



Nilai
UNIVERSITY
Enrichment For Life

**ONLINE AND DISTANCE LEARNING
HANDBOOK
2021**



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INTRODUCTION

A safe, supportive, and orderly learning environment is what everyone deserves. Encouraging appropriate behaviours by teaching, guiding, directing, and providing opportunities for new learning to occur is what we strive to give.

We create these opportunities for students to practise and succeed in making responsible and effective choices in order to reach their academic potential and contribute to the Community.

VISION AND MISSION STATEMENT OF NILAI UNIVERSITY

Nilai University is built upon the philosophy that a holistic education is necessary to facilitate an individual's all-round development, which encompasses academic learning, character building and social development.

“Enrichment for Life” summarises the commitment to the overall development of its students. Nilai University aims for all students to achieve academic, personal and social growth to their maximum potential.

Our Vision:

- To be an international centre of education excellence, dedicated to providing students learning experiences that will enrich them for life.

Our Missions:

- Providing quality education and internationally recognised programmes;
- Offering a full-fledged, university-standard campus complete with residential and recreational facilities;
- Producing employable well-rounded graduates who are professionally competent and socially confident.

Our core values:

- The University is governed by a belief in equal opportunities and high quality education;-
- The University holds integrity in high regard and places its students as a priority; and:-
- It views its students as future leaders of the community and strives to provide an education that is affordable and value for money for its students.

ODL Policy

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THE COAT OF ARMS OF NILAI UNIVERSITY



Signs, Symbols, Colour Meaning and Interpretation

Book : Man's intelligence, communication and knowledge.

Pillars :

The Six Pillars of Character - Trustworthiness - Respect - Responsibility - Fairness - Caring - Citizenship

Nine Yellow Stalks Of Paddy :

The stalks signifies the nine states under the old Negeri Sembilan: Jelai (Inas), Jelebu, Johol, Kelang, Nanning, Rembau, Segamat and Pasir Besar, Sungei Ujong, and Ulu Pahan.

Nine-Pointed Star : The nine (original) states of Negeri Sembilan united as one.

ABOUT NILAI UNIVERSITY

Established in 1997, Nilai University is one of Malaysia's largest private education providers and home to students from over 40 countries worldwide. The institution is rated very good by the Malaysian Qualifications Agency in its latest *Setara* Ratings.

Built on a 105-acre site in Putra Nilai, a modern township strategically located 20-minutes from the Kuala Lumpur International Airport and 40-minutes from the capital, Kuala Lumpur, Nilai University is by far the most picturesque university in the country. The campus is equipped with teaching and learning facilities, fully furnished on-campus accommodation and a wide range of sporting and recreational facilities.

The University offers under-graduate programmes in the area of Business, Engineering, Computing, Biotechnology, Aircraft Engineering, Hospitality & Tourism and Nursing. There are also post-graduate level programmes.

The curriculum is crafted based on a Blueprint For Success (BFS) model which emphasises strong core modules that provide students with strong knowledge and skill foundation. This is further enhanced by courses that nurture critical thinking and promote self development. Students will be prepared to enter and excel in the real world through a Graduate Preparatory Course and undergo a compulsory Internship period.

Nilai University programmes are recognised by renown International Professional Bodies. Graduates can obtain additional certificates from our professional partners as well as benefit from exemptions for professional examinations. Please log in to our website www.nilai.edu.my for detailed information on this.

The University is built upon the *Enrichment For Life* philosophy that a holistic education is necessary to facilitate an individual's all-round development. Nilai University aims for all students to achieve academic, personal and social growth to their maximum potential.

PROGRAMMES OFFERED VIA ODL

Open and Distance Learning (ODL) is a way of learning remotely without being in regular face to face contact with instructor in the classroom. Open and Distance Learning at Nilai University offers a new way of combining innovative learning and teaching techniques with interaction with your lecturer and students from around the world.

Our program offer learning delivery completely online. Online courses offer students the flexibility of studying from anywhere at any time and anyhow.

All courses are 100% online. With our flexible course and subject options, you can identify your best path and decide on a study time that best fits busy schedule and other commitments.

LIST OF ODL PROGRAMME OFFERED

- i) Master of Business Administration
- ii) Bachelor in Commerce (International Business)
- iii) Bachelor in Software Engineering

1.0 ADMISSION

1.1. Entry Requirements for Master Degree by coursework

Bachelor's degree or its equivalent of any discipline recognized by the government of the country in which the award is given Minimum CGPA of 2.75 of 4.00 or its equivalent as accepted by Nilai University Senate.

CGPA more than 2.50 out of 4.00 but less than 2.75 can be accepted for entry subject to internal assessment (e.g. tests, interviews or portfolio).

If CGPA is less than 2.5 out of 4.00 or its equivalent, then applicants must have at least 5 years' working experience.

1.2. English Language Requirements

International applicants must satisfy academic admission and English language proficiency requirements (IELTS band 6, TOEFL score 550, or CEFR B2) and any other conditions specified.

English requirement (IELTS/TOEFL) is exempted for students:

- who are from a country where English is the major medium of communication (e.g. the US, the UK, Australia, New Zealand)
- whose entry qualification is from an institution that uses English as a medium of instruction
- who have completed a tertiary programme in a Malaysian institution of higher education that uses English as a medium of instruction and wish to pursue a higher level tertiary programme.
- International students could proceed to the MBA programmes if they are from the exempted categories (native English speaker or from an institution that uses English as a medium of instruction).

