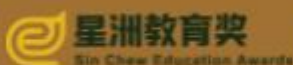




STUDENT *REVISED EDITION 2022* HANDBOOK





PRINCIPAL'S MESSAGE

Every year we gather our thoughts to remember and savour the past, to celebrate the achievement of our students in their educational journey and to look forward to welcoming new students who join us on a journey that will bring them the richness of learning and prepare them to live a life of significance. SENTRAL is pleased to play a vital role in the provision of higher education programmes to meet the varying needs of the current generation to obtain a globally recognized qualification in pursuit of their career goals.

Since its inception in 2002 at the Jalan Zainal Abidin Campus, SENTRAL moved to its new George Town Campus in December 2013. The move is rooted deeply in the College's commitment towards providing a time and place for young students to develop wholesomely to support their family, serve the community and strive for the country. I would like to congratulate all the constituent members of the College, past and present, students and staff alike, for contributing to the success of the College.

SENTRAL continues to put the learning and education needs of the students first by focusing on quality and integrity. The students will be provided with a body of knowledge in their chosen disciplines alongside an exciting stimulus for a lifelong learning experience.

There is an emerging shift from education for employment – developing the ability to do a specific job – to education for employability – developing the ability to adapt skills to new working environments. This fits well into the government's aspiration of becoming a high-income nation. SENTRAL has forged strong work-relationship with industries for the benefits and employability of the students. It will realize its Mission, which is to "... prepare students for dynamic careers, meaningful lives and ..." Additionally, this contributes to greater economic growth and national development.

As you step into your educational journey at SENTRAL, think and act more to become useful and contributing members in society; choose knowledge and skills over physical comfort and idleness, choose leadership over being mere average, choose to be innovative, pro- active and knowledge building than be complacent, passive and parroting. You will develop habits that will stand you in good stead when you set out in your life and your chosen profession. Be confident and be as interesting as you can and, work in partnership with colleagues and friends to make progress in the world. We welcome you as part of SENTRAL's community of learners. Thank you.



OUR JOURNEY

SENTRAL (formerly known as SENTRAL TECHNOLOGY COLLEGE) was first established as an Institute for tertiary education on 1st January 2002. It was established with the singular purpose of providing a place and time for young people to develop wholesomely to serve the family, community and the country. The Chinese saying has it that "to plan for a year, grow food; to plan for a decade, grow trees; to plan for a future, develop men". It is with this understanding the Founders charged the College to strive for the fitting purpose. With the Ministry of Education Malaysia's approval on 25th July 2002, the College sets its foot in a stand-alone building in Jalan Zainal Abidin, in the heart of the City of George Town, Penang. Dr Chiang Geok Lian was appointed the Founding Principal and CEO.

SENTRAL, in accordance with its founding purpose, immediately embarked on a journey to conduct academic, vocational and personal and professional development programmes to equip young people with the right attributes to contribute to national development, as well as alongside other institutions of higher learning, contributed to the National aspiration of making Malaysia a Centre of Education in the region and in particular, Penang.

In 2006 the Ministry of Education Malaysia upgraded the status of SENTRAL to that of a COLLEGE and it then assumed the name of SENTRAL College Penang. SENTRAL, with the ideas that inspired its founders, continued its commitment to the pursuit of relevance and excellence to realise its Vision - "To be an impactful and significant institution, fostering programme relevance, creative thinking and institutional excellence".

The College hopes to achieve its vision steadily but surely, all within the context of mutual respect, active learning and caring, liberty and justice, adopting the best of educational practices and aligned with the National Education Philosophy.

Since its inception in 2002 SENTRAL sited strategically at Jalan Zainal Abidin, right in the midst of the City of George Town, off Jalan Burmah and Jalan Macalister, where the thriving business community and peaceful environment promote a rich experiential learning and out of classroom learning for the constituents of the College. It is easily accessible to public transportation and is nearby to a host of public amenities. In those 12 years, the portfolio of programmes grew from strength to strength, and partner institutions increased. The programmes range from Certificates to Bachelor's degrees, encompassing the areas of Foundation studies, Accounting & Finance, Business & Management, Computing & Information Technology, Early Childhood Education, and Tourism & Hospitality.

With the expansion in mind; the increased students' population and portfolio of programmes, the building at Jalan Zainal Abidin proved to be inadequate, the College decided to expand its operations and relocate to a bigger and better equipped 14 storeys building, the SENTRAL Tower, at Lebuhr Penang in George Town within the vicinity of the UNESCO Heritage-Enclave in December 2013.

For all intent and purpose, the College will rise to the challenge. The new SENTRAL will thrive on the hustle and bustle at the heritage enclave of George Town to produce engaging graduates to serve the community. It is a challenge that every member of the College is committed to undertaking and delivering.



OUR PURPOSE

The purpose of SENTRAL College is to develop young people wholesomely so that they are well equipped to serve the family, community and the country. The College will endeavour to strive for that purpose with the might of our people, buttressed by its noble beliefs, core values and powered by its core thrusts of:

- Engaging the students to maintain a disciplined yet vibrant and creative mind, to strive for high quality and standards, to live, to learn, to lead and to thrive in all that they do;
- Engaging the constituents' staff, community and partner stakeholders to strive for human development ecology to serve the Community;
- Engaging the students, staff and the education community to maintain a steadfast commitment to the development of the young in knowledge, skills and values to play an impactful role in the interplay of the physical realities of life and the ideals of civil humanistic society;
- Bringing the full force of the institution to uphold SENTRAL College Awards and the SENTRAL College brand as exemplars of excellence and quality; S Bringing opportunities and acting as catalysts for students and staff for personal and professional development in innovation, research and the economy;
- Acting and building upon SENTRAL and the community's past and present successes to establish a sustainable institution-community ecosystem that enriches the national life of Malaysia.
- In the current scenarios of human conflicts and economic uncertainties, whether at a cultural, international, national, societal or personal level it is time that we take action to promote our purpose in life, in what we do objectivity and clarity in thoughts, resolute in action and gentle in manners, worldly and spiritually aware, respect and honour each other.



OUR BELIEFS

In establishing the College and offering its services to the young, SENTRAL has taken the huge responsibility of giving a place for them to learn, live, thrive and share physically, emotionally and spiritually, to develop maturity in judgement and to play their role in the community that supports them. The College will strive to harness its people's diverse abilities and motivation to create transparent, efficient and quality processes together with future assured programmes, all integrated to engage the students to learn and progress in their chosen areas.

The College believes henceforth the proposition that all of us have a right and responsibility to:

- Earn the basic necessities for a full big life;
- take responsibility for everything around us;
- Discharge obligation to respect ourselves & others;
- carry the burden and privilege to be part of this world;
- Appreciate from others we get to others we give

VISION

To provide a place and time to help young people to develop wholesomely, we need to develop among all the constituents in the College, understanding, knowledge and practices, to align our people to the purpose of the institution and the needs of the community, for now, and for the future. We will do our best to achieve these through the College manifested vision and rallying beacon: To be an impactful and significant institution fostering programme relevance, people creativity and institutional excellence to serve the community.

