XIAMEN UNIVERSITY MALAYSIA

厦門大學馬來西亞分校

FOUNDATION STUDENT HANDBOOK 2026

YOUR GATEWAY TO A GREATER HORIZON



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1. The University's Vision, Mission and Core Values

1.1 Vision and Mission

Xiamen University Malaysia (XMUM) aims to be a multi-cultural university known for teaching and research excellence, which nurtures young talents, turning them into dignified, wise and responsible members of society who are ready to contribute to the prosperity and social progress of Malaysia, China and Southeast Asia.

The University's motto is **"Pursuing Excellence, Striving for Perfection"**.

1.2 Core Values

XMUM embraces cultural diversity and tolerance, and recognises the right to freedom in academic and research pursuits.

2. Academic Information

2.1 Duration of Study

The standard duration of study for foundation programmes at XMUM is one year or three semesters. However, you are allowed to extend your study duration for up to three more semesters if you are on academic probation or need to repeat certain failed courses or wish to improve your CGPA. It means that you can spend up to a maximum of six semesters to complete your programme of study.

2.2 Entry Requirements of XMUM Foundation Programmes

2.2.1 Foundation in Science (FIS)

2.2.1.1 Overview

The Foundation in Science programme offers a pathway for secondary school leavers to embark on science-related tertiary education. Upon programme completion, the range of undergraduate programmes for further studies at XMUM encompasses marine science, traditional Chinese medicine, energy science, information and communication technology, applied mathematics and engineering.

2.2.1.2 Entry Requirements Based on Academic Tracks

Academic Track	Entry Requirements
Biological Science	(i) A pass in Sijil Pelajaran Malaysia (SPM) / Sijil Pelajaran Malaysia Vokasional (SPMV) with at least a credit or Grade C in 5 subjects including Mathematics and 2 science subjects, and a pass in Bahasa Melayu and English or other equivalent qualifications; or (ii) A pass in O-Level with at least a credit or Grade C in 5 subjects including Mathematics and 2 science subjects, and a pass in English or other equivalent qualifications; or (iii) A pass in Unified Examination Certificate (UEC) with at least a Grade B in Mathematics and 2 science subjects, and a pass in Bahasa Melayu and English or other equivalent qualifications.
Physical Science	(i) A pass in Sijil Pelajaran Malaysia (SPM) / Sijil Pelajaran Malaysia Vokasional (SPMV) with at least a credit or Grade C in 5 subjects including Mathematics and Physics, and a pass in Bahasa Melayu and English or other equivalent qualifications; or (ii) A pass in O-Level with at least a credit or Grade C in 5 subjects including Mathematics and Physics, and a pass in English or other equivalent qualifications; or (iii) A pass in Unified Examination Certificate (UEC) with at least a Grade B in 3 subjects including Mathematics and Physics, and

	a pass in Bahasa Melayu and English or other equivalent qualifications.
Traditional Chinese Medicine	(i) A pass in Sijil Pelajaran Malaysia (SPM) / Sijil Pelajaran Malaysia Vokasional (SPMV) with at least a credit or Grade C in 5 subjects including Mathematics and 2 science subjects, and a pass in Bahasa Melayu and English or other equivalent qualifications; or (ii) A pass in O-Level with at least a credit or Grade C in 5 subjects including Mathematics and 2 science subjects, and a pass in English or other equivalent qualifications; or (iii) A pass in Unified Examination Certificate (UEC) with at least a Grade B in Mathematics and 2 science subjects, and a pass in Bahasa Melayu and English or other equivalent qualifications.

2.2.2 Foundation in Arts and Social Science (FIA)

2.2.2.1 Overview

The Foundation in Arts and Social Science programme offers a pathway for secondary school leavers to embark on higher education in the fields of arts and social science. Upon programme completion, the range of undergraduate programmes for further studies at XMUM encompasses business, accounting, finance, journalism, advertising and Chinese studies.

2.2.2.2 Entry Requirements Based on Academic Tracks

Academic Track	Entry Requirements
Business Studies	(i) A pass in Sijil Pelajaran Malaysia (SPM) / Sijil Pelajaran Malaysia Vokasional (SPMV) with at least a credit or Grade C in 5 subjects including Mathematics and English; or (ii) A pass in O-Level with at least a credit or Grade C in 5 subjects including Mathematics and English; or (iii) A pass in Unified Examination Certificate (UEC) with at least a Grade B6 in 3 subjects including Mathematics and English; or (iv) Other equivalent qualifications recognised by the Government of Malaysia.
Communication Studies	(i) A pass in Sijil Pelajaran Malaysia (SPM) / Sijil Pelajaran Malaysia Vokasional (SPMV) with at least a credit or Grade C in 5 subjects including English; or (ii) A pass in O-Level with at least a credit or Grade C in 5 subjects including English; or (iii) A pass in Unified Examination Certificate (UEC) with at least a Grade B6 in 3 subjects including English; or (iv) Other equivalent qualifications recognised by the Government of Malaysia.
Chinese Studies	(i) A pass in Sijil Pelajaran Malaysia (SPM) / Sijil Pelajaran Malaysia Vokasional (SPMV) with at least a credit or Grade C in 5 subjects including Chinese, and a pass in English; or (ii) A pass in Unified Examination Certificate (UEC) with at least a Grade B6 in 3 subjects including Chinese, and a pass in English; or (iii) Other equivalent qualifications recognised by the Government of Malaysia.

2.2.3 Foundation in Information Technology (FiIT)

2.2.3.1 Overview

The Foundation in Information Technology programme offers a pathway for secondary school leavers to embark on higher education in the field of information technology. Upon programme completion, the range of undergraduate programmes for further studies at XMUM encompasses software engineering, cyber security, artificial intelligence, data science, digital media technology, and computer science and technology.

2.2.3.2 Entry Requirements

i. Possess Sijil Pelajaran Malaysia (SPM) with at least credit in five (5) subjects including Mathematics and English; or

ii. A pass in Unified Examination Certificate (UEC) with at least a Grade B in three (3) subjects including Mathematics and English; or

iii. A pass in O-Level with at least Grade C in five (5) subjects including Mathematics and English; or

iv. Other relevant qualifications recognised by the Malaysian Government

2.3 English Language Requirement for International Students

As a prospective international student, except for those whose medium of instruction in secondary school is entirely in English, you must meet a language proficiency requirement when applying for admission to any of the foundation programmes stated in Section 2.2. You are required to demonstrate your competence in English language by

(i) Having attained a grade, which is equivalent to a credit in SPM English, in your secondary education level English subject; and
(ii) Having sat for and achieved a certain minimum score or band in one of the recognised English language tests:
    a. Minimum overall band score of 5.0 in IELTS; or
    b. Minimum score of 40 in TOEFL iBT; or
    c. Minimum Band 3.5 in MUET; or
    d. Other equivalent qualifications recognised by the Malaysian government.

2.4 Programme Structures

2.4.1 Foundation in Science

You must complete six common core courses, five core courses and four specialisation courses (according to your academic track) within three semesters of study. You are required to pass all your assigned courses with at least a Grade D, attain a CGPA of 2.00 or higher and earn a minimum of 50 credits in order to graduate from your programme of study.

Given below are the types of courses and their credit values:

COMPULSORY COURSES	CREDIT
FCC1071 Introduction to Academic English	3
FCC1061 Computing and Digital Skills	2
FCC2081 Effective Presentations	3
FCC3101 Basics of Critical Thinking	3
FCC3091 Academic Reading and Writing	3
SUBTOTAL	**14**

CORE COURSES	CREDIT
FIS1191 Statistics for Science	4
FIS1111 Algebra	3
FIS2051 Chemistry I	4
FIS3052 Chemistry II	4
FIS2121 Calculus	3
FIS3101 Science Communication	2
SUBTOTAL	**20**

SPECIALISATON					
PHYSICAL SCIENCE	**CREDIT**	**BIOLOGICAL SCIENCE**	**CREDIT**	**TRADITIONAL CHINESE MEDICINE**	**CREDIT**
FIS2211 Mechanics and Waves	4	FIS2151 General Physics	4	FIS2151 General Physics	4
FIS3221 Electromagnetism	4	FIS2131 Cell Biology	4	FIS2131 Cell Biology	4
FIS3231 Thermodynamics and Modern Physics	4	FIS3161 Introduction to Biotechnology	4	FIS3141 Human Physiology and Genetics	4
FIS3091 Computer Science	4	FIS3201 Basics of Environmental Biology	4	FIS3181 Chinese for Traditional Chinese Medicine (中医汉语)	4
SUBTOTAL	**16**	**SUBTOTAL**	**16**	**SUBTOTAL**	**16**
TOTAL	**50**	**TOTAL**	**50**	**TOTAL**	**50**

2.4.2 Foundation in Arts and Social Science

You must complete five common core courses, five core courses and five specialisation courses (according to your academic track) within three semesters of study. You are required to pass all your assigned courses with at least a Grade D, attain a CGPA of 2.00 or higher and earn a minimum of 50 credits in order to graduate from your programme of study.

Given below are the types of courses and their credit values:

COMPULSORY COURSES	CREDIT
FCC1071 Introduction to Academic English	3
FCC1061 Computing and Digital Skills	2
FCC2081 Effective Presentations	3
FCC3101 Basics of Critical Thinking	3
FCC3091 Academic Reading and Writing	3
SUBTOTAL	**14**

CORE COURSES	CREDIT
FIA3131 Interpersonal Communication	3
FIA1011 Society and Culture	3
FIA1211 Fundamentals of Algebra	3
FIA2301 Basics of Information and Communication Technology	4
FIA3291 Basics of Statistics	3
SUBTOTAL	**16**

SPECIALISATON					
BUSINESS STUDIES	**CREDIT**	**COMMUNICATION STUDIES**	**CREDIT**	**CHINESE STUDIES**	**CREDIT**
FIA2231 Understanding Business	4	FIA2171 Introduction to Mass Communication	4	FIA2121 Introduction to Chinese Language and Characters (中国语言文字导论)	4
FIA2261 Introduction to Accounting	4	FIA3151 Introduction to Social Media Practice	4	FIA2281 Introduction to Chinese Culture and Tradition (中国文化与传统概论)	4
FIA2241 Principles of Microeconomics	4	FIA2181 Visual Communication	4	FIA3051 Selected Readings in Modern Chinese Literature (现代文学作品选读)	4
FIA3251 Principles of Macroeconomics	4	FIA3311 Basics of Communication Research	4	FIA2041 Selected Readings in Classical Chinese Literature (古典文学作品选读)	4
FIA3271 Introduction to Finance	4	FIA3191 Fundamentals of Media Writing	4	FIA3061 Chinese Literary Appreciation and Creative Writing (文学鉴赏与创作)	4
SUBTOTAL	**20**	**SUBTOTAL**	**20**	**SUBTOTAL**	**20**
TOTAL	**50**	**TOTAL**	**50**	**TOTAL**	**50**

2.4.3 Foundation in Information Technology

You must complete five compulsory courses and nine core courses within three semesters of study. You are required to pass all your assigned courses with at least a Grade D, attain a CGPA of 2.00 or higher and earn a minimum of 50 credits in order to graduate from your programme of study.

Given below are the types of courses and their credit values:

COMPULSORY COURSES	CREDIT
FCC1071 Introduction to Academic English	3
FCC1061 Computing and Digital Skills	2
FCC2081 Effective Presentations	3
FCC3101 Basics of Critical Thinking	3
FCC3091 Academic Reading and Writing	3
SUBTOTAL	**14**
CORE COURSES	**CREDIT**
FIT1061 Ethics and Social Responsibility	3
FIT1101 Fundamentals of Computing	4
FIT1021 Basics of Mathematics	4
FIT2031 Introduction to Discrete Mathematics	4
FIT2041 Fundamentals of Computer Programming	4
FIT2051 Principles of Information Systems	4
FIT1011 Introduction to E-Commerce	4
FIT3071 Introduction to Database Management Systems	4
FIT3081 Information Technology Mini Project	5
SUBTOTAL	**36**
TOTAL	**50**

2.5 Course Assessment

2.5.1 Grading System

The marks, grades and the corresponding grade points are as defined below:

Marks Range	Grade	Grade Point	Status
90 – 100	A+	4.0	Excellent
80 – 89	A	3.7	
70 – 79	B+	3.3	Good
65 – 69	B	3.0	
60 – 64	C+	2.7	
55 – 59	C	2.3	Pass
50 – 54	C-	2.0	
40 – 49	D	1.7	* Conditional Pass
0 – 39	F	0	Fail

**Note: A student awarded with a Grade D is considered to have passed a course if his/her CGPA is 2.00 or higher at the end of his/her studies.*

The grade point average (GPA) for any one semester is calculated as follows:

$$\text{GPA} = \frac{\Sigma\,(credits\ earned\ for\ each\ course \times grade\ point\ awarded\ for\ the\ course)}{The\ total\ credits\ earned\ in\ a\ semester}$$

The cumulative grade point average (CGPA) for all the semesters starting from the first semester is calculated as follows:

$$\text{CGPA} = \frac{\Sigma\,(credits\ earned\ for\ each\ course \times grade\ point\ awarded\ for\ the\ course)}{The\ cumulative\ credits\ earned\ in\ all\ semesters}$$

2.5.2 Weightage of Final Examination and Coursework

You shall be assessed based on the following percentage breakdown for final examination and coursework:

(i) Final examination shall constitute 50% of the total marks; and

(ii) Coursework which includes quizzes, assignments, projects, laboratory reports etc. shall constitute the remaining 50% of the total marks.

