



**UNIVERSITI
GEOMATIKA
MALAYSIA**

STUDENT'S HANDBOOK

**UNIVERSITY OF
GEOMATIKA MALAYSIA
(UGM)**

2022

STUDENT HANDBOOK

University of Geomatika Malaysia

2019-2020

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1.0 INTRODUCTION TO UNIVERSITY OF GEOMATIKA MALAYSIA (UGM)

1.1 University Background

University of Geomatika Malaysia (UGM) was established on 4th of April 2002 and registered to the Ministry of Education Malaysia to be under the management of Geomatika Edugroup Sdn Bhd. The University is a Private Higher Education Institution (HEI) formed to offer programmes that encompass skills training, law, and R&D activities of the latest technologies that are evolving from time to time in Malaysia and around the world accordingly. The University is the sole spearheading institution in offering training in the field of Geomatics Technology and also provides Beautician, Architecture, and Land Surveying Assistant courses at the level of Malaysian Skills Certificate (MSC), as well as Diploma courses that are accredited by the Malaysian Qualification Accreditation (MQA).

UGM only offers courses that come with high demand in the Malaysian education landscape. Now, the University is collaborating with several international universities that are accredited by the Public Service Department (PSD) to design and offer Undergraduate and Master-level courses to students. This is one of UGM's efforts to build and open up students' educational pathway to higher and recognised levels.

1.2 University Vision, Mission, and Values

VISION

To become a smart and leading university that produces skilled professionals and trained entrepreneurs.

MISSION

- To offer higher education through academic and vocational-based programmes to the highest level
- To offer equal opportunity for education and ensure an educational journey that is meaningful
- To produce future graduates holistically and capable of serving the community in a cohesive manner towards contributing for a smart nation.

VALUES

UGM's values are embedded in its own organisational culture as the backbone of entrepreneurship and service, reflecting the responsibility in undertaking its commitment for producing future graduates that will become active citizens.

E - Enthusiastic

Passionate about teaching, coaching, learning, and preserving lifelong learning as a value for human growth and professionalism

P - Proactive

To ensure individuals that progress according to necessity and higher education demands on the global scale

I - Integrity

To work professionally (honest and straightforward) according to own roles and serve the customers and stakeholders

C- Cooperation

To work in a team and cooperate in achieving our goals

2.0 GENERAL STUDENT AFFAIRS

2.1 Rukun Negara

Whereby Our Country, Malaysia nurtures the ambitions of:

- Achieving and fostering better unity amongst the society;
- Preserving a democratic way of life;
- Creating a just society where the prosperity of the country can be enjoyed together in a fair and equitable manner;
- Ensuring a liberal approach towards the rich and varied cultural traditions;
- Building a progressive society that will make use of science and modern technology.

Now therefore, we, the people of Malaysia, pledge to concentrate our energy and efforts to achieve these ambitions based on the following principles:

- Belief in God
- Loyalty to the King and Country
- Supremacy of the Constitution
- Rules of Law
- Courtesy and Morality

2.2 Student Charter

UGM students pledge to:

- Become a person that is knowledgeable and useful towards the religion and society
- Become a person that contributes towards the progress of religion and society
- Become a person that is conscious about fundamental human rights and National policies
- Become a person that adheres to, respects, and obeys the National law.
- Become a person that is highly prudent, virtuous, and responsible of their own education
- Become a person that is always patient and hard working to succeed

2.3 Student Responsibility

As a student of UGM, students are **REQUIRED** to:

1. Attend all lectures, practical classes, tutorials, and learning sessions set by the lecturer;
2. Complete all course work, projects, proposal papers, and other tasks set by the lecturer;
3. Attend lectures/tutorials on time as per scheduled;
4. Take important notes during the learning session;
5. Prepare a study schedule;
6. Meet the respective mentors (at least two (2) times per week) to discuss any learning issues;
7. Complete all study and accommodation fees as per scheduled. Failure to complete the fees as per scheduled may lead to student being blocked from registering a subject / taking an exam / given a warning letter to exit the accommodation, and other actions stated in the University procedure from time to time;
8. Adhere to all University rules and University Accommodation rules as per set by the University;
9. Present an attitude of “life-long learning”, that is always being prepared to gain knowledge at all times.

2.4 Introduction and Adherence to the University and University College Act 1971

The University and University College Act 1971 (AUKU 1971) was first presented by then-Minister of Education, Dato' Hussein Onn, at the Parliament on 19th March 1971 (Junaidi Abu Bakar : 1993). In brief, it was enacted as a guideline for the establishment, maintenance, and administration of public universities and university colleges, as well as other associated matters.

The Act was amended in 1975 and 1995 to become the University and University College Act (Amended 1995) before it was subjected to the most recent amendment in 2009. In brief, “The provision of this law is to establish, maintain, and administer universities, university colleges, and others (Official Statement of the Third Dewan Rakyat, 17th March 1971, column 1402)”. Among the purposes of AUKU implementation is to produce the ideal students as the key entity associated with the Act.

However, the definition of university student is not limited to students that are studying in a campus only.

Compliance to AUKU refers to the University and University College Act 1971 (AUKU 1971).

3.0 STUDENT AFFAIRS GOVERNANCE

3.1 Student Service Center (SSC)

In Malay: Sistem Pusat Setempat

1. SSC functions as the mediating link between students and the administration (customer service counter).
2. Implementation of SSC is an effort towards comprehensive improvements and will impact its success depending on the readiness of all parties involved to adhere to the procedures and processes established.

3. SSC is an approach aimed to centralise all services in one location easily visited or contacted by students. Its existence allows students to only direct their applications to the SSC counter without having to deal with different departments independently.
4. Any form of applications submitted will require 3 days for processing. This will also depend on the form and case of applications submitted.
5. Businesses and services that can be done at the SSC:
 - a. Student registration
 - b. Application for student deferment/cessation of study
 - c. Retrieval of scroll and transcript
 - d. Student sponsorship matters
 - e. Drop and add subject
 - f. Return policy
 - g. Retrieval of examination slip (applicable during examination slip retrieval week)
 - h. Retrieval of examination result slip
 - i. Centre for student matric card/letters/postage retrieval
 - j. Application for examination result recheck/review
 - k. Application for original scroll and transcript copies
 - l. Replacement for card loss/damage
 - m. Centre for student information update
 - n. Counter for enquiries
 - o. Complaint centre
 - p. Booking for counselling session
 - q. Entry/exit and complaints regarding student accommodation
 - r. Other services that will be notified from time to time.

3.2 Financial Information

3.2.1 Financial Policy (Fees)

1. In general, students must complete the payment of registration fees during the registration day.
2. A pre-registration fee of RM 400 paid by students before registration will not be refunded.
3. Students that receive sponsorship are allowed the flexibility to postpone the payment of the first semester fee (tuition fees only) by the University until it is completed by the sponsor. The sponsor will only pay for the tuition fees. If the student ceased their studies before receiving any sponsorship, the study fees must be paid by them themselves.
4. Students that receive sponsorship by MARA are required to visit the University's Financial Department at every beginning of semester to tender their signature on the invoice to MARA.
5. Students that receive sponsorship by PTPTN are required to complete all fee payments using the Direct Debit system through the online banking feature. Kindly refer to the MEMORANDUM that is issued from time to time to prevent future difficulties.
6. Invoice for tuition fees, accommodation, and other costs will be issued to the students during the registration day. Payment for the fees must be completed at the latest by **a month after registration day**.