CORE VALUES

Core Values The aspiration of the College to become an institution of distinction necessitates the use of modern pedagogical methodologies and technologies, learning and adopting the best practices and strong governance among the staff to produce high-quality delivery of programmes as well as outstanding graduate outcomes for young students. All these can only be sustained with a strong sense of intrinsic beliefs and imbued core values as:

- Integrity and the good of the community are always at the heart of our actions;
- Trust is the foundation of objectivity; impartiality, openness and sharing in what we do;
- Mutual respect is the exchange that binds us to give our best; and
- Sustainable, continual and high standards development and improvement be central in all our quests for professionalism, relevance in education and the community.

MISSION

Our work will thus be guided and framed within our mission: To provide excellent education through nurturing, inspiring and creating a conducive learning environment that will prepare students for dynamic careers, meaningful lives and to be compassionate citizens in a global society.



OUR PARTNERS

ACCA

SENTRAL College enjoys the distinction of being the first ACCA Platinum Approved Learning Partner in North Malaysia. It has a comprehensive centre catering to students from all walks of life and is supported by a team of excellent and caring lecturers.

University of Salford Manchester

SENTRAL College Penang partners with the prestigious University of Salford - one of the Top 100 universities in the UK, to offer three programmes namely BSc (Hons) Business & Management, BSc (Hons) Accounting & Finance and BSc (Hons) Business & Information Technology. University of Salford Business School excels in enterprise and innovation and is recognized internationally for its teaching and research excellence. The University was also awarded the Times Higher Education (THE) Business School of the Year in 2014. Besides, it is the first university in the UK to receive the Social Enterprise Gold Mark, which represents excellence in best practices across areas such as ethical business, governance, financial transparency, and social and environmental impact. Recently, its university ranking raised 10 places in The Times and Sunday Times Good University Guide 2018.

The UK business programmes offered at SENTRAL College Penang are subject to the quality assurance procedures of the University of Salford and are required to meet the expectations of the higher education regulatory bodies in the UK. Through the undergraduate programme, you will develop a broad understanding of core business operations, such as marketing, economics, accounting, finance, and human resource management and information technology. From these courses, you will then be able to select more business electives to focus on in your second and third year of undergraduate's studies.

HELP

HELP University was founded in 1986 to provide affordable quality educational opportunities for Malaysians. It has since developed into a leading institution of higher learning in Malaysia with an international reputation among universities, research organisations, scholars, businesses, corporate leaders, and governments. HELP University offers a wide and diverse range of programmes covering business, law, management, economics, IT, the social sciences, and the humanities at undergraduate and graduate levels.

MAHSA

MAHSA University was founded in 2004 with a vision to produce qualified and compassionate professionals to serve the needs of our nation aligning with the Prime Minister's vision for Malaysia to become a centre for academic excellence. MAHSA believes in being more and their BE MORE maxim drives their strategies and plans towards an education that is beyond classroom and textbooks and towards the cultivation of professional skills that will allow its graduates to be fully equipped for their future. MAHSA's Master of Business Administration (ODL) is designed for learners who seek to further their studies for personal development and career enhancement in a flexible mode and at an affordable fee. Students are now able to pursue MAHSA's MBA at SENTRAL College Penang.

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Section 1 – Preliminary

1.1 Introduction

- 1.1.1 These Academic Regulations govern all awards issued by SENTRAL College Penang (“the College”) and the College’s Partners.
- 1.1.2 Students are required to comply with these Regulations and any procedures, deadlines and instructions issued by the College.
- 1.1.3 The rules within these Regulations apply in their entirety to all the awards listed except where indicated otherwise.

Section 2 – Admission

2.1 Student Admission

- 2.1.1 In order to be admitted as a student of the College, an applicant must satisfy the minimum entry requirements set by the College for the programme concerned and apply, register and enrol in accordance with the procedures, conditions and deadlines given by the College.
- 2.1.2 The College may withdraw any student registration if, at any point in time, the College finds that the student had, upon admission, withheld information or gave false information or misled the College in his/her application.

Section 3 – Registration

3.1 Student Registration

3.1.1 New Student Course Registration

- 3.1.1.1 New students must register for the courses offered within two (2) weeks upon commencement of the programme.
- 3.1.1.2 New students who do not follow the above without any acceptable reason will have their offer automatically withdrawn.
- 3.1.1.3 Upon registration, it is the responsibility of the student to ensure that his/her personal information at Admission & Records is accurate and up-to-date. The College shall not be held responsible for errors appearing in a Student’s transcript, certificate or any other College document, due to the failure on the part of the Student to fulfil this obligation.

3.1.2 Continuing Student Course Registration

- 3.1.2.1 Students must register for every course taken within two (2) weeks upon commencement of each semester.
- 3.1.2.2 Students can only register for the courses offered with the approval of the Head of Programme.

Note:

- Any re-enrolment performed after week two (2) for a long semester and week one (1) for a short semester will be deemed as late re-enrolment and RM100 will be charged per course registered be it new, re-sit or repeat papers.
- Re-enrolment after week four (4) for a long semester and week two (2) for a short semester will not be processed.

3.2 Confirmation of Course Registration

- 3.2.1 A Student must confirm the courses for which he/she has registered in the current semester, no later than the second (2) week of that semester.
- 3.2.2 Confirmation of course registration will be monitored by the respective Head of Programme.

Section 4 – Credit Policy

4.1 Credit Requirement to Graduate

- 4.1.1 Every programme of study in the College has a curriculum structure and set of courses arranged by semester. Students must be familiar with their curriculum structure and programme requirements. Students are required to fulfil the credit requirement as stipulated in the curriculum structure.
- 4.1.2 Students must pass all the required courses listed in programme structure.
- 4.1.3 The credit for graduation and the duration of the study of a particular course of study are determined by the School with the approval by MQA.

4.2 Total Credits for Course Registration

- 4.2.1 A full-time student may register between 15 to 20 credit hours in a regular semester and between 6 to 10 credit hours in a short semester.

4.3 Transfer Course/Credits/Exemptions

- 4.3.1 This is only applicable to Level 4 and above programmes.
- 4.3.2 A student may apply to the Admissions & Records Department to transfer from one programme to another after consultation with the Head of Programmes.
- 4.3.3 The Student should complete and submit the Application Form with a request for the transfer credits. However, it should be stressed the courses followed in one program are not automatically recognized by another programme.
- 4.3.4 The Student's application will go through a credit transfer committee and the outcome will be informed to the student within one month of the new semester.
- 4.3.5 Nominal fees are chargeable for the application of the credit transfer or exemptions. (Refer to the form).
- 4.3.6 Only courses with a minimum score of GPA 2.00 or equivalent will be exempted. Otherwise, students will be required to retake the certain with fees.

Section 5 – Assessment

5.1 Coursework and Examination

- 5.1.1 Every course (except practical/industrial-training courses/project paper) generally shall have a combination of formative and summative assessment.
- 5.1.2 Formative assessment, which might comprise of quizzes, assignments and/or tests, and contribute 30%-70% of the total marks for the said course.
- 5.1.3 Summative assessment, which is the Final Assessment, will make up the remaining percentages.
- 5.1.4 Student will be able to find out the details of the assessment breakdown from the Course Outline, which is given to the student for every course registered in Week 1.
- 5.1.5 The marks obtained for formative assessment are counted and will be combined with the summative assessment to form the final grade for the course.
- 5.1.6 The passing mark for all courses is 40% which is derived from the combination of both coursework and examination marks.

