- 6.8.1.1.31 Use of electronic resources provide by AIU is for non-commercial research and study purpose only. Users are required to comply with use restrictions set out on the specific site, and must not systematically download, distribute or retain substantial portions of information. Using software, including, scripts, agent or robots is prohibited and may result in loss of access to the resource for the whole AIU community.

- 6.8.1.1.32 Any use of electronic resources for teaching purpose must comply with the contractual terms of use of the electronic resource from which the material was sourced. Each electronic resource has its own set of contractual terms. To check whether your proposed usage falls within the relevant contractual terms, send an email to IT Department. Your email should include a description of the way in which you propose to use the material and the names of the electronic resources (and journals) from which the material was sourced.
- 6.8.1.1.33 Installation or use of peer to peer file sharing software such as Kazaa, BitTorrent, etc is not permitted on the AIU. Exceptions for legitimate teaching or research use must be approved by the head of school or equivalent, and only research use must be approved by the Head of School or equivalent, and only where no alternative technology is appropriate.
- 6.8.1.1.34 Authorised users are not permitted to utilise the University's IT Resources to access pornographic material or to create, store or distribute pornographic material of any type.
- 6.8.1.1.35 Authorised user are not permitted to utilise the University's IT Resources to gamble
- 6.8.1.1.35.1 Authorised users (other than University staff) found to have breached this policy may be subject to appropriate action. Such action may include but is not limited to; sanctions and/or removal of access to University IT Resources. Criminal offences will be reported to the police.
- 6.8.1.1.36 The accounts, files and stored data including, but not limited to, e-mail message

belonging to users at the University are normally held private and secure from intervention by other users, including the staff of the Information Technology Department.

- 6.8.1.1.37 There are situations in which duly authorised Information Technology Department staff may be required to intervene in user accounts, temporarily suspend account access or disconnect computer from the network in the house of maintaining the University's IT Resources such as repairing, upgrading or restoring file servers or personal computer system.
- 6.8.1.1.38 User should be aware that IT Department staff may from time become aware of the contents of user directories and hard disk drives in the normal course of their work, and they are bound to keep this information confidential.
- 6.8.1.1.39 The University does not generally monitor e-mail, files or data stored on University IT resources or traversing the University network. However, the University reserves the right to access and monitor any monitor any computer or other electronic device connected to the University network. This includes equipment owned by the University and personal computing equipment (e.g. laptops) that are connected to the network.
- 6.8.1.1.40 Access to and monitoring of equipment is permitted for any reason, unlawful activities or breaches of University legislation and policies. Access to and monitoring includes, but not limited to e-mail, web sites, server logs and electronic files.
- 6.8.1.1.41 The University may keep a record of any monitoring or investigations. Prior approval must be obtained from the Divisional

Director, Human Resources Division (or nominee), before a user's email. files or data may be accessed by authorised staff. Any information obtained under this approval will be treated as confidential, and only disclosed to relevant 3rd parties. Access to the information will be strictly on a need-to-know basis.

6.8.1.2 WiFi Network Access

6.8.1.2.1 AIU provides FREE WiFi access for students to use their personal laptop computer or other WiFi-enabled portable computing devices to connect to the Internet in AIU.

6.8.1.2.2 All relevant IT rules, regulations and policies apply. The rules for wifi usage are :

6.8.1.2.2.1 IT Department does filter the content of Wireless Internet access and will monitor the network for suspicious action and these will be disabled and disconnected immediately upon detection. IT Department reserves the right to terminate a Wireless Internet session at any time.

6.8.1.2.2.2 IT Department is not responsible for the content, accuracy or availability of any and most importantly security of any external website link, especially transmission of any banking transaction information, password or any other sensitive personal or information over our wireless network.

6.8.1.2.2.3 IT Department is not responsible for any loss / theft / damage of data to personal equipment or software due to malware / phishing / hacking /

online fraud or any related malicious acts.

6.8.1.2.2.4 IT Department bear no responsibility for any alterations or interference with a computing device's configurations, operation or data files resulting from connection to the WiFi network.

6.8.1.2.2.5 No guaranteed of stable wireless connection as it might differs under certain circumstances such as distance from the access point; buildings or objects between your device and the access point; interferences; quality of your devices; the content of the websites; the number of wireless devices in the area and other related factors may also affect wifi performance.

6.8.1.2.2 Please DO NOT share WiFi password to outsiders in order to protect and secure our internal network.

6.9 Library Services

6.9.1 General Rules and Regulations

- 6.9.1.1 Students/Users must display their valid ID cards when entering and using the Library.
- 6.9.1.2 The Library complies to the AIU Student Dress Code as stated in 7.23. Students/Users are reminded that they must be properly and decently attired when entering and using the Library.
- 6.9.1.3 Smoking, eating and drinking (except mineral or plain water) are forbidden in the Library and the Study Hall.
- 6.9.1.4 A quiet environment suitable for study must be maintained as far as possible throughout the library building except in areas specifically set aside for discussion and group work.
- 6.9.1.5 Hand phones should be set to silent ring mode.
- 6.9.1.6 Users are encourage to put the book(s) on the assigned places once they have finished reading them.
- 6.9.1.7 Users are not allowed to remove or to change the arrangement of chairs, tables and any other furnitures in the Library and the Study Hall.
- 6.9.1.8 The marking, defacing, mutilation or damaging the printed and non-printed items, any equipment and furniture provided by the Library is strictly forbidden and will be liable to pay the full replacement cost as well as a handling charge and fine.
- 6.9.1.9 Scribbling the library printed items is strictly forbidden.
- 6.9.1.10 No plagiarism of books are allowed.
- 6.9.1.11 Copying is allowed, however Users need to observe the Copyright Act accordingly. Please refer to the notice of copying guidelines which is pasted near the photocopier machine before copying any materials.
- 6.9.1.12 No library item(s) may be taken out from the Library unless the loan has been recorded. The borrower shall

be responsible for loans until the record(s) has been cancelled.

- 6.9.1.13 The Library item(s) should be returned before or on the date due. Fine will be imposed to the Users who failed to return the item(s) on time.
- 6.9.1.14 Users are advised not to leave any valuable and personal belongings unattended in the Library and the Study Hall. The Library will not take any responsibility for any damages and loss of personal belongings that are left unattended in the Library and the Study Hall.
- 6.9.1.15 Any losses and damages to library books/materials must be replaced by the Users.
- 6.9.1.16 A replacement copy (being the latest edition at the time of loss) at User's own expenses, or the User pays double of the price of the current market price of the latest edition of the lost or damaged item.
- 6.9.1.17 Users who are caught damaging or stealing the library materials will be sent to the Discipline Board.
- 6.9.1.18 Seat booking/hogging is extremely prohibited in the Library and the Study Hall. The Library has the right to confiscate the personal belongings that are left unattended.
- 6.9.1.19 Accessing undesirable Internet sites, playing games, chatting, downloading and circulating undesirable materials are strictly prohibited especially when using the computer facilities provided by the Library.
- 6.9.1.20 Books must be properly returned before Users leave the campus for goods. Therefore, Users are required to follow the proper withdrawal procedures.
- 6.9.1.21 All members of Library staff and the security guard have the right to ask any user who is causing a disturbance to leave the Library.

7.0 Conduct with regards to the Hostels: Rules & Regulations

7.1 Accommodation

- 7.1.1 Students are provided with accommodation in the Hostel under the terms and conditions of the AIU Agreement.
- 7.1.2 On Hostel admission, signature of the overall registration/ scholarship agreement by the student will indicate agreement with all the policy and rules.
- 7.1.3 Hostel Rules apply as of on arrival until departure from the University as a registered student.
- 7.1.4 If for any reason the student stops being an accepted student of AIU, including being found guilty at a Disciplinary Hearing, the right to accommodation will be terminated with immediate effect and the student shall be expected to vacate their room and return home.
- 7.1.5 On vacating their rooms, students are required to remove all personal belongings from the AIU Hostel premises and return all AIU property, including, but not limited to keys, etc.
- 7.1.6 All students of AIU irrespective of which programme they are registered for, staying at AIU Hostel, shall be governed by the same policy, rules and regulations applicable to everyone thus being answerable to Student Affairs Department.
- 7.1.7 Accommodation is unavailable to students who wish to bring dependents (e.g. spouse, children & parents).
- 7.1.8 Male and Female Hostels are separated and neither gender is allowed in the opposite gender hostel premises or rooms.

7.2 Non-student in Hostel

- 7.2.1 Non-students (family members, friends and other visitors) are strictly prohibited from staying in the hostels.
- 7.2.2 Any non-student found in hostels will be regarded as squatter.
- 7.2.3 Students are not allowed to provide any form of squatting space for anybody on the AIU campus including but not limited to the AIU Hostel.

7.3 Management of Keys

- 7.3.1 Each student receives and signs for reception of a room key as per policy upon hostel admission.
- 7.3.2 Students must immediately report lost keys in writing to Student Affairs/Warden and will be responsible for the cost of the replacement thereof.
- 7.3.3 Room key is solely student's responsibility and are not allowed to be given or lent to anybody under any circumstances. Should immediately notify the Student Affairs/Warden if there be any damage or loss of keys and students will be responsible for the cost of the replacement thereof.
- 7.3.4 Loss key incident will be charged **RM20.00** (normal key) and **RM 50.00** (door access smart chip).
- 7.3.5 Unauthorised key duplication is a punishable offence. Students will be charged **RM 100.00**.
- 7.3.6 '**Open Door**' service for students who are locked out from their room can be requested. No service is provided between **12.00am to 7.00am**.
- 7.3.7 Every incident will be charged **RM15.00** in which they require the Warden to open their room door for any reason including but not limited to locking keys inside the room.
- 7.3.8 Upon Hostel checkout admission, each student returns and signs for handover of a room key as per policy.

7.4 Room Allocation and Exchange

- 7.4.1 Room allocation is upon first come first serve basis; however, in order to facilitate students to adapt to various cultures, Student Affairs might assign students to stay with a student(s) from another country to mutually benefit both parties.
- 7.4.2 Room allocation is final and students are not allowed to change rooms.
- 7.4.3 Only under special circumstances would any change be considered after thorough investigation by Student Affairs.

7.4.5 AIU actively discourages room moves however it accepts that on occasion moves may be unavoidable. Such situations will be considered on a case by case basis and will only be authorised in exceptional circumstances.

7.5 Meals

7.5.1 Meals will be provided in the designated areas. Meals include breakfast, lunch and dinner.

7.5.2 Should a student have any religious or cultural reasons as to why they cannot eat the meals provided in the cafeteria, student is advised to notify Student Affairs with relevant proof of said claim.

7.5.3 Regulations concerning the storage, preparation and eating of food shall apply to all students living at AIU Hostel. Students are expected to follow rules of hygiene, and will always be responsible for cleaning up any areas that they use for food preparation and eating.

7.5.4 Students are not allowed to cook in their rooms.

7.6 Student with Disabilities

7.6.1 AIU values diversity and is committed to providing equal opportunities to all qualified students, including those with disabilities with wheelchair, deaf students, etc. AIU recognises that in exceptional cases students who are severely disabled or suffer from mental-health disability or severe medical impairment could not attend University.

7.6.2 AIU will assess the reasonableness and effectiveness of the potential accommodation with medical specialist.

7.6.3 Students with a disability may be eligible for reasonable accommodations that will allow them to perform the essential functions. AIU will provide a reasonable accommodation for the known disability of student unless the accommodation would impose an undue hardship on AIU. The determination of whether an accommodation creates an "undue hardship" is contingent upon a number of variables and is made by Medical Specialist appointed by AIU.

7.6.4 Even though student provides input concerning the accommodation process, AIU will determine what constitutes a

reasonable accommodation on a case-by-case basis and reserves the right to request additional independent medical examinations, evaluations, or other appropriate information at the University's expense.

- 7.6.5 Medical information is treated as confidential and will be shared with University administrators only on a need to know basis. AIU will not provide accommodations without appropriate documentation.

7.7 Cleanliness of room/ common areas and facilities

- 7.7.1 Cleanliness of room is solely responsibility of students through out the programme.
- 7.7.2 Students need to clean his/her room by themselves. The cleaning service does not clean student rooms.
- 7.7.3 AIU provides general cleaning services for Hostel which means that the common areas within Hostel will be cleaned including pantry, TV room, discussion room, prayer room, washing area, courtyard, and the corridors and other room allocated to the Accommodation.
- 7.7.4 Beds and any furniture belonging to AIU Hostel must be kept clean and in good condition. Students are provided with a bed sheet, pillow, pillow case, blanket, and linen. These items are to remain on the bed at all times. Failure to comply with this term
- 7.7.5 AIU reserve the rights to insist on a thorough cleaning of the Hostel and the students will pay a sum of **RM50.00** collectively if Hostel is found to be extremely unclean.

7.8 Bathroom

- 7.8.1 Bathroom areas should be kept clean and tidy at all times.
- 7.8.2 Occupant should be in considerate manner while using the bathroom and avoid any inconveniences to other occupants.
- 7.8.3 Female residents must dispose their sanitary pads into the sanitary bins provided. Students caught throwing sanitary pads into the toilet bowls must bare the cost of repairs.

7.9 Electrical Appliances

- 7.9.1 Student may bring some electrical appliances such as personal computer/laptop, printer, mobile phone and charger, electrical iron, batteries recharger, electrical radio/Hi-fi set (**below 15 watt only**), table light, table/stand fan and hair dryer.
- 7.9.2 Radios/Hi-fi sets may be used in the rooms, and disturbance to other students, personnel on campus and nearby surrounding community must be avoided.
- 7.9.3 Use of unauthorised electrical appliances in the hostel is strictly prohibited. Electrical appliances brought into the hostel and will be confiscated. The following items are not allowed inside the hostel: hot plates, toasters, electric stove, fridge, rice cooker, gas cooker, microwave, washing machine, television and grills.
- 7.9.4 All lights and electrical appliances should be switched off when not in use.

7.10 Lounge, TV & Computer Room

- 7.10.1 Lounge, TV & Computer Room should be kept neat and tidy at all times and AIU properties should be used and handled with care.
- 7.10.2 Properties inside the Lounge, TV & Computer Room are not allowed to be moved.
- 7.10.3 TV and lights in communal rooms should be switched off when not in use.
- 7.10.4 Computer is for educational and recreational purposes only.

7.11 Pantry

- 7.11.1 Keep the pantry area neat and tidy to ensure hygienic conditions are maintained at all times.
- 7.11.2 As it is a communal space, be considerate in the use of the common facilities.
- 7.11.3 The pantry is equipped with fridge, dustbin, tables and chairs, sink and kitchen cabinet.
- 7.11.4 Store food items in the pantry at your own risk.

7.11.5 Students should be responsible in disposing expired items and cleanliness of the pantry.

7.12 Noise and Discipline

7.12.1 **Strict silence** should be observed in the hostel from **12.00 midnight to 6.00 am**. Noise level must be kept low to allow others the opportunity to study/sleep in comfort. Any form disturbances in hostel premises is not allowed.

7.12.2 **No swearing or use of bad language** is allowed in hostel or anywhere on campus.