2.5.3 Final Examination Deferrals

You are allowed to defer your final examination(s) if you are physically incapable to sit for any of your final examinations due to illnesses, or exceptional circumstances such as accidents, bereavement or personal tragedy. You must apply for approval and provide any relevant supporting evidence such as police reports, medical reports or certificates, etc. at the latest three (3) working days after the official scheduled date(s) of the final examination(s) of the said course(s). Once your request for a final examination deferral has been approved, there shall be no mark penalties applied to your final grade in any of the said courses. However, if you make your application outside of the aforementioned time frame, your application will be rejected and you will not be given a replacement for any of your missed final examinations.

2.5.4 Failure to Complete a Final Examination

If you decide to leave the examination venue without completing the examination of a course for whatever reason (including being ill) at any time after the examination has started, you are deemed to have sat for the final examination of the course and whatever marks awarded for your paper will be treated as your final examination marks and **no replacement of your final examination will be granted.**

2.5.5 Resitting a Final Examination

2.5.5.1 Students in the Third or Later Semester of Study

If you have completed at least three (3) semesters of study, you may be offered the opportunity to resit the final examination(s) of specified course(s), subject to certain terms and conditions. You may be allowed to resit the final examinations of up to three (3) passed, conditional passed or failed courses and your final grade in those courses will be capped at a Grade C.

You do not need to apply for the resit opportunity since it is automatically offered to you if you come under one of the following categories [Note: Categories (i), (ii) and (iii) are students who are granted Special Consideration for Graduation]:

(i) You fail to attain a graduation CGPA of 2.00 or above, with either a conditional pass or a Grade F in up to three courses after having completed at least three semesters of study; or

(ii) You fail to attain a graduation CGPA of 2.00 or above, with a conditional pass or better in all the courses after having completed at least three semesters of study; or

(iii) You attain a graduation CGPA of 2.00 or above, with a Grade F in up to three courses after having completed at least three semesters of study; or

(iv) You attain a graduation CGPA of 2.00 or above and fulfil all the requirements for graduation but your CGPA is below the minimum score for entry to a degree level programme of choice.

2.5.5.2 Students in Any Semester of Study

You may be given an opportunity to resit the final examination of a course which you have failed in a previous attempt and which is being phased out due to its removal from the programme curriculum. If you are given such an opportunity, your final grade in the course will not be capped.

2.5.6 Consideration for Graduation

If you have completed at least three (3) semesters of study but are not able to graduate yet, you may be granted the ***Special Consideration for Graduation*** on the assumption that you have a high chance of attaining the required grades and/or the minimum graduation CGPA of 2.00 or better upon the completion of any supplementary assessment tasks and/or final examination resits (as stated in Section 2.5.5.1). The granting of such opportunity to any students is at the discretion of the School of Foundation and no application is required.

2.5.7 Release of Final Course Assessment Results

The final course assessment results will be released within two to three weeks after the end of the final examination period of each semester. Your end-of-semester transcript will be sent to you via email by the Office of the School of Foundation Studies on the day that the results are released. If you owe any money to the university, your results will be withheld until you have settled any outstanding payment to the university.

2.5.8 Review of Final Course Assessment Results

If you are not satisfied with your final result in a course, you may request for a review of assessment result. In a review of assessment result, your final examination answer script will be checked for the fairness of marks awarded and the possibility of errors in the summation of marks from each section of your script, and all your coursework will be checked as well to ensure all marks have been included in the calculation of your final result for the said course.

You must submit a completed "Request for a Review of Overall course assessment result" form together with a fee of RM50.00 (*Exclusive of 6% SST for International Students)* on or before the stipulated deadline if you wish to have your result of a course reviewed. The paid fee will be refunded to you if errors are found in the marking of your final examination paper or the calculation of your final result for the said course. However, the paid fee will be forfeited if no errors are committed in the marking of your final examination paper or the calculation of your final result for the said course.

2.5.9 Retaking a Course

You may retake a course under one of the following circumstances:

(i) Failing a Course

If you receive a Grade F or a "void" grade in a course, you must retake the same course except in cases where there is no requirement to do so. You can retake a failed course multiple times as long as you have not exceeded the maximum allowable duration of your study.

(ii) Improving a Grade

If you attain a Grade D or better in a course but would like to improve your grade, you may retake the said course once. Only the higher marks and grade obtained in the two attempts will be used for the calculation of your CGPA at the end of your studies.

Retaking a course under any of the abovementioned circumstances involves the attendance of classes, and the submission of all coursework and the sitting for a final examination.

You will have to pay a fee based on the credit value of the course that you want to retake as stated below: will have to pay a fee based on the credits of the course that you want to retake as stated below:

Programme	**Retake Fee per Credit Hour (RM)**	
	Courses without Laboratory or Computer-based Practicals	**Courses with Laboratory or Computer-based Practicals**
Foundation in Arts and Social Science	200	240
Foundation in Science	200	240
Foundation in Information Technology	200	240

Note:

(i) You are not liable to pay the course retake fee if you fail a course and retake it the first time, and moreover, your failure in the course is not due to any misconduct or examination bar, or your failure in the course does not come along with a non-fulfilment of the class attendance requirement.

(ii) You are liable to pay the course retake fee under the following circumstances even though it is your first retake attempt:

a. If you intend to retake the same course to improve grades (However, you are allowed to do so only once throughout the duration of your studies); or

b. If you fail a course due to a nullification of your result arising from a penalty for misconduct or an examination bar stemming from a non-fulfilment of the class attendance requirement; or

c. If you fail a course in which you do not meet the class attendance requirement.

(iii) You are liable to pay the course retake fee for retaking a course from the second time onwards after failing the same course again (for whatever reasons or under any circumstances) in your first or any subsequent retake attempts.

(iv) Additional fees - Exclusive of 6% SST for International Students

2.5.10 Courses with Prerequisites

You can enrol in most of the courses when they are offered in any semester during your entire period of study. However, there are some courses which you are not allowed to enrol in unless you have successfully completed and obtained at least a Grade D in the prerequisites.

Courses with Prerequisites	Prerequisites
FCC3091 Academic Reading and Writing	FCC1071 Introduction to Academic English

2.6 Withdrawal from a Registered Programme of Study

You may withdraw from your registered programme of study by completing the "Student Withdrawal Application form" at https://eservices.xmu.edu.my/. You must settle any outstanding fees, room rental charges and utility bills, and return any loaned books to the library and any loaned items to the responsible departments or offices before you are allowed to leave the university.

You may be entitled to a refund of any paid tuition fee and the amount of refund is determined by when your completed withdrawal form is received as described below:

Submission of Written Notification to Withdraw	Percentage of Refund
Within the first two weeks of a new semester	50% of tuition fee
After the first two weeks of the new semester	No refund

If you withdraw from your studies within two weeks after the commencement of a semester without having paid any amount of the tuition fee owed to the university for that semester, you are liable to pay a penalty which is equivalent to 50% of the amount of tuition fee for that semester.

However, if you withdraw from your studies more than two weeks after the commencement of a semester without having paid any amount of the tuition fee owed to the university for that semester, you are liable to pay a penalty which is equivalent to the full amount of tuition fee for that semester.

2.7 Re-admission to a Programme of Study

You may apply to be re-admitted as a student to an academic programme subjected to your fulfilment of the entry requirements of the programme of your choice. However, if you have been terminated from your studies due to disciplinary problems or poor academic performance, your application for re-admission will not be considered.

2.8 Deferment of the Commencement of Study

You may choose to defer the registration and commencement of your study programme after receiving and accepting an offer of admission to a foundation programme from XMUM.

You should send in your application to defer your commencement date of study either before the start of your first semester of study or within the first two weeks of your first semester of study. Depending on the dates of your official application and the subsequent approval, you may or may not be penalised as stated below:

(i) The partial or full payment of tuition fee is not obligated if your application for a deferment is received and approved before the start of your first semester of study; or

(ii) A penalty equivalent to 50% of the amount of tuition fee for your first semester of study will be imposed on you if your application for a deferment is received and approved within the first two weeks after you have officially registered and commenced your first semester of study.

2.9 Intermission or Study Break

An intermission or study break refers to a period of break from normal studies taken by a student, except an incoming new student, who has already formally registered and started a programme of study. The duration of a study break is any period up to one semester, and any period of study break taken will be counted towards the maximum duration of study allowed for a foundation level programme. Students who are on study breaks will have to discontinue all their current courses and retake those courses in a future semester. In the event that a student intends to be absent from his or her studies for a continuous period of time longer than one semester, he or she will be advised to withdraw from his or her programme of study.

You may apply for a study break at any time during the course of completing your foundation level programme by completing the "Deferment Application Form" at https://eservices.xmu.edu.my/ . If your application is received and approved before the start of a semester, you are not liable to pay any tuition fee. However, if your application is received and approved in the first two weeks after a semester has started, 50% of any paid tuition fee for the current semester will be treated as advanced tuition fee payment for the future semester when you re-start your studies, while the other half will be forfeited. In the instance that you submit your application after the second week of a semester and an approval is subsequently granted, you will be subject to either of the following:

(i) A forfeiture of all your paid tuition fee for the semester in question; or

(ii) A penalty equivalent to the full amount of tuition fee for a semester if you have not paid any amounts of the tuition fee owed to the university for the semester in question.

Below is a summary of the impact of the timing of your application and subsequent approval on the treatment of any paid tuition fees as advanced tuition fee payment when you take a study break:

Time of Intermission Application and Approval	Percentage of Paid Tuition Fee treated as Advanced Payment
Within the first two teaching weeks of the new semester	50%
After the first two teaching weeks of a semester	0%

2.10 Change of Programme of Study or Academic Track

You may apply for transfer to another study programme or academic track if you meet the entry requirements of the study programme or academic track to which you seek to be transferred. Any previously earned course credits shall be automatically considered for transfer to your new study programme or academic track without the need for application.

(i) Study Programme Transfer
You may be eligible for automatic credit transfer subject to the following conditions:
   (a) Only courses, which are also part of the curriculum of the study programme to which you seek to be transferred and carry identical course name, course code and credit value, are eligible for credit transfer; and
   (b) The minimum grade that you attained previously in any of those courses is a Grade C.

(ii) Academic Track Transfer
You may be eligible for automatic credit transfer subject to the following conditions:
   (a) Only courses, which are also part of the curriculum of the academic track to which you seek to be transferred and carry identical course name, course code and credit value, are eligible for credit transfer; and
   (b) The minimum grade that you attained previously in any of those courses is a Grade D.

2.11 Registration and Deregistration of Courses

The courses that you are going to take in each semester shall be pre-selected for you. Your enrolment in those courses shall be automatic, without involving any application and approval procedures. However, if you wish to add or drop any of your pre-selected courses, you may do so in the first two weeks of any semester by consulting with your academic advisor. Once you have decided on the courses to be added or dropped, you are required to complete the "Add/Drop Form" and obtain the approval of your academic advisor before submitting it to the Office of the School of Foundation Studies. Any requests for adding or dropping courses that are received after the second week of a semester will not be entertained.

If you fail to turn up for classes without informing us and remain uncontactable in the first two weeks of any semester, we shall deem that you have no wish to continue your studies and consequently, you will be terminated from your programme of study.

2.12 Recognition for Academic Excellence

At the end of your studies, you shall be eligible for the High Achievers' Award if your graduation CGPA is 3.85 or above.

2.13 Completion of Studies

You will be awarded with a certificate of completion of foundation studies if you have fulfilled all of the following conditions:

(i) Attain a CGPA of 2.00 or above at the end of your duration of study with at least a Grade D or better in all the courses of your study programme and chosen academic track;
(ii) Complete a minimum total of 50 credits in your study programme;
(iii) Fully settle any outstanding fees owed to the university; and
(iv) Return all loaned items including library books to the university.

3. Student Responsibilities – Rules and Regulations

3.1 Expected Conduct, Behaviour and Decency

3.1.1 Code of Conduct

(i) You shall not conduct yourself, whether within or outside the campus, in any manner which is detrimental or prejudicial to the interests, well-being or good name of the University, or any employees of the University, or any of your peers.

(ii) You shall not violate any provision of any written law, whether within or outside the campus.

(iii) You shall not consume any prohibited drugs and alcohol.

(iv) You shall not tamper with any documents either submitted by you as supporting evidence or issued by the School or University.

(v) You shall respect other people's rights to their own opinions and settle any dispute peacefully.

(vi) You shall devote your time and energy to the pursuit of knowledge.

(vii) You shall be accountable for your own actions.

(viii) You shall be willing to work as a team to achieve a common goal.