1.3. Registration for the Courses

- 1.3.1.** All students are required to register for their courses at the beginning of every semester. Registration is only considered complete upon full payment. Registration is conducted online before the commencement of the new semester. Kindly refer to the Academic Calendar for the period of registration. Student also may refer to the NU Moodle for the exact registration date.

Penalty charges will be imposed on students who register after the stipulated period. After the deadline, a penalty of RM200.00 for registration done within a week after the last date of registration or a penalty of RM400.00 for registration done after one week from the last date of registration will be imposed. Students who pay tuition fee by installment plan after the due date will be imposed a late penalty charge of RM50.00

A student must be registered in a minimum of one (1) courses in the normal semester. Students can have a maximum of twenty (20) credits in the normal semester and maximum of ten (10) credits in the short semester.

- 1.3.2.** Students who change programmes are required to pay a fee of RM300.00. Credit exemption maybe given to students based on recommendation from the respective Head of School and supported by valid documents students

who are unregistered for 2 or more consecutive semesters will be considered as automatically withdrawn from the University without any prior notice and refund.

1.4. Adding/Dropping of Courses/Subjects

- 1.4.1.** Students who wish to add/drop courses or subjects after the registration must do online registration. The process must be complete within the first two(2) weeks for the long semester and one(1) week for the short semester. No refund will be made for dropping of subjects after the above dates.
- 1.4.2.** Learners may apply to add and/or drop a course using the Add & drop Form
- 1.4.3.** For courses or subjects dropped within the Add/Drop period for that particular semester, the tuition fees paid will be credited. The amount credited can be utilised in the subsequent semesters up to a maximum of two semesters. Any unused amount will be forfeited.

The deadline for students to drop courses or subjects without credit/s will not be later than three(3) weeks prior to the written examination for that course.

1.5. Deferment and Leave of Study

- 1.5.1.** Students who wish to defer their studies or apply for leave are required to complete the Deferment form and submit it to the Office of Admissions and Records (OAR) (nc_oar@nilai.edu.my) before the end of the semester.
- 1.5.2.** The reasons for the request must be valid and acceptable before approval can be given. This is especially applicable to international students who are residing in Malaysia on student visas. The approved deferment must be accompanied by a confirmed air ticket to leave the country during the specified period of deferment.
- 1.5.3.** According to the Malaysian Immigration rules, International students who wish to defer are required to leave the country. (Please refer to the International Student Handbook) The maximum allowable period for International students is only two(2) semesters over the period of study. The normal allowable deferment period at any one time is one(1) semester. Requests for subsequent deferment of semester are unlikely to be granted with approval but may be considered on a case-by-case basis, depending on the circumstances.
- 1.5.4.** Students who are unregistered for two(2) or more consecutive semesters without any notification will be considered discontinued student. Should this happen, a student who wishes to continue with the programme, may need to re-apply with an appeal letter.

1.6. Change of Programme of Study/ Type of Registration & Mode of Study

- 1.6.1** Students who wish to change from an existing programme to a new programme or change the type of study/ mode of delivery from conventional

to Open and Distance Learning (ODL) and vice versa are required to complete the change of programme form and submit it to the OAR.

1.6.2 The change can be made before the final semester of study and the student is only permitted to make only one mode change throughout the course of study. Student are required to consult your faculty before applying for change. Exchange more than once is only allowed for reasons that are acceptable after the consent of the faculty.

1.6.3 The fee for change of programme is RM300.00. Credit exemption may be given to students based on recommendation from the respective Head of School and supported by valid documents.

1.7. Withdrawal/Completion

1.7.1. Students who wish to terminate their studies or have completed their studies at the University must complete the University Withdrawal/Completion Form and submit to the relevant departments. Refund of tuition fee (if any) will be in accordance with the University's Refund Policies.

1.7.2. International Students are required to submit the Withdrawal/ Completion Form, accompanied by a confirmed air ticket indicating the departure date, atleast 15 working days before their departure. A Letter of Offer from the acceptance institution is also required for transfer cases. (Please refer to International Office).

1.8. Termination of Studies Due to Serious Disciplinary Offences

Students who are expelled from the University for both academic and non-academic misconduct will not be entitled to any fees credit or refund.

1.9. Student Records

Students must inform the OAR of any change of address, phone numbers, e-mail address, programmes of study, etc.

1.10. Class Attendance

An ODL students are not required to be physically present for their class. Students must achieve at least 20% involvement in a course by mid of the semester. Student participation is calculated from student involvement in weekly assignments, training and accessing self-directed learning materials provided by lecturers.

Students who do not meet the specified percentage of participation may be withdrawn from a course.

1.11 Monitoring of class participation

Student participation will be monitored using activity completion and learning analytics in the ODL Learning Management System. Instructors will be able to identify students who have not accessed the course recently (in the past few days, week, or month) and students who have not completed their formative assessment. Students will receive

messages to remind them to participate, with offers of assistance where needed. Overall records of the students participation can be found on the system dashboard.

1.12 Project and dissertation

Students who have successfully completed all taught courses can progress to the Masters Projects.

1.13 Issuance of Official Letters

Should a student require an official letter from the University to another institution or authority to confirm their status or some other matters, they may make such a request to OAR. OAR may require between 3 working days to issue such letters.

1.14 Information Dissemination

Students are advised to read the notices on Moodle from time to time and refer to our officers for assistance.