3.2.2 Financial Policy (Refunds)

1. In the case of excess tuition fees either through student or sponsor payments, students may apply for a claim by completing in the *Excess Tuition Fee Claim Form* available at the SSC. If no issues occur, the Financial Department will process for the repayment within 21 days after form submission.
2. Excess tuition fee that is sponsored by a sponsor will be refunded to them after all student debts have been deducted.
3. Students that have graduated/alumni must submit their excess tuition fee claims within **six (6) months** after completion of study. They must complete the *Excess Tuition Fee Claim Form* at the SSC and follow all procedures as per stated to facilitate the subsequent processes.
4. Students that completed their payment using EPF are only eligible to request for EPF return payment after they have completed their study for the respective semester.
5. The Financial Department will process the EPF return payment if the students successfully obtain sponsorship to fund their study for the respective semester.

3.2.3 Financial Policy (Instalment Payment)

Payment via instalment is subject to the discretion of the Financial Department. Kindly refer to the Financial Department for further information.

3.2.4 Payment of Overdue Fees

1. All negotiations and appeals for fees must be carried out before registering for the next semester with strong reasoning and supporting evidence.
2. Students may be subjected to strict action to be **BARRED** from undertaking the final semester examination if the fees for the semester have not been completed. However, appeals can be made towards the University.
3. Agreement for negotiations regarding overdue fee payments will only be approved by the members of the Appeals Committee.

3.2.5 Termination of Studies Fees

1. If students decide to terminate or forfeit their studies at the University after registering, they are required to complete the *Termination and Deposit Claim* form that can be obtained from the Academic Services or Records Department for their respective College. All tuition fee claims are subject to the University's fee policies.
2. Tuition Fee: Tuition fee reduction is as follows:
 - Termination/forfeiture within one (1) until two (2) weeks after the induction week : 50%
 - Termination/forfeiture from the third (3) week and onwards after the induction week : No reduction

3.2.6 Accommodation Fees

1. Fee reduction according to the number of months remaining in the semester is subject to **ONE (1) month** written notice issued by the student to empty the room/apartment allocated.
2. Monthly accommodation fees must be paid before the 7th day for each month.
3. Accommodation fees are subject to the accommodation pledge letter that is signed by the student during registration of accommodation.
4. Maintenance fees will be subjected to students living in accommodation quarters available.

3.2.7 Late Subject Registration Charges

1. Registration will be done within the first (1) semester week according to the current academic calendar.
2. Students are required to undertake the subject registration according to the registration schedule issued using the *Subject Registration Form*.
3. Any delays to register will be penalised for **RM 50** per registration.

3.3 Student Education Fund Sponsorship and Support Section

1. Sponsorship for the University students is grouped into several Sponsor Agencies. The aforementioned sponsorship refers to loans or scholarships awarded by certain entities.
2. Students that require education loans will be eligible for the University's support to aid them in obtaining the sponsorship. However, it is subject to the terms and conditions set by the respective sponsor. Among the primary sponsor agencies that support student education loans include:
 - a. Perbadanan Tabung Pendidikan Tinggi Negara (PTPTN)
 - b. Majlis Amanah Rakyat (MARA)
 - c. Perbadanan Tabung Pendidikan Kemahiran (PTPK)
 - a. Withdrawal from Account 2 - EPF

However, the University may also direct students that require supporting education fund aids to alternative financial aids or approaches as seen in the Table below:

Item	Aid Office	Item	Aid Office
1	Pejabat Menteri Besar Tingkat 5b Wisma Negeri 70503 Seremban	2	Majlis Agama Islam Negeri Johor Unit Agihan Zakat Aras 5, Blok B, Pusat Islam Iskandar Johor Jln Masjid Abu Bakar K/B.725 80990 Johor Bharu
3	Majlis Agama Islam Dan Adat Melayu Pejabat Pentadbiran Agama Daerah Teluk Intan Tingkat 1, Kompleks Pentadbiran Agama Islam Teluk Intan	4	Tabung Amanah Pendidikan Negeri Melaka No 34-4,Tingkat 4 Bangunan Kota Cemerlang Lebuh Ayer Keroh Hang Tuah Jaya

	Jalan Raja Musa 36000 Teluk Intan		75450 Melaka
5	Yayasan Selangor Tingkat 17, Menara Yayasan Selangor No18a, Persiaran Barat 46000 Petaling Jaya (U.P Bah Pembiayaan Pend.)	6	Majlis Agama Islam Dan Adat Resam Melayu Pahang Kompleks Islam Sultan Haji Ahmad Shah 26600 Pekan, Pahang
7	Lembaga Zakat Selangor Aras 9&10 Menara Selatan, Bangunan Sultan Idris Shah Persiaran Masjid 4000 Shah Alam Selangor Majlis Agama Islam Selangor	8	Yayasan Pahang Tanjung Lumpur 26060 Kuantan, Pahang
9	Lembaga Zakat Selangor (Mais) Bangunan Zakat Selangor 3-01-1, Presint Alami, Pusat Perniagaan Worldwide 2 Persiaran Akuatik Seksyen 13 40100 Shah Alam, Selangor	10	Majlis Agama Islam Dan Adat Melayu Terengganu Pusat Pentadbiran Islam, Kompleks Seri Iman Jln Sultan Mohamad, 20519 Kuala Terengganu Terengganu
11	Pejabat Setiausaha Kerajaan Selangor Bahagian Pengurusan Sumber Manusia Tingkat 3, Bangunan S.S.A.A.S 40503 Shah Alam	12	Majlis Agama Islam Wilayah Persekutuan Bahagian Baitulmal, Bangunan Daruzzakah Lorong Haji Hussein 2 Off Jln Raja Muda 50300 Kuala Lumpur
13	Yayasan Terengganu Bahagian Tajaan Yayasan Terengganu Jln Sultan Ismail 20200 Kuala Terengganu (Borang Permohonan Bantuan Persediaan IPTS)	14	Others: <ul style="list-style-type: none"> • E Pendahuluan Mara • Nearest MARA office • Nearest EPF office • SKIM Pinjaman Pelajaran Tinggi FELDA • Baitulmal • PERKESO • Dermasiswa Pahang

3.4 Geomatika Foundation

1. Geomatika Foundation is a fund established to help UGM students and covers the tuition fees.
2. Students must complete the *Application for Geomatika Foundation Aid Form* that is available at the SSC.

3. However, fund approval is subject to the Geomatika Foundation Committee Meeting. Fund disbursement to students is subject to collective agreements and certain criteria.

4.0 STUDENT MANAGEMENT PROCEDURES

4.1 Registration and Record Procedures

1. Students must present themselves at the Registration Department at the SSC on the scheduled date stated in the offer letter.
2. Students are required to undergo the EEP Program (Early Enter Program) before the semester commences. The program modules revolve around self motivation, character and soft skills development, future student planning, and many other activities.

