

**ALMACREST
INTERNATIONAL
COLLEGE STUDENT
HANDBOOK**

2026



ALMACREST
INTERNATIONAL COLLEGE
COMMITTED TO EXCELLENCE

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VISION ALMACREST INTERNATIONAL COLLEGE (AIC)

“to be an international education hub that drives academic excellence through creativity and innovation”

MISSIONS ALMACREST INTERNATIONAL COLLEGE (AIC)

to achieve academic excellence by implementing Quality Management Systems and meeting the national and international educational standards;

to provide innovative courses and programmes relevant to the industries globally and to meet the needs of employment markets;

to produce graduates that are highly esteemed by the industries and develop leaders that are proactive, creative, innovative, committed and ethical;

to champion healthy management and robust leadership in building responsible and formidable corporate governance; to provide the necessary facilities, self-sufficient resources and a conducive environment to support teaching and learning;

and

to achieve financial stability for further development and growth.



LOGO DESCRIPTION

LINES (in the Crest and Lettering) will symbolise the Growth of both Students and Staff, aiming for Excellence in Education in conjunction with our Tagline "Committed To Excellence".

SHIELD: To convey a message of Tradition, Respect, Teamwork, Strength and Credibility, for these criteria are the basic necessities for everyone and especially hope that all AIC graduates will encompass all these attributes after studying with us.

RED will symbolise our Vibrancy, Excitement, Energy, and Youthfulness to make AIC a stimulating and exciting place to study. For students to have an awesome learning experience.

WHITE will symbolise the management's Transparency to all stakeholders and that we are honestly aiming to make AIC a better college for the future generation of Sabah as well as Malaysia. To be a caring and fostering educational provider which is also the meaning of ALMA in Almacrest.

WHITE can also symbolise Clean, Impeccable and Ethical Corporate Governance.

BLACK (for Almacrest lettering) for Formality and Strict Compliance to National Educational Standards (Ministry of Higher Education and MQA).

PREFACE

The Student Handbook (Procedures & Guidelines) is designed to assist you to be familiar with the practices of the Institution on matters relating to academic and general administration. However, for further clarification, on all the procedures or guidelines, you need to refer to the respective departments, or to the Student Affairs. Hence, it is your responsibility to comply and abide by all the Procedures & Guidelines stated.

Responsibilities of the Institution:

- To serve and provide you with a well-rounded education.
- To safeguard and protect all your private information, documents and other personal details and that of your parents/guardians within the Institution. Such information should enjoy total confidentiality within and outside the Institution at all times. However, the university reserves the right to reveal the details or any part of them to the approved government authorities upon their request and in compliance with the law.
- To seek continuous improvement and setting high attainable standards of education and services.
- To deal with complaints promptly.

Obligations and undertakings of a student:

- To understand and comply with all the rules, regulations, procedures and guidelines stated in the **Student Handbook (Procedures & Guidelines)**.
- To behave and act in a responsible and orderly manner at all times and avoid engagements in actions which will disrupt the academic environment.
- To use the facilities provided responsibly and not cause damage to the Institution's properties.
- To attend all classes punctually and complete all assignments, class work and laboratory work as required.
- To maintain regular contact with your respective Centres/ Institutes/Schools, and duly notify them of any difficulties encountered to obtain the necessary advice.
- To adhere to all deadlines set by the Institution and/or by lecturers/staff of the Institution.
- To respond to reasonable requests from staff without any undue delay. To make full use of the resources and support services provided.

The Institution has the right to amend or delete any part of this Handbook or its contents in line with the Institution's policy as well as in compliance with the government regulations and requirements from time to time.

This Handbook contains extracts of the Institution policies, procedures, and guidelines deemed to be relevant to students. You may also find the softcopies of this Student Handbook on the Institution's website at www.almacrest.edu.my

Message from Chief Executive Officer

Dear Students,

It is my greatest pleasure in welcoming you to Almacrest International College. Thank you for choosing our institution to further your studies here in Malaysia.

Almacrest International College is one of the pioneer private institutions in Kota Kinabalu, Sabah. Established in 2004, we aim to be one of the most successful colleges in Malaysia. We believe that higher education is the key to transforming life chances, and that by creating an outstanding learning environment where all our students are happy, comfortable and taught well. From this we strive to enhance your future prospects.

To achieve this, Almacrest strictly complies with the standards set by the Ministry of Higher Education (MOHE) as well as the Malaysian Qualifications Agency (MQA). By having all our courses accredited will increase the rate of employability for our students in the public or private sectors after completing their studies with us. Our dedicated Industry Placement service can assist you with your entry into the working environment once you have completed your qualification. One of our top priorities is to ensure that all students have well-developed employability skills as well as proficiency in English.

Aside from classroom teaching methods, we organise educational trips outside the college. By doing so, you can have a glimpse of the industry during your studies. Fellow students are also highly encouraged to participate in College events organised by the Student Affairs Department to enhance your student lifestyle experience here in Almacrest.

By being an international college, we have students from different countries thus there is a multicultural environment here at Almacrest. Students coming from different cultures will have a chance to meet and interact with each other, sharing their experiences and cultures.



As students, you will need to work hard for your qualifications and at Almacrest we encourage you to excel at your studies as well as your practical industrial training.

I look forward to seeing you at the college and wish you all the best with your studies.

Sincerely,

A handwritten signature in black ink that reads "Stephanie C. W. Yen". The signature is written in a cursive, flowing style.