2.0 BECOMING AN ODL STUDENT

All our courses are designed for self-paced learning with an opportunity to interact with the instructors through video conferences or chat.

Each course includes a mixture of rich content, targeted learning strategies, dynamic screens, interactive tests, exercises with feedback, and illustrative case studies. The approach is meant to make complex topics accessible to novice learners, while also meeting the needs of experienced professionals wishing to update their skills. In addition to the course materials, you will find links to online resources, recommended readings, and self-study tutorials to get you started in applying what you have learned.

2.1 STUDENT IDENTITY VERIFICATION

Nilai University verifies the identity of a student who participates in ODL through secure login and pass code.

2.2 STUDENT ORIENTATION

First time distance learning students are required to complete the ODL student orientation course prior to the start of classes. For ODL, orientation can be a key process to help students in the self-regulated learning and becoming a successful distance education student.

The online orientation helps to familiarise students with the LMS and moodle environment.

Completion of the orientation course is compulsory. You can only access your courses in which you are registered once the ODL Student Orientation has been successfully completed in our Learning Management System.

2.3 HARDWARE AND SOFTWARE REQUIREMENTS

It is recommended that distance learning students have regular access to a personal computer with internet. Lectures are typically delivered through video conferencing and a chat room. Recorded lecture videos also available if you miss the live online session. So you will need access to a computer, the internet, and a fully up-to-date web browser. A high-speed connection is preferable.

The following are the required computer hardware and software. Please understand that these are the minimum requirements. Students should check with their instructor for any other hardware/software requirements specific to their course. Students can also find this information in the course syllabus.

HARDWARE REQUIREMENTS

	WINDOWS	MACINTOSH
Operating System	Windows 7 or higher	MAC OS X 10.6
Processor Speed/Type	2.0 GHz or higher	2.0 GHz or higher
CPU Memory (RAM)	4 GB or higher	4 GB or higher
Video	USB 2.0 video camera, external webcam or one that is built into the computer.	Compatible webcam.
Sound	Compatible microphone and speakers, headset with microphone, or equivalent device.	Compatible microphone and speakers, headset with microphone, or equivalent device.

SOFTWARE REQUIREMENTS

	WINDOWS	MACINTOSH
Web Browser	Firefox, Edge (windows 10), Internet Explorer, Chrome (<i>it's recommended to use the latest version</i>).	Safari, Firefox, Chrome (<i>it's recommended to use the latest version</i>).
Office Applications	Microsoft Office and/or Office 365	Office Suite for Mac
PDF Reader/Viewer	Adobe Acrobat Reader	Adobe Acrobat Reader
Media Applications	Windows Media Player	QuickTime
Flash Player	Adobe Flash Player	Adobe Flash Player

- Office Applications** - Most of the course use office documents such as words and power point. The recommended software as listed above.
- PDF Reader/Viewer** - This software is required for PDF files and documents.
- Media Applications** - This software is required for viewing audio and videos.
- Flash Player** - Online Flash audio and video clips can be play or view using flash player.

INTERNET CONNECTIVITY REQUIREMENTS

A high speed connection is strongly recommended. We recommend using a connection with below speed details:

	UPLOAD	DOWNLOAD
Speed (Mbps)	0.5 or faster	1 or faster

The internet bandwidth can be checked using the following link: <http://www.speedtest.net/>

3.0 EXAMINATIONS

3.1 Examination Matters

You are eligible to sit for examination for a course that you have officially registered.

Some courses may require proctored exams. A proctored exam is one that is overseen by an impartial individual, called a proctor (invigilator) who supervises the student during the exam. The proctor ensures the security and integrity of the exam.

3.2 Examination Registration

You are automatically registered for the examination when you register for a course at the beginning of a semester.

3.3 Examination Docket

Examination docket is an official document listing the examination papers for which you are registered in a semester. The Proctor may disallow you from taking an examination for courses NOT listed in the Examination Docket.

You may download and print the Examination Docket from CMS a week before the examination commences. It is your responsibility to check that the list of registered courses and all other particulars printed on your docket are complete and accurate; and immediately inform the Examination Unit of any errors.

3.4 Online Exam

Examinations will be conducted online. You may access the examination by logging into your LMS student account and accessing your LMS course.

Nilai University will be using a professional proctoring software called Proctorio to monitor your conduct during the entirety of the online examination. You must have a laptop with a camera to be able to sit for the online examination.

The exam will be time-limited. The time between the release of the question and the deadline for submitting your completed exam script **is measured in hours, up to a maximum of 72 hours, depending on the subject requirements.**

You are not expected to spend all the hours working on your answers, this time is provided to give you time to access the paper, write your answers, and submit your completed script. For some exams, there will be a maximum word limit for each question or the exam as a whole, to help you manage your time; numeracy-based questions will not have a specified word limit.

Students are expected to follow these guidelines, unless they conflict with the lecturer's written instructions appearing on the exam question paper. Failure to follow these guidelines may result in a grade reduction or academic misconduct.

3.5 Online Exams Preparations

Prior to the Examination

- 3.5.1 Students are required to refer to the Final Examination schedule released by the Exam Unit on Moodle.
- 3.5.2 Kindly ensure that you have settled your semester fees to avoid being barred from the examinations. You may check your statement balance via Campus Finance in the Campus Management System (CMS).