4.2 Insurance

1. Students are under the protection of the Group Protection Insurance for two (2) weeks after registration. If they encounter any accidents or injuries, they can utilise the insurance coverage accordingly. Kindly refer to the SSC to obtain more information regarding claims and other purposes.
2. All registered students are eligible for insurance coverage while at the campus, accommodation, or when faculty activities are being carried out.
3. Claims can be categorised as follows:
 - a. Treatment/hospitalisation and ambulance claims for those who encounter accidents
 - b. Permanent disability claims due to accidents
 - c. Death claims due to accidents
4. Steps that must be followed to submit claims:
 - a. Any accidents that occur within or outside the campus must be reported to the Student Affairs Office as soon as possible to facilitate notifying the insurance agency within a month.
 - b. Obtain insurance claim form from the Student Affairs Office and complete the required information with supporting documents.
 - c. The completed form should be submitted at the SSC counter.
5. Claim form will be submitted to the insurance agency as soon as possible and the party may contact in case of any incomplete information.

4.3 Postponement

1. In general, students are eligible for postponing their studies due to several causes, such as:
 - a. Extended medical condition (requiring time to complete healing)
 - b. Accidents
 - c. Financial difficulties
2. Students are required to complete the *Study Postponement Application Form* that can be obtained at the SSC counter.
3. Maximum duration of postponement allowed is two (2) semesters.
4. If the application is approved, students are required to notify their respective sponsor.

5. Tuition fee reduction is as follows:
- Termination/forfeiture within one (1) until two (2) weeks after the induction week : 50%
 - Termination/forfeiture from the third (3) week and onwards after the induction week : No reduction

The percentage stated is out of the total amount of fee for the respective semester.

**Geomatika reserves the rights to review the fees from time to time without any notice beforehand. After the fee review, the new fee will be applicable for all current and new students.*

4.4 Cessation of Studies

1. Below are the procedures that must be adhered to by the students if they wish to cease their studies at UGM. They are not allowed to make any decisions without notifying the University.
2. This is to prevent the circumstance where a student's tuition fee statement continues to be valid and they will be required to cover the cost.
3. Students are required to complete the *Termination of Study Application Form* that can be obtained from the SSC counter.
4. Students that apply for termination during the semester will be subject to payment and administrative penalty. The administrative penalty is as follows:
 - Termination/forfeiture within one (1) until two (2) weeks after the semester commences : 50%
 - Termination/forfeiture from the third (3) week and onwards after the semester commences : No reduction

The percentage stated is out of the total amount of fee for the respective semester.

4.5 Application for Student-related Correspondence

1. This procedure is one of the procedures that can be carried out at the SSC counter.
2. Students may obtain the documents required for various purposes. Typical application documents requested are for EPF withdrawal, Baitulmal aid, and others.
3. The processing time is within 1-3 work days. Students can directly handle such matters at the SSC counter accordingly.

4.6 Collection of Scrolls and Transcripts

1. Handing out of Scrolls and Transcripts are done two times per year, which are in January and July of each year.
2. Students will be handed their Scroll after they have completed their studies and fulfilled the credit hours required for the respective course.
3. Scrolls and transcripts will only be generated once per student.
4. If students require these documents for the second time and onwards, they are to request the reproduction. This will only be possible under complete procedure and

circumstances in order to prevent any difficulties or doubts pertaining to the scroll and transcript documents.

4.6.1 Scroll Retrieval on the Behalf of Another is Not Encouraged to Ensure Scroll Safety

1. In certain circumstances that require the retrieval of scroll on the behalf of another, the task should be undertaken by close relatives.
2. Representatives for graduates are required to bring a Power of Attorney Letter signed by the applicant, the original student card, and a copy of the applicant's identity card.
3. It is the responsibility of the applicants themselves to verify the information stated in the Letter is correct and identical to their identity card and student card.
4. Scrolls will not be issued if the information required is incomplete. A representative may only retrieve the scroll for not more than two graduates.

4.6.2 Information Error in the Degree Certificate and Academic Transcript

1. Upon receipt of scroll and academic transcript, every graduate is required to verify the contents in detail to prevent any errors.
2. In the case of information errors found in the scroll or academic transcript, they can only be reissued under the condition that the error is from the University's side and reported in writing as soon as possible to the Records Department.

4.6.3 Retention/Barring of Scroll and Transcript

1. Graduates that are due payments to the University or have yet to return any library books / penalties / or other items borrowed from any Departments are reminded to complete these matters with the respective Departments.
2. If payment or submission has been made, the payment receipt or proof of submission is required to be presented during scroll or transcript retrieval.
3. Failure to do so may result in the retention or barring of scroll or transcript retrieval.

4.6.4 Loss of Degree Scroll

1. The University has mandated that the degree/scroll will only be produced once to the graduate and will not be reproduced in case of any losses or damage.
2. Hence, graduates are encouraged to store the scroll carefully and safely. They are also advised to make adequate copies beforehand. In the case of any loss or damage of degree/scroll, graduates are required to make a police report and submit an application for reproduction to the University according to the applicable charges.

4.7 Student Complaints and Feedback

1. Students that have any feedback or complaints can direct them to the SSC counter.

2. The SSC serves as the mediating medium between the students and the University administration.
3. In general, any complaints are to be submitted in writing and recorded for further followup. The applicable Departments will be notified regarding the complaints made by the students.
4. Complaints may take up to 3-7 days for response. However, this is subject to the category of complaints made.

5.0 STUDENT DISCIPLINE

5.1 Student Appearance and Dress Code

5.1.1 Objective

The rules for student dress code and ethics outlined by the University administration is one of the guidelines and procedures for dressing in a manner appropriate for University students. These rules serve to preserve the University's good image. They are also introduced to ensure a campus environment that is harmonious, peaceful, disciplined, and full of decency and morality in line of UGM's status as a rising University.

5.1.2 General Rules

1. Every student is required to display their matric card, except when participating in sport activities.
2. Every student is not allowed to wear clothing that reflects the symbols of any organisation, group, or entities, except during specific circumstances and after receiving the approval of the University administration.
3. Every student is not allowed to display any behaviour that is contrary to good morals and ethics.
4. Every student is subject to dress codes and regulations set according to the rules of the Student Affairs Department, faculties, departments, Academic Affairs Department, laboratories, and others.

5.1.3 Student Card/Matric Card Usage

1. Every student will be allocated a student card and is required to use it throughout the entirety of their study at the University.
2. Upon registration, students will be allocated with a temporary student card. They are required to return the card upon receipt of their student card.
3. In the case of loss of student card, students are required to make a payment of **RM 20** to receive a new student card. They are to return the matric card in the case of termination of studies.
4. The following practices must be adhered to:
 - a. All students are required to wear the matric card throughout their presence in the University campus and exchanging matric cards is not allowed.
 - b. All students are required to display the matric card when undertaking any matters at the University offices and when entering the examination hall.
 - c. The correct way of wearing the matric card is according to the standards allowed (with UGM lanyard and hung at the chest level).