(ix) You shall seek assistance from the school if you encounter problems in your studies.

3.1.2 Academic Integrity

3.1.2.1 Plagiarism

You are deemed to have committed plagiarism if you copy or reproduce published or unpublished work without any proper acknowledgements, and pass it off as your own creation. Such dishonesty is unacceptable and will not be tolerated, and will result in the award of a ZERO (0) mark for the entire or part of the assessment work in question. If there is more than one guilty party as in the case of a collusion, all your collusion partner(s) will be subjected to the same penalty.

3.1.2.2 Contract Cheating

Contract cheating occurs when you use third party services offered by classmates, friends, family members, tutors, online and offline essay writing and editing service providers, artificial intelligence powered web-based platforms (e.g. ChatGPT), etc. to produce an entire piece or a part of your assessment work which you claim to be your own creation. Contract cheating is a severe form of academic dishonesty which will result in you, and your colluders if you work as a group, being penalised with a ZERO (0) mark for the entire or part of the assessment work in question.

3.1.2.3 Fabrication and Falsification of Data or Results

Making up, or changing or omitting data or results intentionally is a grievous breach of academic integrity. If you are proven to have knowingly fabricated or falsified data or results, you will be penalised with a ZERO (0) mark for the entire or part of the assessment work in question.

3.1.3 General Behaviour and Appearance

You must demonstrate positive attitude and behaviour as set out below:

(i) You shall be mentally and physically prepared for the process of learning.
(ii) You shall be honest, courteous and polite.
(iii) You shall respect your peers and lecturers.
(iv) You shall take good care of school facilities and property.
(v) You shall attend lessons regularly and punctually.
(vi) You shall be decently or appropriately attired while on campus regardless of whether you are attending a lecture, a tutorial class, an examination, a workshop, etc.
(vii) You shall refrain from using any tobacco products and electronic cigarettes in all areas of the campus, including lecture halls, tutorial rooms and laboratories. If you are caught smoking or vaping while attending a class, you shall face the following disciplinary action:
    a. If you are a first-time offender, you will be given a verbal warning.
    b. If you ignore the first warning and repeat the same offence the second time, you will be asked to leave the lecture hall, tutorial room or laboratory immediately and your attendance for that class will be marked as absent.
    c. If you continue to disobey the smoking or vaping ban for the third time, you may be suspended from your programme of study.

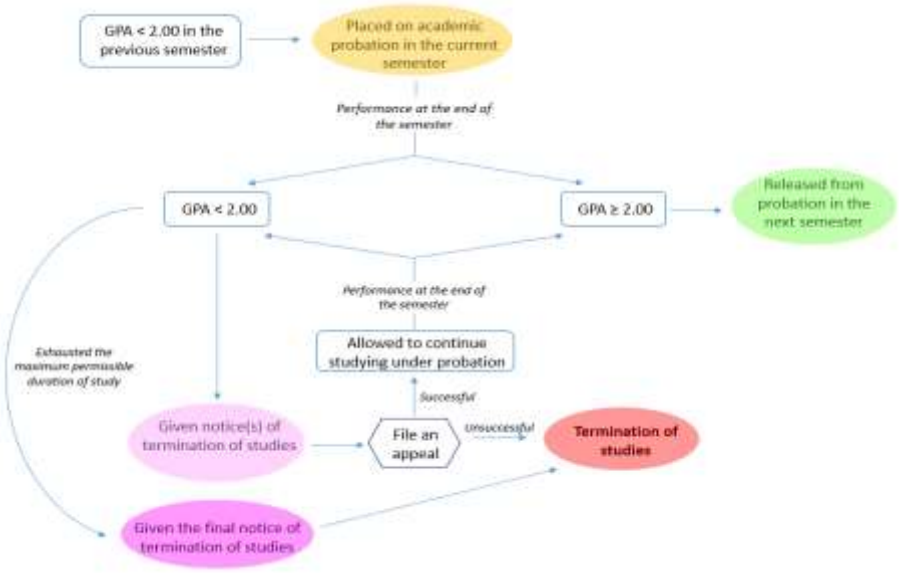
3.1.4 Penalties for Misconduct

If you are proven to have committed any acts of academic or non-academic misconduct, you shall be penalised according to the seriousness of your offence. Offenders of academic misconduct may face penalties such as warnings, marks deduction or result nullification, while those who have committed non-academic misconduct may receive warnings, or in severe cases of misconduct, they may be suspended from their studies or expelled from the University.

3.2 Academic Performance

If you are a continuing student in any semester of study and are not granted the ***Special Consideration for Graduation***, you must maintain a GPA of at least 2.00 in every semester until the completion of your study programme. Depending on your GPAs in the immediate past semesters, you may be placed in the status of “Satisfactory Academic Standing”,

"Unsatisfactory Academic Standing" or "Termination of Studies". The diagram below illustrates the school's policy on students' academic statuses and performance standards.



If you have already completed at least three (3) semesters of study and are granted the ***Special Consideration for Graduation*** but fail to graduate even after resitting the final examination(s) of specified course(s) and/or undertaking specific supplementary assessment task(s), you shall be placed in one of the following academic statuses:

(i) Probation (if your latest CGPA is 2.00 or higher but you do not fulfil the criteria for graduation yet); or
(ii) Termination of studies (if your latest CGPA is below of 2.00)

Once you have successfully completed your foundation programme and fulfilled all the conditions for graduation, you will be given the status of "Completion of Studies".

3.3 Submission of Coursework

3.3.1 Submission Format

You must submit your coursework in hard or soft copy, which is either handwritten or generated using a computer application such as Microsoft Word, Microsoft Excel, and Microsoft PowerPoint. If you use a computer application to generate your coursework, it is advisable to save your work in a CD as well and keep a hard copy as a backup in case there is a problem with your computer.

3.3.2 Extension of Deadline

You may ask for an extension of your coursework deadline if you are certified to be medically unfit for class by a medical practitioner or experience exceptional circumstances such as bereavement, personal tragedy or accidents. Reasons other than the preceding ones may not be considered as sufficient grounds for granting an extension.

3.4 Class Attendance

3.4.1 Attendance Requirement

You are required to maintain an attendance rate of 80% or above throughout a semester in each of the teaching and learning activities scheduled for a course, such as lectures, tutorials, laboratory practical sessions, workshops, field trips (including industrial visits) and other out-of-classroom activities.

3.4.2 Evidence of Attendance

You are required to sign your attendance for any lectures, tutorials, laboratory practical sessions, workshops, field trips or any out-of-classroom activities scheduled for any of the courses that you have enrolled in. You must personally sign or acknowledge your attendance and should never ask another person to sign on your behalf.

3.4.3 Penalties for Poor Attendance

Depending on the seriousness of your absenteeism, you shall:

(i) Be issued a warning letter if your attendance rate falls below 80% but is above or equal to 60% in any of the teaching and learning activities scheduled for a course; or

(ii) Receive a grade of no higher than Grade D for a course, with no right to appeal, if your attendance rate dips below 60% in any of the teaching and learning activities scheduled for the course in question, and you shall not be accorded an opportunity for resitting the final examination of the course in question or undertaking a supplementary assessment. If you obtain a Grade F in a course in which your attendance rate is below 60%, you must retake the course in a future semester and pay the course retake fee according to the credit value of the course as stated in Section 2.5.9.

3.5 Leave of Absence

3.5.1 Authorised leave of absence

You shall be allowed to take authorised leave of absence under any of the following circumstances:

(i) Sickness
(ii) Accident
(iii) Driving test
(iv) Attendance of a memorial service
(v) Essential dental treatments
(vi) Fulfilment of national service duties
(vii) Participation in competitions or events as a university Representative
(viii) Participation in activities organised by the university

(ix) Attendance of religious ceremonies or activities (excluding camps organised by religious bodies)
(x) Compassionate reasons
(xi) Others (any other valid and justifiable reasons not listed above)

Your absence from classes under authorised leave of absence shall not be counted towards your absences. The length of your authorised leave of absence can range from one (1) calendar day to fourteen (14) calendar days. If your intended absence is longer than fourteen (14) calendar days, you shall be advised to take a study break instead of taking leave of absence

3.5.2 Unauthorised leave of absence

If you are absent from classes without any prior approval, your absence shall be treated as unauthorised leave of absence and be counted towards your absences.

If you are absent without authorisation for a continuous period of fifteen (15) calendar days or more, you shall be deemed as having no interest in continuing your studies and thus, be terminated from your programme of study.

3.5.3 Leave Application

All leave applications must be submitted via the official e-Service system, accessible at https://eservices.xmu.edu.my. For password-related issues, students may reset their password at https://id.xmu.edu.my.

Important Notes:

(i) Leave applications submitted via email or verbal requests will not be processed.
(ii) The e-Leave Service system is only accessible within the campus network.
(iii) For Sick Leave applications, students are required to submit the original physical medical certificate (MC) to the School Office at Room B1#217 after completing the online application via the e-Leave Service system.
(iv) Failure to comply with the above procedures may result in the rejection of the leave application.

3.6 Complaints and Appeals

3.6.1 Complaints

If you have a grievance or complaint, you may contact the Office of the School of Foundation Studies via email at sfsac@xmu.edu.my .

3.6.2 Appeals

3.6.2.1 Non-Academic Appeals

You may file an appeal against a decision or penalty meted out by the School Board on Student Discipline due to non-academic misconduct

by sending a formal letter to the Director of the School of Foundation Studies. Your appeal must be submitted within fourteen (14) working days of being notified of a decision or penalty and supported by new evidence, not previously presented to the School Board on Student Discipline.

If there are sufficient grounds to review your case, you will be called to a hearing before a panel comprising the Director of the School of Foundation Studies and three other senior academic or management staff members. The panel will examine all the written or verbal statements and evidence before making a final decision. You will be notified of the outcome of your appeal within three (3) working days after the conclusion of your case.

3.6.2.2 Academic Appeals

If you are terminated from your programme of study for below-par academic performance, you may appeal in writing to the Director of the School of Foundation Studies for a review of the decision.

3.7 Final Examination Rules and Regulations

3.7.1 Eligibility

You are eligible to sit for the final examinations of all your enrolled courses on the condition that you are not barred from sitting any of those examinations.

3.7.2 Code of Conduct for Examination Candidates

You must follow the general rules for final examinations as follows:

(i) You must bring along your Student ID and display it on your exam desk during the entire duration of a final examination.
(ii) You are not permitted to sit for a final examination if you turn up thirty (30) minutes or more after the commencement of a final examination. You are not allowed to leave an examination venue in the first one hour or the last 30 minutes of an examination.
(iii) You shall only bring writing utensils and a calculator, if necessary, into an examination venue. All other items including pieces of papers, any portable computing and communication devices are prohibited from an examination venue.
(iv) You shall not communicate by whatever means with any other examination candidates once you enter an examination venue.
(v) You shall uphold academic integrity at all times and refrain from committing dishonest acts such as cheating and copying during an examination.
(vi) You shall not cause any disturbances in or around an examination venue.
(vii) You should raise your hand to alert an invigilator, if you wish to ask any questions related to an examination paper.

3.7.3 Disciplinary Action against Misconduct during Final Examinations

Disciplinary action will be taken against you if you are proven to have committed any acts of misconduct which contravene the final examination rules and regulations. If you repeat the same act of misconduct, you may be suspended from your studies or even expelled from the University.

3.7.3.1 Cheating or Attempting to Cheat

Cheating or attempting to cheat in an examination, either by acting alone or working collaboratively in a group (collusion), is a serious academic misconduct. If you are proven guilty of cheating or attempting to cheat during the final examination of a course, your final examination result in the affected course will be nullified and your course assessment result will be voided. As a result, you will be considered as having failed the course in question, and therefore, you will be required to retake the course in a future semester and pay a course retake fee.

3.7.3.2 Possessing Unauthorised Materials

If you are found in possession of unauthorised materials (e.g. mobile phones, wearable or portable smart devices, electronic communication gadgets, any form of written or printed notes or materials, etc.) which allow you to access information during a final examination, you are liable to receive a penalty in the form of the nullification of your final examination result in the affected course, along with the voiding of your course assessment result, meaning that you are deemed to have failed the course in question. Consequently, you will have to retake the course in a future semester and pay a course retake fee.

Any unauthorised electronic devices such as mobile phones, smart watches, smart glasses and electronic cigarettes which are confiscated or discovered within or in the vicinity of an examination venue shall be withheld for at least 24 hours but not more than 48 hours to facilitate investigation before returning them to their owners. Other types of unauthorised materials such as paper copies of notes shall not be returned to their owners but instead shall be kept as evidence by the School.

3.7.3.3 Displaying Disorderly, Disruptive or Uncooperative Behaviour

If you display any disorderly, disruptive or uncooperative behaviour during the final examination of a course, you will be given a warning in the first instance. If you repeat the same behaviour again, you will receive another warning. However, if you continue to display the same

behaviour the third time, you will be asked to leave the examination venue.

Please be warned that if you are expelled from an examination venue, you will not be able to complete your final examination of the course in question, and as a result, you shall be deemed to have failed the course in question and will be required to retake it in a future semester and pay a retake fee.