7.12.3 Any **aggressive, violent or intimidating behaviour** and/or displaying offensive or insensitive racial, sexual or religious materials/images is not permitted in student's rooms or anywhere in the hostel or on campus. Questionable behaviour and materials are subject to investigation, removal and disciplinary action.

7.12.4 Students are prohibited from engaging in any intimate/sexual relationships anywhere on campus.

7.12.5 The possession and/or distribution of **pornography** in whatever form on campus whether intentional or unintentional is a serious transgression.

7.12.6 **Stealing** is a criminal offence. Theft of any personal or university properties must be reported immediately to the campus security, and a police report can be filed accordingly.

7.12.7 **Ragging/Bullying** in any form is **BANNED**. It is a cognizable offence and corresponding punishment will be implemented if caught. Not reporting/stopping the people involved in ragging is also a punishable offence. Any incident should be reported immediately to Warden/Security Personnel/ Student Affairs Department.

7.12.8 No **Gambling** of any kind shall be allowed in the premises of the Hostel.

7.12.9 **Misuse of Internet like Online Social Media**; any act of posting derogatory remarks or image ridiculing a person must undergo disciplinary action. Student should strictly refrain from participating in any act of violating the code of internet use.

7.12.10 Students are prohibited from climbing over the fence or wall to get in/out of the hostel complex. They must use the authorised entrances and exits.

7.13 Safety and Health

7.13.1 Possession of weapon(s) or any items considered dangerous which can be used to cause injuries / bodily harm is NOT allowed in the hostel grounds.

7.13.2 **NO** pets/animals allowed in the residence. Students should desist from pampering stray dog/cat by offering food, petting them etc.

7.13.3 In the event of any injuries, sickness or health related problems, the student needs to inform the Warden to assess situation and arrange for transport and a driver. It is expected that the sick student will be accompanied by either a hostel committee members or roommate/student friend to the clinic/hospital.

7.13.4 Clinic/Hospital Visit;

7.13.4.1 Student must complete the Hospital Visit Form available from the Warden/Student Affairs personnel when they intend to visit a doctor.

7.13.4.2 The Hospital Visit Form must be given to the doctor during the check-up.

7.13.4.3 The student needs to ask the doctor to write up the comment of their health condition on the form after consultation.

7.13.4.4 The student must take back the Hospital Visit Form from the clinic/hospital and return it immediately to the Warden/Student Affairs.

7.13.4.5 The student needs to obtain a medical certificate (MC) from the doctor if he/she is deemed unable to attend classes and being placed on a sick leave.

7.13.4.6 The medical certificate must be presented by the student to the Warden/Student Affairs personnel.

7.13.4.7 Warden/ Student Affairs personnel need to inform the lecturers regarding the students' visits to the

clinic/hospital and to inform lecturers if the students are not able to attend classes.

7.13.4.8 Wardens/ Student Affairs personnel to submit copy of Health Service Visit and medical certificate (if any) to the AAMD.

7.14 Alcohol, Smoking, Narcotics/Contained Substances

7.14.1 AIU is a **smoking free zone campus**; students found in violation of this will face a fine of **RM500.00** for the first time, if the same student get caught for the second time the fine will be **double (RM1000.00)**.

7.14.2 The consumption, distribution, intoxication or possession of alcohol or narcotics while on campus or at any AIU related/sponsored activity is **prohibited**.

7.14.3 Students shall not bring, take and/or drink any alcohol/ intoxicating drink, drug or substance of any kind what so ever and/or smoke in the room and/or any part of premises. An occurrence of such behaviour shall invite strict disciplinary action leading to rustication from AIU.

7.15 Security

7.15.1 It shall be the responsibility of the students to lock all doors at all times for the protection of their property and that of their roommates and for security reasons.

7.15.2 Entrance door and room door must always be closed and locked after entering / leaving the room.

7.15.3 Students are solely responsible for the safety of their own valuables under their possession. All bedroom door, wardrobe and drawers of study table must be padlocked when the students are not inside the room.

7.15.4 The hostel management shall not under any circumstances be responsible for any damage, loss/theft of any property, money and other items belonging to the students and/or their visitors and any personal.

7.15.5 Students are advised not to keep any cash/jewellery or any costly items in the room.

- 7.15.6 For personal security, please be especially vigilant when walking after dark. Stay on main roads and use designated routes. Do not walk alone late at night.
- 7.15.7 Any student, who finds his/her roommate(s) missing for more than 48 hours, must report to the warden immediately. This is to enable Student Affairs Department to take immediate action if any unwanted incident had taken place. Students found and confirmed to have committed the following offences will be assigned penalty.
- 7.15.8 In the course of wardens, security guards or staff of Student Affairs Department carrying out their duties, refusal to listen to advice and give cooperation, resisting checking of hostel pass by security guards, refusing to give names for record by security guards or using provocative language, cheating or other actions deemed to obstruct the execution of official duties.

7.16 Fire Safety

- 7.16.1 For safety reason, residents are **NOT** allowed to use flammable and combustible materials in the rooms.
- 7.16.2 Emergency exits (doorway, corridors and entrances) must be kept free from obstruction at all the times.
- 7.16.3 Student should familiarise with Fire Exit Routes, location of Fire Alarms and Assembly Point. Student should sound the alarm if discover a fire, evacuate the building closing doors and then report the details to the Warden. It is forbidden to have naked flames of any sort in the room. If smoke detectors are set off in the way and tampered with cigarette smoke, student will be liable for any charges or disciplinary measures.

7.17 Hostel Hours and Outing Rules

- 7.17.1 Students are not allowed to be outside the Hostel area between **12.00am and 5.30am** during the week.
- 7.17.2 Students are not allowed to leave the AIU campus after **12.00am** during weekdays/class hours. All campus entrance gates will be closed as per schedule.
- 7.17.3 During Sunday and Saturday evenings and during semester breaks, students can stay out until 12.00am or upon prior approval by Warden.

- 7.17.4 Students who wish to leave the hostel for overnight outing should notify the Warden/Student Affairs Department at least 1 day before leaving the campus and are required to divulge details pertaining to their destination.
- 7.17.5 Students are not allowed to leave the campus after 12.00am the permitted overnight outing days.
- 7.17.6 If students get approval to leave the hostel for the weekend, students need to fill in **Hostel Leave Application Form** and must return to campus before 12.00am on Sunday.
- 7.17.7 Students must surrender **Hostel Leave Application Form** to the security at the AIU main gate before leaving AIU.
- 7.17.8 Student will collect back their **Hostel Leave Application Form** when they come back to hostel. **Hostel Leave Application Form** need to hand over to Student Affairs Department office for record.

7.18 Guest/ Visitor

- 7.18.1 Visitors/Guests are allowed to visit the students after class or weekend.
- 7.18.2 Visitors/Guests are allowed to visit the students during visiting hours as follows:
 - 7.18.2.1 Weekdays - 05.00pm to 09.00pm
 - 7.18.2.2 Weekends & Public Holidays - 08.00 am to 10.00pm
- 7.18.3 Visitors/Guests need to left their Identification Card (IC) as a part of Security procedure. Security will hand the **Visitor Card** to Visitors/Guests.
- 7.18.4 All visitors must wear their visitors card at all times in the AIU premises.
- 7.18.5 The meeting point for Visitor/Guest is at **Student Centre**.
- 7.18.6 Students found in the company of their visitor(s), including family members, relative friends and/or any non resident in the respective hostel outside the visiting hours in any parts of the hostel complex without the prior consent of the Warden will be evicted.
- 7.18.7 Visitors of the opposite sex, including parents, family members, relatives, friends and/or anyone staying inside/outside the hostel

are **strictly not allowed** to enter the students' room(s) at any time. This included inside/outside the visiting hours, without prior consent of Warden.

- 7.18.8 No overnight visitors are allowed. Any visitors who violate any of the rules of AIU and/or AIU Hostel shall be escorted off the premises immediately.
- 7.18.9 All visitors are required to be on good behaviour whilst visiting student.
- 7.18.10 Visitors who have been escorted out from the hostel or university premises due to criminal activities, intoxication, violence and/or any disruptive behaviour will be handed to the relevant authority.

7.19 Repair and Maintenance

- 7.19.1 Students causing damage to, or vandalising the units and properties allocated to them will be required to pay the costs of repair/replacement and subject to disciplinary procedures.
- 7.19.2 Should students experience problems with anything regarding their units, such problems must be reported to the Warden in writing. Students should not attempt to correct such problems themselves.
- 7.19.3 By reporting a problem and requesting that it be fixed student give consent to AIU staff or its agents.
- 7.19.4 Handyman and contractors may enter rooms as and when necessary in the course of their duty under the directive of the warden. However, every effort will be made to respect the privacy and dignity of the students.
- 7.19.5 Decoration of a unit is allowed, as long as no marks are left or damage is done to the walls and property allocated. where such damaged is caused, students will be required to meet the cost of rectification.
- 7.19.6 It is every student's responsibility to keep his or her room clean at all times. Room may be inspected by Warden/ Student Hostel Committee once per week. All Students are required to clean e.g. their rooms, bathrooms, corridors, lounge, TV room, pantry, washing/laundry areas as part of the Service Programme
- 7.19.7 Please be environmentally friendly and switch of all lights that are not needed.

7.20 Dustbins and Refuge Centre

7.20.1 No littering is allowed anywhere on campus.

7.20.2 Garbage to be disposed (wrapped in a plastic bag) in the refuge centre at the allocated area.

7.21 Recycle, Reuse and Reduce

7.21.1 AIU is committed to good stewardship of the environment. AIU will make every effort to reduce the solid waste generated on campus. Methods used to implement this policy are Reduce, Reuse and Recycling (3R). Students have a personal responsibility for implementing this policy.

7.21.2 Student are encouraged to Reduce, Reuse and Recycling (3R) at designated area in AIU.

7.22 Activities & Meetings

7.22.1 All students are required to participate in Hostel activities as and when required.

7.22.2 All students are required to attend activities organised by Hostel in compulsory. If a student is unable to attend without any notice to Warden/Student Affairs Department, students will be given first warning.

7.22.3 All students are required to attend hostel meetings when they are called by Student Hostel Committee. If a student is unable to attend, an apology must be submitted to the secretary of the Student Hostel Committee before the meeting starts. (Time of meeting must not clash with lectures).

7.22.4 Students should note that attendance of such meetings and activities is compulsory.

7.23 Dress Code

7.23.1 Students are expected to dress and conduct themselves in a respectable manner at all times.

7.23.2 To ensure that all students are well dressed and always at their best appearance when attending lectures or when they are spotted or visible in the University Administration Offices, including Lecture Halls, Seminar Rooms, Library and during official functions or

within the University Campus at large. General dress codes are as follows:

7.23.2.1 **NO Sleeveless T-Shirts allowed**

7.23.2.2 **NO** T-Shirts with pictures or writings that are conflicting with the constitutional beliefs of religions and nationalities.

7.23.2.3 **NO** Short Pants allowed

7.23.2.4 **NO** Provocative and indecent attire.

7.23.2.5 **NO Slippers**

7.23.3 NO three quarter pants are allowed in Mosque area.

7.24 Special Gathering

7.24.1 Parties/other social gatherings in the hostel complex are NOT permitted without the prior consent of Warden.

7.24.2 Students who want to have a special gathering such as to celebrate events are to get approval from the Manager of Student Affairs/if required Head/Manager of Student Affairs should consult with programme coordinator.

7.24.3 After getting approval students are to book the hostel room/facilities from Warden/the Student Hostel Committee. It is the responsibility of the person who books the room/facilities to ensure that the place is kept clean and tidy after usage.

7.25 Lost and Found Property

7.25.1 Student Affairs Department office will act as a lost and found property box. Articles that have been found are logged. all lost items may be collected from there. Items cannot be collected without proof of identification and or ownership. Property not claimed within 30 days will be disposed of.

7.26 General

7.26.1 Students are not allowed to sleep out/off campus during the semester. A leave of absence from the hostel may be applied for/taken during semester breaks, public holidays over weekends only. **Hostel Leave Application Form** is available from Student Affairs/

Warden and emergency circumstances will be reviewed on an individual basis, jointly between the AAMD and Student Affairs.

- 7.26.2 No student is allowed to misuse the room or section of a unit or any space within AIU Hostel.
- 7.26.3 No student may, without permission or reasonable explanation, **enter any staff accommodation** on AIU premises.
- 7.26.4 Students are also expected to clean and maintain not only their own rooms but also all common areas e.g. lounge/sitting, TV, pantry, discussion room and hostel courtyard.
- 7.26.5 Students are to cooperate with their roommates/buddies **for duties to clean their room and maintain the cleanliness** of general/common areas of the residence. A student who for no specific reason failed to perform his/her duties can be taken to disciplinary committee when reports are made to the Warden.
- 7.26.6 Students shall treat all staff and housekeeping staff of the Hostel with due courtesy and respect at all times. Service of the housekeeping staff shall NOT be utilised for private or personal work. No tips in cash or so will be given to the housekeeping staff.

7.27 Complaints and Suggestion

- 7.27.1 AIU is responsive to the needs of students and welcomes any comments, complaints and suggestions as a means of improving services.
- 7.27.2 Complaints and Suggestions should be deposited in the **“Complaints and Suggestions Box”** at Student Affairs office for action to be taken by Student Affairs personnel.
- 7.27.3 All complaints will be dealt with confidentially, though enquiries may have to be made to investigate the matters that are the subject of the complaint. The effectiveness of any complaints procedure depends on the University being able to collect appropriate information from the parties involved in order to investigate the matter properly. For this reason, anonymous complaints will not be dealt with.

7.28 Disciplinary Action

7.28.1 Student who has violated any of the Hostel Rules and Regulations will be subjected to AIU disciplinary procedures. (The Student Disciplinary Code of Conduct of AIU will apply).

7.29 Exclusion of Liability

7.29.1 AIU Hostels is private property and anyone entering the premises does so entirely at his/her own risk. The owners of these premises (AIU) as well as their employees and agents will not be liable for any injury to, or death of, any persons or for the damage to, or destruction or loss of any property, or personal possessions of the student, whether caused by the negligence of the owner, its employees, agents, contractors or any other person, or resulting from vandalism or theft or any other cause by the owners' employees, agents, contractors or any other person.

8.1 Meetings, Functions & Use of University Premises

8.1.1 A student's right to make use of the halls, rooms, premises and sports fields of the University and to hold a meeting or function for student activities on campus is recognised. If students wish to make use of University premises for an activity related to the organised student life on campus, they must apply for this according to the prescribed procedure and apply for this in writing to Student Affairs at least five (5) working days before the date of the event. In considering the application, Student Affairs will take into account whether or not the event might:

8.1.1.1 Cause damage or injury to other people, or violate their rights; or

8.1.1.2 Disrupt, or otherwise represent a seriously detrimental interference with, the academic work of other students or staff, or the orderly functioning of the University.

8.1.2 Students may not use University property without due permission and no meeting or function may be organised without the written consent of Student Affairs.

8.1.3 After Student Affairs has approved the holding of a function or event, Student Affairs will be coordinating with the Property Management Department for the use of the venue by taking into account the availability of the venue.