5.1.4 Student Dress Code

1. Every student is required to be well-dressed, neat, cheerful, and modest in a manner appropriate for a University student.
2. Every student is required to dress modestly (shirt, collared tee, shoes, long pants), not wearing caps, and not wearing patched clothes.
3. Every student is not allowed to wear tight, revealing, exposed, and inappropriate clothing, such as:
 - a. Skirt shorter than knee-level
 - b. Shorts
 - c. Tee with no collar
 - d. Slippers
 - e. Tight skirts
 - f. Piercings for the men and extremely inappropriate clothing for the women.
4. Male students are strictly not allowed to wear earrings and necklaces.
5. Every student is not allowed to have tattoos on any limbs.
6. When attending formal University events, every student is required to wear formal clothing, such as long-sleeved shirt, ties, long pants (no jeans allowed), jackets/blazers or *batik* shirt, wearing shoes, or wearing a uniform.
7. Female students are required to wear the national outfit (*baju kurung*) or modest clothing such long skirts below knee-level (for non-Muslim) or long pants that are not tight and revealing.
8. In formal events, every student is not allowed to wear caps or bandanna, except during sports and exercise activities.
9. Male students are not allowed to wear clothing resembling females and vice versa.
10. Excessive fashionable clothing is not allowed on campus.
11. Students are encouraged to wear the national outfit every Friday.

Example of Female Student Dress Code

Example of Male Student Dress Code

5.1.5 Hair

1. Every student is required to have a neat and tidy hairstyle.
2. Male students are not allowed to keep long hair.
3. Students are not allowed to colour their hair.
4. Excessive hairstyles are not allowed for male and female students both.
5. Male students are not allowed to keep long hair reaching the collar level.

5.2 Offences and Disciplinary Actions

5.2.1 General Offences

A student is not allowed to:

1. Undertake any matters whether on campus or outside the campus in any manner that may damage or diminish:
 - a. The interests, reputation, or good name of the University, any students, employees, officers, or University staff; OR
 - b. Public safety and harmony, morality, decency or order.

2. Violate any written law, rules, and regulations, whether on campus or outside the campus.
3. Disrupt the teaching and learning, research, administrative works, or any activities undertaken and allowed by the University.
4. Forbid, prevent, or disrupt any officers or employees from completing their tasks or activities.
5. Forbid, prevent, or disrupt any students for undertaking their lectures or tutorial classes or taking part in any allowed activities.
6. Organising, inciting, or participating in boycotts of any examination, lectures, tutorials, classes, or other allowed activities that are conducted under the instructions or with the University's approval.
7. Destroy, modify, disrupt, or wrongly handle any University materials, objects, articles, or assets.
8. Undertake or incite any actions on campus to cause or possibly cause any obstacles, difficulties, annoyance, losses, or damages to anyone in the University.
9. Violate any instructions or demands given by people equipped with the power regarding any usage of laboratories, laboratory equipment, tools and materials, and other facilities in the laboratory.

5.2.2 Organising Gatherings

1. No student, parties, entities, or student groups are allowed, without the prior approval of the Vice Chancellor, to organise, hold, or call for, or cause to be held, organised, or called, or in any way be involved in the procuring, organising, or calling, or cause to be held, organise, or call, or, in any way engage in doing any act to hold, organise, or call, any assembly or gathering consisting of more than five people in any part of the campus, or any land, or any building owned or under the administration of the University or for the University's purposes.
2. In granting the approval or permission mentioned in sub-point (a), the Vice Chancellor may impose any restrictions, terms and conditions as per deemed necessary or applicable.
3. No student is allowed to attend or participate in any gatherings held in a manner that clashes with sub-point (a) or (b).

5.2.3 Speaker Usage

1. No student, party, entity, or student group is allowed to possess or have within their possession, safekeeping, or control of students, parties, entities, or student groups, any speaker or other comparable tools for the purpose of public speech without the prior approval and permission of the Vice Chancellor.
2. In granting the approval or permission mentioned in sub-point (a), the Vice Chancellor may impose any restrictions, terms and conditions as per deemed necessary or applicable.

5.2.4 Banner

No student, organisation, entity, or student group is allowed to:

1. Produce or lead to the production or carry out any actions to produce or cause the production of a banner.

2. Waving, displaying, depicting, or using in any way, or cause for a banner to be waved, displayed, depicted, or used.
3. Possess or have in possession, safekeeping, or control by student, or organisation, entity, or student group, any flag, banner, placard, poster, symbol, or other tools in an undisciplined, disorderly, disobedient, or violating manner of such methods.

5.2.5 Publishing, Documents, and Others

1. No student, organisation, entity, or student group, without the prior permission or approval of the Rector/Vice Rector, is allowed to publish, disseminate, or distribute any documents on campus or outside the campus.
2. In granting the approval or permission mentioned in sub-point (a), the Vice Chancellor may impose any restrictions, terms, and conditions as per deemed necessary or applicable.
3. The approval required under this method is an additional requirement for any licence, permit, or other forms of authority deemed as necessary under any written laws.

5.2.6 Off-campus Student Activities

1. No student, organisation, entity, or student group is allowed to conduct or participate in any off-campus activities that can bring adverse effects directly to the University or harm the interest of the Rector/Vice Rector.
2. The Vice Chancellor may produce the applicable guidelines regarding any activities that will harm the University's interests.

5.2.7 Student Involvement in Employment or Others

No student is allowed, whether on campus or outside the campus, to participate in any employment, learning, business, trade or other activities, whether on a full-time or part-time basis without obtaining the permission or approval of the administration.

5.2.8 Representative in Contact with the University

No student, organisation, entity, or student group is allowed to, without the prior approval and permission of the Vice Chancellor, to undertake responsibility as the representative or other forms of communication, whether verbally or written or in any other ways, to any public officers, news and media, or the society in the form of lectures, speeches, or public statements, or in the form of any audio or visual information regarding any matters pertaining to the University, University student or employee, or personally as a university student.

5.2.9 Student Objections Regarding the Entry of People into the Campus

No student, organisation, entity, or student group is allowed to make any objection, whether verbally or written or in any other form, regarding the entry or attendance or ban or dismissal of any individual, body, or group of people from the campus.

5.2.10 Gambling on Campus

No student, organisation, entity, or student group is allowed to organise, manage, undertake, or aid in organising, managing, or conducting any lottery or gambling on the campus.

5.2.11 Alcohol Consumption

1. No student is allowed to, whether on campus or outside the campus, to consume or have within their possession or safekeeping or control any types of alcoholic beverages.
2. Any students found to be in an intoxicated condition or exhibiting indecent behaviour under alcoholic influence on campus are deemed to be conducting an offence.

5.2.12 Lewd Materials

1. No student is allowed to, whether on campus or outside the campus, to possess, have within their possession or safekeeping or control any types of lewd materials.
2. No student, organisation, entity, or student group is allowed to distribute, disseminate, display, or cause to be distributed, disseminated, or displayed, or in any other way, take part in the distribution, dissemination, or display of any lewd materials on campus.
3. A student is characterised as distributing or displaying any lewd materials, regardless whether the distribution, dissemination, or display is limited to one person only or more than one person, whether or not distribution, dissemination, or display is deemed for any other replies.