Examination Day

- 3.5.3 Students are required to be ready in front of their laptop at least THIRTY (30) minutes before the exam start time.
- 3.5.4 Lecturers will distribute the exam questions via Nilai Uni Connect THIRTY (30) minutes before the exam start time.
- 3.5.5 Students are required to answer the Online Exam within the stipulated time and to comply with all guidelines and instructions given by their respective lecturers.
- 3.5.6 Students are required to switch on their camera and proctor (invigilator) will monitor to ensure that they do not leave their stations.

3.6 Exams Regulations

- 3.6.1 Students are NOT ALLOWED to discuss with anyone else. The questions must be answered individually. The lecturers may report to the University if they find the students are doing so.
- 3.6.2 For examinations with limited time duration (between 1-3 hours) students are required to switch on the camera of their laptop or desktop while taking the examination. The camera should be focused on the student and the paper. In the absence of a laptop/desktop camera, students may use their mobile phone camera.
- 3.6.3 Where the lecturers suspect complicity, copying or cheating, the lecturers have the right and ability to carry out a verbal testing to verify the student's work. In cases where it is not possible to carry out verbal testing, students can be asked to retake the take-home exam.

3.7 Plagiarism is an offence

University guidelines on plagiarism will apply. Turnitin index should not be more than 10%, otherwise zero mark will be awarded.

- 3.7.1 A penalty will be imposed and enforced for exceeding a word limit. The purpose of this standard is to ensure that those who abide by word limits are not prejudiced in doing as a result of others' writing beyond word limits and not being penalized.
- 3.7.2 All exams submitted are final. Students will NOT BE PERMITTED to submit any additional work or alternative version, even if time is still remaining. Only the initial submission will be forwarded for grading. Your answer MUST be submitted within the stipulated time.
- 3.7.3 Failure to submit your answers within the deadline given may result in the award of **zero marks**. The clock starts at the time of Exam day with the due date (within the stipulated time).
- 3.7.4 Students are required to safe keep the Exam answer accordingly.

3.8 Frequently Asked Questions (FAQ) on Examinations

We understand that these arrangements may be unfamiliar and confusing for some students. Below is a set of FAQs. If you have a question that is not answered here, please get in touch with your School contact as early as possible.

1. Can I work with other students to do the exam?

- a. The exam script should be your own work. You are expected to undertake the exam on your own and without collusion, i.e. without assistance from other people; without collaborating or discussing with anyone else; without sharing answers (including on social media). Normal processes (e.g. Turnitin) will be used to check that submissions do not draw from other people's work in an inappropriate way.
- b. If a lecturer has reason to believe that you have collaborated with other students, this may be treated as academic misconduct.

2. Will there be a maximum word count for my exam script?

- a. For some exam papers (e.g. essay-based exams) a maximum word count will be specified, either for the whole exam or per question. The maximum word count, if there is one, will be stated on the exam paper.
- b. For numerical-type of exam papers, a word count would not be appropriate and so will not be specified on the exam paper.

3. Where should I take the exam?

- a. You should try and find a quiet space where you will not be disturbed. A bedroom or study is ideal, but a quiet space in a shared room may also be suitable. You may find headphones useful for blocking out external noise.

4. How long is the exam expected to take?

- a. In general you will be given up to a maximum of 72 hours (THREE (3) days) to submit your answers. However, it depends on the respective courses. Therefore, you have to make a submission within the stipulated time. There is absolutely no expectation that you spend all that time on the exam.

5. How should I prepare for the exam?

- a. You should prepare for the exam in the normal way, by revising the course material. In addition, you may want to prepare your notes, textbooks, handouts, website bookmarks etc. to make it easier to use them during the exam. You should also plan in advance to make sure that you have a quiet place to take the exam.

6. Can I consult the internet and other resources when I'm doing the exam?

- a. No unless it is a takehome exam.
- b. If it is a takehome exam, as with any assessment, plagiarism – passing other people's work off as your own – is strictly forbidden. You are advised to do a proper citation and avoid plagiarism. Normal processes (e.g. Turnitin) will be used to check that submissions do not draw from published work in an inappropriate way. The University's standard procedures for dealing with academic misconduct will still apply in the case of take-home exams.

- c. For essay-based questions, you should provide references where appropriate (but you don't need to reference lecture/tutorial notes and accompanying slides etc).
- d. For numerical-based questions, referencing is not applicable and therefore not required for completing your exam.

7. Will the exam be marked differently from a standard exam?

- a. The exam will be marked according to the marking scheme prepared in advance and moderated.
- b. The preparation of examination questions and marking scheme is still following the University's Standard Operating Procedure.

8. What happens if I can't take the exam?

- a. We expect all students to take their exams. If due to exceptional circumstances you are not able to take the exam, you will be able to submit a case for mitigating circumstances. If you have reason in advance to think you won't be able to take the exam, please get in touch with your Head of School/Department.

9. What if I am sick and unable to complete the online exam within the stipulated time?

- a. Medical certificate or medical report must be submitted to your subject lecturer before the submission deadline. It is upon your lecturer to award an extension or otherwise.

10. What happens if I submit my completed exam script after the deadline?

- a. Late submissions that are not due to problems with technology or accepted mitigating circumstances will be treated as non-submissions, and **ZERO marks** will be awarded.
- b. If you are facing difficulty in uploading your completed script on time, you should provide evidence (example: take photo of your answer script) and submit to your lecturer by other means (example: whatsapp) before the submission deadline. You are still required to submit your answer following the stipulated method immediately after your technical issue is resolved.