8.2 Distribution of Publications / Usage of AIU Logo

8.2.1 A student's right to distribute documents and publications on campus for student activities is recognised. If students wish to distribute documents and publications on campus, they must go through Student Affairs for proper approval. In considering an application, Student Affairs will take into account whether or not the distribution of documents and publications might:

8.2.1.1 Cause damage or injury to other people, or violate their rights; or

8.2.1.2 Disrupt, or otherwise represent a seriously detrimental interference with, the academic work of other students or staff, or the orderly functioning of the University.

- 8.2.2 If students wish to distribute a publication containing the name of the University outside the University, they must apply for this to the Deputy Vice Chancellor and Student Affairs. In considering such an application, the Deputy Vice Chancellor and Student Affairs will take into account the conditions stated in 8.2.1.1 and 8.2.1.2.
- 8.2.3 Any publication for which students are responsible may only be published if authorised in accordance to AIU Constitution refer to clause 36 (6).
- 8.2.4 Clubs and Societies must seek approval to use the university name, logo and trademark.
- 8.2.5 When designing or changing club logo, clubs must seek proper approval from Student Affairs Management/Management of the university.
- 8.2.6 University Logo must be used accordingly as per the policy and terms of condition.

8.3 Notice Boards / Posters

- 8.3.1 Students are not allowed to print any documents from Student Affairs Department, or even using staff computers. All posters, advertisement or any relevant document can be printed using student quota at AIU Library/School.
- 8.3.2 A student's right to make use of notice-boards for student activities, pasting posters, advertisement is recognised by Student Affairs. If students wish to make use of the notice-boards, they must apply for this to Student Affairs to get approval. In considering the application Student Affairs takes into account whether or not the action might:
 - 8.3.2.1 Cause damage or injury to other people, or violate their rights; or
 - 8.3.2.2 Disrupt, or otherwise represent a seriously detrimental interference with, the academic work of other students or staff, or the orderly functioning of the University.
- 8.3.3 Notices may be put up on approved notice-boards only such as Student Affairs Notice Board, Male/Female Hostel Notice Boards, SOB Notice Boards, unless special permission has been granted by Student Affairs for notices to be put up in other places as well.

8.3.4 Notices that are put up on notice-boards without the appropriate stamp of approval of the Student Affairs office will be regarded as illegal notices.

8.3.5 Students may not deface a notice by markings of any kind.

8.4 Funds & Fundraising

8.4.1 A student may not financially mismanage or misappropriate funds of the University, or funds under the control of the University, and may not spend such funds without accounting for such expenditure in terms of the University's financial policy.

8.4.1.1 Any student may initiate a fundraising action on behalf of a University student organisation in accordance with the approval from Student Affairs Department and provisions laid down by the Vice Chancellor and President, depending on the organisation the applicant belongs to.

8.4.1.2 The written authorisation of the Vice Chancellor and President must be obtained before such action may be initiated.

8.4.1.3 The right to raise funds may be revoked if it might

8.4.1.3.1 cause damage or injury to other people, or violate their rights; or

8.4.1.3.2 Disrupt, or otherwise represent a seriously detrimental interference with, the academic work of other students or staff, or the orderly functioning of the University.

8.5 Fund Raising for CCA (Co-Curricular Activities) Clubs / Societies

- 8.5.1 Clubs and Societies can apply for fund raising or sponsorship for activities under their Aims and Objectives.
- 8.5.2 Club's fundraising and sponsorship activity must reflect the objective of the University.
- 8.5.3 Funding request will be granted by Student Affairs personnel and Head/Manager of Student Affairs approval.
- 8.5.4 All fund raising programs or for seeking sponsorship, Clubs and Society must take proper approval from Student Affairs Department.
- 8.5.5 Any club failed to seek permission before raising fund or sponsorship for any event will face disciplinary hearings and the respective Club will be disregarded.
- 8.5.6 The university strictly prohibits Clubs for seeking sponsorship from alcohol or cigarette companies.
- 8.5.7 Final approval for fundraising and sponsorship activity lies with the University Management and Student Affairs Department.

8.6 Tours & Travelling

- 8.6.1 Trips, tours and camps occurring in the name of the University, subject to funding availability, may be organised only with the permission of the relevant authority, which in the following cases are as follows:
 - 8.6.1.1 Academic: the Head of the appropriate department.
 - 8.6.1.2 Sports and any other student organisations: Student Affairs.
- 8.6.2 The relevant authorities as in 8.5.1 must nominate and/or approve a tour manager or camp custodian beforehand.
- 8.6.3 Rules with regard to conduct in these regulations also apply to student conduct during any official University tour or excursion, or occasion on which students represent the University.
- 8.6.4 The AIU student do hereby indemnify AIU in respect of any personal injury, or death of, any persons, damage caused to loss of property or personal possessions of the student or to the

property of third parties, whether on or off AIU premises, as a result of the student's actions of any other party, either whilst on AIU premises or whilst engaged in any activity related to the university on or off campus.

8.7 Participation in Sports & any other Activity

- 8.7.1 Students who participate in sport and any other activities do so at their own risk, and the University is in no way liable for any consequence of such activities.
- 8.7.2 During the orientation period for new students, AIU offers an induction programme for a period determined by Student Affairs, Registrar & Head of Academic Programme(s), with the purpose of familiarising newcomers with the new circumstances and environment so that they may acquaint themselves with academic and social matters.

8.8 Orientation Programme

- 8.8.1 During the orientation period for new students, AIU offers an induction programme for a period determined by Student Affairs, Registrar & Head of Academic Programme(s), with the purpose of familiarising newcomers with the new circumstances and environment so that they may acquaint themselves with academic and social matters.
- 8.8.2 Student Affairs, Registrar & Deans/Head of Academic Programme(s) must approve such a programme. The approved programme is implemented by the respective faculty staff members, subject to the control of Student Affairs, Registrar & Head of Academic Programme(s).
- 8.8.3 During orientation/on arrival, students will be supplied with the goodie bags, information about campus, facilities, programmes, rules & regulations, campus life and also some interesting facts about Malaysia as well.
- 8.8.4 Initiation in any form whatsoever outside the scope of 8.8.1, or unofficial orientation and ragging by fellow students of new students is forbidden.
- 8.8.5 Interference with new students (with the exception of the programme set out in section 8.8.1) at an organised or individual level by fellow students at any time whatsoever, whether direct or

indirectly causing physical abuse, psychological harm or humiliation of a new student is a serious offence.

8.8.6 The student undertakes, during the orientation period and for any period during which the student is a registered student of AIU, to be bound by any AIU rules and regulations.

8.9 Outside People on Campus

8.9.1 Outside people or external organisations may with the permission of the appropriate authority (Student Affairs, Registrar office) of the University:

8.9.1.1 Make use of the student notice-boards;

8.9.1.2 Hold meetings and functions on campus;

8.9.1.3 Distribute publications on campus;

8.9.1.4 Appear on campus as speakers;

8.9.1.5 Make use of University halls/rooms.

8.9.2 Permission to carry out any of the actions set out in 8.9.1 may be refused or revoked if there is reason to believe that they might interfere with the academic work of other students or staff members or with the functioning of the University, or on the basis of the non-availability of facilities, or owing to cost or other practical implications.

8.9.3 The use of University premises by outside people or organisations is subject to the provisions laid down for the use of University premises.

8.10 Student body

8.10.1 Students' Union and Student Representative Council (SRC)

8.10.1.1 The registered students of the University, other than external students, shall together constitute a body to be known as the Students' Union.

8.10.1.2 The Board of Governors may make rules for the conduct of elections to the Student Representative Council (SRC) and for all matters related to it.

8.10.1.3 The Students' Union shall elect a SRC in the following manner:

8.10.1.3.1 the registered students of each School and Centre shall elect by secret ballot conducted by the Dean of the School or the Director of the Centre, as the case may be, such uniform number of registered students of the respective School and Centre to be representatives in the SRC, as may be determined by the Vice Chancellor and President;

8.10.1.3.2 the registered students as a whole shall elect by secret ballot conducted by any officer appointed by Vice Chancellor and President for that purposes such number of registered students to be representatives to the SRC as may be determined by Vice Chancellor and President, being, in any case, not more than half of the number of representatives elected under paragraph 8.10.1.3.1.

8.10.1.4 The SRC shall elect from among its members a SRC President, a SRC Deputy-President, a SRC Secretary and a SRC Treasurer, who shall be its only office-bearers, unless otherwise authorised in writing by the President; the office-bearers so authorised by President shall be elected by the SRC from the members of the SRC.

- 8.10.1.5 The members of the SRC and its office-bearers shall be elected to hold office for one academic year.
- 8.10.1.6 The SRC's decision shall be taken by a majority vote with not less than two-thirds of the members being present and voting.
- 8.10.1.7 The SRC may form from time to time, with the prior approval in writing of the Vice Chancellor and President, appoint ad hoc committees from among its members for specific purposes or objects.
- 8.10.1.8 No student against whom disciplinary proceedings are pending, or who has been found guilty of a disciplinary offence, shall be elected or remain a member of the SRC or an office-bearer of any student body or committee, unless authorised in writing by the President.
- 8.10.1.9 A student who has not yet appeared for his first examination in the University for his course of studies, or who has failed, or did not appear for, the last examination held by the University for his course of studies immediately prior to any proposed election or elections to the SRC or by the SRC or to or by any other student organisation or body, shall be disqualified from being elected at such election or elections.
- 8.10.1.10 The objects and functions of the SRC shall be:
- 8.10.1.10.1 to foster a spirit of corporate life among the students of the University ;
 - 8.10.1.10.2 to organise and supervise, subject to the direction of the Vice Chancellor and President student welfare facilities in the University including recreational facilities, spiritual and religious activities, and the supply of meals and refreshments;
 - 8.10.1.10.3 to make representations to the Vice Chancellor and President or on all matters relating to, or connected with, the living and working conditions of the students of the University ;

8.10.1.10.4 to be represented on anybody which may, in accordance with rules made by the Board of Governors for the purpose, be appointed to undertake student welfare activities in the University ; and

8.10.1.10.5 to undertake such other activities as may be determined by the Executive Management Committee of the University from time to time.

8.10.1.11 The Students Union or the SRC may maintain any fund or make any collection of any money or property from any source whatsoever subject to the approval by the Vice Chancellor and President.

8.10.1.12 The Treasurer shall keep proper financial statement of the SRC and not later than three months after the end of every financial year, being a financial year as specified by the Vice Chancellor and President, a copy of the said financial statement shall be submitted by the SRC to the Vice Chancellor and President.

8.10.1.13 The SRC shall hold meetings from time to time as it may deem necessary and it shall be the duty of the Secretary to keep minutes of every meeting of the SRC and such minutes shall be confirmed at a subsequent meeting.

8.10.1.14 For the purpose of this section:

8.10.1.14.1 “registered student” means a student who is following a course of study in the University for a degree or diploma or certificate, but shall not include an external student;

8.10.1.14.2 “external student” means a student registered at a Branch Campus outside Malaysia or who is pursuing a short term, part-time, exchange or allied programme, whether in or outside Malaysia.

8.10.1.14.3 “examination” includes any manner or method of assessment which results in a mark or a grade for a specific course or part of the specific course;

8.10.1.14.4 A registered student shall cease to be a registered student under this section:

8.10.1.14.4.1 upon the publication of the results of the final examination for such course of study, if he passes such examination; or

8.10.1.14.4.2 upon the publication of the results of any examination for such course of study, if he fails such examination, until he is, thereafter, registered again for that or another course of study applicable to a registered student under this subsection.

8.10.2 Student Hostel Committee (SHC)

8.10.2.1 SHC is a bona fide student body of the AIU residing in the hostel appointed to be the member of the Hostel committee. SHC is responsible for executing AIU Hostel Management Policy, Student Disciplinary Code of Conduct, AIU Student Handbook, and Rules and Regulations for hostel affairs in the AIU together with Warden.

8.10.2.2 SHC are a critical component of effective communication between students and the AIU administration. SHC serve as a bridge between the Warden and student to ease the Hostel Management.

8.10.2.3 Objectives of SHC:

8.10.2.3.1 To assist Warden in hostel matters of correspondence.

8.10.2.3.2 To create amongst student, a sense of accommodation and to inculcate discipline

8.10.2.3.3 To serve as bridge between student AIU.

8.10.2.3.4 To oversee the management and operation of the AIU hostels together with Warden.

8.10.2.4 Duties and responsibilities of Student Hostel Committee (SHC):

8.10.2.4.1 Act as a conduit between students and AIU;

8.10.2.4.2 To assist the Warden, to look after general administration, common room, health and recreational facilities, and maintenance and sanitation;

8.10.2.4.3 SHC shall be responsible for students and shall ensure that the students concerned observe the rules framed for their guidance, maintenance of hostel and any other matter pertaining to the Hostel;

8.10.2.4.4 SHC shall have the right to inspect Hostel Rooms with Warden's permission;

- 8.10.2.4.5 Serve as liaison in bringing any issues/ suggestions/feedback to the warden;
- 8.10.2.4.6 Suggest, develop and implement solutions to problems related to campus life;
- 8.10.2.4.7 Collaborate with students to coordinate events to enhance students communication opportunities;
- 8.10.2.4.8 Create an atmosphere of harmony and conducive amongst the Hosteller as students learn to live together and strengthen their relations with mutual cooperation and goodwill as they come from different parts of the country;
- 8.10.2.4.9 Utilise facilities available by organising co-curricular activities and extracurricular activities for students;

8.10.2.5 Selection Process of Student Hostel Committee and Floor Representatives

- 8.10.2.5.1 All enrolled students are invited to suggest and nominate SHC candidates to the Warden, out of which the Warden shall nominate at least one, but up to 5 members to the election committee. Students cast their votes and student may vote at one candidate for each category. Candidates with maximum votes in their category are elected to be member of SHC.
- 8.10.2.5.2 Election will be issued as election committee has been appointed. Election Committee is from Student Affairs Department. Warden shall be the Chairman of the election committee. The other members of the Election committee shall assist the Warden and the Warden can delegate duties pertaining to the elections to any Election committee member as he/her deems fit. It is the responsibility of the election committee to conduct the elections.

- 8.10.2.5.3 Warden and election committee should decides on the time duration and mode of electioneering. Elections shall conduct within a stipulated time, preferably 10 days. It is advised to keep the usage of paper and damage to the hostel to a minimum.
- 8.10.2.5.4 Floor representatives election may apply in the same manner as SHC.
- 8.10.2.5.5 Warden will be invited to the final SHC meeting of the year to ensure smooth transition to a new committee. Floor representatives and ex-officio SHC members will be invited to attend the meetings for the following year.
- 8.10.2.5.6 The policy framework/decisions regarding hostels is decided by Warden in consultation with Manager of Student Affairs Department. The decisions of Warden in their respective jurisdictions are final.
- 8.10.2.5.7 **SHC** consisting of a President and five members appointed by Warden. Member of SHC is based on school/faculty, they attended. Member of SHC also can be appointed as floor representatives.
- 8.10.2.5.8 Eligibility for the candidature for the SHC are as mentioned below:
- 8.10.2.5.8.1 The candidate must not have had any disciplinary action taken against him/her in the past, both at the Hostel and the Institute level.
- 8.10.2.5.8.2 Candidate should not stand for more than one post at a-time, else his/her candidature will be rejected.