3.7.3.4 Other Forms of Misbehaviour

If you commit other forms of misbehaviour during the final examination of a course, you will face disciplinary action as decided by the School Board on Student Discipline.

3.8 Contact Details and Office Hours of SFS

You may visit the Office of the School of Foundation Studies in-person or send your enquiries to us via email

Office	Office of the School of Foundation Studies (SFS)
Location	Room **B1 # 217**
Office Hours	Monday to Friday (8.30 am to 5.30 pm)
Email	sfsac@xmu.edu.my

4. Financial Information

4.1 Tuition Fees and Administrative Fees

Programme	Student Type	Duration	Tuition Fee (RM per year)	Administrative Fees (RM, non-refundable)	
				Application Fee	Registration Fee
Foundation in Science	Malaysian	1 year	19,000	100	200
	International		20,000		
Foundation in Arts and Social Science	Malaysian	1 year	17,000		
	International		18,000		
Foundation in Information Technology	Malaysian	1 year	18,000		
	International		19,000		

Note: Additional fees for international students:

(i) Security deposit of RM1,000 (refundable) per student

(ii) International student fee of RM2,500 per year

(iii) Exclusive of 6% SST for International Students

4.2 Fee Payment

You are required to pay your tuition fee for each semester within seven (7) working days from the commencement of a new semester.

If you have defaulted on any of your tuition fee payments without informing the Finance Office about your reason for failing to make payments, you shall:

(i) Be automatically barred from attending classes;
(ii) Be denied access to university facilities; and
(iii) Have your certificate of programme completion withheld at the time of your graduation until you have settled all your outstanding fees.

If you owe the university money, you will be sent reminders via email and/or SMS, and your name will appear in a list of students with outstanding fees which will be posted on notice boards.

4.3 Refund of Paid Fees

Any partially or fully paid fees will be refunded to you, less any deductible amount of money owing to the university, when you withdraw from your study programme. Your refund request will be processed within sixty (60) days upon receiving your completed programme withdrawal form and relevant documents (if applicable).

All refund shall be free of interest and the University reserves the right to off-set the refundable amount against any outstanding fees or whatsoever payments due and owing to the University.

4.4 Mode of Payment

You can pay your fees in cash, with cheques, bank drafts or credit cards at the Finance Office or via direct bank-in, telegraphic transfer or online banking (ePayment).

4.4.1 Cash

Any cash payments can be made at the Finance Office (Room A3#711). You shall be issued an official receipt on the spot upon making a cash payment.

4.4.2 Cheque / Bank Draft

(i) Cheque / bank draft payments can either be made at the Finance Office's cashier counter or by post.
(ii) The cheques / bank drafts are issued to:
(iii) "**XMU Jiageng Education Development Sdn Bhd**".
(iv) All cheques / bank drafts are signed and dated with the current date. Post-dated cheques are not accepted.
(v) The following details must be stated on the reverse of a cheque/bank draft: student's name, IC number, contact number and purpose of payment.
(vi) An official receipt shall be issued on the spot when you make a payment with a cheque or bank draft at the Finance Office (Room A3#711).

However, if you send in your cheque or bank draft by post, you shall collect your official receipt from the Finance Office on your next visit to the campus.

4.4.3 Credit Cards

(i) Any payments with credit cards can be made at the Finance Office (Room A3#711), or through online banking.

(ii) No processing fee will be imposed on the use of Visa/Master cards or Union-pay cards to make payments.

(iii) You shall be required to key in your PIN to verify your identity before making any payments using a credit card.

(iv) You shall be issued an official receipt by the Finance Office once your credit card transaction has been approved by the issuing financial institution.

4.4.4 Direct Bank-In and Telegraphic Transfer ("TT")

(i) Any payments via direct bank-in or telegraphic transfer shall be made to the XMUM's Maybank bank account with the following details:

Account Name: **XMU Jiageng Education Development Sdn Bhd**
Bank Name: Malayan Banking Berhad
Account no: 5624-3250-5328
Swift Code: MBBEMYKL
Branch: KLIA 2

(ii) You shall provide a hardcopy of the bank-in or TT slip to the Finance Office or send a scanned copy of the slip to the following email address: finance@xmu.edu.my as evidence of your payment.

(iii) You are required to either write your name, IC/passport number, contact number and the payment purpose on the reverse side of the bank-in or TT slip or state those details in your email message when you email us a scanned copy of the slip.

(iv) You shall be issued an official receipt by the Finance Office once your bank-in or TT slip has been received.

4.4.5 Online Banking

4.4.5.1 ePayment Portal

(i) You can make payments through the ePayment portal which is accessible via the XMUM's website at www.xmu.edu.my .

(ii) You should read the ePayment guide before performing any online transactions through the portal.

(iii) If your transaction is successful, a notification shall be automatically sent to you and the Finance Office. You may print your official receipt if your computer is connected to a printer.

4.4.5.2 Online fund transfer

(i) You can make payments via Internet banking if you have an active savings or current bank account.

(ii) When you make an online fund transfer from your current or savings or current account, you need to enter your student ID as the reference number.

(iii) After making a successful transaction, you are required to email a copy of the fund transfer confirmation slip to the Finance Office at finance@xmu.edu.my .

4.5 Administrative Charge

An administrative charge of RM30.00 per week will be imposed commencing from the eighth (8th) day of a new semester if no payment is received by the stipulated due date. The University reserves the right to terminate you from your programme of study if you have defaulted on your tuition fee payment for more than one semester. The University will take the necessary steps before such termination takes place.

4.6 Contact Details and Office Hours of the Finance Office

Office	Finance Office
Location	Room **A3#711**
Office Hours	Monday to Friday (9.00 am to 5.00 pm)
Email	finance@xmu.edu.my
Phone	03-8800 6856

5. The Library

5.1 Services and Facilities

The library has in its collection about 80,000 books in English, Bahasa Melayu and Chinese as well as a range of electronic resources. It locates at Block A3. It provides

(i) Lending services with access to general book collections, course reference books and materials related to courses
(ii) Digital e-resources with secured network access
(iii) Individual seats, reading areas and discussion rooms
(iv) Self-service printing, scanning and photocopying service at using Campus Ecard
(v) Desktop computers with Internet access
(vi) Circulation Counter services such as book searches, the lending of teaching audio-visual aids etc.
(vii) 1,200+ of various learning areas and seating types at 1st, 2nd and 3rd floor
(viii) Various spaces such as Makerspace, Innovation Space (Robotic Lab), Mini Cinema and Instruction Room at 1st Floor

5.2 Opening Hours

The library is open daily from Monday to Sunday, including public holidays.

Day	Time
Monday to Friday	9.00 am to 10.00 pm
Saturday and Sunday	9.00 am to 5.00 pm
Public Holiday	9.00 am to 5.00 pm (May close on certain Public Holidays)
Semester Break	9.00am to 5.00pm (Closed on Weekends)

Note: Opening hours are subject to change and will be announced on XMUM's website at https://linc.xmu.edu.my and via email from librarian@xmu.edu.my accordingly.

5.3 Lending Policy

You are not allowed to take any books or reading materials out of the library before the loan of the book or material has been recorded. All loaned books or reading materials must be returned on or before the due date. The loan period differs for different materials as stated below:

Type of Collection	Status	Loan Period	Maximum Allowable Number of Items to be Loaned
General Books	Student	30 days	15
	Non-Academic Staff	30 days	10
	Academic Staff	30 days	30

Course Reserves	Student	4 hours	3
	Non-Academic Staff	4 hours	3
	Academic Staff	130 days	5

Note: Periodicals, newspapers, and other unspecified reading materials are not allowed to be taken out or checked out.

5.4 Returning of Loaned Books or Materials

You must return all loaned books or materials on or before their due dates to the library service counter. All your overdue loaned books must be returned to the library before you are permitted to borrow again.

Description	Penalty Charges
Overdue Fines for Normal Books	RM 0.20 per day
Overdue Fines for Course Reserves	RM 0.50 per hour
Book Lost or Damaged Please refer to Library	Book's Price *2 + RM30 (Processing Fee) *Final book price will be decided after price comparison process on e-commerce websites such as amazon.com and others.

5.5 Book Purchase Suggestion

You can logon to https://linc.xmu.edu.my/purchase-request/ to recommend any books which meet the library's collection development policy and the university's mission and to provide details of books which are needed but have not been purchased by the library.

5.6 Reference Services

General reference services are provided, including library catalogue searches, and database retrieval.

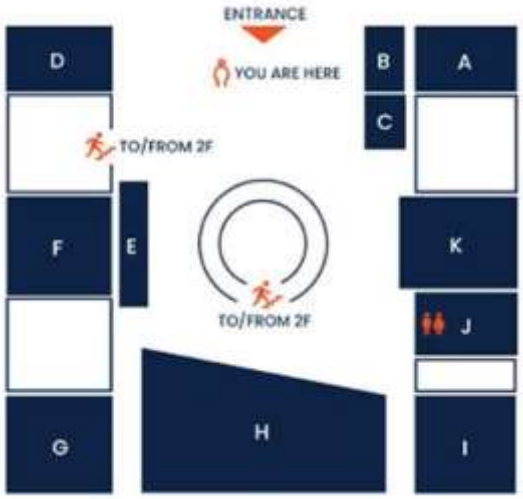
5.7 Printing and Photocopying

Self-service photocopiers or printers are available in the library during the library's opening hours.

5.8 E-Resources via Remote Access (VPN)

There are more than 500 million printed items and e-resources which you can access through the library OPAC system. A list of the available databases can be found on the library's webpage at https://linc.xmu.edu.my/.

5.9 Library Directory (1st Floor to 3rd Floor)



1st Floor (1F) Innovation Space

A IT Office

B IT Helpdesk

C Photocopying/ Printing Services

D Self Service Commons

E Work Display

F Mini Cinema

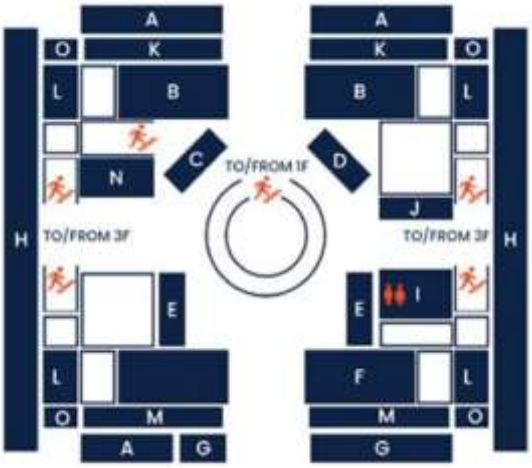
G Innovation Space (Robotic Lab)

H Internet Access Area

I Makerspace

J Restroom

K Instruction Room



2nd Floor (2F) Learning Commons

A Western Books

B Course Reserves

C Current Books

D Circulations Counter

E Art Books

F Tan Kah Kee Memorial

G Chinese Books

H Grand Reading Corridor

I Restroom

J Magazines

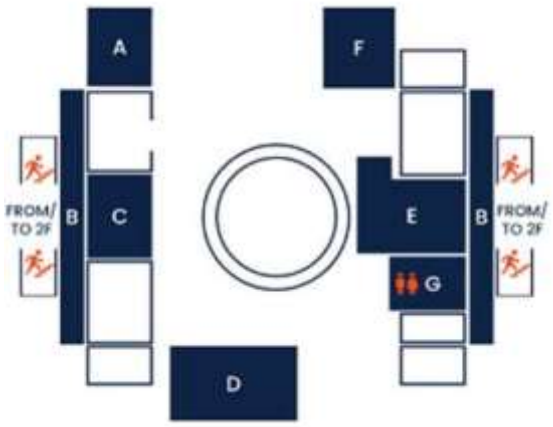
K Silent Study Zone

L Study Room

M Discussion Room

N Lift TO G, 2F

O Phone Room



3rd Floor (3F) Learning Commons

A Southeast Asia Corner

B Reading Corridor

C Student Success Room 1-3

D Technology Collection

E Medical Collection

F Science Collection

G Restroom

5.10 Library Code of Conduct, Rules and Regulations

The following are the Code of Conduct, General Rules and Regulations which are in place in order to establish a favorable and pleasant learning environment in campus library for all patrons:

(i) Code of Conduct:

- Sharing of seats, power points and library materials.
- Respect those studying around you.
- Speak softly at all times.
- Treat everyone with courtesy and be considerate.
- Take care of your own belongings. Unattended items will be removed.

(ii) Rules and Regulations

TO DO:

- All reading materials should be checked out at Library's Circulation Counter before leaving the library.
- Food and beverages are allowed at the A3 1st floor's dedicated library areas only.
- Library common seats are available based on first come, first served basis.
- Keep library space, study rooms, or areas clean and tidy at all time.
- Return the reading materials to the book's trolleys or at the reading tables.
- Wear appropriate attires for the library setting.
- Wear quiet and non-high-heeled footwear to prevent excessive noise and safeguard the library's flooring.
- Show respect to other individuals studying around you.
- Maintain a minimum noise level during conversations.
- Report any occurred accidents immediately to the librarian.