Stephanie C. W. Yen

ADMISSION AND REGISTRATION

GENERAL

All applicants are to submit a duly completed Application Form enclosing a certified true copy of each of the relevant documents required. An applicant is advised to complete the Application Form in detail and in legible handwriting. Please ensure the clarity of your name, correspondence address and contact number(s). Your name must be AS PRINTED ON the identity card (for Malaysian students) or passport (for international students) for the legitimate name to be printed on the academic certificate and documents issued and/or to facilitate processing of the visa/immigration-related matters.

Once admitted into the programme, you should ensure that your details are updated accordingly and regularly. All letters, official documents and correspondences shall be sent to the student's last known/recorded address. The institution shall not be responsible for information not received due to submission of incorrect/incomplete data as result of negligence/non-submission.

Admission to any programme offered by the institution is subject to meeting the academic entry requirements and submission of the following:

a) For Malaysian students

A complete set of certified true copy of your previous academic achievements, certificates and/or transcripts.

- A certified true copy of your Malaysian National Registration Identity Card (NRIC).
- A copy of your passport-sized photograph with white background.

b) For International students

A complete set of certified true copy of your previous academic achievements, certificates and/or transcripts.

- A photocopy registration fee receipt.
- A certified true copy of passport (front page) and one (1) certified true copy of printed pages passport with at least 18 months validity period (for visa application purposes).
- Six (6) copies of passport-sized photograph with blue background (for visa application purposes).

All documents presented to the institution for admission purposes will NOT be returned to the students. An Admission Letter will only be issued once full conditions are met including all the required admission documents as stipulated by the institution.

ENTRY REQUIREMENTS

Since entry requirements for respective programmes may differ, applicants are advised to clarify their exact entry requirements or seek assistance from the institution's course counsellors from the marketing department prior to applying. Only applicants who have met the programme entry requirements may be admitted accordingly.

The programme entry requirements are governed by the Malaysian Ministry of Higher Education, relevant Professional Boards and authorities (Malaysia Qualification Accreditation).

LETTER OF ADMISSION

Applicants who have satisfied the respective entry requirements and, where applicable, passed the interviews or auditions, will be issued a Letter of Admission. Fees stipulated in the Letter of Admission are to be paid within the stipulated time period. AIC reserves the right to increase the fees that are applicable and payable, and that the fees mentioned/stated in the letter of acceptance shall only apply to the time stipulated therein. The delay or non-forthcoming payment of fees as stipulated in the Letter of Admission will result in not securing a seat in the programme and/or penalty.

VALIDITY OF OFFER

Letters of Admission (with or without conditions) are valid only for a period of two (2) semesters or eight (8) months; whichever is shorter. Applicants who have not accepted the offer at the point of application and still fail to do so within the offer validity period will have your successful offers withdrawn and the registration fees forfeited. When the period of offer has lapsed, and you are still keen to pursue the programme, you are required to re-apply for the programme. Such applications will then be considered under the programme entry requirements and fees applicable at the current point of time of the re-application. All offers for international students are subjected to visa approval in accordance to the Malaysian Immigration rules and regulations.

COMMENCEMENT OF CLASSES

Students (new and existing) are required to attend the very first classes at the beginning of the semester to avoid missing important information that may affect your lessons for the whole semester. The timetable is usually made available at the following areas:

- Notice boards at the Classrooms, Student Lounge
- You are to view, check and be guided by the Academic Calendar issued yearly

ONLINE DISTANCE LEARNING (ODL) READINESS

- For students enrolled in ODL or hybrid programmes, the "Commencement of Classes" also requires technical readiness. Before the first week of semester, ODL students must ensure they meet the following **Minimum Technical Standards**:
- **Hardware:** Laptop or Desktop with a working webcam and microphone (Tablets/Smartphones are not recommended for exams or major assignments).
- **Connectivity:** High-speed internet (Minimum 5Mbps upload/download) to support synchronous Zoom/Google Meet sessions.
- **Software Access:** Access to the **Student Online Portal** (<https://lms.almacrest.edu.my/>) and Microsoft Office applications.

ACADEMIC AND ACADEMIC-RELATED MATTERS

For all Academic and Academic-Related Matters as listed below, please refer to your respective Program Coordinators and/or to the Head of Academic for any inquiries, forms and procedures.

- Government and Academic Requirements
 - General
 - Mata Pelajaran Umum (MPU)
 - Credit Hours
- Semester Registration
- Academic Calendar
- Class Timetable
- Academic Matters
 - Attendance and Absenteeism
 - Student Barred
 - Academic Grading Policy
 - Academic Grading System
 - Add / Drop
 - Structure of Course Assessments
 - Submission of coursework
 - Calculation of GPA and CGPA
 - Retake Fees
 - Penalties
 - Retention Period
 - Semester Deferment
 - Change of Programme
- Graduation Academic
- Transcript
- Student Withdrawal

GOVERNMENT AND ACADEMIC REQUIREMENTS

General

Through the Malaysian Qualifications Agency (MQA) and the Ministry of Higher Education (MOHE), Higher Education Sector has imposed the following requirements on all programmes offered by all private tertiary education providers:

- Mata Pelajaran Umum (MPU)/General Courses
This requirement is applicable to all students who have been admitted from July 2013 onwards.

Mata Pelajaran Umum (MPU)

This requirement is only applicable to AIC Diploma and Certificate programmes. There are FOUR (4) categories of MPU courses where a student must fulfil the MPU requirements. The courses can be a core or elective course of a programme (please refer to the respective programme structure).