- 8.10.2.6 SHC will normally meet twice a month to discuss and mutually settle hostel affairs. Secretary of SHC shall put on the Notice Board the minutes of the meetings.
- 8.10.2.7 SHC shall ensure that peace and order is observed at all times by the residents of the hostel.
- 8.10.2.8 The President and members of SHC will normally hold post for one year.
- 8.10.2.9 SHC and its members shall be subject to all rules/norms as residents of the hostel and shall be responsible for any violation of hostel rules, etc.
- 8.10.2.10 Student Meeting may be called, as and when necessary, by President of SHC in due consultation with Warden by giving at least 24 hrs. advance notice. Student Meeting may also be requisitioned on the written request of students concerned provided such a request is signed by at least 50% of the members of the hostel concerned and notice to this effect be given to SHC at least 48 hrs. in advance.

8.10.3 Student Community Engagement Programme

8.10.3.1 Around the world and through the years, terms such as service learning, volunteering, practicum, internship, social service, community engagement, community service and the scholarship of engagement have been used interchangeably.

8.10.3.2 Amongst others, the benefits of service include various personal, social and learning outcomes, e.g. self-esteem, personal worth, competence and confidence, self-understanding, motivation, sense of usefulness, doing something worthwhile, ability to make a difference, openness to new experiences, ability to take responsibility, reduce stereotypes, acknowledge and accept consequences of actions, reflecting on own altruistic values and attitudes, developing a range of social skills, e.g. listening, communicating, team-work, problem-solving, etc.

8.10.3.3 AIU's vision, mission and core values emphasises humanitarian values, being caring and giving individuals, having a passion for service, and making a meaningful contribution to society.

8.10.3.4 Community service is a central and defining characteristic of AIU and appropriate policies, programmes and procedures should be set in place. Students involvement and participation, and service components are fully integrated into the curriculum to produce well-balanced and holistic graduates.

8.10.3.5 This programme aims to integrate community engagement with teaching and learning; and research as a key core function in knowledge production, generation and dissemination at AIU. All students are compulsory to participate in the community programmes organised by AIU.

8.10.3.6 Establishment of other student bodies:

8.10.3.6.1 Not with standing section 8.10, it shall be lawful for not less than ten (10) students of the University with the prior approval of the Vice Chancellor and President and subject

to such terms and conditions as the Vice Chancellor and President may specify, to establish a student body consisting of students of the University for the promotion of a specific object or interest within the University.

8.10.3.6.2 Student bodies established shall in their annual general meetings elect their office-bearers.

8.10.3.6.3 Apply mutatis mutandis to a student body established under this section as they apply to the SRC.

8.10.3.7 Power to suspend or dissolve students' association, etc.

8.10.3.7.1 The Vice Chancellor and President may, subject to the directions issued by the Registrar under section 49 of the Act 555, suspend or dissolve any students' society, association, organisation, body or group:

8.10.3.7.1.1 if such society, association, organisation, body or group conducts itself in a manner detrimental or prejudicial to:

8.10.3.7.1.1.1 the safety and security of Malaysia;

8.10.3.7.1.1.2 public order; or

8.10.3.7.1.1.3 the interest of students;

8.10.3.7.1.2 if such society, association, organisation, body or group violates any provision of any written law.

8.10.3.7.2 Any organisation, body or group of students aggrieved by the suspension or dissolution made, within (14) fourteen days from the date of receipt of the notice of the suspension or dissolution, appeal in writing to the Minister.

8.11 Sports / Clubs & Societies / Activity Details (to be coordinated by the Student Affairs Recreation Unit / Club Executives with Club Advisors)

8.11.1 Student Driven with Advisors

8.11.1.1 Clubs & Societies

8.11.1.1.1 Debate & Public Speaking Club

8.11.1.1.1.1 **Aim:** The aim of the Club is for improving students' public speaking and leadership potential.

8.11.1.1.1.2 **Objectives:**

8.11.1.1.1.2.1 To improve students' public speaking skills

8.11.1.1.1.2.2 To improve students' critical thinking skills

8.11.1.1.1.2.3 To meet and interact with peers in the context of a social and intellectual activity.

8.11.1.1.1.2.4 To develop the ability to analyse controversies, select and evaluate evidence, construct and refute arguments.

8.11.1.1.2 Media Club

8.11.1.1.2.1 **Aim:** The aim of the club is to identify students' interest on current affairs, writing and publishing articles, photography, making videos and socialised individuals.

8.11.1.1.2.2 **Objectives:**

8.11.1.1.2.2.1 To develop students interest on writing, photography and publication

8.11.1.1.2.2.2 To improve students research skills and updates regarding the global current affairs.

8.11.1.1.3 Arts & Culture Club

8.11.1.1.3.1 **Aim:** The aim of the club is to bring diversity and to the people at AIU. Enjoy music, theatre, visual arts, comedy, dance, magic or any other form of art. Drama and dance curriculum is designed to offer theatre arts activities that encourage discovery, creativity and entertainment. On the other hand, this club will lead to the understanding of other existing cultures in AIU community.

8.11.1.1.3.2 Objectives:

8.11.1.1.3.2.1 To develop their individual or group musical, art, acting and creativity skills.

8.11.1.1.3.2.2 To create an environment for students to release stress.

8.11.1.1.3.2.3 To learn other students from different countries style of art and its culture.

8.11.1.1.3.2.4 Demonstrate well-rounded development in the theatre arts, including critical thinking skills, high-level skills in performing arts, and enhanced creativity, understanding and accepting others culture.

8.11.1.1.4 World Language Club

8.11.1.1.4.1 **Aim:** The aim of the club is to offer students the opportunity to enrich their understanding of other existing cultures within the AIU committee.

8.11.1.1.4.2 **Objectives:**

8.11.1.1.4.2.1 To interact with students from other cultures

8.11.1.1.4.2.2 To allow students to gain exposure to the language and cultures of their countries.

8.11.1.1.4.2.3 To learn about their music, TV, movies, sports and other pop-culture topics that is not necessarily taught in class.

8.11.1.1.5 Creativity and Innovation Club

8.11.1.1.5.1 **Aim:** The aim of the club is to help students go beyond business (study) as usual and create innovative mind-sets. This could be achieved through several initiatives; such as, developing innovation projects which would be embedded with creative and innovative ideas

8.11.1.1.5.2 **Objectives:**

8.11.1.1.5.2.1 To host Brainstorming Sessions/activities to come up with creative solutions to campus problems.

8.11.1.1.5.2.2 To improve creative and innovative thinking on the campus of AIU.

8.11.2 Student Driven Clubs and Societies with Advisors

8.11.2.1 AIU Edu Team

8.11.2.1.1 **Aim:** The team is formed in order for students to practice their academic skills and helping their friends around with subject that they are good at. This club aims to create an education environment among students when outside learning hour.

8.11.2.1.2 Objectives:

8.11.2.1.2.1 To help students improve their teaching and learning skills

8.11.2.1.2.2 To make students interact among each other for the purpose of academic

8.11.2.1.2.3 To create a more interactive and fun learning with peers.

8.11.2.2 Recreation and Tourism

8.11.2.2.1 **Aim:** The club functions to promote a healthy lifestyle by encouraging students to do recreational and tourism activities.

8.11.2.2.2 Objectives:

8.11.2.2.2.1 To promote an active lifestyle among students

8.11.2.2.2.2 To introduce students to nature available in Malaysia and state of Kedah

8.11.2.2.2.3 To make students appreciate nature resources

8.11.2.3 First Aid Group

8.11.2.3.1 **Aim:** The club is formed to prepare for any mishaps or accidents happening inside campus before the real medication came into place.

8.11.2.3.2 **Objectives:**

8.11.2.3.2.1 To train students in facing emergency situation

8.11.2.3.2 .2 To educate students on the importance of having first aid kit

8.11.2.4 Peer Buddies

8.11.2.4.1 **Aim:**This club is aimed at creating a harmonious group among students and how they can solve issue or problem of their friends.

8.11.2.4.2 **Objectives:**

8.11.2.4.2.1 To develop good relationship among students

8.11.2.4.2.2 To let the students aware that they can get help from their friend

8.11.2.4.2.3 To be an alternative to other counselling effort

8.11.2.5 Volunteerism Club

8.11.2.5.1 **Aim:**The Volunteerism Club sensitives students to react constructively to disparity and injustice in modern society, inculcates socially desirable values such as empathy and co-operation and nurtures the desire of the young to serve the needy. It will undertake projects such as literacy and educational programs for adults and underprivileged children, field trips, health campaigns, awareness campaigns and mass production of simple articles to generate funds for the needy.

8.11.2.5.2 Objectives:

8.11.2.5.2.1 To build up caring community and positive values of self-fulfillments

8.11.2.5.2.2 To enhance the sense of social belongings

8.11.2.5.2.3 To generate in young people a sense of responsibility and foster and develop learning and development opportunities

8.11.2.6 Welcoming Committee

8.11.2.6.1 **Aim:** Welcoming Committee would be responsible for planning and executing fun, active social programming for the Orientation program while providing new students the guidance and leadership needed to successfully adapt to the University and the student community. The Welcoming committee will not only be limited to what is mentioned but also to welcome any delegate o be received in AIU.

8.11.2.6.2 Objectives:

- 8.11.2.6.2.1 Setting achievable, realistic goals and working towards them
- 8.11.2.6.2.2 Providing, creating and/or seeking out trainings for those who involved with welcoming work
- 8.11.2.6.2.3 Creating and implementing a work plan for new students
- 8.11.2.6.2.4 To improve interpersonal skills
- 8.11.2.6.2.5 To meet and interact with peers in order to welcome guest, new students and organise events for them.

8.12 Sports, Clubs & Recreational Activities

8.12.1 AIU is well equipped with sports facilities for students to enjoy a balanced student life on campus. The Sports and Recreation Centre will facilitate the booking and maintenance of various sports courts, equipment and other related sporting facilities on campus, ex: (Multipurpose Hall, Futsal Court , Badminton)

8.12.2 Objectives and Aims :

8.12.2.1 To provide a diverse range of recreational activities up to standard for students and staffs of University.

8.12.2.2 To provide physical activities which contribute the development and identity of students groups / societies on campus.

8.12.2.3 To enhance community life and student experience through social contact, participation and fair play.

8.12.2.4 To provide a platform for students to gain leadership skills, interpersonal skills and professional skills through participating in different sports events.

8.12.2.5 Build up a positive image of the university through participating in sports activities, sports carnival and through positive activities on campus and off campus.

8.12.2.6 Following are the number of Sports Clubs available under AIU Recreational Unit,

Badminton Club	Cricket Club	Swimming Club	Pencak Silat
Basketball Club	Football Club	Table Tennis Club	Volleyball Club
Chess Club	Frisbee Club	Takraw Club	Pool & Snooker Club
Netball Club	Futsal Club	Taekwondo Club	Total : 15 clubs

8.13 Recreational Unit Facilities

8.13.1 Multipurpose Hall

8.13.1.1 One of the most important aspects in campus life is being active. Sports in AIU are exceptionally designed to fit students' interests. We have two multipurpose halls on campus.

8.13.1.1.1 Male Multipurpose Hall



8.13.1.1.1.1 Active clubs and societies comprise of the following Sports in Multi Purpose Hall :

8.13.1.1.1.1.1 Futsal - Badminton - Indoor Basket Ball - Indoor Volleyball -Taekwondo

8.13.1.1.1.2.1 Organise events

8.13.1.1.1.2.2 Sports activities

8.13.1.1.1.2.3 Clubs & Society meetings and programme

8.13.1.1.2 Female Multi Purpose Hall



8.13.1.1.2.1 Active clubs and societies comprise of the following Sports in Multi Purpose Hall :

8.13.1.1.2.1.1 Futsal - Badminton - Indoor Basket Ball - Indoor Volleyball - Taekwondo

8.13.1.1.2.2.1 Organise events

8.13.1.1.2.2.2 Sports activities

8.13.1.1.2.2.3 Clubs & Society meetings and programme

8.13.1.1.3 Student Centre

8.13.1.1.3.1 With its multi-functional facilities, you can enjoy the modern and trendy setting that the centre can offer. Both floors serve its very own function. On the first floor, you can find everything you need from the convenience store and a cafeteria.

8.13.1.1.3.2 While the first floor provides the necessity for the students as the entertainment hub where by they can play snooker, darts, foosball , pool, Pencak silat, table tennis and also drink coffee at our coffee shop.



Foosball



Snooker & Pool



Dart



Table Tennis



Pencak Silat

8.13.1.1.4 Hostel Residences

8.13.1.1.4.1 The male hostel quadrangle provide facilities such as:

8.13.1.1.4.1.1 Basket ball court

8.13.1.1.4.1.2 Sepak Takraw court

8.13.1.1.4.1.3 Volleyball court



Basketball court



Sepak Takraw court

8.13.1.1.5 The female hostel quadrangle provides facilities such as:

8.13.1.1.5.1 Netball court

8.13.1.1.5.2 Volleyball court



Netball & Volleyball court

8.13.1.1.5 AIU Football Field



8.13.1.1.6 Outdoor Gym

8.13.1.1.6.1 The outdoor gym offers wide range of fitness equipment for students to be used



8.13.1.1.7 Cricket Nets



8.14 Sports Equipment and Venue Booking Procedure

8.14.1 Venue Booking

8.14.1.1 This booking procedure is applicable to the booking of Recreational Venues such as Male Multipurpose hall, Female Multipurpose hall, Auditorium, Convocation hall etc and for any ad hoc or special event.

8.14.1.1.1 All booking forms must be submitted to Student Affairs Recreational unit for proper approval at least 2-3 days prior to the event.

8.14.1.1.2 Student Affairs Department have the right to reject incomplete applications.

8.14.1.1.3 No venues will be open without proper booking.

8.14.1.1.4 The room(s) must only be used for the purpose of which it has been booked.

8.14.1.1.5 Booking forms must be approved by Student Affairs Department before usage.

8.14.1.1.6 Discussion rooms in Student Centre will be open from 8.30 am - 11.30 pm only, proper bookings must be done at Student Affairs Department before usage of rooms.

8.14.1.1.7 Clubs & Society room bookings for meetings, discussion etc must be done only in week days (Monday - Friday).

8.14.1.1.8 For event booking at Auditorium, Student Centre, Lecture Theatre etc, proper booking must be made at least three working days' before the actual program commence.

8.14.1.1.9 Room(s) must be vacated by the time and date specified at the confirmation of booking.

8.14.1.1.10 All furniture and goods inside the specific booked venues are under responsibility of the Club and Society handling the event /

the person made the booking. Any loss or damage caused will be under your responsibility.

- 8.14.1.1.11 Strictly no food or drink is to be consumed in Convocation hall, Auditorium ,Lecture Theatre and Student Affairs discussion rooms (level 1 and level 2) with the exception of bottled water. Cleanliness of the venues must be observed at all time and remain same.
- 8.14.1.1.12 Penalty may be levied on no-show or irresponsible use of the venues, which may include a ban on booking for next time, as well as cancellation of any approved booking during the banned period.
- 8.14.1.1.13 Any events/programs involving external speaker/organisation must be notified to Student Affairs Department at least 2-3 weeks before prior to the proposed event taking place in order to ensure that the University authorities are aware of potentially controversial or problematic forthcoming events.