NOT TO DO

- Personal belongings should not be left unattended in the library areas.
- Vandalism of library assets, facilities, and building areas is strictly prohibited.
- Do not access illegal websites or engage in illegal downloads of movies or software using the library`s facilities or computers.
- Do not move tables, chairs and other furniture around.
- Engaging in activities such as soliciting donations, distributing pamphlets, or any other commercial or religious endeavors is strictly prohibited.
- Taking photos, videos, or audio recordings of other individuals in the library is prohibited.

(iii) General Rooms and Common Learning Space Usage Rules

These rules are applicable for all types of the library`s rooms, including instruction room, mini cinema, makerspace and common learning areas:

- Use the library room or space only for study and academic purposes. Respect those studying around you.

- Seat reservations are not allowed. For common learning areas, it is based on first come first served basis, whilst all library rooms will need reservation via the space booking system only.
- Keep library space and rooms clean and tidy.
- Food and beverages are not allowed (except bottled plain drinking water)
- Turn off all the lights and close the door when leaving the library rooms.
- Avoid loud noises and disturbance to others.
- Do not move, remove or add any tables or chairs in the library`s rooms.
- Playing of cards, games or watching movies is prohibited.
- Vandalism of library rooms or common learning areas is not allowed.
- Patron who booked the room must be present at the reserved room.

5.11 Disciplinary Action on Breach of Library Rules and Regulations or Misconduct

Any patrons found to be in breach of any terms within the library rules and regulations or guilty of misconduct for inappropriate behaviour, librarians reserve the right to restrict patrons from future room booking or subject to disciplinary action if the patrons violate any rules and regulations mentioned above.

Disciplinary actions may amount to warning being issued by Student Affairs Office, and/or any compliance needed to be adhered to during the stipulated period of time.

Library aims to establish a favourable and pleasant learning environment for all patrons. Library staff members are responsible for enforcing library rules and maintaining order, and they may address and intervene in situations involving inappropriate behaviour, with or without security authority. Please refer to the following links, for information regarding Library Policies: https://linc.xmu.edu.my/

5.12 Contact Details of the Library

Office	**Library**
Location	Circulation Counter **A3#2nd Floor**
Phone Number	03-8800 6801
Email	librarian@xmu.edu.my
Website	http://linc.xmu.edu.my/

6. IT Services and Facilities

6.1 General Information

You can access the campus internet 24 hours a day when you are on campus or in student hostel via the Ethernet/LAN or the wireless network. If you want to use the Ethernet/LAN network, you must get your own accessories such as Ethernet/LAN cables to connect your computer to the network.

As a responsible user of IT services,

(i) You are prohibited from viewing pornographic websites, downloading pornographic materials from the Internet or engaging in online gambling.

(ii) You should not attempt to remove, tamper, or interfere with any of the computers, printers, cabling, projectors, power extension cords, network devices or other equipment in the classrooms, computer laboratories, library, or any other locations with equipment installed on campus.

The IT Department reserves the right to control the availability of Ethernet sockets and to constantly monitor any abnormal Internet activities on campus.

6.2 General IT Rules and Regulations

Computer and network facilities are provided primarily for educational use only. Attempts to circumvent accounting systems or to use the computer accounts of others will be treated as forms of attempted theft.

General rules and regulation concerning the use of computers, services and networks in XMUM are aligned with the Cyberlaw Acts of Malaysia. Breaches of such law, for example, the downloading and sharing of pornographic materials, and unauthorised copying and/or alteration of copyrighted materials, shall be treated as acts of misconduct, which could lead to suspension or expulsion from the University, or even legal proceedings.

All users are expected to abide by the University rules and policies when utilizing any of the campus computers, networks, equipment, and facilities. Failure to do so may result in disciplinary action being taken against you.

To learn more about the IT Services Policy, you can visit the library's website at https://linc.xmu.edu.my/ to access the policy details.



6.3 IT Quick User Manual

The quick user manual provided below describes how to get connected to the XMUM's networks and to access the library services and facilities. For more detailed instructions, you can visit the library's website at https://linc.xmu.edu.my/ .

Wifi / Wireless Network Connection



(i) Connect to Wifi = "Student-5G" or "Student" , user authentication will be imposed.

(ii) If you would like to use your own wireless router, please seek approval from the IT Department. Note: The Wifi name (SSID) for personal use cannot begin with "XMU" or any other SSID names such as Staff, Guest, Student etc.



Wired/LAN Network Connection



(i) Connect your computer to the LAN port (see picture).

(ii) Go to 'Network and Internet Setting' > choose 'Obtain an IP address automatically'.

(iii) Wired/LAN connection is recommended for a more stable internet experience.





Changing Initial Password for Email



(i) Sign in through https://www.office.com

(ii) Enter your email account and the initial password given to you, and enter your new password and click 'Confirm Password' to change.

(iii) Click 'Update Password' and sign in again.

(iv) Proceed to the library (A3 Building) should you require any assistance, such as resetting your email password.





(i) Sign in through https://www.office.com

(ii) After signing in, click ⚙ on the top right corner of the page to customise your email and Office 365 settings (you may change the operating system language, country or location, password, theme etc.). On the same page, you will see various apps and icons that allow you to access your Email, Calendar, Cloud Storage, Office Online and other applications. You can also click on the ? icon for 'Help' options.

(iii) The University will use email as one of the communication channels to make announcements.

Campus ID and Campus E-Card



(i) The Campus ID is a unique identification card for all staff and students.

(ii) Upon receiving the Campus ID, you need to access https://id.xmu.edu.my/ to reset/set the Campus ID password.

(iii) The link to set the Campus ID password will be sent to your email address. You may set or reset password in the same URL.

(iv) Subsequently, you can use the Campus ID to access these IT facilities and services:

(v) Book borrowing, self-service printing, door access, discussion rooms booking, and VPN access

(vi) University learning portal - Moodle, Turnitin, AskA and student portal

(vii) The Campus E-Card can be used in canteens, supermarkets, and for library penalty payment.



VPN (Virtual Private Network) Access



(i) Go to https://linc.xmu.edu.my/ and select "VPN" under the "Technologies" tab to find out how to connect to the VPN.

(ii) The VPN allows remote access to the "Library E-Resources and Academic Database" of the Main Library of XMU, China.

(iii) You need to sign in with your Campus ID and password in order to use the VPN. The VPN access is limited to academic and research purposes only.

Printing and Copying Service at the Library

(i) You can ask the librarian about accessing and choosing any available network printers in the library.

(ii) Please go to https://linc.xmu.edu.my/ and select "Printing & Photocopying" under the "Services" tab for more information on printing and photocopying services.

Book Borrowing at the Library

(i) You need to produce your Campus ID card when borrowing library materials.

(ii) No book or other library material can be brought out of the library before the loaned item has been recorded.

(iii) Any loaned library materials must be returned on or before the due date.

(iv) Go to http://linc.xmu.edu.my/ and select "Loan & Return" under the "Services" tab for more information on book borrowing and returning services.

Moodle

(i) Visit https://l.xmu.edu.my/ to access Moodle by logging in with your Campus ID and password.

(ii) Select a course to enrol and enter the "Enrolment Key" provided by your course instructor before you can view any course material.

(iii) Go to https://linc.xmu.edu.my/ and scroll the menu to select "Moodle" from the "Learning Services" of the "Services" section for more information about Moodle.

Turnitin

(i) Course instructor will register a course, and then a Class ID and an enrolment password will be generated.

(ii) You must use the Class ID and the enrolment password (provided by your course instructor) to create a new account.

(iii) Login to http://turnitin.com/ using the account that you have created to submit your assessment work for review, and to export or print the review result.

(iv) Visit http://linc.xmu.edu.my/ and scroll the menu to select "Turnitin" from the "Learning Services" of the "Services" section for information about Turnitin.

AskA

(i) Go to https://linc.xmu.edu.my/, click on the "AskA" tab and log in using your Campus ID and password to submit your question.

(ii) You can also view any related Frequently Asked Questions (FAQ).

Seminar/Rooms Reservation System

(i) Go to https://linc.xmu.edu.my/, scroll the menu to select "XMUM Rooms Reservation" under the "Spaces" section.

(ii) Log in using your Campus ID and password.

(iii) Visit the above URL to know more about the rules of using the booking system.

6.4 Contact Details of the Library Helpdesk and IT Department

For library services or IT access enquiries, you may seek assistance via:

(i) AskA (Online Feedback/FAQs) at https://app.xmu.edu.my/AskA
(ii) XMUM Library & IT Services at https://linc.xmu.edu.my/

Contact Details	**IT Department**
Office Hour	Monday to Friday 8.30am to 5.30pm
Email	it@xmu.edu.my
Phone Number & Location	03 8705 5003 (Room **B1#G09**) or 03 8705 5014 (Room **A3#103**)

7. Extra-Curricular Activities

7.1 Introduction

Xiamen University Malaysia (XMUM) offers a wide range of extra-curricular activities including clubs and societies which form an integral part of students' learning experience so as to prepare students for life after graduation. The information in this section is designed to provide guidance to students in the formation, operation and administration of clubs and societies. If you require further assistance, please contact the Extra-Curricular Activities Unit (ECA) at Room B1#B103.

7.2 Formation of Clubs/Societies

Students are generally allowed to form any types of clubs or societies except those which are either politically affiliated, believed to be a duplication of any existing club/society or in contravention of the law.

All clubs and societies of XMUM must be registered and approved by the Extra- Curricular Activities Unit. A constitution together with the completed application form must be submitted to the Extra-Curricular Activities Unit before an approval is given for the formation of a club/society.

The Constitution should include:

(i) Name of the proposed club/society
(ii) Club or Society Logo
(iii) Objectives of the club/society
(iv) Pro-Tem committee members list (a minimum of 7 XMUM students) with details (Name, Student ID, Contact Number, Email address and Signature)
(v) Duties of Executive Committee (EXCO) & Sub–committee (Central Committee)
(vi) Principal Advisor / Co-advisor details (Name, Programme, Contact number)
(vii) Roles of principal advisor / co-advisor(s)
(viii) Elections
(ix) Resignation, Vacancies & Dismissals
(x) Annual General Meeting (AGM), General Meeting, etc
(xi) Membership & Subscription fees (if any)
(xii) Amendments to the Constitution
(xiii) Any other relevant information
(xiv) Signature of pro-tem president (Prepared/Checked by) and principal advisor (Approved by)
(xv) Documents to be submitted together with the application:
    a. Member list
    b. Proposed events/activities for the year
    c. Declaration
    d. Letter from Advisor

Note: The Extra-Curricular Activities Unit reserves the right to reject an application if any of the above documents are not enclosed with the completed form and the club/society's constitution.

7.3 Laws and Regulations

All clubs and societies are to be established and operated according to the rules and regulations of XMUM, the constitution of a club/society and any directives issued by the Extra-Curricular Activities Unit from time to time. Office bearers and members of any clubs and societies must abide by the provisions stated under Section 47 of the Private Higher Educational Institutions Act 1996 (Act 555).

7.4 Prohibitions on Students' Activities

As a student of XMUM, you shall not:

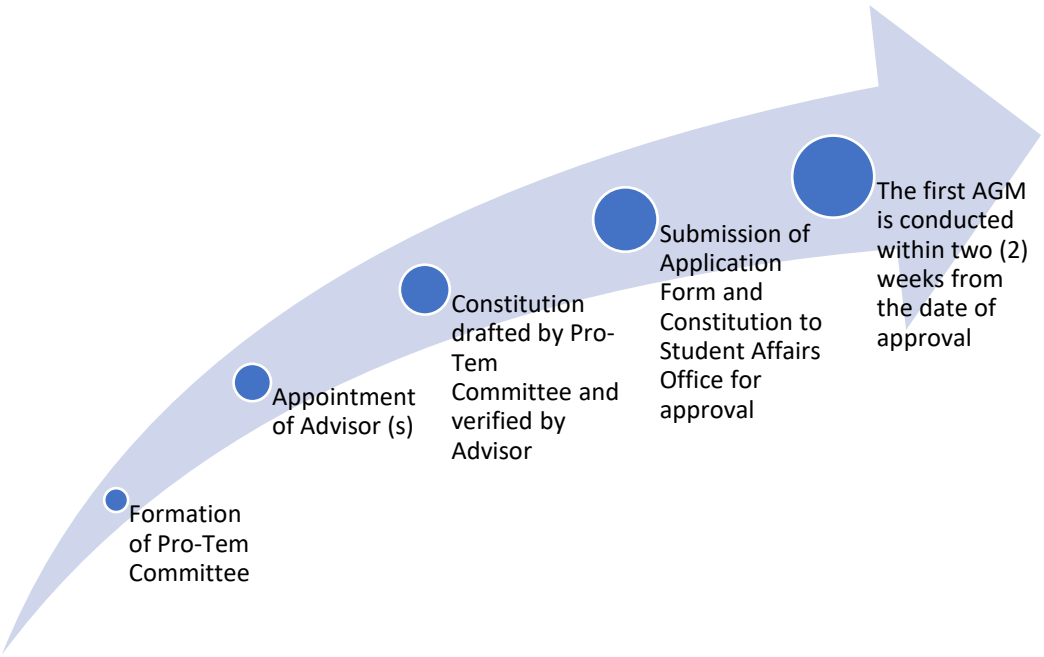
(i) Become a member of, or associate with, any lawful or unlawful political party, trade union, society, organization, body or group, either within or outside Malaysia; or

(ii) Express or do anything which may reasonably be construed as expressing support for or sympathy with or opposition to any lawful or unlawful political party, trade union, society, organization, body or group, either within or outside Malaysia; or

(iii) Be involved in political party activities within the campus

Moreover, any clubs or societies of XMUM are prohibited from associating or dealing with any lawful or unlawful political party, trade union, society, organization, body or group, either within or outside Malaysia.