Tahap Pengajian	<input type="checkbox"/> 2-3 kredit setiap kursus U1 <input type="checkbox"/> 2-3 kredit U2 dan U3 <input type="checkbox"/> 2 kredit bagi kursus U4				
	U1	U2	U3	U4	Jumlah Kredit
Ijazah Sarjana Muda / Sijil Dan Diploma Siswazah (Tahap 6)	2 Mata Pelajaran (4-6 kredit)	1 Mata Pelajaran (2-3 kredit)	1 Mata Pelajaran (2-3 kredit)	1 Mata Pelajaran (2 kredit)	10 - 14
Diploma Lanjutan (Tahap 5) Diploma (Tahap 4)	1 Mata Pelajaran (2-3 kredit)	1 Mata Pelajaran (2-3 kredit)	1 Mata Pelajaran (2-3 kredit)	1 Mata Pelajaran (2 kredit)	8 - 11
Sijil (Tahap 3)	1 Mata Pelajaran (2-3 kredit)	1 Mata Pelajaran (2-3 kredit)	1 Mata Pelajaran (2-3 kredit)	-	6 - 9

Table 1: MPU

Credit Hours

Long semesters (December – April, and May – August)

A full-time student is required to undertake FOUR (4) to SIX (6) courses / subjects, or TWELVE (12) to EIGHTEEN (18) credit hours, whichever is higher. The maximum credit hours that a full-time student is allowed to undertake are TWENTY (20) credit hours per semester depending on academic performance (CGPA).

Short semesters (September – November)

A full-time student is required to undertake TWO (2) to THREE (3) courses / subjects, or SIX (6) to NINE (9) credit hours or, whichever is higher. The maximum credit hours that a full-time student is allowed to undertake are TEN (10) credit hours per semester depending on academic performance (CGPA).

However, the Institute reserves the right to approve additional credit hours per semester on a case-to-case basis. The total credit hours undertaken for an academic year must not exceed 50 credit hours.

“... it is allowable to have a maximum of 45 weeks of academic duration in a year. This will involve an additional of 1-2 credits, which will contribute to a maximum of 52 credits of student academic load. However, this decision is only applicable for examination and industrial training.” MQA

SEMESTER REGISTRATION

All students are required to register for the next semester on the first week of the semester. Penalty of RM100 will be charged for late registration (after the first week of the semester). Discretion will be given for late registration provided that there is proof of medical certification or police report or any other reasons deemed fit by the Academic Affairs and Head of Academic.

ACADEMIC CALENDAR

The annual Academic Calendar will be furnished to all students and uploaded into the Online System prior to the beginning of the next calendar year.

CLASS TIMETABLE

The Class timetable will be furnished to all students and uploaded into the Online System ONE (1) week prior to the beginning of the next semester.

DURATION OF STUDY

- Diploma Programmes – Minimum 2 years and 6 months, Maximum 5 years.
- Certificate Programme – Minimum 1 Year and 8 months, Maximum 3 years.

ACADEMIC MATTERS AND POLICIES

Attendance and Absenteeism

AIC regards class attendance highly and designs policies that emphasise the importance of achieving a minimum of 75% attendance policy for each course undertaken.

Students who skip classes for a maximum of THREE (3) times per subject without any concrete reasons and/or supporting documents will be given a Warning Letter together with A Student Promissory Note by the Student Disciplinary Council (SDC). If the students do not improve their attendance, and therefore did not manage to meet the attendance policy, the respective lecturers reserve the right to bar the said students from taking the Final Exam session. The lecturers are to submit the list of names to SDC committee member latest by Week TWELVE (12) in long semester, and Week SIX (6) in short semester.

Absenteeism may be acceptable on medical grounds with proof of medical certification from the hospital or clinic. Absenteeism is to be reported immediately to the lecturer concerned for consideration for another assignment or a replacement test as deemed fit by the concerned lecturer. Unlike absenteeism from final examination, the decisions for absences in quizzes, tests and / or mid-term tests, and the remedial actions to be taken lie within the jurisdiction of the respective lecturers.

Students who show up late to any class session may be admitted to the class at the lecturer's discretion. If admitted, the onus is on you to ensure that attendance is taken. No student is allowed to sign the attendance sheet on behalf of other students. Habitual offenders will be referred to the Student Disciplinary Council (SDC) and / or the Head of Academic for disciplinary action.

ODL Attendance Policy

For Online Distance Learning students, "Attendance" is defined by **active engagement**, not just logging in. A student is considered "Present" if they:

1. Submit a graded assignment or quiz within the deadline.
2. Participate in a scheduled discussion forum thread.
3. Attend a synchronous (Live) lecture via video conferencing.

Absenteeism in ODL:

- Failure to engage in the activities above for **seven (7) consecutive days** will be counted as one absence.
- Consistent with the college's general policy, maintaining **75% attendance** is mandatory. Failure to meet this participation threshold will result in the student being barred from the Final Examination.

Online Submission & Integrity

- **Submission Format:** All coursework must be submitted via the Student Online Portal. Emailed submissions are not accepted unless authorised by the Head of Academic.
- **Plagiarism & AI:** All digital submissions are subject to plagiarism checks. The use of unauthorised AI tools (e.g., ChatGPT) to generate academic work without attribution is considered **Misconduct** and will result in a failing grade for that assignment.