8.14.2 Sports Equipment Borrowing

8.14.2.1 This booking procedure is to borrow sports equipment and any other equipment belongs to Student Affairs Department / AIU.

8.14.2.1.1 All equipment are in good working condition. Users must report to Student Affairs if any item is damaged or not functioning when borrowing.

8.14.2.1.2 When using any equipment, all users are advised to use them with due care and must strictly observe the instruction and/or operation procedure given by the Student Affairs.

8.14.2.1.3 Those who request, borrow or use any of the loaned equipment are jointly and several liable to be **charged/fined** for the misuse, the **loss** of or **damaged** to the equipment (charges will be based on prior to the value of equipment).

8.14.2.1.4 Strictly no equipment can be taken outside of campus without proper approval from Student Affairs.

8.14.2.1.5 Users will be held responsible for any loss and damage for the equipment.

8.14.2.1.6 Time line for sport equipment booking is one (1) day before and student must return all the borrowed equipment at least 2 day after.

9.1 General Conduct

- 9.1.1 Students who wish to sleep out/off campus are required to request for a leave of absence at least 1 day before their departure failure to oblige by this rule may lead to monetary fines **RM50.00** per offence.
- 9.1.2 **Swearing or use of bad language** will not be allowed in hostel or anywhere on campus.
- 9.1.3 **Any aggressive, violent or intimidating behaviour** and/or displaying offensive or insensitive racial, sexual or religious materials/images will not be permitted in students' rooms or anywhere in the hostel or on campus. Questionable behaviours and materials are subject to investigation, removal and disciplinary action.
- 9.1.4 No student may, without permission or reasonable explanation, enter any staff accommodation on Albukhary premises.
- 9.1.5 Students are expected to dress and conduct themselves in a respectable manner at all times as stated in the AIU Dress Code.
- 9.1.6 Students are prohibited from going to opposite gender hostel and/ premises, students found in opposite gender hostel will be dealt with accordingly.
- 9.1.7 Students are not allowed to date, or be seen in close proximity.
- 9.1.8 Students are prohibited from engaging in any intimate/sexual relationships with in the hostel or anywhere on campus.
- 9.1.9 The possession and/or distribution of pornography in whatever form in the hostel or anywhere on campus, whether intentional or unintentional, is a serious transgression.
- 9.1.10 **Stealing** is a criminal offence: Theft of any personal or university properties must be reported immediately to the campus security, and a case can be filed at the police station.
- 9.1.11 **No pets/animals** allowed in the Hostel and the complex at large.
- 9.1.12 In the event of any injuries, sickness or health related problems, the student needs to inform the Warden to assess the situation and arrange for transport and a driver. It is expected that the sick

student will be accompanied by either a Student Hostel Committee member or roommate/fellow student friend to the clinic/hospital.

- 9.1.13 Students are to cooperate with their roommates to clean their room and maintain the cleanliness of common areas of the Hostel. A student who for no specific reason failed to perform his/her duties can be taken to Disciplinary Committee when reports are made to the Warden.
- 9.1.14 Students are not allowed to invite visitors or other students to squat or stay at their rooms in the hostel or anywhere in the campus.
- 9.1.15 AIU students are not allowed to cook neither in their hostel rooms or the hostel in general.
- 9.1.16 Other AIU Student Handbook conditions also apply to the Hostel environment as specified, i.e.: Conduct with regards to Organised Student Activity and General Conduct:

9.1.16.1 No smoking policy

9.1.16.2 Zero tolerance to violence, firearms and dangerous weapons

9.1.16.3 No loud noise (abusive/offensive behaviour) or music allow

9.2 Access on Campus

- 9.2.1 The Vice Chancellor and President reserves the right to decide on who can have access on campus.
- 9.2.2 Students must at all times have their student ID Card ready to produce while on the University premises.
- 9.2.3 Students are not permitted to allow any other person to use their student card for any reason whatsoever.
- 9.2.4 Students are not to occupy or be present at any property or premises owned or controlled by the University after being requested to leave such property or premises by an employee acting in the course and scope of his or her duties.

9.3 Access to Information

- 9.3.1 Students are prohibited to access the University's data files or the central information systems.
- 9.3.2 Students may use the information technology offered by the University for academic purposes only.
- 9.3.3 A student may not transgress the user code for the information technology campus network. According to the user code each user undertakes to ensure that there is no unauthorised use or abuse of the University's resources and services. A student is responsible for all communication undertaken under his/her username. The unauthorised use or abuse includes the following, but is not limited to:
 - 9.3.3.1 The provision of any official AIU or personal login codes and passwords to any other person;
 - 9.3.3.2 Unauthorised use of software;
 - 9.3.3.3 Interception of network traffic;
 - 9.3.3.4 Misconducts of copyright rules, as set in national and international copyright acts, treaties and agreements;
 - 9.3.3.5 Unauthorised use of facilities for personal financial or any other profits;
 - 9.3.3.6 Playing of unauthorised computer games;
 - 9.3.3.7 Ownership, disclosure or viewing of pornographic material unless it is related to approved and/or *bona fide* research;
 - 9.3.3.8 Intentional or negligent distribution or development of computer viruses;
 - 9.3.3.9 Establishment of services such as file, WWW and email servers without the authorisation or approval (including abuse of registered University domain names and IP addresses);
 - 9.3.3.10 Linking any apparatus to the network without the written approval of the Information Technology Division;

9.3.4 A student may not use indecent or insulting language in electronic mail or electronic discussion groups.

9.4 Trafficking, Consumption, Possession, and/ intoxication of drugs e.g. Cannabis, Cocaine, Heroin, Opium etc.

9.4.1 The possession of drugs in Malaysia is considered as a serious offence. Students found with the possession of drugs will be dealt with under the **Dangerous Drug Act 1952** in the Malaysian law. Under section 39B of the Dangerous Drugs Act, those in possession of 15gm or more heroin and morphine; 1,000 gm or more opium (raw or prepared); 200 gm or more cannabis; and 40 gm or more cocaine will receive the mandatory sentence determined by the law. Punishment for lighter offences (those that are not considered drug trafficking) can range from **imprisonment, rehabilitation to fines** depending on the amount of drugs possessed and degree of offence.

9.4.2 Students should bear in mind that the use of drugs is above the laws of the university and extends to the laws governed in the country; therefore students found with trafficking, consumption, possession, and/ intoxication will be reported to the police.

9.5 The AIU's basic standard of behaviour requires a student:

9.5.1 Not to violate any Malaysia's local, state, or federal law or

9.5.2 Not interfere with or disrupt the orderly educational process of AIU academic programmes.

9.6 Prohibited Conducts:

9.6.1 Each student shall maintain the highest standards of integrity, honesty, and morality and shall obey the university rules and regulations. The following is a non-exhaustive list of conduct that is prohibited and subject to disciplinary action:

9.6.1.1 Abusive Conduct and / Language

9.6.1.1.1 Unwelcome conduct that is sufficiently severe and pervasive that it alters the conditions of education or employment and creates an environment that a reasonable person would find intimidating, harassing, or humiliating. The frequency of the conduct,

its severity, and whether it is threatening or humiliating are factors that will be considered in determining whether conduct is abusive. Abusive conduct includes verbal abuse, physical abuse, or holding a person against his or her will. Simple teasing, offhanded comments and isolated incidents (unless extremely serious) will not amount to abusive conduct.

9.6.1.2 Arson:

9.6.1.2.1 The wilful setting fire to or burning of a structure or its contents or the property of the university as well as others property.

9.6.1.3 Dishonesty:

9.6.1.3.1 Manufacturing, possessing, providing, making, or using false information or omitting relevant information to university officials or on university applications. Forging, altering or misusing university record or document, initiating a false report, and knowingly using or possessing forged, altered or false documents or records.

9.6.1.4 Disruption or obstruction of a university activity:

9.6.1.4.1 Interference with, obstruction or disruption of AIU's activities such as teaching, research, recreation, meetings, public events and disciplinary proceedings in teaching and learning: workshops and seminars, sports, events and recreational activities.

9.6.1.5 Drug violations:

9.6.1.5.1 Possessing, consuming, using, providing, manufacturing/processing, distributing, or selling drugs, illegal substance or drug paraphernalia in violation of law or policies. This includes the use or possession of prescription drugs other than by the person

prescribed or for a purpose other than what was prescribed.

9.6.1.6 Ethical or professional code violation:

9.6.1.6.1 Violation of local, state and federal laws, and/or other applicable regulatory or privileges issues: as defined by the student's professional association, as may be applicable to the student(s), or applicable laws or regulations.

9.6.1.7 Failing to abide by or complete AIU sanction in a satisfactory manner:

9.6.1.7.1 Failure to adhere to sanctions or engaging in other prohibited conduct while on disciplinary probation or suspension.

9.6.1.8 Failure to comply with the direction and instruction of an AIU / Complex official

9.6.1.8.1 Such as security officers, warden, student affairs, Academics, AIU and complex official(s) who is performing his or her duties.

9.6.1.9 Failure to keep records up to date:

9.6.1.9.1 Failing to keep Admissions and Records notified of current school and/or permanent directory information, including email information.

9.6.1.10 Harassment, intimidation or bullying:

9.6.1.10.1 Harassment, intimidation or bullying involves unwelcome conduct by an individual(s) that is sufficiently severe or pervasive that it alters the conditions of education, employment, or living environment and creates an environment that a reasonable person would find intimidating, hostile, offensive, undermining, humiliating, or denigrating.

9.6.1.11 Hazing:

9.6.1.11.1 Any action or situation that recklessly or intentionally endangers the mental or physical health, safety, or welfare of an individual for the purpose of initiation, participation, admission into or affiliation with any organisation at the university.

9.6.1.12 Interfering with, obstructing or disrupting police or fire responses:

9.6.1.12.1 Tampering with, impairing, disabling, or misusing fire protection systems such as smoke detectors, fire extinguishers, sprinklers, or fire alarms; failing to evacuate during a fire alarm; resisting to go to the assembly point during the fire breakout, resisting arrest; failing to abide by the directions & instructions of police or fire personnel.

9.6.1.13 Misuse of computing resources and facilities: Misuse of computing resources and facilities:

9.6.1.13.1 Misusing computer labs and equipment as well as technology resources including the Internet, university networks, computer software, data files belonging to others, email addresses and accounts belonging to others, university databases & data centre and violating AIU information technology computing policies by and not limited to:

9.6.1.13.2 Playing unauthorised games

9.6.1.13.3 Hacking University system, data centre, and/ AIU website

9.6.1.13.4 Restricted websites, movies

9.6.1.14 Misuse, vandalise or defacement of university property & Landscape:

9.6.1.14.1 Damage to or misuse of equipment, property, furniture, facilities and buildings belonging to the university.

9.6.1.15 Misuse or defacement of property belonging to another:

9.6.1.15.1 Damage to or misuse of property belonging to another student or staff of AIU or the university property and complex properties.

9.6.1.16 Retaliation:

9.6.1.16.1 Taking any adverse action against a person because of, or in retaliation for, the person's reporting of a crime or violation of university policy, or in assisting in such a claim and/ disagreeing with the decision of the university management.

9.6.1.17 Sexual Misconduct:

9.6.1.17.1 Violating the AIU's Policy for students sexual harassment, engaging in intimate sexual activities with opposite gender and or same gender.

9.6.1.18 Stalking (not gender-based):

9.6.1.18.1 Wilfully, maliciously, and repeatedly following or harassing another person in a manner that would cause a reasonable person to feel frightened, intimidated, threatened, harassed, or molested.

9.6.1.19 Theft:

9.6.1.19.1 Possessing property that is known or should have been known to be stolen taking property without the consent of the owner, even with intent to return the property, or obtaining property by false pretences.

9.6.1.20 Unauthorised entry or exit or attempted entry or exit:

9.6.1.20.1 Entering or exiting or attempting to do the same without authority or consent with respect to university facilities, property belonging to the AIU and surrounding of the Complex.

9.6.1.21 Violation of Malaysia's local, state, federal law or AIU's regulation or policy

9.6.1.21.1 Misconduct & the Criminal Law

9.6.1.21.1.1 A person who, without good cause, engages in conduct which is a criminal offence according to the law of Malaysia, is guilty of misconduct under this Code provided that the conduct in question:

9.6.1.21.1.1.1 Takes place on University premises, or

9.6.1.21.1.1.2 Is committed by a student engaged on a University activity, or

9.6.1.21.1.1.3 Affects or concerns other members of the University community, or

9.6.1.21.1.1.4 Is an offence of dishonesty, where the student holds an office of responsibility in the University.

9.6.1.21.2 Criminal Offence Misconduct

9.6.1.21.2.1 The University will report to the police any allegation of criminal misconduct:

9.6.1.21.2.1.1 Where failure to do so may expose the University to criminal proceedings; or

- 9.6.1.21.2.1.2 if it is of a serious nature.
- 9.6.1.21.2.2 The University encourages any student who has been the victim of a criminal offence to report this to the University and to the police.
- 9.6.1.21.2.3 The University will report to the police any allegation of criminal misconduct
- 9.6.1.21.2.4 Where alleged misconduct under this code constitutes a criminal offence, the University may take action under this code whether or not the matter has been referred to the police and whether or not criminal proceedings have been initiated.
- 9.6.1.21.2.5 The University may, at its discretion, await the outcome of any criminal proceedings before deciding whether to initiate any internal action in respect of alleged criminal misconduct.
- 9.6.1.21.2.6 The University may, at its discretion, suspend any internal disciplinary action in respect of alleged criminal misconduct to await the outcome of any criminal proceedings.
- 9.6.1.21.2.7 Where a student is convicted of an offence that conviction may be relied upon as evidence in any University disciplinary proceedings provided that the circumstances leading to that conviction are directly relevant to those proceedings.

9.6.1.21.3 Weapons violations, possession of weapons, firearms, explosives, fireworks, ammunition or incendiary devices on campus:

9.6.1.21.3.1 Actual or constructive possession or control of any weapon, including but not limited to air pistols, air rifles, lock blades, fixed blades, knives with a blade longer than four inches, blackjacks, metal knuckles, chemical substances, bombs, or any other device found to be a violation of this code by student conduct. Instruments designed to look like any of the above are included in this prohibition.

9.6.1.21.4 Any other actions:

9.6.1.21.4.1 Any other actions that result in unreasonable interference with the teaching and learning environment or the rights of other individuals or interference with the university management.

10.0 Disciplinary Committee (SDC)

10.1 The Student Disciplinary Committee (SDC) is a faction elected by the President and Vice Chancellor. The primary role of the Student Disciplinary Committee is to implement the provisions of the Student Disciplinary Code of Conduct, both for the academic or non-academic matters, as well as the policy for the Hostel Management. The purpose of this committees shall be to conduct hearings for alleged breaches of university rules and regulations, recommend sanctions for individuals or groups violations to the Deputy Vice Chancellor.