5.2 Grading System

For Certificate & Diploma

Grade	Marks	GPA	Remarks
A+	90-100	4.00	Distinction
A	80-89	4.00	Distinction
A-	75-79	3.67	Merit
B+	70-74	3.33	Merit
B	65-69	3.00	Merit
B-	60-64	2.67	Satisfactory
C+	55-59	2.33	Satisfactory
C	50-54	2.00	Pass
C-	45-49	1.67	Redeemable Pass
D	40-44	1.33	Redeemable Pass
F	0-39	0.00	Fail

For Degree

Grade	Marks	GPA	Remarks
A	80-100	4.00	Distinction
A	75-79	3.67	Merit
A	70-74	3.33	Merit
B	65-69	3.00	Merit
B	60-64	2.67	Satisfactory
C	55-59	2.33	Satisfactory
C	50-54	2.00	Pass
D	45-49	1.67	Redeemable Pass
D	40-44	1.33	Redeemable Pass
F	0-39	0.00	Fail

5.3 Academic Standing

5.3.1 The status of a student in a semester is determined by:

- 5.3.1.1 The result of the assessments of the current semester and;
- 5.3.1.2 The Student's status in the previous semester.

Students who have attained a Cumulative Grade Point Average (CGPA) of at least 2.00 will be assigned 'Pass' status.

5.3.2 A 'probationary' student will be dismissed if he/she fails to attain a cumulative grade point average of 2.00 for 3 times consecutively. Please refer to the table below.

Status of Student	GPA	Remarks
Pass	2.00-4.00	can continue studies
First Probation	< 2.0	The student is placed under observation and allowed to progress into the following semester and improve the GPA to a minimum of 2.0 to obtain the status of "Pass".
Second Probation	< 2.0	The student is placed under observation and allowed to progress into the following semester with the condition and improve the GPA to a minimum of 2.0 To obtain the status of "Pass".
Termination of Candidature*	< 2.0	Disallowed to continue studies if GPA < 2.0 for three consecutive semesters.

5.4 Failure /Repeating Course

5.4.1 Failing to attain 40% in a course will result in the course being given a FAIL with an incomplete status. A student who fails a course will be advised accordingly by the Head of Programme to do either a re-sit or repeat of the course.

5.4.2 A re-sit will result in a student reattempting the component where the student performs poorly. A fee* will be charged for the re-sit. Students will need to attend the last 4 classes of the class before attempting the assessment.

5.4.2.1 Re-sit is applicable if a paper is failed marginally (30% to 39%) by any one of the formative or summative.

5.4.2.2 Student should repeat if a paper is done badly (below 30%) in both formative and summative components where class attendance is required.

5.4.2.3 Fees are payable for re-sit (e.g. RM100 per subject) and repeat (as per credit hour) and subject to the latest revision of rates.

5.4.3 A repeat will result in a student reattempting the entire course. This happens if the student obtained less than 30% in both formative and summative assessments. The fee** for repeat is based on the credit hour rate.

* refer to finance for any revision of rate

** refer to the fee structure of respective programme

5.4.4 However when a student is terminated following the 2 additional attempts, appeals for re-sitting or repeating the course can be considered through a formal appeal letter addressed to the Director of Studies. The Director of Studies is under no obligation to accept or approve any appeals.

5.4.5 Students are allowed a maximum of three attempts to pass a paper.

5.5 Graduation

5.5.3 To be eligible for graduation, a student must:

5.5.3.1 Pass and complete all courses in the programme and meet minimum requirement on CGPA of 2.00;

- 5.5.3.2 Comply with the Regulations in all aspects and have made satisfactory payments to the College of all due fees; and
- 5.5.3.3 If students are eligible to graduate, students will be contacted via email on the convocation details. Students will be asked to check their personal details and must respond on stipulated time-frame given.
- 5.5.3.4 A convocation fee will be imposed on graduates prior to the convocation ceremony.
- 5.5.3.5 The College reserves the right not to award students who fail to satisfy any of the above conditions.

5.4 Dean's List

- 5.4.1 A Student who has achieved during the regular semester a GPA of 3.75 and above in their programme of study will receive a "Dean's List Award".

Section 6 – Programme Standing

6.1 Deferment of Study

- 6.1.1 A student may request for a deferment of study for a maximum period one (1) academic year during the student's period of study provided that the student:
 - (a) must fill in the Request of Deferment form and submit not later than the end of the last working day of within seven (7) days upon commencement of the semester;
 - (b) and pays deferment fees as prescribed in the Student Financial section (please refer to 4.1)
- 6.1.2 Any application for deferment after seven (7) days is subjected to a penalty as prescribed in the Student Financial section.
- 6.1.3 Approval of the deferment is subject to the discretion of the respective Head of the School.
- 6.1.4 The deferment period will not be counted as part of the student's duration of study for the programme enrolled.
- 6.1.5 International student is not allowed to defer for study except under exceptional circumstances and with the consent of the respective Head of School.

6.2 Withdrawal

- 6.2.1 A student who wishes to withdraw from his/her programme must complete a prescribed withdrawal form obtained from the Admissions Department and submit it to the department together with the relevant documents or notify the registrar in writing.
- 6.2.2 A student who does not attend classes or discontinues class attendance in a new semester without notifying the College of his/her withdrawal is liable to all fees due to the College for that semester and subsequently will be withdrawn from the college due to arrears of fees.
- 6.2.3 The date of receipt of a student's Withdrawal Form by the College is the date of withdrawal even if the student has stopped attending lectures earlier.

Section 7 – Examination Procedures

7.1 Qualification to Sit for Final Examination and Attendance

- 7.1.1 A Student is eligible to sit for an examination for all courses he/she has registered for the course.
- 7.1.2 A Student who fails to meet the 80% attendance requirement will be barred from taking the final examination. The continuous assessment marks are not to be used to determine the Grade and an "F" grade will be given.

- 7.1.3 The monitoring and record of attendance of each student in the class are left to the lecturer concerned.
- 7.1.4 Class in this context includes assignments and activities that require participation by students through an assigned online platform.
- 7.1 Examination Result
- 7.1.1 The final examination results will be announced by the Examination Department after the results have been endorsed by the Academic Board.
- 7.1.2 The examination result will be released on the first week of the following semester.
- 7.2 Conduct of Examination
- 7.2.1 Administrative Order on the Conduct of Examination
- 7.2.1.1 All students sitting for examinations are required to comply with the rules governing the conduct of examinations given and the Administrative Order on the Conduct of Examinations read by the invigilator to the students before the examination starts.
- 7.2.2 Examination Offences
- 7.2.2.1 It is an offence to introduce into, or use in the examination room, unauthorized materials or aids. Any such materials or aids in a student's possession on entry to the examination room must be deposited immediately with the Invigilator before the examination starts. Any unauthorized materials and aids brought into the examination room and not deposited with the Invigilator must be surrendered to the Invigilator on request. Any materials or aids so surrendered may be handed over by the Invigilator to the College which may make copies of them. The original materials or aids (together with all copies) may be retained by the College at its absolute discretion.
- 7.2.2.2 Students must not pass any information from one to another during a written examination. A student may not act in collusion with another student or any other person, nor copy from another student, or engage in any similar activity. Any of these activities constitutes an offence.
- 7.2.2.3 Plagiarism is the presentation of another person's thoughts or words as if they were the student's own. Plagiarism is an offence. All work submitted as part of the requirements for any examination must therefore be expressed in the student's own words and incorporate his/her own ideas and judgments. Direct quotations from the published or unpublished work of another must always be clearly identified as such and a full reference to the source must be provided in the proper manner.