Barring of Students

A student will be barred from taking the final examination due to the following reasons:

- Class attendance is below 75%
- Not achieving the required passing percentage in the ongoing assessments (OGA)
- Failure to settle arrears owing to the College
- Any other conducts that the Academic and the Exam Board deem being unfit to sit for the final examination
- Refer the Table 2 at the next page:

STUDENT DISCIPLINARY COUNCIL

NO.	PARTICULAR	DESCRIPTION
1	COLLEGE ATTENDANCE POLICIES	Students must maintain at least 75% of attendance for each particular subject in order to take the subject's final exam. Maximum 3 times. Respective lecturers are compulsory to report to the SDC member if any of their student breaching against the attendance policies.
2	STUDENT PROMISSORY NOTE Ref: AIC/ACAD/SDC/SPN	Students failed to attend (2) TWO classes without any valid reasons nor supporting documents. The SDC member will issued the Student Promissory Note and placed the student under a probation period and will be monitored closely.
3	WARNING LETTER Ref: AIC/ACAD/SDC/WL	Students failed to attend (3) THREE classes without any valid reasons nor supporting documents. This letter shall serve as a written warning and placed the student under a probation period and will be monitored closely. If this issue continues the student will be barred from taking the final examination for that respective subject.
4	NOTICE OF EXAM BAR Ref: AIC/ACAD/SDC/NB	Despite diligent considerations and warnings, the said student has continually failed to maintain the minimum requirement of 75% attendance policy. As such, the undersigned lecturer has the right to recommend that the said student be barred from taking the final examination.

Table 2: Student Disciplinary Council SOP

Academic Grading Policy

The policies with regard to the passing grades of all subjects are:

- The overall passing marks have now been raised to 50%.
- You must take all of the ongoing assessments that include quizzes, tests, assignments, presentations, projects and / or any types of assessments given to you by your respective lecturers AND achieve at least 50% of the total mark of the ongoing assessments and at least 50% of the total mark of the final examination.
- You will not be allowed to sit for the final examination if you miss any of the ongoing assessments stated above AND did not achieve at least 50% of the total mark of the ongoing assessments.
- If you did not sit for the final examination, you will be graded as fail and must repeat the final examination.

Academic Grading Scheme

MARKS	GRADE	GRADE POINT	DESCRIPTION
90 – 100	A+	4.00	Distinction
80 – 89	A	4.00	Distinction
75 – 79	A-	3.67	Distinction
70 - 74	B+	3.33	Credit
65 - 69	B	3.00	Credit
60 - 64	B-	2.67	Credit
55 - 59	C+	2.33	Satisfactory
50 - 54	C	2.00	Satisfactory
47 - 49	C-	1.67	Fail
44 - 46	D+	1.33	Fail
40 – 43	D	1.00	Fail
0 - 39	F	0.00	Fail

Table 3: Academic Grading Scheme

Add and Drop

Once the course selection has been completed, you are reminded to do a regular check online for the course selection approval status, as the courses you have selected may not always be approved. Kindly refer to the Add and Drop period in the Academic Calendar. No change of courses is allowed after the Add and Drop period has ended.

Your course selection may be rejected on the following grounds:

- Incompletion of pre-requisites,
- Insufficient courses undertaken in the semester,
- Number of courses exceeds the maximum courses limit,
- Courses are not required for the programme,
- Course is of a different academic level, or
- Any other valid reason(s).

Rejection of course(s) should be addressed immediately with a face-to-face consultation with the Head of Academic.

Structure of Course Assessments

A course may have several components that contribute towards the final grade: the (CGPA). You have to complete all components as prescribed for the course. Course components are spread over the entire semester for a better assessment and evaluation of your learning outcome at different points in time. The system is also aimed to enable you to gather marks throughout the semester instead of being evaluated on a concentrated 100% final examination.

Some of the common course components are as follows, although not all components will be applicable to all courses:

- Tests
- Quizzes
- Assignments
- Mid Term
- Projects and Presentations

Once the final examination is conducted, the total marks compiled by lecturers and Institutes will undergo a stringent evaluation and verification by the Examination Board and subject to the review and endorsement by the Chief Executive before they are released and published to the students.

You are advised to be aware of the respective due dates and deadlines for submission, as well as the penalties for late submission. You are also advised to adhere to the stringent format required of each course/lecturer to avoid marks being deducted for non-compliance.

Submission of coursework

Whether assignments or projects, students undertaking courses are academically bound by the compulsory submission of coursework required in those courses. You are advised to be aware of the respective due dates and deadlines for submission, as well as the penalties for late submission. You are also advised to adhere to the stringent format required of each course/lecturer to avoid marks being deducted for non-compliance.

Calculation of Grade Point Average (GPA) and Cumulative Grade Point Average (CGPA)

The overall marks results are calculated using the Grade Point Average (GPA) and Cumulative Grade Point Average (CGPA) which represent the academic achievement of the students. The formulas used for the calculations are as follows:

$$\text{GPA} = \frac{\text{The total credit values registered and attempted in the assessment of a particular semester}}{\text{The total credit units acquired in the same semester}}$$

$$\text{CGPA} = \frac{\text{The total credit values registered and attempted in the assessment of all semesters}}{\text{The total credit units accumulated over all semesters}}$$

Retake Fees

Effective 21st November 2019 as per Memo Ref: MGT008/19, the revised repeat fees for all student intakes are as follow:

- a) Any ongoing assessment – RM100 per assessment
- b) Final Exam – RM300 per subject
- c) The entire subject – RM200 per credit hour

Students are only eligible to reschedule their exams without Consequences with the following reasons:

- a) Illness / Admission into a hospital, with proof of medical certification from the hospital or clinic.
- b) Death of immediate families only.
- c) Accidents.