7.5 Process of the Formation of Club/Society



7.5.1 Formation of a Pro-Tem Committee

A Pro-Tem Committee consisting of students sharing a common interest and vision must first be set up. The Pro-Tem Committee is responsible for drafting the Constitution and establishing the club/society generally.

7.5.2 Appointment and Roles of Advisor(s)

The central committee of a club or society shall have the power to nominate and appoint person(s) of eminence who must be a fulltime staff member of XMUM to be the advisor(s) of a society. The roles of the advisor(s) are:

(i) To oversee all activities of the club/society and communicate directly to the Central Committee and the Chairman.
(ii) To act as liaison between the club/society and the university authorities.
(iii) To check and approve events/activities proposed by the club/society before submitting the relevant documentation to the Student Affairs Office.
(iv) To attend events and AGM (Annual General Meeting) of the club/society whenever feasible.
(v) To be familiar with the Constitution of the Club/Society.
(vi) To be knowledgeable about and adhere to XMUM's rules and regulations as well as all laws pertaining to clubs and societies.
(vii) To take an active role in advising the club/society.
(viii) To ensure continuity of leadership in the club/society.

7.5.3 Annual General Meeting (AGM)

An Annual General Meeting (AGM) must be held in October each year:

(i) To receive the Central Committee's report on the working of the club/society during the previous year;
(ii) To receive the Treasurer's report and the audited accounts of the club/society for the previous year;
(iii) To elect a Central Committee and to appoint auditors, if applicable;
(iv) To deal with any other matters that may arise.

Once a new committee is elected, the Chairman must complete the "Clubs & Societies Committee Info Update Form" and submit it to the Extra-Curricular Activities Unit within two (2) weeks from the date of the election.

7.5.4 Maintaining Active Status for Clubs & Societies

To remain ACTIVE, all clubs and societies must comply with the following:

(i) Submit AGM Report Annually: Must include meeting minutes, updated committee list, and financial report.
(ii) Semester Activity Reports: Submit every semester, twice a year. According to the Clubs & Societies Timeline. Each report must include

the summary of activities conducted, number of participants or engagement level, and the financial report

(iii) Participate in Recruitment Drives: Participation is compulsory for every recruitment drive organized by ECA.

(iv) Attend Yearly Leaders Briefing: At least two key representatives (President and Vice President) must attend. Attendance is compulsory.

(v) Organize Regular Activities:
- Non-sports clubs: At least 2 events/year OR consistent meetings/workshops.
- Sports clubs: Regular practice sessions and at least one internal/friendly event/year.

(vi) Submission of Required Documents: Failure to comply may result in:
- Club being placed under inactive status
- Rejection of venue bookings, event proposals, or any club-related activities
- Disqualification from receiving Certificates of Recognition

7.5.5 Applicability for International Student Communities

To ensure consistent engagement and access to student support services, they are expected to comply with the same requirements as student clubs and societies under Clause 12.8, with the following considerations:

(i) Recognition Criteria: International Communities must submit the following to be officially recognized:
- A brief Community Profile (objectives, target group, and vision)
- Updated annual committee list with at least three named representatives (e.g. President, Vice President, Secretary)

(ii) Applicable Responsibilities: Recognized International Communities are required to:
- Submit AGM Reports and Semester Activity Reports as per Clause 12.
- Participate in all ECA-organized recruitment drives
- Attend the Yearly Leaders Briefing
- Organize at least **two activities per year** (can include cultural, social, or collaborative events)
- Submit all required documentation timely

(iii) Access and Support: Once active status is maintained, International Communities shall:
- Be eligible for venue bookings and funding (subject to ECA approval)
- Be eligible to receive Certificates of Recognition
- Be held accountable to the same standards as all clubs and societies

7.6 Application for Holding Events/Activities

7.6.1 Proposal for Events or Activities

All events or activities organised by any clubs and societies require the prior approval of the Extra-Curricular Activities Unit (ECA).

A proposal to organise an event/activity has to be submitted to the Extra-Curricular Activities Unit at least one month before a major event and two weeks before a minor event. Upon approval, the club/society will then be allowed to post posters of the event/activity endorsed by the Extra-Curricular Activities Unit, to book equipment and venue(s) for the event/activity at the respective university offices or departments as advised by the Extra-Curricular Activities Unit.

7.6.2 Criteria for Events or Activities

An event/activity can be defined as major based on one (1) or more of the following criteria:

(i) A minimum of 200 attendees/participants
(ii) Collaboration with external parties
(iii) Scale of the event – using a large area or involving a lot of people (collaboration-wise) or things

The organising committee is responsible to follow up with the Extra-Curricular Activities Unit on the status of their proposal after submission.

A proposal to organise an event/activity should consist of the following:

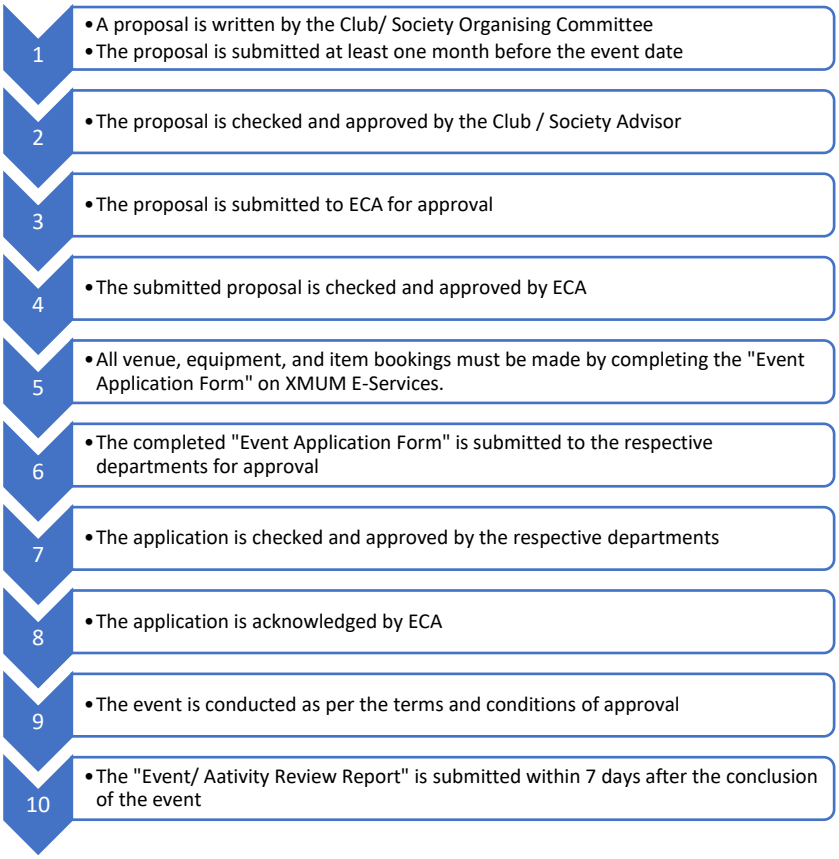
(i) Name of the event/activity
(ii) Theme (if any)
(iii) Introduction (For talks, including speaker's background)
(iv) Purpose of the event
(v) Date, day, time and venue of event
(vi) Target group / participants and number of attendees
(vii) Itinerary of the event
(viii) Layout of the event
(ix) VVIP/VIP list (f applicable)
(x) Organizing Committee
(xi) Financial estimation
(xii) Marketing and publicity method
(xiii) Event/activity timeline
(xiv) Signature of the club/society president (Prepared/Checked by) & the principal advisor (acknowledged by)

The following attachments should be submitted together with the proposal:

(i) Completed Funding Application Form (if applicable)
(ii) Poster design (if applicable)

Note: The Extra-Curricular Activities Unit reserves the right to reject any applications which fail to comply with the above requirements.

7.6.3 Event/Activity Application Process



7.6.4 Poster Guidelines for Clubs/Societies

(i) The word “posters” refer to posters, notices, advertisements, flyers and other documents.

(ii) All posters may only be posted with the prior approval of the Extra-Curricular Activities Unit. Posters that are posted in contravention of the guidelines will be removed by XMUM.

(iii) All posters are to be posted on designated notice boards ONLY. Any poster posted on walls, lifts etc. will be removed.

(iv) ONLY pins are allowed to be used on notice boards. Double-sided tape, masking tape, glue/adhesive are strictly prohibited.

(v) All posters are allowed to be posted for a maximum of 14 days only from the date of approval except for posters advertising an event or activity.

(vi) Posters advertising an event or activity may be posted for more than 14 days but must be removed a day after the event or activity.

(vii) A penalty of RM50 will be imposed f the poster is not removed on time.

(viii) A poster should not be pinned on top of an existing one.

(ix) Certain notice boards are reserved for the exclusive use of specific activity and are labelled accordingly.

(x) All posters MUST bear the logo of XMUM.

(xi) Poster size must be A4 only unless special approval is granted.

(xii) Below is a summary of the poster approval process:



7.7 Funds for Clubs and Societies

All clubs and societies are eligible to apply for funding from XMUM. Funds may be used for activities such as training, events and trips, and for paying registration fees, equipment and other costs, depending on the club/society which applies for the funding.

Applicants shall submit the completed "Clubs/Societies Funding Application Form" to the Extra-Curricular Activities Unit. Each application will be considered on a case-by- case basis to determine if it meets the criteria stated below:

(i) The club/society must be active.
   a. Submission of the Executive Committee list after every Annual General Meeting or when there are changes in the Organisational Chart to the Extra-Curricular Activities Unit.
   b. Active participation in "Clubs/Societies Recruitment Drive" (twice in a year) and any other events that are clubs and societies related.
   c. Submission of reports to the Extra-Curricular Activities Unit on any events/activities, meeting minutes, and financial reports.

(ii) Clubs/societies which receive no funding from any other sources will be given priority.

(iii) Events/activities that have educational, cultural and social elements that enrich students' life at XMUM will be given preference.

(iv) The fund is used exclusively to pursue the aims and objectives of a club/society.

Note:

a. An "Event/Activity Financial Report" shall be submitted to the Extra-Curricular Activities Unit within 7 days after the date of the event/activity. The original receipts of every expenditure must be enclosed with the financial report.

b. Funding will be withdrawn if the fund is found to be misappropriated or spent on items other than those specified in the "Clubs/Societies Funding Application Form" or in the proposal.

c. Any unused allocated fund shall be returned to XMUM.

d. Failure to comply with all the above may result in the rejection of any future application for funding and/or disciplinary action being taken against the organiser(s) of the event/activity.

7.8 Release and Waiver of Liability

Each of the students participating in any field trips or special events MUST complete and sign the "Release and Waiver of Liability Form" which is then submitted to the Student Affairs Office before the said trip/event commences. Students who have not reached the age of 18 MUST get the consent and signature of their parent/guardian.

7.9 Contact Details and Office Hours of ECA

Office	Extra-Curricular Activities Unit (ECA)
Location	Room **B1#B103**
Office Hours	Monday to Friday (8.30am to 5.30pm)
Phone Number	03 8800 6818
Email	ECA@xmu.edu.my
Website	https://www.instagram.com/xlife.eca/

8. Residence Rules and Regulations

8.1 General Rules

(i) These rules and regulations are written by the Student Affairs Office (SAO) and the Accommodation Office (AO) of Xiamen University Malaysia (hereinafter referred to University) in order to provide a comfortable and conducive environment for the residents.

(ii) Student residences of the University are only available for active students of the University.

(iii) Unless otherwise stipulated by other laws and regulations, the management of residences shall adhere to the Rules and Regulations stipulated here.

(iv) The University and the AO are not liable to any off-campus accommodation issues.

8.2 Application for Student Residence

(i) All students are eligible to apply for Xiamen University Malaysia's student residences.

(ii) After applications have been received, the occupancy type shall be allocated according to the request made by applicants. However, this is subject to the room availability.

(iii) The University will offer accommodation to all new students who meet the following criteria:

a. Their programme of study is full time
b. They are studying in the Malaysia campus for at least two semesters
c. Their home address is not within the Kota Warisan area
d. Their accommodation application is received before the closing date

(iv) Returning students who are transferred back to the Malaysian campus from other Xiamen University campuses will be considered as new students and they will be guaranteed accommodation.