10.1.1 The Student Disciplinary Committee Categories

10.1.1.1 The Investigating Committee (IC)

10.1.1.1.1 The purpose of this committee is screening and investigating on cases of misconduct misbehaviour reported by staff against AIU students.

10.1.1.1.2 Appointment of members

10.1.1.1.2.1 Members are appointed by the Vice Chancellor and President in consultation with the Deputy Vice Chancellor of the University.

10.1.1.1.2.2 One member of Investigating Committee must be appointed from Senate members as their representative.

10.1.1.1.2.3 The Student Affairs Dept. appoints members for non-Academic misconduct

10.1.1.1.2.4 The committee members must be appointed among staff who are not been previously involved or connected to the case.

10.1.1.1.3 Members

- 10.1.1.1.3.1 Chairman - Selected from the members
- 10.1.1.1.3.2 Representative of Senate members.
- 10.1.1.1.3.3 The Head of Student Affairs appoints members for behavioural or attitudinal misconduct.
- 10.1.1.1.3.4 Secretary must be Registrar or his/her representatives.
- 10.1.1.1.3.5 The committee members must be appointed among staff who are not been previously involved or connected to the case.

10.1.1.2 Disciplinary Hearing Committee (DHC)

10.1.1.2.1 The primary role of the Disciplinary Hearing Committee is to implement the provisions of the Student Disciplinary Code of Conduct, both for the non-academic student code of conduct, as well as the policies regulated in the Hostels.

10.1.1.2.2 Appointed of members

- 10.1.1.2.2.1 Members are appointed by Vice Chancellor and President in consultation with the Deputy Vice Chancellor.
- 10.1.1.2.2.2 One member of Disciplinary Hearing Committee must be appointed from Senate members as their representative.
- 10.1.1.2.2.3 The Head of Students Affairs appoints members for behavioural or attitudinal misconduct.
- 10.1.1.2.2.4 The committee members must be appointed among staff who are not

been previously involved or connected to the case;

10.1.1.2.2.5 During the hearing, any member who cannot hear the evidence fairly and objectively for any reason is obligated to dismiss himself/herself from the case;

10.1.1.2.2.6 In cases involving complex legal issues or in extremely serious cases, the university reserves the right to appoint a chair who is not a staff member of the university, and has a professional legal qualification. The student(s) shall be informed if such a person is appointed to the committee.

10.1.1.2.3 Members

10.1.1.2.3.1 Chairman - Selected from members

10.1.1.2.3.2 Representative of Senate members

10.1.1.2.3.3 At least two other members who are also appointed by the Deputy Vice Chancellor for Academics in consultation with Vice Chancellor and President of University.

10.1.1.2.3.4 Secretary - The Secretary is an ex-officio member of the committee and will have no right in voting. Student Affairs Department appoints one member as secretary for behavioural or attitudinal misconduct

10.1.1.2.3.5 Observer - Vice Chancellor and President can also appoint at least one observer for the hearing

10.1.1.2.3.6 The observer will not take part in the process of the hearing but will

provide the necessary feedback if asked by the chair. The function of the observer is to monitor the procedure of the hearing and to recommend to the Deputy Vice Chancellor on the adequacy of the hearing procedures with a view to making recommendations to improve the disciplinary policy and procedures.

10.1.1.2.4 Responsibilities of the Disciplinary Hearing Committee

10.1.1.2.4.1 All members, including the observer(s) shall be provided with the report of the case and any other documents related to the case.

10.1.1.2.4.2 To hear allegations of misconduct from the person(s) filing the report of misconduct.

10.1.1.2.4.3 To hear the defence of student(s) on the reported misconduct.

10.1.1.2.4.4 To review all documents, information and evidence presented on the case by the student(s), the person filing the report and any other evidence provided by other parties within the university, based on the request of the chair.

10.1.1.2.4.5 To hear allegations/defence by witnesses both from the student(s) and from the person(s) who reported the case.

10.1.1.2.4.6 To determine whether the student(s) has/have misconducted or misbehaved by violating any of the rules and the regulations of the university.

10.1.1.2.4.7 To prepare a written report on the decision of the hearing for ratification.

10.1.1.3 The Appeal Hearing Committee (AHC)

10.1.1.3.1 The purpose of the Appeal Hearing Committee is to consider the appeal made by students on decisions made by the University based on the recommendation of the Disciplinary Hearing Committee.

10.1.1.3.2 Appointment of Members

10.1.1.3.2.1 Members are to be appointed by Board of Governors in consultation Vice Chancellor and President of the university.

10.1.1.3.2.2 One member appointed from Board of Governors as their representative.

10.1.1.3.2.3 There will be at least three members in the committee, one of whom will be appointed as chair of the Appeal Hearing Committee. For an academic discipline case, the Registrar Office will appoint one staff member to act as secretary to the committee for Academic cases and for other misconducts another secretary will be appointed from the Student Affairs. Secretary is an ex-officio member of the committee and has no voting rights if there need be voting.

10.1.1.3.2.4 All members, including the observer(s) shall be provided with the report of the investigating committee, the report of the hearing committee, the appeal letter submitted by the student(s) and any

other documents related to the case.

10.1.1.3.3 Members

10.1.1.3.3.1 Chairman - Selected from the members.

10.1.1.3.3.2 Representative from Board of Governors.

10.1.1.3.3.3 At least two other members.

10.1.1.3.3.4 Secretary: The secretary is an ex-officio member of the committee and will have no right in voting.

10.1.1.3.3.5 The Student Affairs Department appoints one member as secretary for behavioural or attitudinal misconduct.

10.1.1.3.4 Responsibility of the Committee

10.1.1.3.4.1 To review the decision of the Disciplinary Hearing Committee based on grounds presented in the written appeal by the students.

10.1.1.3.4.2 If necessary, to hear the defence of the student(s) and the person who lodged the report of misconduct.

10.1.1.3.4.3 To provide a written report to the Vice Chancellor and President on the decision of the appeal committee.

10.2 Confidentiality

10.2.1 For all the committees, each committee member must sign a confidentiality agreement at the time of each appointment indicating his/her agreement to maintain confidentiality, security and integrity of all materials during and after their term as committee members.

10.3 Decision of the Disciplinary Hearing Committee (DHC)

10.3.1 At the conclusion of the evidence, the Committee decides, in light of all the evidence led, whether or not the student is guilty of the misconduct, as charged.

10.3.2 A finding of guilty will only be returned if:

10.3.2.1 The misconduct charged has, in the opinion of the Committee, been proved on a balance of probabilities; or

10.3.2.2 The student has freely and voluntarily admitted guilt and the Committee is satisfied that there is evidence from the accused or from another source to substantiate the admission. Should the Committee not be satisfied with the evidence presented, it may of its own accord call for further evidence to be led in respect of the charge.

10.3.3 If the Committee finds the student not guilty as indicted under 10.3.2.2 the student is acquitted of the charge.

10.3.5 In the event of an equality of votes, the Chair of the DHC has a casting vote in addition to his/her ordinary vote.

10.4 Student's Absence from Hearing

10.4.1 If a student charged with misconduct failed to attend his/her disciplinary hearing, such hearing proceeds in his/her absence and the proceedings of the SDC are not invalid.

10.5 Recusal from Proceedings

10.5.1 A member of the DHC who has laid a complaint of misconduct must recuse him/herself from the proceedings of the DHC which has been constituted for the purpose of adjudicating a charge emanating from the complaint.

10.6 Obstruction of Procedures

10.6.1 If a student charged with misconduct interferes with or obstructs any proceedings of the SDC or refuses to carry out an instruction of the Chairperson of such Committee, such student may be ordered by the Chairperson to withdraw from the proceedings, which may then continue in his/her absence.

10.7 Record of Proceedings

10.7.1 The Vice Chancellor and President appoints a person to record, by means of tape recording or in writing, the proceedings of the DHC and all the evidence tendered. Such a person is not a member of the Committee.

11.0 Notice for Disciplinary Hearing

- 11.1 Appointment of the Disciplinary Hearing Committee. Deputy Vice Chancellor shall appoint the chair and committee Members of the Disciplinary Hearing Committee and the committee will be provided with information and evidence of the case, and if there was an investigation prior to the hearing, the committee will be provided with the report of the investigation committee.
- 11.2 The student(s) shall be notified in writing, of the time, date, and venue of the Disciplinary Hearing Committee.
- 11.3 The notice shall also contain the following
 - 11.3.1 A complete statement of the charge(s) being brought against the student(s) including the date of the report on the misconduct and date and time and venue of the alleged misconduct.
- 11.4 The chair and members of the Disciplinary Hearing Committee
- 11.5 The time given to respond to the notice on the intention to attend the hearing or not.

12.0 Conduct of the Hearing

- 12.1 Disciplinary hearings will be conducted in a closed door room by the Disciplinary Hearing Committee. Admissions of any person to the hearing will be at the discretion of the chair.
- 12.2 The chair will introduce himself/herself and members of the Disciplinary Hearing Committee, observer(s) and secretariat.
- 12.3 The Disciplinary Hearing Committee will first hear the allegations of misconduct from the person/people who filed the report of misconduct.
- 12.4 The disciplinary hearing committee will then call the student(s) accused of the misconduct.
- 12.5 The chair will inform the student(s) of the charges, the hearing procedures and his / her rights, and ask the student charged to plead guilty or not. If the student pleads guilty, the chair will inform him /her of possible action of punishment for the misconduct. If the student pleads not guilty, the hearing will proceed to present the case against the student.
- 12.6 The student(s) will speak to the charges and the chair will ask the student(s) to produce any evidence, document or information to support

his/her defence. The student(s) may produce the evidence, document or information without being asked for.

- 12.7 If there are witness for the case, they may be called one at a time.
- 12.8 At the end of the hearing session, all the Disciplinary Hearing Committee members of the hearing will leave the room.
- 12.9 The Disciplinary Hearing Committee, will discuss the case of the hearing and propose a decision, and if there is a need for voting, the determination of the decision shall be made by majority vote.
- 12.10 The decision of the Disciplinary Hearing Committee, will be recorded in writing and signed by the chair. This decision will be presented to Vice Chancellor and President for ratification.
- 12.11 Student(s) will be informed of the decision after the decision has been ratified by the Deputy Vice Chancellor.

13.0 Appeals

- 13.1 Student(s) are allowed to make an appeal in writing with in five (5) working days after he/she receives the decision of the hearing
- 13.2 Appeals are to be made to the Deputy Vice Chancellor who shall review the case and render his/her decision within three (3) working days.
- 13.3 The Deputy Vice Chancellor may also establish an Appeal hearing Committee to review the decision of the hearing if he felt there are grounds for contest on the decision.

14.0 Penalty

- 14.1 The Disciplinary Hearing Committee shall recommend to the Deputy Vice Chancellor possible penalty for misconduct, with reference to documents within the university that provides penalty for certain specific misconduct. Such documents are but not limited to the following:
 - 14.1.1 The Student Disciplinary Code of Conduct
 - 14.1.2 The Hostel Management Policy
- 14.2 The Disciplinary Hearing Committee can also propose the penalty appropriate with the misconduct, but not mentioned in any of the above documents.

- 14.3 The possible penalty that can be considered which are linked to the above documents are:
 - 14.3.1 Verbal warning
 - 14.3.2 Monetary fines (fines in cash form)
 - 14.3.3 Issue of warning letter
 - 14.3.4 Disciplinary probation - Exclusions from participation in privileges or extracurricular activities of the university
 - 14.3.5 Issue of final warning letter
 - 14.3.6 Disciplinary hearing
 - 14.3.7 If the case is serious the student will be suspended i.e For cases dimmed suspension to be suitable:
 - 14.3.7.1 First time offence; suspension for 1 trimester.
 - 14.3.7.2 Second time same offence; suspension for 2 trimesters
 - 14.3.7.3 Third time same offence; Expulsion
- 14.4 Legal action or report to the appropriate government authorities; for students who
 - 14.4.1 Traffic, Consume, Possess, and/ intoxicate on drugs
 - 14.4.2 Human Trafficking, kidnapping
 - 14.4.3 Rape
 - 14.4.4 Murder

15.0 The Disciplinary Procedure Supporting This Policy

- 15.1 The disciplinary procedure supporting this policy has been designed to ensure that
 - 15.1.1 A clear, equitable, consistent and prompt process for dealing with allegations of misconduct is followed
 - 15.1.1.1 No disciplinary action is taken against a students until the case has been fully investigated.
 - 15.1.1.2 The student is advised in writing of the nature of the complaint or allegations made against them.
 - 15.1.1.3 The student is given a full opportunity to state his or her case in response to the use against them before any decision is made.
 - 15.1.1.4 In reaching a decision on the appropriate level of disciplinary sanction, the chair of the disciplinary hearing will take into account any mitigating circumstances, the gravity and impact of the misconduct and except for clear cases of gross misconduct, the ability demonstrated by the student to correct the misconduct.
 - 15.1.1.5 A student has the right to appeal to a higher level of the University Management against any disciplinary penalty imposed.

16.0 Behavioural or Attitudinal Disciplinary Cases or Misconduct

- 16.1 Behavioural or attitudinal Disciplinary Misconduct, consist but not limited to
 - 16.1.1 AIU student allowing visitor(s) or other student to squat or to stay over at their hostel
 - 16.1.2 Student(s) cooking food in hostel room
 - 16.1.3 Not attending hostel meetings or cleaning sessions
 - 16.1.4 Sleeping out of campus during weekends/semester breaks without exit/leave pass approval
 - 16.1.5 Having pets/animals in hostel
 - 16.1.6 Not wearing official attire in class, any AIU activities, sports/recreational clubs, official reception or student consultation session

- 16.1.7 Not wearing ID card without valid reason
- 16.1.8 Causing injury to other students
- 16.1.9 Littering
- 16.1.10 Vandalism and damage to any University properties
- 16.1.11 Indecency in dressing or behaviour
- 16.1.12 Using university's property without any necessary approvals
- 16.1.13 Not following the procedure to distribute publications on campus or making use of notice boards
- 16.1.14 Conduct or engage in any fundraising activities without prior approval
- 16.1.15 Smoking, consuming alcohol and being intoxicated or under the influence of alcohol or drugs on campus
- 16.1.16 Inappropriate behaviour including close proximity.
- 16.1.17 Female or male student found in opposite gender hostel premises rooms
- 16.1.18 Commits any criminal offence
- 16.1.19 Intimate/sexual relationship with the opposite and/or same-sex, getting married, pregnancy
- 16.1.20 Carrying or using firearms or dangerous weapons
- 16.1.21 Possession and or use of dependence forming drugs
- 16.2 Any other behavioural or attitudinal not mentioned above will be deal with accordingly by the Disciplinary Committee.

17.1 Notification of Misconduct

17.1.1 Any person may refer any complaint of misconduct to the Registrar/Student Affairs or in his/her absence, to the Deputy Vice Chancellor. A complaint should be lodged in writing with the Registrar/Student Affairs or the Deputy Vice Chancellor up to the month of the occurrence (or as soon as reasonably practicable). The complaint should provide a description of what transpired (including date, time and witnesses) and should be signed by the complainant, provided that nothing contained herein will prevent the Registrar/Student Affairs from laying a complaint of misconduct against a student.