5.2.13 Drugs or Poisons

1. No student may have under their possession, safekeeping, or control of any drugs or poisons.
2. No student may give, supply, hold, offer, or plan to give, supply, hold, or offer any poisons to anyone.
3. No student may consume by orally or snorting or inserting any drugs or poison into their bodies using injections or any other methods.
4. Nothing in this matter is deemed as forbidding any students from undertaking any treatment or under the prescription of a medical practitioner registered under the Medical Act 1971 (Act 50).
5. Any students found to be under the influence of any drugs are deemed to be conducting an offence.
6. The Vice Chancellor or Deputy Vice Chancellor may instruct a student suspected to consume drugs to undertake a urine test.
7. If a student refuses to comply and undertake the test as mentioned in sub-point (6), they are deemed to be conducting an offence.

5.2.14 Hygiene in University

A student is not allowed to perform any actions that can compromise the cleanliness and tidiness of their accommodation whether on campus or at any hostels, halls, lectures, roads, locations, or any other parts of the campus, or other buildings on campus.

5.2.15 Noise

A student is not allowed to generate any sound or noise, or cause that any sound or noise is generated, in any way, if the sound or noise can cause or may cause anger or disturbance to anyone in the locations throughout the campus.

5.2.16 Medical Examination for Students Suspected to Have Mental Disorder

The Vice Chancellor may require any student suspected to have any mental disorder to undertake a medical examination by a certified medical practitioner.

5.2.17 Living or Sleeping Arrangements on Campus

No student is allowed to use or cause the usage of any parts of the University or any parts of the University building as their living or sleeping quarters, except the accommodation allocated in the hostel by the University.

5.2.18 Entry of Forbidden Parts of University or Building

A student is not allowed to enter any parts of the University or any parts of the buildings in the University where the student entry is not allowed, in general, especially, to students or any class of students.

5.2.19 Smoking

The University compound is a no-smoking area. Students are not allowed to smoke in any parts of the University compound.

5.2.20 Inability to Comply

If any student fails to comply with any valid instructions or tasks given or made by any officers or University employees that have the authority to give any instructions or tasks in the University, they are deemed to be conducting an offence.

5.3 Disciplinary and Functional Board

5.3.1 Introduction

Discipline is a key element in ensuring the system remains orderly. It is an aspect that must exist in society and thus, heavily emphasised by the University in the efforts to produce quality graduates that have first-class human capital. Therefore, the University is

always proactive with building strong discipline on campus to ensure the learning and living processes for the students are not interrupted.

5.3.2 Objective

1. Prevent students found guilty from repeating their offence and as a reminder for them.
2. Prevent students found guilty or dangerous from influencing other students.
3. Improve the behaviour of students found guilty.
4. Ensure the Universe remains in harmony.
5. As a form of learning in the pursuit to nurture good values in students.

5.3.3 Disciplinary Committee Members

Consists of the Chairman, Vice Chairman, Secretary, Counsellor, and other committee members selected to overcome student disciplinary issues.

5.3.4 Function of Disciplinary Unit

1. Receive, investigate, and analyse complaints received according to the procedures in place.
2. Determine and arrange for Student Disciplinary Trial.
3. Ensure the Student Disciplinary Trial runs smoothly and fairly.
4. Handle student appeals.
5. Prepare a complete report/decision for the Student Disciplinary Trial for the University.
6. Ensure students comply with the disciplinary action set by the University.
7. Undertake the allegations and decision-making for disciplinary punishment.

Any decisions submitted by the University Disciplinary Unit takes effect immediately and will be recorded in the student's personal file.

If necessary, the University Disciplinary Unit will report the outcomes of the case to the sponsor/parents of the student.

Guidelines for Certain Offences and the Applicable Duration of Punishment

Type of Offence	Action	Duration of Action
Light Offence: <ul style="list-style-type: none">• Truancy• Overdue fees• Leaving class without permission• Non-compliance of dress code	Written Warning Letter: <ul style="list-style-type: none">• To the student• To the student• To the parents/guardians• Termination of study	5 work days from the day the complainant submitted their complaint with 3 days processing time

<p>Intermediate Offence:</p> <ul style="list-style-type: none"> • Colluding in non-compliance/issues • Disruption of harmony • Destruction of University assets • Rudeness/improper behaviour • Bringing dangerous weapons to the University • Smoking on campus • Making statements to the media without written approval by the University administration • Possession of lewd materials 	<ul style="list-style-type: none"> • Written warning letter • Penalty not exceeding RM 200. • Good behaviour bond • Stripped of any positions held in student organisation • Compensation payment 	<p>4 work days from the day the complainant submitted their complaint with 2 days processing time</p>
<p>Heavy Offence:</p> <ul style="list-style-type: none"> • Stealing • Breaking into other student's accommodation • Gambling • Consuming and safekeeping alcoholic beverages • Fighting and punching • Social issues (free sex/other social issues) • Criminal offence • Consuming, safekeeping, and distributing drugs and poisons • Threatening, blackmailing, and using violence • Involvement in unlawful groups (gangsterism) • Immoral behaviour and action • Bullying • Keeping dangerous weapons • Inciting sensitive issues that can cause fights or chaos • Involvement in demonstrations/boycotts against the University administration/the Government • Cheating during examination • Any offences that can be deemed as a heavy offence by the University administration 	<ul style="list-style-type: none"> • Penalty and good behaviour bond • Stripped of any positions held in student organisation • Compensation payment • Dismissal from University accommodation • Letter to parents/guardians • Termination of studies from the University • Civil suit towards student (against the people with authority) • Suspension of studies according to a set duration • Postponement of certificate award 	<p>3 days from the day the complainant submitted their complaint (subject to applicability) with 24 hours processing time</p>

6.0 CLUBS AND ASSOCIATIONS

6.1 Application Guide for Club and Association Activities

1. Every student **IS REQUIRED** to participate in at least one (1) student club.
2. A club that plans to undertake any activities is required to comply with the rules and regulations outlined by the University (through their respective Club Advisor). The rules and regulations include the following:
 - a. Submit a preliminary proposal (paper) to the Student Affairs Department for review.
 - b. The objective of activity should be suitable as per the objective and goal behind club establishment.
 - c. A club that plans to undertake any activities is required to discuss with the respective Club Advisor regarding the planning and undertaking of activity, such as proposal preparation and related documents.
 - d. The club may submit the activity application together with the related forms following an agreement during discussion with Club Advisor.
 - e. Application letter for activity approval is to be submitted to the Student Affairs Department through the Club Advisor alongside all activity proposal papers.
 - f. All activity application forms must be submitted to the Student Affairs Department at least:
 - Two (2) weeks before activity is to be conducted
 - Three (3) weeks for activities involving funds and donation collection, whether internally or externally, as well as overseas activities
 - g. Activity application letter must be made in line with the Student Activity Implementation Procedures that is submitted together with the proposal and applicable forms.
3. No activity is allowed to be conducted within **one (1) month** from the final semester examination.
4. Activity implementation must be identical to the planning submitted in the proposal. Any changes must be approved by the Student Affairs Department.
5. Any high-risk activities such as jungle-related activities, mountain climbing, and water-based activities must adhere to the following additional conditions:
 - a. Comply with the advice and instructions of the University Security Chief.
 - b. Activity must be accompanied by a person certified in first aid and eligible guide.
 - c. Receive written approval from the applicable people of authority.
 - d. Bring communication devices like walkie talkie if necessary.
 - e. Bring sufficient tools and equipment.
 - f. Receive approval from the nearest police station if necessary.
6. After activity is successfully undertaken, the Club Advisor or Secretary should prepare a report and student activity survey form.