11. What if I have questions regarding exam instructions or content?

- a. If you have questions regarding the exam instructions or the exam questions themselves, please notify your lecturer within the first 30 minutes of the exam questions release.

12. Will I get feedback on my exam script?

- a. The University's policy on feedback on exams applies also to online exam scripts: there is no individual feedback, but generic, whole-course feedback may be provided in due course.

3.9 Examination Timetable

Students are advised to report to the Examination Unit of any clashes (2 subjects or more at the same time) in a day in the timetable within the given deadline stated in the notice. Any report/request after the deadline will not be entertained.

3.10 Release of Final Examination Results

The Examination Unit is the authorised department to issue and release examination results. Students may collect their official result slips in the President Hall during the registration week or from their respective Faculties after the registration week. No enquiry on results or grades will be entertained through the telephone.

3.11 Results Slips

Students are advised to keep the result slips. A fee of RM15.00 will be charged for a replacement copy.

3.12 Absence from Final Examination

Students must sit for all examinations, including the resit examinations, at the first opportunity available unless the University under its examinations procedure has granted either permission for absence or special arrangements have been authorised.

If a student cannot sit for a final examination paper for valid reasons (such as illness, the following conditions are fulfilled:

a medical certificate must be produced from a medical doctor certifying that the student was medically unfit to sit for the scheduled final examination;

the Examination Unit is informed through the submission of a medical certificate or letter of explanation within 48 hours of the scheduled examination;

any other evidence that may be required by Nilai University.

If such evidence is acceptable the missed examination will not be counted as one of the two attempts allowed, and a student will be allowed to resit the examination (which will then be considered as the student's first attempt).

Examinations missed without good cause will be counted as an attempt.

3.13 Medical Certificate (MC)

3.13.1 MCs are recognised during final examinations only, after which a student is eligible for a resit.

3.13.2 MCs submitted during resit examinations will be subjected to approval by the Examinations Board.

3.14 Re-sit Examination

- 3.14.1 For some academic programmes, a student who fails in his/her first attempt in a final examination may be given one more attempt in resit examinations.
- 3.14.2 The resit is normally held two(2) weeks after the announcement of the results. The onus is on the student to find out details pertaining to the timetable for the resit.
- 3.14.3 Resit papers have the same weightage as the final papers. The student will be graded if he/she passes the resit and a grade R will be given if the student fails the resit.
- 3.14.4 In the event that a student fails to sit for the examination as scheduled by Nilai University, the student is deemed to have failed that examination.
- 3.14.5 If under special circumstances a paper is not offered, the resit will be conducted at another announced examination date.
- 3.14.6 A resit fee of RM200.00 is charged per paper.
- 3.14.7 A student who passed the courses but wishes to improve his/her grades may do so in a resit examination. The better grade will be taken as the final grade. The resit fee to improve grade is RM300.00

3.15 Academic Dishonesty

- 3.15.1 Disciplinary action will be taken against any student for academic dishonesty such as cheating in an examination.
- 3.15.2 A student will also be considered as having cheated if the student brings in any unauthorised materials such as notes, into the examination hall. The said student will be in breach of Nilai University regulations and it will be regarded as an act of cheating;
- 3.15.3 Any student who is found guilty of academic misconduct may be liable for suspension or expulsion from Nilai University.

3.16 Penalties

If a student is suspected of cheating in an examination, the student will be called for a disciplinary hearing. If the student is found guilty, the student's grade for the course(s) in which he has been found guilty of cheating will be declared null and void, and the student will have to repeat the course(s). The student may also be

- 3.16.1 fine of not more than RM1,000.00
- 3.16.2 suspended from the University at the discretion of the Disciplinary Committee, OR
- 3.16.3 expelled from the University if he/she is a repeat offender.

3.17 Appeal/Petition for Semester's Final Grades

- 3.17.1 Students may apply for a review of their examination results.
- 3.17.2 Students who wish to re-check their final grades must file an official petition in writing with the Examination Unit.
- 3.17.3 Students who wish for an assessment decision to be modified can do so on the grounds that:
 - a. illness or factors, (unknown to the Examination Board when it reached its decision) adversely affected performance in the course work or examination, or prevented submission of the course work or attendance at the examination; or
 - b. there was a material administrative error; or
 - c. the assessment was not conducted in accordance with the regulations for the course; or
 - d. the judgment of an examiner or examiners was affected by personal bias; or
 - e. some other material irregularity in the conduct of the assessment has occurred.
- 3.17.4 A student may request a review of the grade within ten(10) working days after the publication of the results.
- 3.17.5 A student is required to pay a petition fee of RM80.00 per subject.

3.18 Application for Academic Transcript

- 3.18.1 Forms can be obtained from the Office of Admissions and Records.
- 3.18.2 Processing time shall be seven(7) working days for off-peak periods and 14 working days during peak examinations period.
- 3.18.3 2 copies of transcripts shall be issued free of charge upon completion of programme at time of application.
- 3.18.4 For non-completion of programme, a charge of RM15.00 per copy of transcript must be paid at Payment Counter at time of application.

4.0 STUDENT SUPPORT AND SERVICES

We offer a range of support services ready to help you with your studies, including a library, IT support, Personal Development, Counselling and Services and many more.

4.1 NU Library e-Resources

The NU digital library promotes a digital environment for open and distance learning. It support teaching, learning and research via virtual learning and enhances information skills among the learning community.