Penalties

Students will be fined a penalty of RM50.00 if they arrive to the exam halls / rooms more than THIRTY (30) minutes after the exam session has started, and they are still allowed to sit for the Final Exam if the delay is less than SIXTY (60) minutes. However, if the delay exceeds SIXTY (60) minutes after the exam session has started, you will not be allowed to proceed to the exam session and this will render you as FAIL for that course.

Students are also required to bring with them into the exam halls / rooms their Student ID or MyKad or Passport **AND** the Exam Slip for identification purpose. You may not be allowed to enter the exam halls / rooms if you fail to present to the exam invigilators any of the above-mentioned items.

Any lost / stolen / damaged Student ID and / or Exam Slip shall be reported immediately to the Student Affairs and Academic Affairs Department respectively. In order to get a new replacement, a fee of RM25 per Student ID and RM5 per Exam Slip will be charged.

Service Tax (ST) on Higher Education Services

Effective 1st July 2025, and in accordance with Memo Ref: FIN2025/003, all Higher Education services provided to non-citizens will be subject to a 6% Service Tax (ST).

The Service Tax applies to, but is not limited to, the following charges:

- a) Tuition fees
- b) Registration fees
- c) Admission charges
- d) Co-curricular charges
- e) Books and study materials charges
- f) Teaching aids / facilities charges
- g) Any other charges or fees relating to education imposed by the institution

This requirement is in line with national taxation regulations and will be reflected in invoices issued to non-citizen students from 1st July 2025 onwards.

Retention Period and Studentship Expiration

The maximum retention period of study is FIVE (5) years starting from your enrolment date. Students are given a maximum of FIVE (5) years to complete their study and the College will retain the academic information for that period. Nevertheless, students are strongly advised to complete their studies based on the given study plan, which is within TWO (2) years and SIX (6) months for a Diploma level, and within ONE (1) year and SIX (6) or NINE (9) months for a certificate level. A completion of study means ALL subjects have been attempted and passed with at least a 2.0 CGPA AND the industrial training has been undergone AND a report has been submitted to the person in-charge of the Industrial Training.

In case a student fails to complete his/her study within the 5-year period and wishes to continue, he/she will have to register by paying a fee of RM150.00. The studentship will be extended for a period of TWO (2) years.

Semester Deferment

If for any reasons you need to take a temporary leave from your study, students are allowed to take up a maximum of TWO (2) semesters of study deferment during the tenure of study at the College. To apply for study deferment, students are required to fill up a Semester Deferment form which can be obtained from the Academic Affairs Department. In this form, students are to state the specific reasons as to why they are taking the deferment. If students fail to comply with this requirement and simply withdraw from the College without informing the College for TWO (2) semesters consecutively, the College reserves the right to remove the students from the system and their status will be INACTIVE.

For international students, the College will put you on a missing status and a police report will be lodged. The College shall proceed to inform the Malaysia Immigration Department to terminate your student visa.

Additional clause on semester deferment:

- Long Semester – Students are allowed to apply for deferment prior to the beginning of next semester or latest by Week 4 (FOUR) of current semester.
- Short Semester – Students are allowed to apply for deferment prior to the beginning of next semester or latest by Week 1 (ONE) of current semester.

Should a deferment take a period of time longer than the validity of studentship and/or till the cessation/expiration of the programme, it will render an automatic revocation of studentship of the student.

CHANGE OF PROGRAMME

Students may apply for a change of program. They are required to inform the Academic Affairs Department prior to the commencement of class session. The decision whether to approve the change will depend on the student's academic qualification and the discretion of the Program Coordinator and Head of Academic.

GRADUATION

Students who are eligible to graduate must complete and return a graduation application form and checklist before the closing date. Only in exceptional circumstances will applications be processed after the closing date.

ACADEMIC TRANSCRIPT REQUEST

An Academic Transcript is an official letter providing a student/graduate or third party* with the student's/graduate's final grades and any award details.

**Third Party requesting for data on students requires a written consent from the student/graduate concerned.*

STUDENT WITHDRAWAL

Students who decide to withdraw their studies from the College for any issues of their concerns shall inform their respective lecturers, and then proceed to the Academic Affairs Department to obtain the necessary form and make sure all items in the form are completed before leaving the College.

TERMINATION OF STUDIES

When and if a student is found guilty of any serious disciplinary offences and/or your prolonged stay in the country (international students) tarnishes the image of the College, the studies will be terminated immediately.

Reasons for termination of studies may include any one or a combination of the following:

- Poor academic performance for a few consecutive semesters
- High absenteeism in classes
- Non-response to warning letters issued
- Unacceptable reasons replied to warning letters
- Advised by Programme Coordinators/Head of Departments or designated staff of the College
- Submitting forged/ tampered documents
- Rejection of student pass renewal by the Malaysian Immigration Department
- Exceeding maximum duration allowed to complete a programme
- Disciplinary issues

For international student, the student visa will be cancelled and you are expected to make immediate arrangements to return to your home country as soon as possible. Failure to do so may result in your status being regarded as illegal by the Immigration authorities.

DRESS CODE RULES & REGULATIONS

GROOMING

AIC promotes a consistent professional image throughout the institute to help students and staff feel safe, confident and comfortable at our institute.

- Dress code should be applied to all affected groups regardless of gender, race, ethnicity, religion, etc.
- Dress code should be altered based on individual courses where applicable.
- Dress code should be applied in specific circumstances, you should dress appropriately in lecture theatres / tutorial rooms / workshops / library / offices and during industrial placement.