(v) When applying for residence, applicants must fulfil all the requirements and follow all established rules and procedures. Any violation of the aforementioned will result in the rejection of an application and/or cancellation of accommodation.

8.3 Payment and Refund

(i) A Booking fee for residence application of Ringgit Malaysia One Hundred RM 100 (non-refundable) has to be paid when submitting the "Student Residence Application Form".

(ii) The booking fee is refundable only if the University fails to allocate accommodation to the applicants.

(iii) Successful applicants are required to pay a deposit of Ringgit Malaysia Five

(iv) Hundred RM 500 (refundable) together with one semester rental upon check- in.

(v) Rental payment is to be made on a per-semester basis.

(vi) Only students who have paid their rental are permitted to stay in the residences.

(vii) Deposit will only be refunded after deduction (if any) at the end of the duration of stay.

(viii) Rental is not refundable and will not be pro-rated under any circumstances except when the liability is proven to be owned by the University and/or the AO.

(ix) Rental will neither be refunded nor pro-rated if the resident is expelled or suspended by the University and/or the AO.

8.4 Room Assignment

(i) Room assignment will be made at the sole discretion of the AO.

(ii) The minimum tenancy is for a semester according to the University's academic calendar.

(iii) Residents are not allowed to change units and duplicate key(s) without the approval of the AO. Duplication of key(s) without approval shall constitute a severe offence. All keys have to be returned to the AO upon check-out.

(iv) The AO reserves the right to do room reassignment for safety, health, repair service, economy, or disciplinary reasons involving the residents, or for unresolvable incompatibility of roommates.

(v) Residents requesting for change of unit is principally discouraged. Nonetheless, residents must obtain official approval from AO for changing a unit. An administration fee of Ringgit Malaysia Thirty (RM 30) will be imposed.

(vi) Downgrading occupancy type is principally not allowed unless valid reason is given and the approval is at the AO's discretion.

(vii) Upgrading occupancy type is allowed and applicant is required to pay the difference in rental.

(viii) In addition to Sections 8.4 (f) and 8.4 (g), request for downgrading or upgrading is subject to the availability of units.

8.5 Room Key Replacement / Room Unlock Services

(i) An administrative fee will be charged for a room key replacement or any room unlock service as follows:

a. Office hours: RM20.00
(Monday to Friday, 9.00 am to 6.00 pm, excluding public holidays)

b. Non-office hours: RM30.00
(Monday to Sunday, 6.00 pm to 10.00 pm, including public holidays)

(ii) Residents are required to make payments at the Finance Office within seven (7) working days after the service has been performed.

8.6 Visitor Policy and Illegal Squatting

(i) All visitors must register at the Guard House as well as at the ground level Security Desk of the respective hostel block and hand over their driving licence to the security guard upon entry.

(ii) Residents are not allowed to invite visitors (parents / siblings / friends / outsiders / non-residents) to stay overnight in their residential units. Failure to comply will result in the resident's eviction from the hostel.

(iii) All registered visitors are required to wait at the designated waiting area and must leave the hostel premises by 8.00 pm.

(iv) All visitors of the OPPOSITE GENDER are STRICTLY NOT ALLOWED to enter the residential units AT ANY TIME. ONLY immediate family members or guardians are allowed into a residential unit before 8.00 pm and they MUST register at the Security Desk of the respective hostel block and hand over their driving licence upon entry.

(v) Disciplinary action will be taken against residents found with a member of the opposite sex inside their room at any time for whatever reason. Residents are not allowed to invite outsiders/non-residents to stay overnight in their residential units.

(vi) Parties and/or other social gatherings in the residence are not permitted without prior consent of the Accommodation Office.

(vii) Residents are personally responsible for ensuring that their visitors comply with all the Residences Rules and Regulations at all times and that the visitor's behaviour is not offensive or being a nuisance in any way to other residents.

8.7 Security and Safety

(i) It is the responsibility of each resident to ensure his or her own safety and security. Residents must ensure that the doors to their units and their valuables are locked and secured at all times.

(ii) The University will not be responsible for the damage or theft or loss of resident's personal property, money and any other items left by the resident in the residence. It shall be the responsibility of the resident to safeguard his or her own belonging.

(iii) The University will not be responsible for any injury whatsoever towards residents or damage to property of residents, their guests or any other persons resulting from the resident's or their guest's recklessness, wilful negligence, negligence or negligent use of the unit and the privately owned or university supplied properties or furnishings.

(iv) Residents are not allowed to sit on the balcony rails or to throw or dispose of items from the balcony/window. For safety reasons, residents are prohibited to use the balcony for any recreational activities.

(v) Residents must use the authorised entrances and exits. Offending residents are fully responsible over any injuries that may result from this transgression.

(vi) The curfew set for the residences is 12.00 am. Residents who wish to leave or return to the campus ground after 12.00am must report at the guardhouse with their student IDs. No liability or responsibility is accepted by the University for any injury, illness, damage, loss, accident, expense, or any other claim arising from leaving the campus ground after the curfew.

8.8 Cleanliness and Order

(i) Residents are personally responsible for the tidiness and cleanliness of their units at all times. Any waste should be disposed of in a proper manner at the designated rubbish collection points.

(ii) Water and electricity when not in use should be turned/switched off immediately. The last person leaving the unit is responsible to ensure that all taps are turned off and all lights/electrical appliances are switched off to ensure there is no wastage and to avoid fire hazards.

(iii) Fixtures that are likely to cause damage to the residences are strictly prohibited. In addition, residents are not allowed to:

a. Hammer nails, screws or stick tapes, stickers, notices, posters, badges, crest, or play cards onto the walls/doors;

b. Deface or do any drawing, scribbling or paint works on the walls and furniture that may be deemed to be damaging, defective or unsightly by the AO; and

c. Remove any furniture from the common areas for their personal use.

(iv) The University will provide cleaning service for common areas only.

(v) The University will not be responsible for the loss of any valuable personal items or laptops or mobile phones or money left by residents in their rooms or common areas.

8.9 Noise and Nuisance

(i) Residents are not permitted to make excessive noise (noise that can be heard outside the confines of a resident's own unit which disturbs other residents is deemed to be excessive) at all times out of respect for other residents.

(ii) Noise is restricted from 10.00 pm to 7.00 am on Sunday and Monday to Thursday and from 11.00 pm to 7.00 am on Friday and Saturday. Nonetheless, noise restriction during examination period is at all times.

(iii) Residents are prohibited from making noise in common area (corridor, pantry, laundry area, balcony) and residences compound (within a 10-meter radius from residence building) during the noise restriction times.

(iv) Audio equipment is to be operated at a reasonable volume where the sound is not heard from outside the unit or a nuisance to other residents.

8.10 Code of Conduct

(i) Residents are expected to behave in a manner consistent with the good reputation of the University, refraining from any behaviour which could endanger human life or health, or cause damage to property, disturb order and peace in the Residence, or curtail the rights and liberties of the other residents while residing at the premises.

(ii) Fighting or any act of violence is strictly prohibited within the residences.

(iii) Residents are strictly prohibited from engaging in any illicit businesses or activities anywhere in the unit, toilet, and areas including common areas within the residences.

(iv) Residents are not allowed to visit the unit of the opposite gender at all times.

(v) Residents are prohibited from bringing or keeping any kind of pets within the residences and the common area outside the residences.

(vi) Residents are not to tamper with, dismantle or otherwise damage all provided facilities and electrical appliances in the common area. The act is tantamount to vandalism. Fraudulent or unauthorised use of other facilities and electrical

appliances is a serious offence and will result in disciplinary action including but not limited to eviction from the residences. Residents are liable for all costs of vandalised items.

(vii) Possession and/or consumption of any prohibited drugs in the residences are strictly prohibited. **(Note: Malaysia is a country with strict laws regarding drug possession and distribution. Under Section 39A (2) of the Dangerous Drugs Act 1952, anyone caught in possession of drugs will receive a minimum of five years' imprisonment or life imprisonment and a minimum of 10 strokes of whipping, if convicted. Under Section 39B of the Act, anyone caught for distributing drugs will receive the mandatory death sentence by hanging, if convicted. These punishments are applicable to both Malaysians and foreigners).**

(viii) Viewing, possession and/or dissemination of pornographic materials (hard/soft copies) in the residences are strictly prohibited.

(ix) Lethal weapons are not allowed in the residences.

(x) Harassment, defined as offensive behaviour (of sexual, racial, religious, social nature) in verbal, non-verbal, visual, psychological, physical and cyber/virtual form is strongly prohibited. Examples include (but is not limited to) bullying, intimidating/abusive behaviour aimed at causing humiliation, discrimination motivated by racial/religious/gender prejudice, stalking, invasion of privacy, utilising social pressure to cause offence.

(xi) Smoking of cigarettes, cigars, pipes and all other substitutes e.g. shisha, E-cigarettes or the possession and the display of any related paraphernalia is not allowed in the residences. Any smoking and/or its related paraphernalia will be confiscated. A fine of Ringgit Malaysia Fifty (RM50) will be imposed if residents are found smoking in residences premises.

(xii) Possession or consumption or the display of alcoholic product (either with or without any content) in the residences is not allowed. A resident must not be in a state of intoxication when he/she returns to his or her residence.

(xiii) In the interest of maintaining a high standard of cleanliness, the consumption and possession of chewing gum is prohibited in the residences.

(xiv) Littering and/or spitting at public areas of the residences are prohibited.

(xv) It is the responsibility of the resident to ensure that his/her parent(s) and room/unit mate(s) are aware of his/her whereabouts. This is imperative to ensure that the resident is contactable during an emergency.

(xvi) Ball games, roller blade/skate and other gym equipment deemed inappropriate by the AO are banned in the residences except at the designated area. Any banned equipment found may be confiscated.

(xvii) No religious altar or prayer paraphernalia is allowed to be placed/set up in any part of the unit and within residences.

(xviii) Residents who cause damage to furniture and fittings in their unit will have to pay for the damage based on the purchase price of the item.

(xix) Residents are prohibited from removing any facilities in the common area and placing them in their residences.

8.11 Cooking and Use of Electrical Appliances

(i) Cooking is strictly prohibited in the units. Light cooking is allowed in the pantry. However, extreme care must be exercised.

(ii) Residents are to obtain permission from the Accommodation Officer to use or install electrical appliances inside residence area.

(iii) Residents are strictly prohibited from keeping or using gas / kerosene / flammable stoves, portable air-conditioners, home theatre system, and large musical instruments in the units.

(iv) For safety reasons, burning candles or mosquito coils without a cover is strictly prohibited. Residents are advised to use electric mosquito mat vaporizer.

(v) No TV aerials are allowed to be fixed in or outside the residences.

(vi) To reduce fire risk from electrical appliances, only the following electrical appliances are permitted in your room - haircare equipment, clock/radio and computer equipment. Items like mini fridges, microwave, hot plate, induction cooker and musical instrument are not permitted. The list provided is not exhaustive; the AO reserves the right to amend.

(vii) Violation of these rules will lead to the items being confiscated and a fine of Ringgit Malaysia Fifty (RM 50) being imposed.

(viii) Firefighting equipment must not be tampered with, other than for emergency purposes only. If found tampering with any firefighting equipment, the resident(s) concerned will be fined and the minimum fine imposed is Ringgit Malaysia Three Hundred (RM 300) depending on the severity of the damage, and the final cost validated by a third party or a vendor.

8.12 Maintenance of Rooms

(i) Residents are to report to the AO of any problems and/or damages that need rectification using the “Maintenance Request Form” and the residents should not attempt to rectify the problem themselves.

(ii) In the process of fulfilling any such request for maintenance, the AO or any other authorised University personnel or maintenance staff or agent or approved service contractor shall have the right to enter the affected unit at a suitable time for a reasonable duration for the purpose of spot check, inspection and repair, or recovery of any University owned property.

8.13 Check-In and Check-Out Procedures

(i) Residents must complete the check-in/check-out documents when they start and end their stay at the University residences.

(ii) All units will be inspected by the AO or any other authorized staff for damages caused during the residents’ tenancy (fair wear and tear excepted) to the rooms and their contents. The list of content will determine if damages are to be charged to the resident(s) at the time of check-out.

(iii) Residents are to remove all their personal belongings, return their room keys to the AO and vacate the rooms by 12.00 pm on the specified check-out date and/or before the last day of stay. If they fail to comply, the AO reserves the right to vacate the room(s) without prior consent of the resident(s). In addition, the

University and its management are not responsible for direct and/or indirect losses or damages of any kind to all belongings at all times.

(iv) No temporary storage is provided. As such, all residents are to remove their belongings upon check-out.

(v) Check-in and check-out are only possible on weekdays and/or announced period of time, between 9.00 am and 5.00 pm. If the resident desires to check in or check out at a different time, he/she has to submit a formal written notice to the AO and/or Warden at least seven (7) days in advance.

(vi) Residents are strongly advised not to arrive at their designated residences before the specified check-in date as AO cannot guarantee the availability of accommodation at that time.