7.0 COUNSELLING AND CAREER

7.1 Functions of the Counselling and Career Unit

1. This unit is established to provide space for students to receive advisory and counselling services.
2. To book a meeting with a counsellor, kindly drop by the Counselling Room.
3. To book a meeting with a counsellor, students are required to fill in the *Counsellor Meeting Form* that can be obtained at the Counselling Room or the SSC.

4. Counselling is a process of systematic supportive communication underpinned by psychological principles and carried out by a professional counsellor to generate changes, improvements, and personal adaptation by the client, which are good and comprehensive, and done on a voluntary basis throughout life as per the ethics of counselling.

7.2 Objective of the Counselling Unit

1. Improve the personal self potential and social maturity.
2. Enable a person to be more responsible and capable of behaving appropriately.
3. Aid a person to be more open-minded and able to make the best decision for their own self.
4. Aid a person to overcome emotional disruptions to achieve satisfaction in line with their own morality, values, religion, and societal norms.
5. Aid a person to adapt against challenges in the environment.
6. Aid a person in knowing themselves against any doubts in order to generate a positive self image and improvements.

7.3 Types of Services Offered

1. Individual counselling
2. Group counselling
3. Guidance session
4. Career
5. Family
6. Love
7. Learning
8. Personal
9. Psychological tests
 - a. Personality
 - b. Passion
 - c. Career
10. Counselling through email
11. Counselling through phone calls

7.4 Methodology for Counselling Meeting

1. Voluntary: Client is required to book a slot before meeting with the counsellor at the Counselling Room
2. Referral: Client is either referred by the student centre/faculty/accommodation college/lecturer responsible for them.
3. Walk-in: Client may drop by directly to the Counselling Room at the 5th Level, UGM, to receive counselling guidance.

8.0 STUDENT ACCOMMODATION

8.1 Student Accommodation Placement Facility

1. UGM offers the facility for student accommodation and housing (hostel) to the students.
2. However, students from outside the Kuala Lumpur area are given priority for accommodation and housing. The criteria for application approval include:
 - a. Number of vacancy in the hostel (for first application)
 - b. Student discipline
 - c. Student academic performance
 - d. Student involvement in University activities/student clubs

8.2 Hostel Rules and Procedures

1. The following rules and regulations are applicable and take effect upon a student's agreement and registration in the accommodation allocated. Any student found to be non-compliant will be subject to the applicable disciplinary actions incurred by the HM Lodging administration.
2. Hostel management is required to provide 40% of the total UGM student enrolment. However, this percentage may be increased from time to time should any necessity arise.
3. HM Lodging will prioritise hostel accommodation to first year and sponsored students. However, students may apply for hostel accommodation according to the current vacancy.
4. Students are subject to the Student Hostel Pledge. Any non-compliance to the pledge will be cause for student's dismissal from the hostel.

8.2.1 Accommodation Entry/Exit

1. UGM students that are planning to stay in the hostel are required to submit the application by completing the Hostel Entry Application Form. Allocation to rooms/units are subject to vacancy.
2. Fees charged for the monthly rent (according to entry date) are required to be completed before entry and payment should be made at the office counter of HM Lodging.
3. Any students requesting for room/unit change must complete the Hostel Exit Application Form and submit it along with a formal letter, and complete a new entry form.
4. Students that plan to exit the hostel due to lapsed sponsorship duration or completed education are encouraged to send a ONE (1) month notice for hostel exit together with the completed Hostel Exit Application Form to the HM Lodging office in order to prevent being charged for the subsequent month.
5. Students that plan to exit the hostel before the required date are required to provide their parents' permission before they are allowed to exit.

8.2.2 Vacating the Room/Unit

1. Rooms must be cleaned and vacated from any personal belongings before leaving the hostel for students who are exiting/completed education. Any leftover belongings will be stored in the storage and subject to **RM 50** storage fee. If not claimed within 2 weeks after exit, items will be auctioned or disposed of.
2. The key for the hostel unit must be returned to the warden or HM Lodging office. For condo residents, the access card must be returned within two (2) weeks after exit or otherwise the key deposit of RM 20 will not be returned.
3. UGM is not responsible for any damage or loss of personal belongings, equipment, and other resident items left in the room during long breaks.

8.2.3 Weekend Holiday

1. Students are allowed to go home on weekends.
2. Students that go home or stay the night out of the hostel without notifying the warden are deemed as a breach of rule. Those who wish to stay the night out other than at their parents' must notify the warden by completing the details and individual phone number for contact, if necessary, in the Exit Log Book.
3. Students are allowed to enter or exit the hostel at the prescribed time only and must notify the warden on duty and complete the details in the Exit Log Book.
4. Time limit for returning to the hostel is at 11.00 pm at night on weekdays and 12.00am at midnight on weekends or public holidays.
5. Students that need to exit or enter the hostel outside of the prescribed time must notify their respective hostel warden.

8.2.4 Food/Drinks

1. The hostel is not responsible for providing foods and drinks to the students.
2. Students are afforded the capacity to buy food at the nearby shops.
3. Students are not allowed to cook in the room, except at the designated areas.
4. Students are not encouraged to eat in the room, instead they may eat at the lobby area/tables provided.
5. Food and drink leftovers should be wrapped securely in plastic and disposed of appropriately.

8.2.5 Hostel Facility

1. Hostel furnitures and facilities are UGM assets and cannot be modified or moved without warden approval.
2. Furniture, necessities, and equipment provided must be kept in good condition to ensure they remain usable.
3. Every hostel unit will be supplied with:
 - a. Single bunk bed
 - b. Mattress
 - c. Closet
 - d. Study table
 - e. Chair
 - f. Fan
4. The use of bed sheets and pillow cases is required for all hostel residents.

5. Any complaints regarding damage for hostel furnitures and equipment must be submitted to the warden by completing the Hostel Maintenance Form that can be obtained at the SSC counter or online.

8.2.6 Electric Appliances

1. Basic electrical appliances allowed in the hostel include: electric kettle, iron, electric rice cooker, washing machine, refrigerator, laptop, desktop fan, and mobile phone. Students that wish to use appliances other than those mentioned are subject to the prior approval by HM Lodging administration.
2. Students are responsible for taking care of the electrical appliances and must always be careful with their usage and not disrupting other students.
3. In the case of improper electrical appliance usage, students may be subject to disciplinary action and barred from usage if found to be true.