Section 8 – General

- 8.1 The right to make decisions
- 8.1.1 The College Principal reserves the right to make any other decision pertaining to these Academic Regulations as it deems fit.
- 8.1.2 Any other action may be taken under any other provision of the Academic Regulations. All implementation guidelines must be observed. However, the College is entitled to change the guideline according to any situation that may arise.
- 8.2 Miscellaneous
- 8.2.1 The College is not responsible for any consequences arising from the students' failure to comply with these Regulations, Procedures, deadlines or instructions.

*Note some courses may have different academic regulations.



STUDENT DISCIPLINARY RULES AND REGULATIONS

SENTRAL College Penang (SENTRAL) provides educational opportunities to students in all its professional programmes. As a necessary component for entry into the programmes they are pursuing, students recognize that they must conduct themselves in a professional manner at all times.

The Honour Code formally recognizes the ability of students to take responsibility for their own learning behaviour. Students are, therefore, expected to familiarize themselves with and abide by provisions of the code of ethics established by SENTRAL and relevant to ALL.

In addition to the code of ethics established by the various professional programmes, the expectation is that students comply at all times with the Code of Conduct set forth in this Student Handbook established by SENTRAL and act in a fashion designed to meet the expectations of the profession, faculty, administration, general public and the student community.

The SENTRAL STUDENT CODE OF HONOUR has been established based on Section 46 (1) of The Private Higher Education Institution Act 1996.

Section 1 - General Prohibitions

Section 2 - Discipline and Social Conduct

Section 3 - Violations of the Honour Code

Section 4 - Handling of Student Complaints

Section 5 - Disciplinary Board Guidelines

Section 6 - Penalty

Section 1 - General Prohibitions

- 1.1 A student is not detrimental or prejudicial to the interests, well-being and to the good name of the College, its Students and Staff, or to Public Order, Safety and Security, or to Morality, Decency and Discipline;
- 1.2 A student is not in violation of any provision of any written law;
- 1.3 A student will not disrupt or interfere with any teaching, research study, and administrative work, or staff and student management, or any activity carried out by or under the directive of or permission of the College;
- 1.4 A student will not prevent or obstruct any student from attending any lecture, tutorial and class, or from engaging in any legitimate activity or doing any act which may cause such prevention or obstruction.

Section 2 - Discipline and Social Conduct

- 2.1 A student is required to abide by the Dress Code established by SENTRAL which is equivalent to 'Office Attire' required by the Public and Private Sectors in Malaysia;
- 2.2 A student must be punctual for lectures, tutorials, assemblies and all other College functions;
- 2.3 A student must be at the College at least 10 minutes before each class starts;
- 2.4 Aware that no classes will be conducted on gazette Public Holidays in Malaysia;
- 2.5 A student must be polite, courteous and show respect to their peers, the College Staff and College Visitors;
- 2.6 A student will be barred from internal or external examinations with an attendance record of less than 75% per course;
- 2.7 A student should turn off the switches of fans, lights and air conditioners before the class is left vacant. Water taps in the restrooms should also be turned off when not in use. Any utility wastage due to negligence by any student will be chargeable to the student concerned or the student community;
- 2.8 A student must attend all scheduled lessons, extra class lessons, examinations, assessment tests, assemblies and College functions. Attendance is compulsory and it will be taken at all scheduled sessions to ensure punctuality;
- 2.9 A student should inform the college on any long absence in access of two days;
- 2.10 A student must obey all instructions of College Staff as well as Class Leaders and observe the rules and regulations of College Clubs and Societies;
- 2.11 A student is not allowed under any circumstances, curse, swear or threaten anyone.
- 2.12 A student is not allowed to leave the classroom during the conduct of any teaching, lecture and tutorial, without the permission of the Lecturer and without causing any interruption to teaching and learning;
- 2.13 A student is not allowed to organize, incite or participate in the boycott of any lecture, tutorial, class and examination or other legitimate activity carried out by or under the direction and with the permission of the College;
- 2.14 A student is not allowed to make use of any lecture and instructional materials imparted and provided to him in the College or obtained therefrom except for the purpose of pursuing his course of study. In particular, there shall not be any reproduction of the whole or any part of

such materials for the purpose of publication, distribution, circulation or otherwise whether for payment or otherwise;

- 2.15 A student is not allowed to cheat (including plagiarism) nor tolerate those who do;
- 2.16 A student is not allowed to steal nor tolerate those who do;
- 2.17 A student is not allowed to lie nor tolerate those who do;
- 2.18 A student is not allowed to bring unauthorized person/s to the Computer Laboratories, Classrooms and Recreational Areas;

Section 3 - Violations of the Honour Code

- 3.1 A student will immediately report all suspected violations of the Honour Code that come under his or her observation; failure to do so shall be a violation of the Honour Code.
- 3.2 Any form of retaliation against a student reporting a suspected violation or against a student cooperating in an investigation shall be considered a violation of the Honour Code.
- 3.3 A student found to have violated the Honour Code shall be subjected to disciplinary action including dismissal from SENTRAL.
- 3.4 The Honour Code is designed to foster a professional and honourable way of life, and it extends to activities both in the SENTRAL premises and off-campus activities.
- 3.5 Development of an individual who will serve as an exemplary member of a profession requires compliance with the provisions of the Honour Code in all aspects of the life of the student.

Section 4 - Handling of Student Complaints

4.1 Preamble

The College is committed to providing students with an education of the highest possible quality. However, from time to time, students may raise concerns, complaints or grievances about matters or issues relating to their experiences at the College.

The document sets out the internal procedures that apply within the College for addressing student complaints and grievances. These procedures are designed to ensure that throughout the College there is a transparent process for ensuring student complaints and grievances are dealt with fairly, consistently and promptly.

4.2 Principles

The student grievance resolution procedures of the College are based on the following principles:

- 4.2.1 That the procedures used to review and resolve complaints or grievances are fair and must be seen to be fair;
- 4.2.2 Confidentiality will be respected by all parties unless the use of the information is authorized by law;
- 4.2.3 That staff involved in resolving complaints or grievances will act fairly at all times and ensure that conclusions will be based on a fair hearing of each point of view;
- 4.2.4 There will be no reprisals or any disadvantage arising as a result of a student making a complaint or grievance in good faith;
- 4.2.5 That complaints or grievances are handled in a timely manner with achievable deadlines specified for each stage in the resolution process;
- 4.2.6 Any student who makes a complaint or grievance and any staff member or student, on whom the complaint or grievance has a direct impact, is regularly informed of the progress of the matter;

4.2.7 Where the complainant is not satisfied with the outcome proposed by the decision-maker, the student is entitled to seek a review, either on procedural or substantive grounds, from a higher internal body or an appropriate external agency.