CLOTHING

- You must not expose your midriff, chest, upper thigh or show visible cleavage or undergarment
- You must not wear clothes that are see-through
- Your clothes must not bear any vulgar, offensive or obscene prints or language

VIRTUAL CLASSROOM ETIQUETTE (NETIQUETTE)

- While ODL students may learn from home, professional standards remain.
- **Live Sessions:** Students must be fully dressed in appropriate casual or professional attire when their camera is on during live sessions. Pajamas or revealing clothing (as defined in the General Clothing Policy) are not permitted on camera.
- **Backgrounds:** Ensure your video background is neutral and free of offensive imagery.

FOOTWEAR

- You must not wear flip-flops or slippers (strapped sandals are allowed unless prohibited by the lecturer)

HAIR

- Must not be dyed in any drastic colours (red, bright pink, green, blue etc)
- Must be kept neat and tidy

DURING INDUSTRIAL PLACEMENT/TRAINING

- Professional attire at all times unless stated by the company. Dress code must abide by the respective company's rules and regulations

INTERNATIONAL STUDENT VISA AND INSURANCE ISSUANCE OF VISA BEFORE COURSE COMMENCEMENT

International students are required to get their student visas issued (sticker in passport) by Sabah Immigration authority before they are allowed to start class.

RENEWAL OF VISA

Student Visa will only be renewed or extended if a student has not completed the programme of studies by the expiration date of visa, and an extended period of time is required for the student to fulfil the requirements of graduation.

When a renewal of visa is sought, the following procedures are to be followed:

- Attainment of clearance from both the Registrar and the Finance Department.
- Submission of passport, renewal application document and fees for Student Visa renewal application to the Student Affairs Department office at least ONE (1) month before the expiry date of the Student Visa. Failing to do so would result in a penalty being imposed amounting to RM30 per day.

The renewal will not be approved if you have any of the following:

- Outstanding fees,
- Poor class attendance (less than 75%),
- There is no subject registered for the current semester,
- Academic results below a CGPA of 2.0 (as an Immigration requirement).

CANCELLATION OF VISA

Student visa will be cancelled under the following circumstances and conditions: -

Completion of the Programme

A graduating student is required to complete the “Graduation Clearance Form” and obtain the clearance from all the relevant departments stated in the form, and to submit to the International Student Officer a copy of your passport, original passport and flight itinerary.

Withdrawal from the College

A withdrawing student is required to complete the “Withdrawal Form” and obtain clearance from all the relevant departments stated in the form, and to submit to the International Student Officer a copy of your passport, original passport and flight itinerary.

Termination of Studies

A student's studies may be terminated based on **TERMINATION OF STUDIES** stated in **Page 20** of this handbook.

His/Her visa will be cancelled and he/she is expected to make immediate arrangements to return to his/her home country as soon as possible. Failure to do so may result in the student's status being regarded as illegal by the Immigration authority.

Transfer of Institution

International students who wish to transfer to another institution will need to cancel their student visas obtained through AIC. The new institution will then be responsible to apply for new visas for the students. The procedures and conditions of transferring to another institution are:-

- Submit copy of the Letter of Offer from the receiving institution. Settle all outstanding fees.
- Fulfil 75% overall class attendance (where this is not met, the Release Letter will state the actual attendance percentage).
- Submit your original passport.
- AIC reserves the right whether or not to issue the Letter of Release to students.

Other Reasons for Visa Cancellation:

- Deferment
- Marriage/Pregnancy
- Working part time
- Illegal activities
- High absenteeism
- Any other reasons deemed appropriate

MEDICAL & HEALTH INSURANCE AND PERSONAL ACCIDENT

It is mandatory by the Ministry of Higher Education (MOHE) that all international students have a medical & health insurance and personal accident while studying in any of the listed Private Higher Educational Institutions (IPTS) in Malaysia.

Renewable yearly according to student visa.

LIBRARY RULES, REGULATIONS & OPERATING HOURS

The Library is accessible to all full-time and part-time students officially enrolled in any of the programmes offered by AIC. The use of the Library, however, is governed by its rules and regulations set forth herewith.

The operating hours are:
Monday – Friday: 9:00 AM - 4:30 PM

GENERAL REQUIREMENTS

For the Library to carry out its function effectively, as well as for the benefit of other library users, AIC Library requires all visitors to comply with the following general rules and regulations:

- Display your student identification nametags upon entering the library.
- You must be decently dressed and should conduct yourself properly in the Library.
- All library users must observe silence in the library and its vicinities at all times.
- As seating in the library is limited, reservation of seats is not permitted. The Library staff may remove books and other articles left for any length of time on chairs and tables.
- The Librarian on duty has the right to request you to leave the premises if you are found to be violating any of its rules.
- The Library will not be held responsible for the loss or misplacement of personal belongings.
- The Librarian is empowered to withhold the library facilities for any infringement of these rules.

The Management may amend the Library Rules and Regulations as and when necessary.

GENERAL PROHIBITIONS

The following items and actions are strictly prohibited in the Library:

- Smoking, including electronic cigarettes (e- cigarettes)
- Consumption of food and drink.
- Playing games or any non-academic related activities.
- Pets of any kind.
- Talking excessively loud, shouting or chatting noisily with others or on mobile phones.

- Any person who causes a disturbance in the library or who refuses to abide by library rules may be directed by the librarians or security personnel to leave the library.