8.2.7 Smoking

1. Smoking and vaping in the hostel are strictly prohibited.
2. If students are caught smoking at the non-smoking locations such as in the room or living room, they will be subject to disciplinary actions and penalised.
3. Students must take note that the hostel is a non-smoking area.

8.2.8 Room and House Unit Cleaning

1. Room/unit will not be cleaned by the general worker/cleaner, except for the front walk area. One's room cleanliness and hygiene are their own responsibility.
2. However, house residents that require house cleaning services may notify the HM Lodging administration and be liable for additional charges.
3. Residents are required to cooperate and dispose of any rubbish at the designated areas and clean any leftover trash scattered on the compound.
4. Group cleaning efforts (*gotong-royong*) may be conducted once a month to clean the entire house unit, including the toilet and living room, and hostel residents are required to participate.
5. Rooms must be kept clean, neat, and tidy before going to lectures. Clothes and books must be stored and arranged at the right place. Any rooms found to be untidy will be compounded (*Refer Table 5.1*).
6. Kindly ensure that the towels and damp clothes are hung in the hanging room.

8.2.9 Poster, Advertisement, Notice, and Decoration

1. Any form of nailing, hole-making, or displaying of posters, advertisements, notices, stickers, wallpapers, and decoration on the walls are not allowed.
2. Any damage to the walls or furniture due to the above actions may cause the house inhabitants to be subject to additional maintenance fee.

8.2.10 Visitors

1. Visitors are not allowed to be in the hostel compound after 11.00pm at night.
2. Visitors are required to report their arrival at the guard or warden before seeing the students.
3. Visitors are not allowed to enter the student's room. Any meeting is only allowed at the living room or designated areas.
4. Visitors are not allowed to enter the student room or housing unit without permission.
5. Visitors are not allowed to stay overnight at the hostel.
6. Visitors amongst UGM students are not allowed to stay overnight at other units without warden approval as this may disrupt the peace and unit capacity of such unit.

8.2.11 Safety

1. Kindly ensure that any personal belongings of value are stored in a secure and locked compartment or taken together when students are outside the hostel area.
2. Kindly report as soon as possible of any emergency, loss, damage to UGM assets, medical conditions, or disaster occurring at the hostel to the warden.
3. Female residents are encouraged to leave the hostel together with other peers if necessary to prevent any bad incidents.
4. Kindly ensure that all electric and electronic appliances that are not being used are turned off, plug wires are taken out, and main switch is turned off.
5. In the case of fire, students are required to notify the authorities directly.
6. The usage of spiral mosquito repellants and candles are not allowed.

8.2.12 Discipline

1. Students are required to comply with the Hostel Regulations under the management of HM Lodging and UGM General Rules.
2. Students are subject to their Student Pledge Letter signed during the hostel entry application.
3. Students are responsible to keep all facilities and equipment provided safely. Any hostel asset damages/losses due to negligence will be subject to penalty fee.
4. Harmony among the residents must be prioritised and a community-based attitude with fellow neighbours must be emphasised.
5. Any physical, sexual, or emotional harassment and bullying, including fighting, are heavy offences and the cases will be referred to the authorities directly.
6. Students are required to wear decent and modest clothes while in the hostel compound.
7. No one is allowed to enter someone else's room and stay in it, unless for visitation purposes and exchanging news between the same gender. This rule is not applicable for officers of HM Lodging administrative representatives that are conducting their affairs.
8. Students or visitors from outside that did not receive the hostel's approval are not allowed to enter or stay in the hostel.
9. In the case of any hostel residents allowing outsider students and visitors to stay or enter the hostel, the hostel administration may take strict action and dismiss the respective students from continuing their accommodation.

10. It is a punishable offence to bring, keep, and possess any forms of dangerous weapons, alcoholic beverages, non-Halal food, dangerous drugs, and explosives, including firecrackers, into the hostel unit.
11. Pets are not allowed to be brought into/kept in the hostel compound.
12. Students may be dismissed from the hostel if found guilty for any heavy offences (Refer Table 5.1).

8.2.13 Hostel Fees

1. It is every hostel resident's responsibility to complete the payment of an accommodation rent per month according to the charges set by HM Lodging administration and UGM.
2. The monthly fees must be paid by at least **7th** of each month (Example: January hostel fees must be paid on the 7th at the latest).
3. Delayed payment penalty will be subjected if payment is made after 7th of the month (Refer Schedule 5.2).
4. A rebate of 6% is offered for students that complete a lump sum payment for 6 months and above.
5. Payment can be made via cash at the HM Lodging office counter or online via bank account **HM Lodging Enterprise (No. Akaun: MBB 5621 8830 6350)**.
6. Usage of utilities (water and electricity) is subject to the maximum monthly bill for every house. If the utility bills for the respective month exceed the limit allocated, every resident in the house will be charged on a pro-rata basis.
7. Students that have overdue hostel fees will be issued with a notice if they fail to complete the full payment according to the scheduled duration.
8. Promotional or sponsored students are only sponsored for their accommodation, whereas the other charges are to be shouldered by the student. Payment should be made directly to HM Lodging.
9. Students that exit the hostel will be checked for any overdue status. If any hostel-related overdue fees are pending, students are required to complete the full amount to the Provider or HM Lodging within two (2) weeks from their exit date. Failure to do so will result in the student's name being submitted to UGM for further actions.

8.2.14 Others

5.1 ACTIONS AND DISCIPLINARY PENALTY SCHEDULE

ITEM	OFFENCE	FIRST TIME	SECOND TIME	THIRD TIME
1	Allowing people of opposite gender to enter or be in the house/room	RM 300 Police case / Dismissal from hostel	-	-
2	Staying out of the hostel late (exceed 11.00pm at night)	First warning	RM 50 / second warning	RM 100 / Dismissal from hostel

3	Disrupting the public harmony (making noises, etc.)	First warning	RM 50 / second warning	RM 100 / Dismissal from hostel
4	Bullying / fighting / Punching / Illegal involvement / Gangsterism	RM 300 Police case / Dismissal from hostel	-	-
5	Falsifying personal information	RM 100/ first warning	RM 200 / second warning	RM 300 / Dismissal from hostel
6	Exchange room or house without approval	RM 50/ first warning	RM 100 / second warning	RM 200 / Dismissal from hostel
7	Staying overnight elsewhere without approval (No name logged in the Hostel Exit Log Book)	RM 50/ first warning	RM 100 / second warning	RM 200 / Dismissal from hostel
8	Preventing officers/warden from conducting their affairs	First warning	Second warning	RM 100 / Dismissal from hostel
9	Hostel asset loss/damages	Penalty / first warning	Penalty / second warning	Penalty / Dismissal from hostel
10	Unclean and untidy room/house or not turning off the electric switch after use	RM 50/ whole house	RM 100 / whole house	RM 300 / whole house
11	Gambling/Illegal betting	RM 100/ first warning	RM 200 / second warning	RM 300 / Dismissal from hostel
12	Smoking in non-smoking area in the hostel	RM 50/ first warning	RM 100 / second warning	RM 200
13	Wearing inappropriate clothes	RM 50/ first warning	RM 100 / second warning	RM 200
14	Possess / bring / use illegal items (drugs, alcohol, weapons, firecrackers, etc.)	RM 300 Police case / Dismissal from hostel	-	-
15	Stealing / Possessing stolen properties	RM 300 Police case / Dismissal from hostel	-	-

16	Overdue hostel fees	Penalty / first warning	Penalty / second warning	Penalty / Dismissal from hostel
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5.2 OVERDUE HOSTEL FEE CHARGES - SCHEDULE

DATE	AMOUNT (RM)
8th - 15th	5
16th - 25th	10
26th - 30th/31st	10

1. Maximum charge of **RM25** per month may be imposed as a penalty for overdue fees. Overdue Hostel Fees Reminder Notice will be displayed on the notice board at every corner in UGM buildings and every student hostel unit, as well as a notification letter sent to the parents.
2. Students that cannot complete the hostel fees payment according to the dates stated (Refer Schedule 5.2) are requested to meet the counsellor or Head of Hostel and Logistics for further actions in order to prevent overdue fees notice in the subsequent month.