4.3 Types of Student Grievances

4.3.1 Academic grievances

These are usually complaints or appeals against academic decisions. They include but are not limited to:

- (a) Academic progress decisions
- (b) Assessment matters
- (c) A decision of a member of academic staff that affects an individual or group of students
- (d) Selection or admission decisions
- (e) Content or structure of academic programs, nature of teaching, or assessment
- (f) Supervision issues
- (g) Issues relating to authorship and intellectual property

4.3.2 Administrative grievances

These relate to decisions and actions associated with administrative or academic services. They include but are not limited to:

- (a) Administration of policies, procedures and rules by the College and student support groups, faculties and departments
- (b) A decision by an administrative staff member that affects an individual or group of students
- (c) Access to College resources and facilities

4.3.3 Discrimination, sexual harassment and bullying

These are usually complaints or appeals against discrimination, sexual harassment and bullying.

They include but are not limited to:

- (a) Discrimination on the grounds of gender, race or disability
- (b) Sexual harassment
- (c) Bullying

4.4 Grounds for Complaint or Grievances

Without limiting the circumstances which may give rise to a complaint or grievance, a student has valid grounds for making a complaint or grievance or lodging an appeal against a decision made in relation to a complaint or grievance, where the student considers he/she has been adversely affected by one or more of the following;

- (a) Improper, irregular or negligent conduct by a College staff member.
- (b) Failure by a College staff member to act fairly.
- (c) A decision that has been made without sufficient consideration to facts, evidence or circumstances of specific relevance to the student.
- (d) Failure by the College to make a decision within a timely manner.
- (e) A penalty that, where applied, is or would be too harsh.

4.5 Withdrawal of Complaints or Grievances

A student may withdraw a complaint or grievance at any time during the grievance resolution process and in this case, the matter will be concluded and deemed to be resolved. If the original

complaint or grievance was made in writing then the withdrawal must also be in writing to the relevant staff member who is handling the matter at the time the withdrawal is being affected or, ~~in~~ before the Management.

Section 5 - Disciplinary Board Guidelines

A Disciplinary Board shall, in particular, but without prejudice to the generality of the foregoing:

- (a) Conduct its investigation in accordance with the principles of natural justice;
- (b) Shall not be bound to conduct its proceedings in accordance with any rules of evidence or procedure;
- (c) May disallow, inter alia, questions which it considers to be unseemly or irrelevant for the nature of its investigation;
- (d) Give the student concerned due notice of the nature of the investigation against him/her;
- (e) Give the student concerned an opportunity to be heard.
- (f) Give the Officer bringing the complaint an opportunity to be heard and advise them of Board procedures and time requirements;
- (g) Warn all students appearing before the Board that they are expected to conduct themselves in a reasonable and responsible manner during the proceedings;
- (h) Where the conduct of any person interferes with any other person's rights to be heard, be entitled to remove that person from the meeting and to hear their evidence separately;
- (i) Permit the accused student to nominate witnesses to appear in support of his/her defence against the complaint;
- (j) In cases where the Board finds that the complaint is proven, give the student the opportunity to be heard on the issues of the penalty and to nominate character references to appear before the Board; and;
- (k) Keep an adequate record of the evidence and its decision.

Section 6 - Penalty for matters relating to Academic Misconducts:

- (a) Admonition. A written reprimand from the Principal to the student;
- (b) Fine. In the event of multiple instances of misconduct, multiple fines may be applied; the fine for each instance shall not exceed Ringgit Malaysia Five Hundred (RM500.00); in addition, in the event of misconduct relating to a breach of the Constitution, the fine shall not exceed Ringgit Malaysia One Thousand (RM1,000.00);
- (c) Failing grade for an examination or assignment or course and/or cancellation of all or any portion of prior course credit;
- (d) Withholding of grades or official transcript or degree or denial of degree may be imposed for scholastic dishonesty;
- (e) Revocation or withdrawal of degree may be imposed when the violation involves scholastic dishonesty or otherwise calls into question the integrity of the work required for the degree;
- (f) Suspension of rights and privileges, including participation in athletic or extracurricular activities for a limited period, or suspension from the College for a specified period of time
- (g) Expulsion. The student may be expelled from the College;

- (h) Bar against readmission and/or cancellation of enrolment; and
- (i) Other penalties as deemed appropriate under the circumstances. Penalty for matters relating to Non-Academic Misconducts:
 - (a) Admonition. A written reprimand from the Principal to the student;
 - (b) Disciplinary probation. The student is required to comply with specified terms and conditions that include not engaging in further conduct in violation of these Rules and can include conditions related to the misconduct, such as counselling, educational seminars or unpaid work assignments. Failure to meet the condition(s) shall be considered an additional violation;
 - (c) Fine. In the event of multiple instances of misconduct, multiple fines may be applied; the fine for each instance shall not exceed Ringgit Malaysia Five Hundred (RM500.00); in addition, in the event of misconduct relating to a breach of the Constitution, the fine shall not exceed Ringgit Malaysia One Thousand (RM1,000.00);
 - (d) Reimbursement of damage to or misappropriation of College property. The student may be charged for the costs incurred in replacing or repairing the property or in redressing any other results of the misconduct.
 - (e) Suspension of rights and privileges, including participation in athletic or extracurricular activities for a limited period, or suspension from the College for a specified period of time;
 - (f) Expulsion. The student may be expelled from the College;
 - (g) Bar against readmission and/or cancellation of enrolment; and
 - (h) Other penalties as deemed appropriate under the circumstances.





STUDENT FINANCE

Section 1 - Financial Aid

- 1.1 *Introduction*
- 1.2 *PTPTN Loan (National Higher Education Fund Board/Perbadanan Tabung Pendidikan Tinggi Nasional)*
- 1.3 *Bank Loan*
- 1.4 *Sponsorship*
- 1.5 *EPF Withdrawal*
- 1.6 *SOCSO Loan*

Section 2 - Fees and Payment Schemes

- 2.1 *Course Fee*
- 2.2 *Payment Terms*
- 2.3 *Late Payment Policy*
- 2.4 *Other Charges and Penalty*
- 2.5 *Payment Mode*

Section 1 - Financial Aid

1.1 Introduction

Financing studies is a very important aspect of every student's plan. Some students need financial assistance to complete their degrees. As such, the College has established a special unit, Student Financial Unit, to assist students in their application for financial assistance especially from the National Higher Education Fund Organization (PTPTN) and other organizations or foundations, which provide scholarships and study loans.

Though SENTRAL is a private college, it does not think of making profits only. It will also give out scholarships from a special fund. The College also gives out special short-term loans or grants. This assistance is given on a case-to-case basis on humanitarian grounds, and consideration is purely on merit.

1.2 PTPTN Loan (NATIONAL HIGHER EDUCATION FUND BOARD / PERBADANAN TABUNG PENDIDIKAN TINGGINASIONAL)

PTPTN is a special fund established under the auspices of the Ministry of Education with the objective of offering educational loans to all eligible Malaysian students pursuing their tertiary studies at selected institutions of higher learning in the country. SENTRAL has been included in the list and the facility is meant for both Bumiputera and non-Bumiputera students studying at the College.