The library's collection comprises a wide range of print and digital resources searchable through the library system. The library subscribes to a number of e-journals databases and open access e-book and e-journal. The database cover all courses offered in NU and are accessible at anytime and from anywhere.

The Library also provides self-service features such as online loan renewals, and checking of items on loan. Library e-resources are available at <http://nulibrary.nilai.edu.my/LRC/>. For assistance on library e-resources, please email to herman@nilai.edu.my

4.2 Personal Development & Counselling

The University Personal Development & Counselling Centre (PDCC) offers developmental and professional counselling services on short and medium term basis which aims to empower counselees to discover, harness and maximising their potential to acquire necessary competency in managing challenges that impede, limit their personal and academic development. The process involves specialised skills and strategies application for developmental, preventive and remedial intervention as to facilitate counselees in taking personal responsibility to make informed choices for positive changes and growth.

4.2.1 PDCC services;

- ❖ Academic advice
- ❖ Individual and/ or group counselling
- ❖ Counselling/ developmental activities
Developmental & counselling related seminar/workshops, movie screening or case specific developmental programmes such as Stress management; Time management; Conflict management; Study technique; Personal self care; Managing transitional adjustment; Fundamental people helping skills.
- ❖ Counselling Peer Support Program (CPSP)
Aims to train and equip student volunteers in rendering peer support on academic and non-academic matters, such as concerns regarding academic learning, social cultural adjustment, transition from school to tertiary studies etc. All CPSP volunteers are required to complete related training sessions and to function under the supervision of PDCC counsellor.
- ❖ Responsive services
 - PDCC works in collaboration with a student's family to render support to the counsellee. This may include rendering family counselling, home/hostel visits.
 - PDCC works in collaboration with the academic & support units to organise counselling & academic related activities in respond to the specific needs and concerns of the university communities.

- ❖ **Counselling Awareness Programmes (CAP)**
CAP aims to create awareness as well as in enhancing the understanding on professional counselling services and benefits in meeting psychological and emotional needs of the university's communities with a range of activities such as seminar, workshop, lunch chats, developmental retreat etc.

Learners can contact counsellor through various channels as follow;

1. Phone (call 06-8502338 during office hour, Monday to Friday: 9.00am to 4.30pm)
2. Face to face (Counselling room 1st Floor, Office of Admission and Records, Nilai University)
3. Email counsellor at shahirah@nilai.edu.my

4.2.2 System Support

- ❖ **Referral**
 - a) Internal Referral:
A Referral from Nilai University internal community for PDCC services.
 - b) External Referral:
Referral from PDCC to external agencies for further professional.
 - c) Assistance when deem necessary.
- ❖ Counselling support to all internal referred case.
- ❖ Peer Support

4.2.3 Confidentiality

All counselling practices are maintained in consistent with professional codes of ethic, of which no information on counselling contact will be disclosed without counselee's prior written consent, unless when there is a clear risk of imminent harm/danger to self, others, and/orby court subpoena.

4.3 Campus Management System (CMS)

A Campus Management System (CMS) helps to integrate all facets of the University, including admission, finance, examination and class scheduling.

Students will be able to register for courses, add or drop subjects, view fees, view class schedule, download exam dockets and view exam results in CMS.

To access CMS:

Link: cms.nilai.edu.my

Username: studentid (e.g.: 00018166)

Password: studentid (e.g.: 00018166)

* After successful login, student has to change their password.

If you have issues with login, please email to ithelpdesk@nilai.edu.my

4.4 Learning Management System

This LMS allows students to access course materials, submit assignment, view important announcements and communicate with peers and course facilitators. All teaching and learning is conducted within these platform, including assessing teaching materials, discussion through the forum live video, conferring sessions, online quizzes and assignments submission. The courses in which students are registered will appear on their dashboard automatically.

4.5 MOODLE & Ms. Teams

Moodle is an acronym for "Modular Object-Oriented Dynamic Learning Environment." It is an online educational platform that provides an organised and central interface for e-learning.

Ms. Teams is a business-focused collaboration and video conferencing tool. It is a unified communication and collaboration platform that combines persistent workplace chat, video meetings, file storage (including collaboration on files), and application integration. The service integrates with the Office 365 subscription office productivity suite and features extensions that can integrate with non-Microsoft products.

Students can use Moodle and Ms. Teams to view and download notes and videos, upload assignments, take quizzes, and interact with lecturers and other students through forums.

Moodle is also a communication platform between the University and students. Important information and announcements will be posted on the Moodle home page. It is important for students to check the announcement page regularly to keep abreast on current developments.

To access Moodle:

Link: moodle.nilai.edu.my

Username: n<studentid> (e.g.: n00018166)

Password: student@123

To access Msteam:

Link: <https://login.microsoftonline.com/>

Username: n<student id>@students.nilai.edu.my

Default Password: student@123

* After successful login, student has to change their password.

If you have issues with login, please email to ithelpdesk@nilai.edu.my

4.6 Email Office 365 (EMAIL-ID)

Students will receive an official Nilai University student email.

Students are required to use their official email when corresponding with Nilai University staff and when completing online application forms.

To access the email:

Link: <https://login.microsoftonline.com/>

Username: n<studentid>@students.nilai.edu.my (e.g.: n00018166@students.nilai.edu.my)

Password: student@123

* After successful login, student has to change their password.