17.2 Preliminary Investigation

17.2.1 The Deputy Vice Chancellor appoints one or more persons to conduct a preliminary investigation into an accusation, complaint or allegation brought to his/her attention. The Deputy Vice Chancellor may, at his/her discretion, conduct the investigation him/herself.

17.2.2 Such person(s) so appointed submits a written report and/or charge sheet to the Deputy Chancellor, within 14 days.

17.2.3 The person(s) appointed to conduct the preliminary investigation may consult with or obtain information from any person, including the student against whom the accusation, complaint or allegation has been made.

17.3 Referral to the Student Disciplinary Hearing Committee (HDC)

17.3.1 Upon reception of the report from the initiator, the Deputy Vice Chancellor may make a decision which may include:

17.3.1.1 Dismissal of the complaint

17.3.1.2 Advice/counselling for the accused (which may include a requirement to attend rehabilitation and treatment);

17.3.1.3 Issuing a verbal warning to the accused

17.3.1.4 Disciplinary charges; and/or

17.3.1.5 Convening an emergency SDC to determine need for temporary suspension (**ONLY APPLICABLE WITH**

REGARD TO SERIOUS MISCONDUCTS. e.g. there exists the possibility that the accused will intimidate witnesses, he might interfere with the investigation, or defeat the ends of justice etc).

17.4 Notice to the Accused Student

17.4.1 When proceedings against a student are instituted in terms of 17.3 above, the Deputy Vice Chancellor will give the student concerned not less than 15 days notice in writing of the date, time and place of the hearing by the SDC.

17.4.2 The Notice under this rule will inform the student:

17.4.2.1 That proceedings under the Students Disciplinary Code are to be instituted against him/her and that a copy of the Code is available for inspection in the Office of the Registrar /Student Affairs /Deputy Vice Chancellor,

17.4.2.2 Of the Rule that the student is alleged to have breached and/or the act(s) of misconduct that the student is alleged to have committed. The Notice must set out the charge with sufficient particularity to enable the student to prepare for his/her defence,

17.4.2.3 Of his/her right to answer the charge in writing at least four days before the hearing,

17.4.2.4 Of his/her right to attend the hearing to present his/her case, or to be represented at the hearing by another student, member of the Student Representative Council or an employee of the University, and

17.4.2.5 Of his/her right if she is a minor to be assisted by his/her parent or guardian or, at the discretion of the SDC, to be assisted by any other person appointed by such parent or guardian, provided that nothing contained in this rule renders the conduct of the SDC void if the student is not so assisted on the date set for the hearing.

17.5 Service of Notice

17.5.1 Service of any notice and furnishing of part in terms of this Code will be hand delivered and signed upon receipt.

17.6 Suspension

- 17.6.1 No student will be suspended from the University before a hearing is held. However, the Deputy Vice Chancellor may use an abridged service of Notice to convene an emergency Student Disciplinary Committee that will determine the need for a temporary suspension which will serve to prohibit such student from:
- 17.6.2 Exercising a right or privilege resulting from his/her enrolment as a student.
- 17.6.3 A temporary suspension in terms of paragraph 17.6.1 remains in force for the period not exceeding thirty days or until the disciplinary proceedings in terms of this Code have been completed, whichever instance may first occur.
- 17.6.4 The suspended student may make written representations to the Deputy Vice Chancellor within seven days of receipt of written notice of his/her suspension, advancing reasons why s/he should not be suspended.
- 17.6.4.1 The Deputy Vice Chancellor may at his/her discretion revoke a suspension at any time, provided that, notwithstanding such revocation, further steps may be taken to proceed with the disciplinary hearing on the charge of misconduct against the student.
- 17.6.4.2 The Deputy Vice Chancellor may, at his/her discretion, also confirm the suspension.

18.0 Safekeeping of the record of proceedings

- 18.1 All documents and tape recordings, pertaining to a disciplinary matter, will be kept in safe custody by the Vice Chancellor and President and Deputy Vice Chancellor. A student is, however, entitled to receive copies of such documents and tape recordings at his/her own expense.
- 18.2 Such documents and tape recordings will be held by the University for a period of three years after a matter has been finalised.

19.0 Operational Guidelines

- 19.1 The Vice Chancellor and President and Deputy Vice Chancellor may prepare operational guidelines regarding:
 - 19.1.1 Minimum and maximum sentences to be imposed by the HDC or SDAC
 - 19.1.2 Any matter required to be prescribed in terms of this Code; and
 - 19.1.3 Any other matter which AIU Senate deems necessary or expedient to be prescribed in order to achieve the objects of this Code.
- 19.2 Any guideline made under this subsection must be submitted to the Senate for approval.

20.0 Amendment

- 20.1 These regulations must be reviewed by Vice Chancellor and President and Deputy Vice Chancellor every two (2) years. However, a special meeting can be called at any point for amendments of any urgent matters.
- 20.2 All amendments to these regulations must be commissioned by Vice Chancellor and President and Deputy Vice Chancellor.

21.0 AIU Helpdesk

- 21.1 ONE STOP CENTRE that provides a single or multiple point of contact that render full assistance and support to all incoming queries, enquiries and issues related to all services to all students in AIU either in person, through telephone and by using the Complaint & Suggestion form available at Student Affairs Help Desk.
- 21.2 The primary purpose and objective of the help desk is:
 - 21.2.1 to give full support to students in finding solutions and answers to their questions, queries, troubleshoot problems as well as to solve **known** problems or provide guidance.
 - 21.2.2 to provide assistance to employees and others who are interested in all other AIU services.
- 21.3 The Help Desk can effectively performs several functions that it provides for users to gain assistance in troubleshooting, set answers to questions and ultimately solve all known problems.
- 21.4 Help Desk's main aim is to ensure student receive all services in a professional manner within the prescribed period / time.
- 21.5 Some of the general services provided by Help Desk are as follows, to name a few;
 - 21.5.1 Provide full assistance and support for all incoming queries, inquiries
 - 21.5.2 Provide first hand information
 - 21.5.3 Point of contact for students, staff and faculty requiring assistance
 - 21.5.4 Isolate problems
 - 21.5.5 Follow up of issues related to all services in AIU
 - 21.5.6 Gain feedback
 - 21.5.7 Troubleshoot problems
 - 21.5.8 Provide guidance about **Academic and Non Academic** services such as
 - 21.5.8.1 Learning and Teaching
 - 21.5.8..2 Link to All Other Departments in AIU

21.5.8.3 Classes or Lectures

21.5.8.4 Hostels

21.5.8.5 Facilities

21.5.8.6 Health Care

21.5.9 Finding solutions and answers to all their questions and queries

21.5.10 Determines and implements solutions to all queries and assistant.

22.1 Admission and Academic Management Department (AAMD) : AAMD places services to students especially on academic administration matters, as one of its main priorities. As a primary resource centre for academic administration, the AAMD seeks ways to effectively communicate and inform students of their rights, responsibilities and procedures.

22.1.1 Mission : As a steward of academic records, the AAMD ensures that policies and procedures are fully executed in a manner that is compassionate and sensitive to the needs of staff, students, the faculties and other internal and external stakeholders by publishing and disseminating policies, procedures, rules and regulations pertaining to admission, examination, academic discipline and graduation requirements. It also ensures that policies and decisions comply with the content of the University Constitution.

22.1.2 Rules and Regulations : The AAMD is responsible in student admissions, which include vetting through all applications, received and recommends to the University for admission of qualified students. The AAMD also manages among other things, the following;

22.1.2.1 Admission and Records, Students' records from the date of enrolment to the University to their graduation.

22.1.2.1.1 Letters and Scholarship Agreement

22.1.2.1.2 Confirmation / Verification Letters

22.1.2.1.3 Updating of Personal Particulars

22.1.2.1.4 Academic Application i.e. Deferment, Add and Drop Subject etc.

22.1.2.1.5 Registration for Classes

22.1.2.1.6 Student ID Card

22.1.3.1 International Students Unit

22.1.3.1.1 International Student Unit's Functions

22.1.3.1.2 Information for International Students

- 22.1.3.1.3 Extension of Student Pass
- 22.1.3.1.4 Assistance to Change / Renewal Passport
- 22.1.3.1.5 Assistance for Loss of Passport Case
- 22.1.3.1.6 Carry your passport at all the time

22.1.4.1 **Examination**, Midterm and final examination at each trimester.

- 22.1.4.1.1 Examination Misconduct/ Dishonesty
- 22.1.4.1.2 Examination Results/
- 22.1.4.1.3 Transcript/Certification
- 22.1.4.1.4 Graduation and Scroll

22.1.5.1 **Withdrawal from the University**

22.1.6.1 **Admission and Record** - Provide administrative and supervisory skills for the admission of students that including the processing of student applications, selection and recommendation. Responsible to manage the admission activities at AAMD Department as stated above.

22.1.5.1.1.1 **Offer Letter and Scholarship Agreement**: The AAMD will produce the letter of acknowledgement as AIU student upon request by students, providing reasons for the request. The letter will be produced only for reasons considered valid by the AAMD. Please consult the officer in-charge of records for this request. The University provides scholarship to students and each student is required to sign an agreement with the University, which specifies the University rights and responsibilities and the responsibility of students especially on academic matters, behaviour and conduct. Students are advised to read the agreement carefully before signing it. The University reserves the right to

review the agreement as when and where it deems necessary.

22.1.5.1.1.2 **Confirmation/Verification Letter:** Upon request from students, AAMD can issue a Confirmation or Verification Letters for the purpose of Bank Account application and other relevant request. AAMD will verify your status to the relevant party.

22.1.5.1.1.3 **Updating of Personal Particulars:** The AAMD prepares, maintains and permanently retains the personal and academic record of each student. Throughout their candidature, it is the responsibility of students to inform the Registry of any changes with regards to their personal details such as passport details, permanent and correspondence contact details and household income. Students are required to check that all changes are made after 5 days of submission of request for changes. For official name, it is important for students to ensure that they are registered with their official name as such names will be reflected on all official documents of the University.

22.1.5.1.1.4 **Academic Application i.e. Deferment, Add and Drop Subject etc.:** In between the semesters, there will be a time when students need to apply for deferment, or drop the subject. Application must be submitted to Admission & Records Unit for us to process and get the application to be endorsed by the Senate. You can request relevant forms/e-form from the counter or student's Portal.

22.1.5.1.1.5 **Registration for Classes:** Registration for classes will be carried out during the orientation week. Students are required to ensure that they are registered into the

different group for each course offered for the Foundation Studies Programme. Any request to change group need to be made to the Head, Centre for Foundation Studies after consulting the lecturer of the course concerned.

22.1.5.1.1.6 **Student ID Card:**The Admission and Records Unit prepares Student ID Cards for each student. Students are required to check the details on the ID card. Students are required to submit soft copy profile photo (passport size photo) with white background. [Photo specification: Must be in jpg. or png. format, max photo width : 217 pixel, Max photo height:280 pixel, file size: 66KB, coloured photo with white background.

22.2 International Student Unit (ISU) : Provide administrative and supervisory skill in International Student Unit (ISU) for AAMD Department. Responsible for overseeing the daily operations of the activities with regards of ISU matters including apply/renew visa, student pass, in and exit students and all activities related to EMGS.

22.2.1 ISU Functions

22.2.1.1 International Student Unit check and upload all the application into the EMGS System.

22.2.1.2 Liaise with student for any incomplete/required documents as per requirement from EMGS & Immigration Office.

22.2.1.3 Communicate, update & courier Student Pass application status and approval.

22.2.1.4 Submit the application to EMGS Head Office at Kuala Lumpur and liaise with student on their arrival plan.

22.2.1.5 Arrange the International Student Clearance at airport and arrange for Post Arrival Medical Examination to be complete within 7 days.

22.2.1.6 International Student Unit update and inform the student on their Student Pass validity.

22.2.1.7 International Student Unit update and remind the student on renewal of Student Pass .

22.2.1.8 International Student Unit update the attendance on every classes attended by student in their personal folder and prepare a quarterly report on International Student Management and submit to Ministry of Higher Education.

22.2.1.9 International Student Unit liaise with embassy on getting No Objection Letter/Letter of Eligibility for Student and liaise with Ministry of Higher Education & Immigration Department for any matter related to International Student.

22.2.1.10 International Student Unit provide appropriate advice and information to students and stakeholders with regards to Student Pass.

- 22.2.2 Information for International Students:** Going to a new university in a new country is an exciting and possibly a slightly daunting prospect, particularly if it is your first time living abroad. The AAMD and International Student Unit provides useful information to ensure that you get here, with all the necessary paperwork completed and all the practicalities arranged, in time to start your new studies at AIU.
- 22.2.3 Extension of Student Pass:** You will only be granted a Student Pass for a year or part of a year. You are personally responsible for the timely submission of the documents for renewal of your Student Pass. You must submit your passport and other documents to the International Student Unit two (2) months before the expiry date of your Student Pass. There will be a separate charge for the extension of the Student Pass and Multiple Entry Visa. Students will bear the compound for late submission of documents or overstay.
- 22.2.4 Change/Renewal Passport:** If you change/renew your passport, please bring both your old and new passport to the International Student Unit for Immigration process. The transfer of visa needs to be done during this process. Your student pass will not be valid in the old passport.
- 22.2.5 Loss of Passport:** Should you lose your passport, please make sure you lodge a police report within 24 to 48 hours of the incident. You will need to submit a copy of the Police Report to your country's Embassy/Consulate Office in Malaysia as part of the new passport application. Please submit a copy of the police report to the International Student Unit. The International Student Unit will apply for the transfer endorsement of the Student Pass to your new passport at the State Immigration Office. (You are strongly advised to have certified photocopies of your passport).
- 22.2.6 Carry your passport at all times:** The Malaysian Police and Immigration Department of Malaysia conduct random checks at public places. You are expected to carry either your passport or your 'green card', if you have been issued with this new student card. Please make sure you carry a certified true copy of your passport and your student ID Card if you decide not to carry your original passport with you.

22.3 Student Affairs Department: The Student Affairs (SAF) Department is one of important departments in the Albukhary International University (AIU). SAF is committed to provide services and programmes that will enhance the student learning, experience, support, professional and personal goals for students of AIU. The SAF values the diverse backgrounds, histories, identities and life experiences of every member of AIU community. We are committed to welcoming and including diverse group ethnics, cultures and perspectives in building a climate in which all members can thrive in an environment where they feel at home, welcome and safe.

22.3.1 The Missions of SAF Department are to:

22.3.1.1 Support and uphold the AIU's vision, mission, core values and policies

22.3.1.2 Serve as an integral component in developing students' learning experience and wellbeing in AIU

22.3.2 The SAF Core Values:

22.3.2.1 Student Centred - All services, programmes and activities will focus on students' needs and requirements. Dedicated to serving students in ways that contributing to academic success, physical and psychological wellbeing

22.3.2.2 Integrity - Accountability to those SA serves and practice personal and professional standards demonstrating ethical conduct with AIU community

22.3.2.3 Holistic wellbeing - A community that encourages a balanced life, healthy choices and an environment that facilitates a sense of belonging for every student

22.3.2.4 Inclusion - Openness to the rich diversity of cultures and human kinds in all aspects of campus life

22.4 Information Technology (IT) Department : An IT Department is the department in Albukhary International University (AIU) that is to record, process and retrieve data (information), charged with establishing, monitoring and maintaining information technology systems and services. It also provides the information technology required for the fulfilment of AIU mission in an efficient and effective manner.