Hence, all undergraduate students of SENTRAL are eligible to apply for the facility and to date; more than ninety- five per cent of the applicants have been successful in their applications. Although there is a small fee charged on the principal amount, the loan is repayable over twenty years upon graduation and employment of the students.

Some of the Frequently Asked Questions (FAQ) on the PTPTN loan are as follows:

1.2.1 Who is eligible to apply for a PTPTN loan?

All Malaysian students pursuing their tertiary education at selected institutions of higher learning in the country. Students who are enrolled in all our MQA accredited programs are eligible to apply for a PTPTN loan.

1.2.2 What is the amount of PTPTN loan you are eligible for?

Refer to <https://www.ptptn.gov.my/ionline/>

*Note: Subject to change by PTPTN

1.2.3 How do you apply for PTPTN?

Starting from August 2008 all applications must be submitted through an online application. Students are advised to get the rules and guidelines on how to fill up an online application form from the officer-in-charge on the orientation day or at SENTRAL's office.

1.2.4 What are the conditions you must fulfil to obtain the PTPTN loan?

To obtain the PTPTN loan, the person applying should have met the entry requirements of the programme. The person applying should not be a holder of any other loan or scholarship.

1.2.5 Is the College responsible if you are not able to secure the PTPTN loan?

If students are not successful in securing the PTPTN loan, the Student Financial Unit of SENTRAL will assist and look into its causes for students' information. As a rule of thumb, the PTPTN has the final say as to whether to reject the application or cancel the loan offer. Hence, the College shall not be responsible if students' applications are rejected, for whatsoever reason, by PTPTN.

1.2.6 What are the conditions stipulated by PTPTN for students to fulfil before PTPTN releases the approved loan for a particular semester?

- a) Students must have registered for courses for the semester.
- b) Students must have achieved a GPA of at least 2.00 for the previous normal semester.

1.3 Bank Loan

The College will make arrangements with financial institutions in the country for study loans to be made available to each undergraduate student of the College, subject to their meeting the bank's lending criteria.

Specially negotiated terms can be arranged with these banks for applicants who wish to take up the loan for financing their studies. Details are available from the Student Financial Unit.

1.4 Sponsorship

Apart from the various loans available, there are several State agencies that offer direct sponsorship to students from the respective states. Some of these include the State Government (Penang State Government) where students may wish to apply.

1.5 EPF Withdrawal

Contributors to the Employees Provident Fund are eligible to apply from the agency to withdraw from Account-2 of their provident fund to finance either their own studies or that of their children. For this purpose, the College shall facilitate the students in their applications for EPF withdrawals. EPF shall pay the approved withdrawal amount directly to the College. Please note that according to directives received from the EPF, the College shall not pay any amount of the payment received directly to the student.

1.6 SOCSO Loan

Although there is no withdrawal for SOCSO members to finance their education, any student may apply for a study loan facility from the Social Security Organization. For this purpose, the College shall facilitate students in their applications for loans from SOCSO.

Section 2 - Fees and Payment Schemes

2.1. Course Fee

2.1.1 Please refer to the Table of Fees and Terms of Payment in the following pages for the following category of students:

2.1.1.1 Local students – Students who are Malaysian Citizens or who have gained Permanent Residence status in Malaysia – please refer to Fees Structure for Local Students.

2.1.1.2 International students – Students who are citizens of any country other than Malaysia and who have not gained Permanent Residence status in Malaysia – please refer to Fees Structure for International Students.

2.1.2 Students shall be charged for course fees based on the number of Credit Hours registered with the Admission and Records Department at the rate stated in the Table of Fees and Terms of Payment.

2.2. Payment Terms

2.2.1 Refer to Fee Structure

2.3. Late Payment Policy

2.3.1 Semester Based Payment

Please take note that semester course fees should be settled within one (1) month from the date of commencement of the semester.

A late payment penalty of RM5.00 per day will be charged for any payments received after the first seven (7) days from the date of commencement.

2.3.2 Monthly Based Payment

Monthly instalment course fee payments should be settled every month on or before the 10th of the month. An RM5.00 late payment penalty per day will be charged after the 10th of the month.

2.3.3 PTPTN Loans

Students who are being funded by a PTPTN loan should ensure that they forward the payment to the college within the FIRST WEEK upon receiving their funds from PTPTN. A late payment penalty of RM5.00 per day will be charged for late payments.

2.4. Other Charges and Penalty

2.4.1 Leave of Absence/Deferment

An administrative fee will be charged for any deferment application. Please refer to the table below:

	Period Received	Charges
Before semester starts	Administration Fee	RM50.00
Within 7 days	90% Refund	From the existing Tuition Fee
Within 14 day of Commencement	50% Refund	From the existing Tuition Fee
After the 4th week of Commencement	No Refund	-
Never register for the semester (After 7 days until last day of class)	No Refund	RM300.00

2.4.2 Withdrawal

A student may withdraw from the College by filing an application with the Admission and Records Department not later than the end of the last working day of the second (2) week of the semester. **Failure to do so will result, the student being billed for the current semester.**

2.4.3 Refund of Fees to Withdrawn Students

2.4.3.1 For refund of fees, please refer below:

2.4.3.1.1 BEFORE commencement of course, where notification of withdrawal received before the commencement of the course:

Type of Fees	Refund
Registration Fee	Nil
Tuition Fees	100%

2.4.3.1.2 AFTER commencement of course, on a case to case basis, with special reasons:

Type of Fees	Within 7 days	Within 30 days		After 30 days	
Registration Fee	NIL	NIL		NIL	
Resource Fee	100%	50%		NIL	
Tuition Fee	100%	Monthly Payment	NIL	Monthly Payment	NIL
		Semester Payment	50%	Semester Payment	NIL
		Full Payment	Based on the semester payment	Full Payment	Based on the semester payment

2.4.4 Repeat/Re-sit Fees please refer to finance/bursary

2.4.4.1 Repeat/Re-sit fees are subject to changes. Refer to the Bursary for the latest fee.

2.4.5 Cheque Returned Penalty Charges

Students shall be charged a penalty fee of RM100 for every cheque that is dishonoured by the bank for whatsoever reason regardless of the amount of the cheque.

2.4.6 Refund Procedure

2.4.6.1 Other Fee Payment

Students are required to present the relevant original receipt with a complete Refund Form. No refund will be given if the student fails to submit the original receipt. A penalty of RM50/per receipt will be charged to the student as a processing fee should he/she fail to submit the original receipt for the intended refund purpose.

2.5. Payment Mode

2.5.1 Current mode of payment accepted by

- o the College is: Cash
- o E-Wallet
- o Cheques & online banking made payable to:

Beneficiary name	CENTRAL EDUCATION SDN BHD
Bank name	PUBLIC BANK
Account Number	3115511701

- o Payment can be made at the College within the operating hours or by post or courier to the following address:
 - Finance Department, SENTRAL College Penang, Menara SENTRAL, No. 3 Lebuh Penang, 10200 Georgetown, Penang.