If you have issues with login, please email to ithelpdesk@nilai.edu.my

4.7 STUDENT CARE

Student Care operates as Learner Service Unit (LSU) which provides efficient customer service for learners. The LSU can be contacted via its whatsapp or email to studentcare@nilai.edu or walk-in to request any of the following services:

- a) Enquiries: Student Care Unit caters to learner information needs and helps resolve administrative or academic-related issues. Staff operating the enquiry counters known as 'agents' attends to learners' requests for information and other forms of assistance.
- b) Grievances: All grievances by learners can be channelled through student care email and will be treated professionally. The grievances can pertain to course registration, requests to add or drop subjects, credit transfer, delayed examination results and other academic-related matters. Grievances will be responded to within 3 to 5 working days, unless the resolution of the issue requires further forms of specific information or action from other departments which may require a longer time to resolve.
- c) Compliments: Positive remarks from learners are channelled to the relevant departments. All compliments are highly appreciated.
- d) Suggestions: Student Care welcomes any suggestions and inputs from our learners so that we can move forward and continue to improve our quality of services. All ideas and suggestions from learners are highly appreciated and they will form the basis for NU to improve and provide services that truly meet learners' needs.

5.0 FINANCE

5.1 Payment of Fees

Payment of fees can be made through various channels, as follows:

Payment Counter

The payment counter situated in the OAR office, Resource Centre accepts payments by Cash (Ringgit Malaysia only), Credit Card (Visa / Master / Union Pay), and Cheques (only current dated cheques. No Post Dated Cheques allowed).

Online Banking

Payment can be made via online or telegraphic transfers directly to the University's bank, details as follows:

Account Name : NILAI EDUCATION SDN BHD
Account Number : 2-05051-1000097-9
Bank's address : RHB Bank Berhad,
PT7460 & 7461, Jalan BBN 1/1A,
Putra Point, Putra Nilai,
71800 Nilai, Negeri Sembilan, MALAYSIA
Swift Code : RHBBMYKL

Alternatively, payment can also be made through JomPay, indicating Biller Code "97774".

Note: Please ensure a copy of the payment / remittance advice is sent to the Payment Counter promptly to facilitate updating of your student statement of account:

Student Online Portal

Log on to your student portal using the link (<http://cms.nilai.edu.my>) to make payment anytime of the day without queueing. The portal accepts Visa and Master Cards.

5.2 Refund Policy

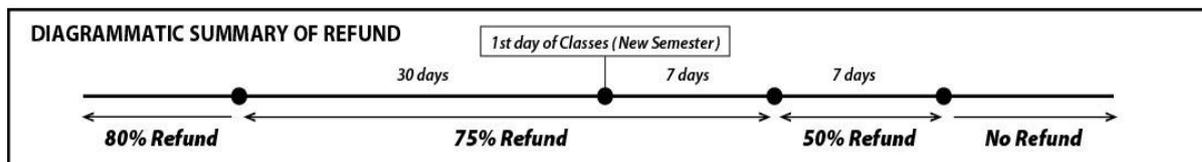
5.2.1 Tuition fees

If a student submits the completed withdrawal form to OAR within the following period, the refund is as follows:

The Application and Registration Fees paid are strictly, NON REFUNDABLE under any circumstances.

When a request for refund is desired, the request has to be explicitly expressed in writing and in accordance to the guidelines and deadlines stipulated in the following clauses.

Submission of Written Notice of Withdrawal	Percentage of Refund
More than 30 calendar days BEFORE the first day of classes in the semester.	80% of tuition fees
Within 30 days BEFORE the first day of classes in the semester and up to 7 calendar days AFTER the same new semester.	75% of tuition fees
Refund requested within the second week of the new semester (7 th - 14 th calendar days).	50% of tuition fees
Refund requested AFTER the second week (14 calendar days) of the new semester.	No Refund



Note: The first day of the semester is defined as the first day of general class commencement and is usually after the main Orientation.

- a) Nilai University reserves the right to utilise refundable deposits to offset outstanding amounts due to the University in the computation of refunds.
- b) In the event that a refund is requested after the enrolment of subjects is done and the fees due are not paid, Nilai University reserves the right to charge the fees accordingly and utilise Refundable Deposits to offset the outstanding amount due to the University in the computation of refund.
- c) It is imperative for the student to obtain the acknowledgement of Nilai University authorities in their submission of request for refund in order to ensure that the University receives the written request via the Withdrawal/Completion Form (or adhoc Refund Request Form), including and particularly the date of submission and acknowledgement of receipt of the submission.
- d) The request for refund should only be made via Nilai University's Withdrawal Form/Completion Form/Refund Request Form, and that other methods of notification will not be entertained. Any amount to be refunded is subject to the approval and discretion of the University.
- e) In the event the student drops any subject before the ADD/DROP deadline and subsequently follow up with a withdrawal from Nilai University, the University will charge the full fees based on the initial approved course enrolment.
- f) Nilai University will refund the Caution Fee (only after the student completes the Completion Form/Withdrawal Form) and Accommodation Deposit (if applicable). However, this is provided that no rules or regulations have been breached and the student does not have any outstanding fee with the University.
- g) In the event of graduation or in the event of a withdrawal the respective forms must be submitted within a maximum of 2 semesters from the event for refundable deposits to be refunded as per clause (h) above.
- h) At all times, it is imperative that all rules and regulations are strictly adhered to, failing which Nilai University shall forfeit all refundable deposits and the said deposits may be required to be paid once again, where applicable.
- i) In the event that the student fails to settle his/her fees in accordance to the respective due date, the student shall be liable to pay late payment charges that shall be levied accordingly by Nilai University.