RULES ON BORROWING

You are required to abide by the following rules and regulations:

- Borrowers are to produce their student or staff identification nametags when borrowing library materials.
- Books or library materials may **NOT** be brought out of the Library until the loan has been recorded. Unauthorised removal of library materials is regarded as a very serious offence.
- Borrowers are responsible for the safekeeping and return of library materials issued under their name.
- Library materials borrowed must be promptly returned on or before the due date.
- The normal loan period for books is **TWO** weeks. The Librarian, however, may fix varying loan periods for the different types of materials or users as she deems fit.
- All borrowers must settle their overdue loans before they are permitted to borrow again.
- Users may borrow library materials up to 10 minutes before the library closing time.
- Borrowers are fully responsible for the materials checked out. It is also the borrower's duty to ensure that the materials are returned before or on the due dates.
- Failure to receive any notice sent does not relieve a borrower from their responsibility to return library materials by the due date.
- Borrowers are prohibited from borrowing on behalf of other users.

RENEWALS

Library materials that have been borrowed may be renewed. The following are some other guidelines on renewals applicable to both staff and students:

- Any items that have been requested/held by another user may not be renewed.
- You are allowed to renew one (1) day before or on the due date.
- Your fines must be paid before you can renew, reserve or borrow a book.

LOSS OR DAMAGE

Borrowers will be held fully responsible for the library materials in their possession and are required to pay for the value of the book plus administration fee if the books and materials are lost or damaged.

Borrowers are responsible for ensuring that the books are in good condition, otherwise, they will be held responsible for and will be charged for the damage.

If any books or material are lost, an immediate report should be made to the Librarian to enable appropriate actions to be taken. The borrower may replace the material lost/damaged either by directly purchasing it or by requesting the Library to replace it for a penalty fee.

All books replaced in this manner must be of the latest edition. If the book is one of a set series, the borrower may be called upon to replace the whole set or series. Any attempt to steal library property is a serious offence and will result in disciplinary procedures and other appropriate actions.

FINES

Overdue library books and materials, including reserved books and materials, are subject to fines. This Policy applies to all categories of borrowers. The fines for all categories of books and audio-visual materials are assessed at the rates below:

- 1 – 7 days - RM0.50 per day.
- More than 7 days - RM1.50 per day.
- More than 1 month - a bill will be sent to you based on the value of the book(s) and/or materials and other processing fees.

Persistent repetition of this offence may result in you being barred from registration for the following semester and eventually non-conferment of your diploma/certificate and the forfeiture of your deposits.

As soon as a fine is incurred, all library-borrowing privileges will be suspended. Overdue notices are generated every seven (7) days until the third notice, which is clearly marked as **FINAL NOTICE**. All recorded fines must be settled before borrowing privileges will be reinstated.

One week after the **THIRD** and **FINAL** notice, an invoice will be generated in respect of delinquent accounts and sent to the borrower. Overdue books may be subject to replacement costs, accrued fines and an **RM20.00** per item processing fee.

All appeals should be directed to the Librarian.

STUDENT DISCIPLINE

Every student of the institute is required at all times to be of good behavior and to observe all Regulations, procedures and rules affecting him or her, which may be applied from time to time by AIC.

MISCONDUCT

The definition of misconduct is improper interference, in the broadest sense, with the proper functioning or activities of the institution, or those who work or study in the institution; or action which otherwise damages the institution.

The following shall (subject to the above) constitute misconduct:

- Disruption of, or improper interference with, the academic, administrative, sporting, social or other activities of the institute, whether on institute premises or elsewhere;
- Obstruction of, or improper interference with, the functions, duties or activities of any student, member of staff or other employees of the institute or any authorised visitor to AIC;
- Violent, indecent, vulgar, disorderly, threatening or offensive behavior or language whilst on institute premises;
- Theft, fraud, deceit, deception or dishonesty in relation to the institute or its staff or in connection with holding any office in the institute or in relation to being a student of the institute (for example falsifying or misusing institute records or documents, including identity cards, transcripts and certificates of any kind);
- Action likely to cause injury or impair safety on institute premises;
- Use of offensive or improper language or behave in an offensive or improper way or display unwanted conduct which, on the grounds of disability, ethnic origin, gender, marital status, nationality, race, religion or sexual orientation, has the effect of (i) violating another person's dignity or (ii) creating an intimidating, hostile, degrading, humiliating or offensive environment for students or employees of the institute or visitors to AIC;
- Breach of the provisions of the institute rules or regulations which provide for breaches to constitute misconduct under this Regulation;
- Offences involving academic misconduct (for example during an examination or any other form of assessment colluding or communicating inappropriately with another person, plagiarising, or being found to be in possession of books or any printed or written papers or any other material containing information relevant to the assessment other than that permitted, or being in breach of the institute's examination procedures, or use of any other unfair means);

- ❑ Damage to, or defacement of, institute property or the property of other members of the institute community caused intentionally or recklessly, and misappropriation of such property
- ❑ Misuse or unauthorised use of institute premises or items of property, including the computer lab;
- ❑ Failure to disclose name and other relevant details to an officer or employee of AIC in circumstances when it is reasonable to require that such information be given;
- ❑ Failure to comply with a previously imposed penalty under this Regulation.
- ❑ Under Malaysian law, smoking is prohibited in all air-conditioned public buildings. The consumption of alcohol is strictly prohibited on campus.

HARASSMENT

Harassment, includes any action, language or visual representation, based on any characteristic protected by law including race, colour, gender, age, sexual orientation, religion, disability, veteran's status or national origin, that is sufficiently severe, pervasive, persistent or patently offensive that it has the effect of unreasonably interfering with that individual's work or academic performance, or that creates a hostile working, educational or living environment.