- Please ensure that you write your Name, NRIC, Student ID and Contact Number on the reverse of the Cheques/Banker's Drafts/Postal Orders/Money Orders.
- 2.52 Please also note that the College shall not be responsible for any loss of Cheques/Banker's Drafts/Postal Orders/Money Orders or any other form of payment sent via post, courier, third parties etc.
 - 2.53 Please insist on the College's Official Receipt immediately upon making your payment. Proof of payment shall only be accepted if substantiated by producing the College's Official Receipt. Students are strongly advised to retain the College's Official Receipt as proof of payment.
 - 2.54 Any payment bank-in to SENTRAL account has to submit transaction slip (online banking/ATM) to the Bursary or email to finance@sentral.edu.my NOT LATER THAN 2 WEEKS. The College shall not be responsible for any loss of monies or for any inconvenience caused whatsoever, arising from payments made by students directly into the College's bank account.
 - 2.55 Please note that the mode of payment via Credit Card is not available.





ACADEMIC SUPPORT, FACILITIES AND SERVICES

Section 1 - College Library

- 1.1 Introduction*
- 1.2 Library Opening Hours*
- 1.3 Library Rules and Regulations*
- 1.4 Library Services*
- 1.5 Refund of Library Deposit*

Section 2 - Registry Department

Section 3 - Student Affairs and Services Department

- 3.1 Student Activity*
- 3.2 Accommodation*
- 3.3 Student Card*
- 3.4 Indicative Timelines for Resolution of Grievances*

Section 1 – College Library

1.1 Introduction

- 1.1.1 College library supports teaching, learning and research activities of students, lecturers and staff. The library acquires and manages the library resources and guides its library members in the effective use of information resources. SENTRAL College library is located at Level 11.

1.2 Library Opening Hours

Day	Time
Monday - Friday	9.00am - 6.00pm
Saturday	9.00am – 1.00pm
Closed on Sunday and Public Holiday	

1.3 Library Rules and Regulations

1.3.1 Admission

SENTRAL College Library applies the Guidelines for Conduct and Behaviour as stated in the college's Student Handbook, students who fail to abide by the guidelines mentioned are not to enter the library;

- All library users must always wear their SENTRAL ID card while inside the Library.
- Place bags in lockers available outside the Library. Please do not leave valuables belonging unattended as the Library will not be responsible for any losses.
- No food and drinks are allowed, only plain water in proper containers is permissible in the library.
- Consider other users by not making noise and keeping your phone on silent mode.
- Do not damage the library collections and properties.

1.3.2 Membership

Library membership is individual and may not be transferred or used by another person. The library membership category includes:

- All students who enrolled and paid all fees at SENTRAL College Penang. Academic and non-academic
- staff of the college.

1.3.3 Loans

Users need to bring their SENTRAL ID card to borrow library books. All certificate, Diploma, & Degree students are entitled to borrow 1 book at a time for 14 days.

1.4 Library Services

1.4.1 Photocopies/Printing

Photocopies and printing services are available at the lending counter. Each copy is charged RM0.15 per piece for black and white and RM1.00 per piece for colour.

1.4.2 Reading Area and Carrel Desks

There is an ample reading area that is equipped with study tables and chairs. In addition, carrel desks are provided for individual study.

1.4.3 Computer Labs

The computer lab is available for students to access e-journals, e-books and other online resources.

1.4.4 Wireless Internet Access

The Internet can be accessed in the library through a wireless connection. Students are advised to obtain wireless service from the MIS department

1.4.5 Discussion Rooms

The library members may conduct their group sessions in the discussion rooms which can accommodate up to 10 persons per room. Students should register upon entering the discussion room.

1.5 Refund of Library Deposit

The returning of the library deposit will only be given upon return of the original receipt and library card.*

**Note: Terms and conditions apply*

Section 2 - Registry Department

The Registry Department is the central focus for academic administration in the College. The department aims to provide high-quality service and support to customers through a collaborative and innovative approach. As the centre of academic administration, the registry department is fully responsible for the effective and efficient execution of the following processes:

- Admission of new students and registration of all students;
- Maintaining accurate records of all student's admission and registration files;
- Preparing documentation and reports on new students' admission and registration statistics.
- Preparing documentation including reports, correspondence, tracking and follow up actions for all student admission and registration matters.
- Maintaining the validity and integrity of student personal and registration data and grades setting up and maintaining all student registration data on the college electronic database (SCOL).
- Maintaining records for all students each semester.
- Implementing student withdrawals, dismissal and terminations decisions.
- Performing and maintaining dismissal checks and records for compliance with academic procedures. Plan and direct the orientations.
- Act as a resource for information to students and the public relative to all college Admissions and Records policies, requirements and procedures. Provide information and assistance in person and over the phone to students, staff and the public related to college functions, procedures and policies.
- Student-related statistical reporting to top management and relevant statutory bodies; Management of lecture and final examination timetabling;
- Management of students' academic activities and movement; and Management of examination and graduation administrative affairs

The management of these academic administration activities have been divided into two (2) main units namely the Admission and Student Records Unit and Examination Unit. The functions of each unit vary but all units work collaboratively to fulfil the needs of our customers, and always with a passion for excellence, quality and teamwork to ensure the success of the College.

Section 3 - Student Affairs and Services Department

Student Affairs and Services Department (SASD) plays an important role in planning and providing services that could fulfil students' needs while studying at this College. The objectives of Students Affairs are:

- To guide students in conducting activities at national and international levels. To manage and monitor students' welfare and security.
- To plan and put into action activities that could contribute to the enhancement of soft skills, competitive and survival skills of students in order to increase employability and students' ability in exploring career opportunities.

- To develop and enhance a productive relationship with SENTRAL alumni. To provide training and career guidance.
- Secretariat of Student Discipline.

3.1 Student Activity

SENTRAL encourages students to participate in the extra co-curriculum activities as part of the goals in producing excellent graduates. Participating in these various activities will help students to build their social skills and self-esteem, which are useful for them in adapting themselves to the global environment.

SASD was established to coordinate and supervise activities that were organized by students' clubs. The department also acts as a liaison centre for student bodies to apply any monetary fund from the College.

SENTRAL encourages students to participate and get involved in activities that could develop their leadership skills. Through SRC it is hoped that students could practice and understand their rights, whenever they deal with issues and problems.

The objectives and functions of SRC are:

- To foster a spirit of corporate life among the students of the College.
- To organize and supervise student welfare activities in the College including recreational activities, spiritual and religious activities and other events which are relevant to students and their well-being.
- To represent the College on all matters relating to the living and studying conditions of students in the College.

A student election is held by the College every year to elect representatives that can be proclaimed as members of the SRC and a member of this council should uphold the position for the duration of one (1) year.

3.1.2 Clubs

As a College that is concerned with student development, SENTRAL provides avenues for students to practice and engage themselves with student clubs that can teach them real life skills. There are various types of student bodies at SENTRAL, which includes religious, sports, cultural, leadership, community work and recreational activities.

3.1.3 Establishment of Clubs

Application for the establishment of student club must be represented by Three (3) or more active students of SENTRAL. The application must be presented by sending a proposal.

3.1.4 Organised Student Activity

Respective clubs must first prepare their student activity proposal form and print it and submit to the student affairs & services officer.

3.2 Accommodation

To secure accommodation, students need to fill up the application forms and make payments as booking confirmations. The accommodation Application Form is available at SASD. If the accommodation is full, SASD will try their best to assist in finding the next best suitable accommodation available. Services offered:

- Attend to enquiries, booking, transfer, cancellations and complaints on students' accommodation.
- Coordinate with the housing operators' officers to facilitate room availability, placements and maintenance of facilities for accommodations.
- Conduct briefing to the new tenants.