- j) If a student has outstanding payment, the result and transcript will not be released.
- k) Students who have outstanding payment will be barred from registration and if registered, shall not be allowed to attend classes.

6.0 CODE OF CONDUCT

Nilai University is committed to the all-round development of its students. Our philosophy is premised on the belief that a holistic education encompasses academic learning, character building and social development. As a member of the Nilai International community, you should be able to live and learn in an environment which is orderly and peaceful.

Nilai University is proud to be a multi-cultural community, with students from many countries living harmoniously under one roof. As such, it is important to respect and appreciate other cultures and beliefs. Nilai University, also, strongly promotes a personal value system, which means that all members of the community are responsible for their own actions.

6.1 Academic integrity

Academic integrity is vital to the quality of the academic environment. Cheating, in any form, is a very serious offence, which could lead to severe disciplinary action. Cheating includes:

- a) using unauthorised materials in tests and examinations;
- b) letting another person take tests or examinations on one's behalf OR taking tests or examinations on another person's behalf;
- c) working jointly, copying or sharing another student's work and presenting it as one's own piece of work;
- d) inventing, copying or altering data, quotations or references;
- e) plagiarising, i.e. taking or using another person's work without attributing the source and thus, giving the impression that it is one's own work.

6.2 Respect for self and others

- a) It is imperative that students behave with dignity and treat others with respect and courtesy. Behaviour of the individual should not interfere with the rights of others. This includes the use of appropriate language, actions and attire.
- b) Verbal and/or physical harassment of others is not acceptable.
- c) Respect for other cultures is important and as such, sensitivity is required when dealing with other students from different cultures.
- d) Smoking is prohibited within the campus.
- e) Students are expected to come to campus free from the influence of alcohol or drugs. Students should not possess such substances.

6.3 Respect for authority

- a) University Rules are there to protect the interests of everybody in general and as such, must be strictly adhered to.

- b) Students are expected to respond in a respectful manner to all Nilai University staff while under the jurisdiction of the University and, while participating in Nilai University sponsored activities.

6.4 Respect for property

Property belonging to the University and to others is to be treated with care. Acts of vandalism will not be tolerated.

6.5 Freedom from fear

It is important that all students make an effort to contribute to a safe environment which is free from fear. Acts of violence, use of weapons and contraband are never acceptable.

Tips for becoming a successful Open Distance Learner

Taking an online course gives you a lot of flexibility in where and when you do your coursework. That flexibility, however, means you have to take some extra steps to be successful. You have to be proactive about creating some of the structure you get naturally in a face-to-face course. Here are five tips to help you stay successful once you are in an online course.

1. Have Correct Expectations

Contrary to popular believe, online courses are typically *not* “blow-off” classes. They usually have very similar academic rigor to their face-to-face counterparts. Also, many online courses take a full-semester’s worth of content and offer it in half of that time, doubling the pace of the course. Approach your online course with this in mind so that you are not caught off-guard and fall behind.

2. Establish a Good Workspace

In a face-to-face course, you split your time between a classroom and some place outside of the classroom to study and complete assignment. With an online course, *all* of your time is spent outside of the classroom. Therefore, it’s even more important that you have a good place to do your work. Find a quiet place with a good internet connection, access to power, and freedom from distraction. Ideally, this would be a place you can routinely visit throughout the course so that when you are there, you know it’s time to get down to business.

3. Stay Organized

As with any course, but especially for an online one, it’s important to stay organized. Organize all of your files in a way that makes sense to you. It’s also wise to keep a copy of anything you submit in the event that a technology problem requires you to resubmit it—even your discussion forum posts. Don’t forget to take good notes while doing your readings or watching online lectures just as you would in any other class.

4. Manage Time Wisely

A part of staying organized that’s so important it deserves to be its own tip is having strong time management skills. Online courses certainly give you a lot of flexibility in terms of when you do your studying, but that doesn’t mean you don’t have to study! Just as you might attend a face-to-face lecture at a regular time each week, you need to schedule time (and enough of it) in your personal calendar to study the materials in your online course and complete assignments. Treat those blocks of time as seriously as you would a face-to-face class by sticking to them, letting your friends and family know you are unavailable during those times, and consistently using your workspace during those times. Keep a close eye on assignment due dates as well, adding those to your personal calendar as well.

5. Communicate with Your Peers and Instructor

Even though you may be the only one huddled around your computer, you are not alone! Just as with a face-to-face course, interactions with your peers and your instructor are critical to you having a rich, engaging experience in the course. Many online courses include early-on an icebreaker activity to help you get to know your classmates. Be sure to go out of your way to introduce yourself to others. These are the people who you will work with throughout the semester and it pays to build strong relationships! Don’t just say “hi” and retreat into seclusion, though—stay in touch

CONTACT US

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Finance Department	nc_finance@nilai.edu.my	06 8502338 Ext 369 Ext 350 Ext 351	Ms Wani Ms Shobana Ms Chang
International Office (IO)	nc_io@nilai.edu.my	06 8502338 Ext 289	Ms Chin
IT Helpdesk	ithelpdesk@nilai.edu.my	06 8502338 Ext 416 Ext 330 Ext 269	Ms Malathi Ms Syida Mr Sai
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GOOD LUCK AND ALL THE BEST