22.4.1 Vision : “Smart and Green Campus”

22.4.2 Mission : “To lead the University to implement technologies that will create an efficient and reliable learning environment”

22.4.2.1 The Information Technology group needs to take the lead in guiding the University to achieve the Vision. With a small unit of core team members, it is important that a programme is developed and approved by the management. Since these initiatives will be new, not only to the University but also not done in most local Universities, the team will need to persevere to achieve its Vision. The success of the University will rely heavily on the successful implementation of these initiatives.

22.4.2.2 These initiatives will need to be positioned towards a showcase approach as these will be used to market the University especially in its infancy period. Visualisations of these initiatives will be a main focus.

22.4.2.3 The implementations of these initiatives intend to create a unique or a new learning environment where every students would desire to be in. Connectivity, availability as well a dash of fun and excitement will add colour to the learning environment for both the teaching staff and also students.

22.4.3 Cultures and Values :“Giving and Helping Others”

22.4.3.1 The implementation of the different technologies is intended to create a so-called “playground” within the campus, to allow the students to dream and innovate, to translate the technologies to economical enterprise, be it social or commercial. Typically, with the real implementation of these technologies and the students are exposed to them, able to touch and feel the various applications, it will help to generate ideas for the real

applications of these technologies to real problems plaguing the community or even the world.

22.5 Library : The Albukhary International University (AIU) Library is a four-storey building constructed in the Safavid architectural design. One of the most interesting and attractive features of the library is a replica of the Dome of the Rock which is also known as Masjid Qubbat As-Sakhras. The dome was painted by a team of Palestinian painters with the assistance of the University of Technology MARA's Fine Arts students. The AIU Library is a repository centre for knowledge and a hub of information sharing and exchange. It houses a collection of printed and non-printed materials to accommodate the teaching, learning and research needs and activities of the university. It also provides all the necessary services, facilities and infrastructure as well as a conducive environment that promotes learning. The AIU Library is using Koha as its Integrated Library Management System (ILMS).

22.5.1 Vision: "To support the university's philosophy, vision and mission by reacting as a centre of transmitting and exchanging information, knowledge and cultures in developing a holistic competent graduates."

22.5.2 Mission: "We are dedicated in providing excellent resources, services, facilities and infrastructure as well as disseminating and sharing the useful and relevant information and knowledge that fulfil the users' needs and expectations."

22.5.3 Objective : to support and facilitate the teaching, learning and research activities as well as the administrative activities of the university by providing the useful, relevant and reliable:

22.5.3.1 Resources; which include the printed and non printed materials to fulfil the academic needs along with other informative and light reading materials to develop and enrich skills, spiritual well-being, creativity, competency and personality traits and values.

22.5.3.2 Services, facilities and infrastructures.

22.6 Finance Department

22.6.1 Refund policy: Refund Policy is to provide guidelines for the Company to achieve and set targets for the processing of payments at each step of the process, to meet each deadline, so that expenditure can be taken into account from the correct budget line

22.6.2 This policy outlines procedures and regulations for governing financial administration, accounting, control, management, audit and reporting requirements in the Company. It plays a pivotal role in providing a guiding framework to sets out the principles of financial management which underpin all financial activities undertaken by, and within, the Company.

22.6.3 This policy applies to all students enrolled in any programmes at the Company.

22.6.4 This policy may be changed, revised, or cancelled, partly or wholly, at the discretion of the Company, in order to ensure that the Company is in compliance with general finance practices, and to ensure that the Company funds and resources are used only for the Company's business purposes, and that appropriate financial controls are developed, documented and applied to prevent any abuse or misuse of the Company funds and resources.

22.6.5 Process

22.6.5.1 Total Refund

22.6.5.1.1 A full refund of course fees, applicable to both new and re-enrolling students, will be made when:

22.6.5.1.1.1 The University is unable to conduct the course.

22.6.5.1.1.2 A student visa is denied.

22.6.5.1.1.3 A student fails to pass and is unable to re-enrol (this provision applies to fees paid in advance for the following semester).

22.6.5.2 Partial Refunds

22.6.5.1.1 Partial refunds of course fees will be made according to the following guidelines:

Refund Rate	Intensive English Programme	Foundation/ Diploma Programme	Degree Programme	Postgraduate Programme
90% of the tuition fees	Prior to the commencement of classes	Prior to the commencement of classes	Prior to the commencement of classes	Prior to the commencement of the programme
50% of the tuition fees	After commencement of classes but before census date	After commencement of classes but before census date	After commencement of classes but before census date	Not applicable
No refund	After census date	After census date	After census date	After the first day of class

22.6.5.1.2 Other General and Administrative fees are non-refundable.

22.6.5.3 Application for Refund

22.6.5.3.1 Refund shall be made to the student or student's parent / legal guardian.

22.6.5.3.2 Refund request in cash and to third party are not allowed.

22.6.5.3.3 Credit balance in the student's accounts due to overpayment of fees will be automatically carried forward by the University to offset in the following semester's course fee if there is no request to refund in writing.

22.6.5.4 Refund of Course Fees

22.6.5.4.1 Withdrawal from units does not constitute grounds for refund of fees. Adequate documentary evidence must be provided to support the application for refund. Your

application must be forwarded to the University's Financial Department.

22.6.5.4.2 Application for refund of overpayment of course fee will be generally processed after census date as published by the University every semester. The Financial Services will endeavour to complete the refund within 2 weeks after census date or 2 weeks from the date of receiving the Refund Application Form if the application is submitted after census date. Refund maybe delayed due to insufficient information, documentation or if the student owes fees in other area of the University, e.g. student hostel, library fines, etc.

22.6.5.4.3 Refund Application Form can be obtained from the AAMD Office.

22.6.5.5 Refund of University Hostel deposits

22.6.5.5.1 Refund of student hostel deposit(s) shall only be made when a student is moving out from student hostel. Refund request shall be channelled to Hostel Services and students must be aware that if checkout clearance is not completed satisfactorily, this will delay the refund process. The University reserves the right not to refund the deposit(s) in full if the student has outstanding fees in other area of the University.

22.6.5.5.2 Students need to fill up the Hostel Check-out Form which can obtain from the Student Affairs/Warden Office.

22.6.5.6 Refund of Personal Bond or Security Deposit (applicable to international students only)

22.6.5.6.1 International student's personal bonds or security deposits will only be refunded when he/she graduated or decided to withdraw totally from the University and where there is no outstanding fee in his/her account. The

refund is contingent on cancellation of student pass/visa and proof of purchase of return air-ticket to student's home country.

22.6.5.6.2 Students need to fill up Withdrawal Form / Programme Completion Form which can obtain from the AAMD Office.

22.7 Property Management Department : Property Management Department is under Puncak Perkhidmatan Kompleks Sdn Bhd, is an entity on behalf of the Landlord, tasked to carry out the functions of Integrated Assets and Facilities Management to all the buildings, facilities and assets sprawled inside the 75 acres area of the Sharifah Rokiah Centre of Excellence and The Souq.

22.7.1 Objectives:

22.7.1.1 To maximise the return from the assets and property.

22.7.1.2 To reduce expenses and increase value of the assets and property.

22.7.1.3 To keeping things running smoothly for the day to day operations of the various entities inside the Albukhary Complex.

22.7.2 The Services provided by us are :

22.7.2.1 Technical Services

22.7.2.1.1 HVAC Services (Air-Conditioning, Chillers, Ventilation Systems etc)

22.7.2.1.2 Mechanical Services (Lift, Domestic Water, Pumps, Sewerage Treatment Plant)

22.7.2.1.3 Electrical Services (Supply & Distribution, Sub-Station, Generators)

22.7.2.1.4 Fire Fighting Systems

22.7.2.1.5 Electrical Low Voltage systems (CCTV, PA System, Access Control)

22.7.2.1.6 Building Management System BMS

22.7.2.1.7 Civil & Plumbing Services

22.7.2.1.8 Building Fabric Maintenance

22.7.2.1.9 Energy Management

22.7.2.1.10 Project Management

22.7.2.2 Soft Services

22.7.2.2.1 Cleaning Services (General Cleaning, Deep Cleaning, Façade Cleaning)

22.7.2.2.2 Landscape and Grounds

22.7.2.2.3 Security and Safety Services

22.7.2.3 Asset Management

22.7.2.3.1 Asset & Inventory Management

22.7.2.3.2 Space & Residential Management

22.7.2.3.3 Fleet Services

22.7.2.3.4 Access Management

22.7.2.3.5 Warehouse & Stores Management

22.7.2.3.6 Event Management & Services

22.7.2.4 Asset Management

22.7.2.4.1 Pest Control

22.7.2.4.2 Waste Management Services

22.7.2.5 Support Services

22.7.2.5.1 Helpdesk

22.7.2.5.2 Computerised Maintenance Management System (CMMS)

22.7.2.5.3 Technical Library & Document Controller

23.1 AIU International School : It is based on the aspirations of the founder of Yayasan Albukhary, Tan Sri Syed Mokhtar Albukhary. Founded on 23rd October 2015 under the name Albukhary Ilmu Sdn Bhd. On 27 November 2015, the company changed its name to AIU ILMU SDN BHD. Availability of infrastructure sited in a 5.27 hectare area. Co curricular facilities like classroom (ratio 1:20), science lab, computer lab, library, multipurpose hall, swimming pool, field, reception, sick bay, counselling room, prayer room, canteen, general office, meeting room, hostel, staff room and others facilities for teaching and learning purposes. Curriculum programme and syllabus for primary is Cambridge International Primary Programme (CIPP) and for Secondary, AIUIS use International General Certificate Of Secondary Education (IGCSE)

23.1.1 Objectives:

- 23.1.1.1 Establishment of a progressive International Islamic Mission school with a world-class learning environment;
- 23.1.1.2 Opportunity for local and international students to immerse themselves into a diversity of local and global experiences;
- 23.1.1.3 Practice of authentic Islam that celebrates the uniqueness of multiculturalism;
- 23.1.1.4 Development of ethical, world-ready leaders ready to serve humanity.

23.1.2 Vision and mission:

- 23.1.2.1 **Active Learning:** Highly engaging pedagogies inspire students to a higher level of learning. Student centred approaches through play, experiential and technology-based learning ensures a purposeful yet fun learning environment.
- 23.1.2.2 **Balanced Curriculum:** A religious curriculum that complements the IGCSE and other elective modules. This serves to shape the learner to be multi-disciplinary in outlook while at the same time, develop her/his capacity to appreciate and embrace cross-cultural diversity.

23.1.2.3 **Character development:** A philosophy of education that aims to develop students to be servants to Humanity. This demands nothing less than an authentic service-learning program reinforced by a faculty team who are excellent role-models.

23.1.2.4 **Holistic Education:** With a mission of developing the whole child by recognising the different intrinsic intelligences of each individual. The learning process targets the child's physical, cognitive, emotional and social development through academic, sports and aesthetics engagements.

23.3.5 **21st Century Thinking:** The acquisition of a comprehensive set of skills and habits relevant and critical to the Information Age. This goes beyond just digital literacy as it encompasses critical thinking, problem solving and global awareness.

23.2 AIU Language Centre : Albukhary International University Language Centre's English Department provides students with high-quality intensive language classes. The courses develop students' communication, learning, and leadership skills so they can succeed in their undergraduate studies and future career. At the Language Centre, students are trained in English language skills as well as 21st century learning skills. We use a student-centred approach that encourages learners to develop their speaking and writing skills by collaborating on projects based on real life educational and professional situations. Throughout the course, students are assessed on their ability to use English in real life situations. They receive feedback on their strengths and advice on how to improve. At the end of each course, students are assessed and, depending on their English language level, they enter their chosen faculty or continue to another English course.

23.3 Albukhary Mosque : The architecture echoes the minarets of Masjid Nabawi in Medina, the Safavid domes of Masjid-i-Shah in Isfahan, Iran, Timurid doors and arches, the courtyard of the Iman Albukhary Mausoleum in Samarqand, the Mamluk pulpit of Qiblatain Mosque in Cairo Egypt. Albukhary Mosque is one of the newest and most impressive landmarks in Alor Setar, Kedah. The mosque's beauty on its exterior and interior is inspired by ancient architecture found in Khanaqah (Tomb) Sheikh Abdul Samad, built in Natanz in Iran. The beauty of the mosque is exemplified with its stunning blue dome. It has seven top-shaped blue domes with the main one featuring intricate Arabesque motifs, reminiscent of Uzbek madrasas in Samarkand. The five-layered main archway represents the

five pillars of Islam. Within its beautiful compound, lies a stunning fountain that gives amazing reflection.

23.4 Dialysis Centre : The Albukhary Dialysis Centre with a land area of 1000 square meters is located in the Albukhary Complex and is situated next to the Albukhary Mosque, Alor Setar. The Albukhary Dialysis Centre has been officiated by the Prime Minister of Malaysia, YAB Datuk Seri Najib Tun Abdul Razak on 4 October 2007 and it is officially operational on 14 April 2008. The Albukhary Dialysis Centre offers free haemodialysis treatment to all patients who are less fortunate in Kedah. Currently the Albukhary Dialysis Centre is operating on 18 haemodialysis machines and to date the Albukhary Dialysis Centre has a total of 110 registered patients who comes as far as Sik (90 km), Yan (80 km), Sungai Petani (100 km), Kodingang (70 km) to name a few. We at the Albukhary Dialysis Centre also offers job opportunities to two of our dialysis patients as Dialysis Assistant here. Apart from that, the Albukhary Dialysis Centre provides transportation services to ferry dialysis patients who do not possess their own transport from Kuala Kedah (10km) and around Alor Setar areas (10 km) for their scheduled dialysis treatment at the centre. We also provide transportation to send some needy patients to the hospital for them to seek medical treatments especially for minor cases.

23.5 Souq Albukhary : Beginning 2006 to 2010, Albukhary Complex Shopping Mall formerly known as Souq Albukhary. In 2011, the mall name changed to Souq Commercial Centre. Souq Commercial Center is main objective to gain funding by helping and develop medium entrepreneurs to market their product. The mall with mix tenancy and Giant Hypermarket as the anchor tenant were officially launched by Dato' Yusof Nayan, who was then our Mayor. SCC is presently divided into three sectors namely Arcade (Hypermarket store, Commercial store), Bazaar (Office lots) and Wet Market (Modern wet market). All three sectors are functionally differing from each other to offer basic necessities and goods under one roof.

23.5.1 Vision : "One stop shopping mall & contribute to the overall sustainability of the Albukhary Complex"

23.5.2 Mission:

23.5.2.1 Emerge top family shopping convenience

23.5.2.2 Able to generate income to its full potential to enable it to be operationally self-sustainable

23.5.2.3 Able to contribute financially to the sustenance of the Albukhary Complex