- Track and update information on changes in accommodation pertaining to transfers, terminations unpaid shortfalls in deposits, forfeiture of deposits overdue payments and analysis to facilitate timely status reports and notifications to the students and the relevant departments concerned.
- Assist the department in gathering evidence on students who violate the accommodation/college rules.
- Maintain advertisements/notices for students who wish to have alternative choices of accommodations other than those offered by the housing operator.
- All rentals must be paid on or before the 7th of each month. Any payment made after the 7th of each month will be charged a penalty of RM5.00 per day until the rental is paid and up-to-date.

3.3 Student Card

- 3.3.1 All new students are required to have a STUDENT CARD immediately after registration as a student of SENTRAL.
- 3.3.2 Students have to make sure all personal information is submitted to the Marketing Department during registration.
- 3.3.3 Students who have lost or damaged their student cards are required to take the following actions:
- 3.3.3.1 Make a complaint to Admission & Records Officer (AO) and pay a fine of RM25 and get a receipt.
- 3.3.3.2 Upon collecting the new student card a receipt of payment needs to be shown.
- 3.3.3.3 If the loss is caused by cases of snatch theft reported at the police station, students only need to take steps 3.3.3.1 (no fines). Students are also asked to submit the police report.
- 3.3.3.4 Students must carry and display the student card at all times.
- 3.3.3.5 Students who do not carry and display their student cards will not be allowed to sit for the examination.
- 3.3.3.6 Students who find a missing student card are advised to return the card to:
- SENTRAL College Penang Admission & Records Officer (AO) Menara SENTRAL, No 3 Penang Street, 10200 Georgetown, Penang
- 3.3.3.7 A student who withdraws from their programme is required to return the student card to AO.

3.4 Indicative Timelines for Resolution of Grievances

3.4.1 Addressing Student Complaints

- 3.4.1.1 Complainant must fill out the Complaint Form and submit it to SASO within ten (10) working days of the event which is the focus of the grievance.
- 3.4.1.2 SASO will review, sign and date the form
- 3.4.1.3 SASO will determine the nature of the complaint and if the complaint is not related to students, the complaint form will be forwarded accordingly to the HR or HOA within one (1) working day.

3.4.2 Student Investigations

- 3.4.2.1. In severe cases an Investigation Committee (IVC) may be called.
- NOTE: The IVC shall consist of three (3) members. Student Affairs and Services Officer (SASO) will act as secretary and record the proceedings accordingly (The principles of impartiality and independence shall be the main criteria to be members of the IVC).
- 3.4.2.2. A meeting will be organized and a letter will be issued to the student informing them of the meeting's time, date, and venue. The parties referred or involved in the manner will also be invited to attend the meeting.
- 3.4.2.3. Dependent on the case but in a timely manner (no more than ten (10) working days after the

- 3.4.2.4. commencement of the investigation) the complainant shall be notified of the resolution
- 3.4.2.5. On the day of the meeting, all the parties/ students involved in the matter may present their case before the committee.
- 3.4.2.6. The IVC will make a decision and fill out the actions and outcomes section of the complaint form.



SCHOLARSHIPS AWARDS

Section 1 – Introduction

Section 2 - SENTRAL's Merit Award

Section 3 - Student Leadership Award

Section 4 - SENTRAL-Star Education Scholarship

Section 5 - SENTRAL- Sin Chew Education Scholarships

Section 6 - SENTRAL's -Honours Awards

Section 7 - Collaboration with Schools and Clan Associations (SCA)

Section 8 - Industrial & Individual Donor Scholarship

Section 1 - Introduction

Scholarships are awarded by SENTRAL each year to deserving SPM and STPM school leavers with excellent results in their SPM and STPM examinations the year before. Scholarships awarded by SENTRAL can be a full scholarship or partial scholarship. (Please refer to the scholarship application form for the latest update).

Section 2 - SENTRAL's Merit Award

Refer to <https://www.sentral.edu.my/scholarships-and-financial-assistance/>

Section 3 - Student Leadership Award

The award is offered to current students who held positions as President/Chairman or similar capacities in any disciplinary bodies, uniformed bodies, clubs, sports and societies in SENTRAL College and must be active and he/she has managed to organize at least 1 major activity or 2 minor activities or any involvement or achievement that equivalent and for that particular semester in order to entitle the Leadership Award for the following semester.

He/she must achieve and maintain a good result as below for the current semester undergone and application is for the following semester.

- GPA of 3.00 and above in every Diploma semester examination.

Entitlement

40% waiver from the course fee Semester based

Section 4 - SENTRAL-Star Education Scholarship

SENTRAL works closely with the Star newspapers to provide Merit Awards to students to pursue particular programmes at SENTRAL. Star newspapers filter all candidates and submit them for SENTRAL decision.

SBC and Star representatives will meet to deliberate on the final selection of the students. Academic and other qualities are considered. SBC will recommend candidates to the Principal for approval.

Section 5 - SENTRAL- Sin Chew Education Scholarships

SENTRAL works closely with the Sin Chew newspapers to provide Merit Scholarships to students to pursue particular programmes at SENTRAL. Sin Chew newspapers filter all candidates and submit applications for SENTRAL decisions.

SBC and Star representatives will meet to deliberate. Academic and other qualities will be considered. SBC will recommend candidates to the Principal for approval.

Section 6 - SENTRAL's -Honours Awards

A school and performance-based award. This is an award to encourage Academic and Development excellence in the Academic Schools in SENTRAL. For every 100 students in the school, one full tuition fee equivalent waiver for the following semester is allocated for students who would still be enrolled in a programme.

The recipient must be a straight A's student and if there is a tie, the student's co-curricular participation in school will be taken into consideration. Two weeks into the semester, the Heads of school make recommendations with full supporting documents for SBC consideration.

Semester Based only.

Section 7 - Collaboration with Schools and Clan Associations (SCA)

SENTRAL is attempting to reach out more to deserving students through the wider and more perceptive reach and resources of the SCA. The following mechanism is proposed to support bright and deserving students from recommendations of SCA's to pursue the following qualifications only.

SCA will administer the awards with guidelines as provided by SENTRAL. SCA will liaise directly with SBC.

Section 8 - Industrial & Individual Donor Scholarship

These are scholarships secured with possibly some conditions attached.

As long as the conditions do not devalue the merits and spirits of the SENTRAL Scholarship award philosophy, the SBC will administer the selection of the awards accordingly.

Appendix A

Useful Contact Information

Emergencies	Telephone Number
Police – Penang HQ	04-269 1999
Police – George Town	04-229 2222
Police – Pulau Tikus	04-228 0422
Police & Ambulance	999 or 112
Fire & Rescue	994 or 112
Telephone Directory	103
Telephone Enquiries	102
International Operator	108
Public Transport	
Taxi Service – George Town	04-229 9467
Bus Service – Rapid Penang	04-228 8991

Rapid Penang Bus Service

Weld Quay ↔ Komtar	101,102,103,104,201,202,203,204,206, 301,302,303,304,305,306,307,308,309, 401,401E,403,404,501,502
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