8.3 Emergency Numbers

Item	Phone Number
Police Station Setiawangsa	03-4251 2222
Fire Station Setapak	03-4023 5544 @ 994
Fire Station Keramat	03-4251 4863 @ 994
Hospital Kuala Lumpur	03-2615 5555
Health Clinic Dato' Keramat Setiawangsa	03-4257 3333
Free Ambulance Setiawangsa	011-10161999

En. Syahir (Head of Hostel and Logistics)	011-26792521
En Ruslan (Warden PV 20 & 21)	016-3684135
En Halim (Warden PV 20 & 21)	019-3820150
En Norman (Warden Dorm Setiawangsa)	017-6813492

9.0 STUDENT SUPPORT SERVICES

9.1 Sports and Recreational Facilities

The sports and recreational facilities in UGM are slightly limited. However, students can borrow sports equipment available through the correct channels. They should return the equipment in a good condition after usage. Other facilities such as football field or futsal court can be utilised by students by contacting the sports officer in charge for further information.

9.2 Logistics and Transportation

Logistics and transportation such as bus, van, and motorcycle are one of the key aspects for a University. In UGM, bus transportation services are provided for students living in hostels farther away from the campus. The services are offered according to the schedule published by the Logistics administration.

Students must always refer to the notice board for any additional information regarding the transportation operations and more.

10.0 FREQUENTLY ASKED QUESTIONS

1. How much is the total PTPTN sponsorship received by the student?

The final amount of sponsored amount received by the student is subject to the PTPTN. The Sponsorship Department/Treasurer will only debit the amount of fees or overdue fees to PTPTN, but if the amount debited into the student's account excludes the fees or overdue fees, they are requested to complete the payment personally or contact PTPTN directly for clarification.

2. Why are students barred from carrying out subject registration?

Students can verify the financial statement through the HEI Financial Counter and must complete the current and overdue fees. The HEI will bar the results of the final examination as long as these fees are not completed and they will not be able to register their subjects for the subsequent semester.

For students that have completed their education and will be graduating, the HEI will bar the results of the final semester examination, transcripts for final examination results, and degree scroll as long as they have yet to complete any fees/penalties imposed on them.

3. How can students verify their education debts?

Students can verify the financial statement through the payment counter and also recheck from the officers at the Student Financials Department counter.

4. How can students complete payments outside working hours?

Students can complete their payments using a CDM machine at any CIMB branches nearby.

5. Is the bus service provided for students living off-campus?

The bus services are provided for UGM students according to the schedule available. However, the specific bus routes will be adhered to accordingly. Rapid KL bus services are also available for students commuting on the route from LRT Setiawangsa to the IPD at the rate of RM 1 for every trip.

6. How can I apply for PTPTN education sponsorship online?

- Students are not allowed to submit any online application without the approval of the University Sponsorship Department.
- The University will apply for the education funding online through the Online Funding Application web site at the URL (<http://www.ptptn.gov.my>).
- The University Sponsorship Department will submit the application according to the deadlines stated by the sponsor (Refer to PTPTN web site)
- Students are required to buy a PIN number at RM 5 fee at Bank Simpanan Nasional for the process of education sponsorship application.
- Note: The PIN number is only valid for 6 months following the application registration date (first time application).
- Applicants must already receive an offer letter before applying for the education sponsorship
- Applicants must already have an SSPN savings account before applying online.
- Applicants must have a CIMB account number.
- Successful applicants offered with PTPTN sponsorship will be informed by the University Sponsorship Department for the next processes.

7. Why is my sponsorship application rejected or delayed this semester?

New or senior students that have submitted the agreement document:

- Agreement document is incomplete
- CIMB account number is incorrect or inactive.
- Student is not eligible for sponsorship (Refer web site (<http://www.ptptn.gov.my>)).

Senior students:

- Obtained PNM less than 2.0 in the previous semester
- Student is inactive or deferred their education in the current or previous semester.

8. My online application has been approved and I have printed my offer letter. When and where do I submit these documents?

The date for document verification and submission and the agreement for PTPTN education fund will be notified by the Student Affairs Department through the SSC Facebook page and notice boards at the SSC.

9. I did not manage to get full sponsorship as opposed to my friends. What are the criteria for the amount of education sponsorship given to applicants?

The criteria for PTPTN education sponsorship are dependent upon the guardian's net income after deducting the household dependents (1 dependent = RM250). For further information, kindly contact PTPTN/sponsor.

10. I received PTPTN education sponsorship and also sponsorship from other sponsors. Can I accept both sponsorships for my education?

No. Student must choose either one of the sponsor. PTPTN may choose to terminate the education sponsorship immediately and submit claims from other students/sponsors.

11. I have terminated my education/failed to complete my education at the HEI and wish to continue my education again at the same level. Can I still apply for PTPTN education sponsorship?

Yes, under the condition that the student has completed all previous education sponsorship received (the amount of education sponsorship is subject to the verification from the Loan Ledger Unit, PTPTN Account Division).

12. I am currently in my second semester and would like to apply for PTPTN education sponsorship. Can I receive sponsorship starting from the first semester?

No. The duration of approved education sponsorship is based on the semester in which the application is made. If student applies in the second semester, the education sponsorship will be approved and take effect from the second semester onwards until completion of study duration.

13. Will I continue to receive loan/education sponsorship if I defer my education?

The education sponsorship will be suspended on the semester in which the student defers their education. If they receive the sponsored amount in the semester, the suspension will commence in the subsequent semester. The sponsorship credited for the next semester will only be performed upon University verification.

14. Am I eligible to recover my suspended education sponsorship due to PNG/GPA less than 2.0?

No. The overdue amount will not be credited if the sponsorship is suspended due to PNG/GPA less than 2.0. However, PTPTN will only claim for the amount that student has received.

15. How do I apply for the Student Representative Council?

Among their role is:

- a. Aid students to obtain all facilities and maximise the current facilities available.
- b. Diversifying student's activities
- c. Encouraging active student participation in implementing all planned activities
- d. Channelling all issues and feedback regarding student welfare to the administrators.
- e. JPP takes charge in identifying and listening to all issues and feedback regarding student welfare, discipline, demands, and rights.