Sexual harassment and harassment based on gender are prohibited at the institution. Non-discriminatory harassment includes any action, language or visual representation, that is sufficiently severe, pervasive, persistent or patently offensive that it has the effect of unreasonably interfering with that person's work or academic performance, or that creates an intimidating, hostile, or offensive working, educational, or living environment. It is a violation for a member of the AIC community to:

- ❑ Engage in any form of harassment whether intentional or unintentional on the campus or in the off-campus area.
- ❑ Retaliate against a person who has initiated an inquiry or complaint having to do with harassment.
- ❑ **Unauthorized Sharing:** taking screenshots of live classes or sharing private contact details of classmates without consent.
- ❑ **Spamming:** Flooding discussion boards with irrelevant or commercial content.

BULLYING

Bullying can be defined as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient. Bullying can take many forms. Although not intended to be exhaustive, these include:

- Emotional: being unfriendly, excluding, tormenting (e.g. hiding possessions, threatening gestures)
- Physical: pushing, kicking, hitting, punching or any use of violence.
- Cyber: misuse of email, internet chat rooms, text messaging, telephone calls or associated technologies such as cameras. Posting threatening, insulting, or derogatory comments about peers or staff.

The focus of bullying can take many forms. Although not intended to be exhaustive, these can relate to: age; physical or mental impairments, health, gender identity, pregnancy, race, religion or belief, sex, sexual orientation, dress and appearance, and physical or mental characteristics.

CAMPUS FACILITIES

WIFI

- Wireless Internet service is available on campus.

COMPUTING FACILITIES

- Almacrest Student Portal can be accessed at (<https://almacrest.vialing.com/sp>). You are provided with a unique username and password on the confirmation letter. This will give you access to ASP.
- Please note that if you have not enrolled for the current academic year, access will be denied.

VIRTUAL CAMPUS & LMS

- The **Almacrest Student Online Portal** (<https://lms.almacrest.edu.my/>) acts as the "Virtual Campus" for ODL students.
- Access:** This portal allows 24/7 access to lecture notes, assignment submissions, and exam results.
- Support:** Technical difficulties with the portal should be reported immediately to the administration to avoid penalties for late submission. A "system crash" is only a valid excuse for late submission if verified by the IT department.

LIBRARY AND STUDENT LOUNGE

- You may use the Library or Student Lounge to study.

MUSLIM PRAYER ROOMS (SURAU)

- Prayer rooms for Muslim students are available on campus.

RECREATIONAL ROOM

- Meant for table tennis and various indoor sports and games. Seek permission from the Student Affairs Department for entry.

USAGE OF LECTURE HALLS OR CLASSROOMS

- Any use of any lecture halls or classrooms by students for external activities or outside lecture times shall be approved by the Student Affairs Department and The Management in written form.

FIRE

In case of fire, you are required to leave the building immediately. Once you hear the fire alarm, go through the nearest exit point or staircase. Walk to the assembly point and wait for further instructions. You should also familiarise yourself with the emergency exits in the campus.

Do not attempt to fight the fire, close doors in the immediate vicinity and follow the nearest escape route to the assigned safety point.

STUDENT IDENTITY CARD

You will be provided with a Student Identity Card. It is essential that you keep your card in a safe place. A replacement card will only be issued in the following circumstances:

- In the case of loss or intentional damage (with a penalty of **RM25**),
- Where, in the opinion of the institute, the card has been damaged to an extent which renders it unusable,
- Following change of expiry date.

All students are advised that they are required to show their Student Identity Card to an authorised person on the following occasions:

- During an examination,
- On request by any staff of AIC,
- Use of library and computing services,
- On any other occasion for good cause

TUITION FEES

For all semesters, all fees are payable in advance and must be fully paid one month prior to the start date of the semester.

Mode of payment:

- Bank draft / cheque to below bank details.
Direct bank-in to below bank details.
- Cash is only acceptable at the Finance Department only.
- Request for receipts any time a cash payment is made.

Bank details

Payable to	:	Almacrest Training Academy Sdn Bhd
Account no	:	8005537608
Bank name	:	CIMB Bank
Bank address	:	Api-Api Centre, Kota Kinabalu
Swift code	:	CIBBMYKL

PERSONAL DATA PROTECTION

DISCLOSURE OF PERSONAL DATA

Pursuant to the Personal Data Protection Act 2010, the institution shall not disclose any Personal Data to any party including parents and/or guardians without the approval of the student with the exception to those parties clearly stated in the Personal Data Protection Act 2010 or permitted with consent from the student.

Registration No : SB18112014-0003
Code : 160001 Education

USEFUL CONTACT NUMBERS

	TELEPHONE NO.
Almacrest International College	088 - 312223
Emergency	999
Fire & Rescue Dept (Sembulan)	088 - 218422 / 211837 / 994
Queen Elizabeth Hospital	088 - 218166
Sabah Medical Centre	088 - 424333
Karamunsing Police	088 - 242111
Kota Kinabalu City Police	088 - 241161 / 221191 / 083 - 310254
Kepayan Police Headquarters	088 - 212222
Menggatal Police Station	088 - 492222
Yayasan Sabah Ambulance	088 - 250555
Sabah Electricity Sdn Bhd	088 - 282699 / 233027 / 233034 / 233036
Public Works Department	088 - 244333
Water Department	088 - 711767
KK International Airport Operator	088 - 238555
Rubbish Collection	088 - 426499
Sewerage	088 - 224621
Public Health	088 - 251892
Taxi Service - Jalan Pantai Station	088 - 251863
Taxi Service - Kampung Air Station	088 - 253282
Pemadam / Anti-Dadah	088 - 225376 / 224977
Pusat Zakat Kota Kinabalu	088 - 240160