(vii) The unit has to be thoroughly cleaned by the resident before checking out, otherwise a fine of Ringgit Malaysia One Hundred (RM 100) will be imposed and the sum will be deducted from the resident's deposit by the AO for the purpose of engaging cleaners.

(viii) Failure to follow proper check-in/check-out procedures will result in the deposit being forfeited.

8.14 Withdrawal from Student Residence / Termination of Tenancy

(i) Residents are to fill in the "Student Residence Withdrawal Form" and submit it to the AO along with check-out document and all properties before leaving the residences.

(ii) All residents shall follow all prescribed procedures, fulfil all requirements and leave residences before the last day of stay. Failure to do so will lead to forfeiture of deposit.

(iii) Any request for cancellation or premature termination of the tenancy after checking in but before completing a minimum stay of one (1) semester will result in the forfeiture of all rentals paid.

(iv) Residents are allowed to terminate their tenancy after a minimum stay of one semester by giving the AO at least a one-month written notice. Failing to do so will result in a penalty equivalent to one-month rental and/or the forfeiture of deposit.

(v) Residents who wish to apply for cancellation or premature termination of the tenancy must submit the completed "Residence Withdrawal Application Form" to the AO at least seven (7) working days before the day of their departure.

(vi) Tenancy of a residence will be terminated automatically if the resident is no longer a bona fide fulltime student at the University.

(vii) Upon withdrawal or termination of tenancy, residents are to ensure that their units are clean and shall remove all their belongings from their units, failing which the University and its management shall remove their belongings from their rooms without liability.

(viii) The AO can terminate the tenancy of a resident at any time if:

a. The resident fails to pay any sum due or owed to the University; or
b. The resident fails to comply with the Residence Rules & Regulations.

8.15 Force Majeure

(i) In the event that the residence or any part thereof which is the subject of the Student Residence Agreement, is damaged at any time by a fire or an explosion or any other cause beyond the reasonable control of the University so as to be partially or totally unfit for the resident's occupation or use (except where the damage is caused/contributed by the act or the fault of the resident), the University shall have the right to immediately terminate the Student Residence Accommodation Agreement and the University shall not be liable to the resident for any damages incurred as a result of such termination.

(ii) However, the University shall have absolute discretion to refund pro rata part of the rental that is proportionate to the period of the semester where the University is unable to provide accommodation due to the said termination of tenancy.

8.16 Disciplinary Actions on Breach of Residence Rules and Regulations or Misconduct

(i) Any resident found to be in breach of any terms within the Residence Rules and Regulations or guilty of misconduct will be subjected to stern disciplinary action. The AO has the right to confiscate any prohibited items and/or items that are being used in such a manner that is tantamount to violating the Residence Rules and Regulations.

(ii) Disciplinary actions can be in the forms of warnings, imposition of a fine of a stipulated amount, and any compliance needed to be strictly adhered to during a stipulated period of time. Severe cases of misconduct or acts of misdemeanour may result in immediate eviction from the residence.

8.17 Spot Check Procedures

(i) Spot checks shall be conducted by the Accommodation Officer(s) and/or the Residence Fellow(s) and/ or the security staff from time to time to ensure that the Residences Rules and Regulations are not violated. During the spot checks, residents must open all their desk drawers and wardrobes for inspection if reasonably requested by the Accommodation Officer(s) and/or the Warden and/or other designated staff. All residents need to be present during spot checks.

(ii) The University and its management are not responsible for any direct and/or indirect losses or damages of any kinds that may occur during spot checks.

8.18 Review of Rules and Regulations

The AO reserves the right to impose new rules and/or amend the existing rules from time to time, and such additions and amendments shall be made known to residents accordingly.

8.19 Utility

(i) Residents will be billed for their electricity consumption on a monthly basis.

(ii) Electricity charges per month for each residential unit will be borne equally by all residents of the same unit if the unit is occupied by more than one resident.

(iii) Payment shall be made to the Finance Office for the said period of time.

(iv) A late-payment fee of RM10.00 per month will be imposed if no payment is made within 30 days from the billing date.

8.20 Contact Details and Office Hours of SAO

Office	Student Accommodation Office (SAO)	
Location	Room **B1#107**	
Office Hours	Monday to Friday (9.00 am to 6.00 pm)	
Email	**Accommodation Office:** studentaccommodation@xmu.edu.my **Security Office:** security@xmu.edu.my **Maintenance:** xmum.omd@xmu.edu.my	
Phone Number	General line	03 8705 5051 03 8705 5164 03 8705 5193 03 8800 6832 03 8800 6847 03 8800 6854 03 8800 6924
	Lost Key Hotline (from 6.00pm to 10.00pm)	013 917 6801 013 517 6801
	Assistant Wardens Hotline (Non-Office Hours Only)	019 348 9999 019 295 9998
	Maintenance Hotline	017 3135947

9. Counselling Services

9.1 Introduction

(i) Recognizing the stress, pressure and personal issues faced by students, the University has set up the Counselling Centre to help students deal with issues and problems that may affect their studies. The Counselling Centre conducts free-of-charge individual and group counselling sessions.

(ii) You are welcome to talk to any counsellor in confidence if you face any personal or emotional issues and problems during your studies. The issues and problems that the Counselling Centre provides support for are as follows:

a. Adaptation
b. Study stress
c. Anxiety
d. Self-exploration
e. Depression
f. Grief and Loss
g. Sexuality/Gender
h. Family issues
i. Relationship issues
j. Friendship issues
k. Career guidance

(iii) To make an appointment with a counsellor, please visit the following webpages:

https://www.xmu.edu.my/2017/0527/c14709a285624/page.psp

Alternatively, you may visit the Counselling Centre or the Student Affairs Office at B1#107 to make an appointment by completing the student counselling registration form.

9.2 Contact Details and Office Hours of the Counselling Centre

Office	Counselling Centre
Location	Room **B1#111**
Office Hours	Monday to Friday (8.30 am to 5.30 pm)
Email	counselling@xmu.edu.my
Phone Number	03 8705 5059
Website	https://www.xmu.edu.my/campus-life/counseling-centre
Counselling Registration	https://forms.office.com/r/thC285mjta

10. One-Stop Language Hub

10.1 Services Provided by the English Language Education Centre (ELEC)

For most of you, XMUM may be the start of an exciting journey gearing you closer to your goals. In every episode of life, we make shifts in the way we think and view the world. These shifts can be reinvigorating and at times, challenging, especially when it is a new learning environment.

As a support and language training division, we are committed to helping you ease this transition by affording a positive learning experience. By seeking to recognize and hear your voice as an individual learner, we hope to design an experience that meets your expectations. We are convinced that competence in the English language will help students gain a competitive edge and, in the process, emerge as active participants in an increasingly seamless world.

The English Lounge is intended to be an informal platform to connect and immerse students in an English-speaking environment. Students will gain fluency, confidence and competence when they use the language frequently, not just in formal classrooms but also in casual settings. Effective learning transcends classroom walls and texts, for when students learn to use English in an informal environment, and become accustomed to using English to connect with others, they will be better able to appreciate the relevance of the language in everyday scenarios. Language expands our worldview and opens windows to the world.

The hub provides personalised/small-group coaching that will address varied learning needs. There is also the “Writing Clinic” that provides solutions to students’ writing woes. Besides, students will have access to a wide range of English reference books, audio-visual materials, novels, newspapers and magazines. It should be a safe haven to unwind after hours of rigorous lectures and tutorials.

An exciting feature of the hub is the self-assessed digital portal that serves as an extension to language learning, and allows students to learn English independently. This language platform combines social media tools with quality content for English language learning, and incorporates the four components – listening, speaking, reading and writing. With a uniquely blended approach to language learning, students can set their own pace and work towards their goals, while interacting with a real and diverse audience.

Learning does not take place in a vacuum. Our latest initiative “Let’s Chat” is a coffee chatroom where students gather to share and discuss topics of general interest, and to mingle with youths of different nationalities. The experience will be enriching as one gains greater insights into the colourful spectrum of humanity. A collaboration with an American youth ministry, this chat session is held every Saturday morning.

From time to time, there will be enrichment activities and national competitions which will expand the learner’s confidence and competence in the English language. Most importantly, it will promote avenues to foster meaningful collaboration and friendships.

The hub is one of the several initiatives proposed by the English Language division which is committed to providing a dynamic and enriching experience for students. It holds the conviction that language competence sets one apart and ahead in today's global village. By embracing a student-centred approach that focuses on reflective, collaborative and authentic learning, graduates of Xiamen University Malaysia will spearhead an education that innovates and empowers.

We trust that you will embrace the journey with passion and confidence. Champions do not happen overnight, but where there is confidence, there shall be competence, and we believe that before the end of your academic journey in Xiamen, all of you will emerge as confident and competent users of the English language.

Remember, when we embrace possibilities, we awaken miracles in the mind.

10.2 Contact Details and Office Hours of ELEC

Office	English Language Education Centre (ELEC)
Location	Room **B1#G03**
Opening Hours	Monday to Friday (9.00 am to 6.00 pm)
Consultation Hours (Personalised Coaching)	Monday, Wednesday & Friday (2.00 pm to 5.00 pm by appointment)
Email	eled@xmu.edu.my
Phone Number	03 8880 6919

11. University Offices / Departments

11.1 Student Affairs Office

11.1.1 Student Helpdesk

The Student Helpdesk is the first point of contact for students of Xiamen University Malaysia (XMUM). It provides assistance and services mainly in the following areas:

(i) Student vehicle registration
(ii) Feedback
(iii) Lost and found
(iv) Verification for the purposes of replacing lost/damaged Campus ID card, registering for public transport discount cards etc.
(v) Student Personal Accident Insurance
(vi) PTPTN enquiries

11.1.2 Student Vehicle Registration

The University operates a compulsory vehicle registration system for vehicles belonging to students. If you wish to use a motor vehicle within the compound of XMUM during your programme of study MUST register your vehicle with the Student Affairs Office. If you fail to register your motor vehicle, you will be prohibited from bringing it into the XMUM compound.

11.1.2.1 Registration

All vehicles brought into the campus by any students MUST be registered with the Student Affairs Office. To register a vehicle, you must enclose the following documents with your completed "Student Vehicle Registration Form":

(i) A photocopy of your vehicle registration card
(ii) A photocopy of your Student Campus ID card
(iii) A photocopy of your valid driving license
(iv) An authorization letter from the rightful owner of the vehicle (if you are not the registered owner)

11.1.2.2 Parking and Traffic Policies

To be allowed to park your motor vehicle in any designated parking areas of the campus, you must ensure that your vehicle is registered with the Student Affairs Office and your vehicle pass is prominently displayed on the left-hand side of the front windscreen.

11.1.2.3 Vehicle Pass Replacement

Any transfer or sale of a vehicle registered for use on campus MUST be reported promptly to the Student Affairs Office. If you want to swap your current registered vehicle with another yet to be registered vehicle, you MUST apply for the registration of the latter by following the steps outlined in Section 11.1.2 and you will be issued a new vehicle pass and the one that you are currently holding will no longer be valid.

11.1.2.4 Vehicle Pass Revocation

If you are found to have intentionally provided false information in your application for a vehicle pass or to have made an unauthorised transfer of a vehicle pass from one vehicle to another, your vehicle pass will be revoked.

11.1.3 Feedback

XMUM welcomes students' feedback in order to enhance the quality of student life in campus. You can provide your feedback to the Student Affairs Office by completing a form (office hours from 9.00 am to 5.00 pm) or sending an email via studentaffairs@xmu.edu.my. Any feedback received will be reviewed by the Student Affairs Office and then forwarded to the responsible university office or department for further action.

11.1.4 Lost and Found

11.1.4.1 Reporting Lost Items

If you lose an item on campus, you can complete the "Lost Item Form" and submit it to the Student Helpdesk. If the description of your reported lost item matches an item that has been found earlier, you will be informed to come and collect it. However, if the description of your reported lost item does not match any of those in the collection of lost and found items kept by the Student Helpdesk, your claim will be kept on file in case your lost item turns up in the future.

11.1.4.2 Claiming Lost Items

You must bring along a legal document to validate your identity such as a Student Campus ID card, an identity card or a passport when you claim your lost item.

11.1.4.3 Turning in Found Items

If you find an item on campus belonging to someone else, you should turn in the found item to the Student Affairs Office during office hours.

11.1.4.4 Unclaimed Property

Any unclaimed items will be kept for at least 60 days, after which the items will be discarded. The Student Helpdesk does not assume responsibility for any lost, damaged, or stolen personal property on campus.

11.1.5 Lost or Damaged Student Campus ID Cards

Student Campus ID cards are issued to all XMUM students. You must have your card with you at all times. Transferring your card to another person or using another person's card for any reasons is strictly prohibited. If your Student Campus ID card is lost or damaged, you should immediately report your lost or damaged card to the Student Helpdesk during office hours from 9.00 am to 5.00 pm on weekdays. You will have to pay an administrative fee for replacing any lost or damaged ID cards. You are permitted to have in your possession one Student Campus ID card at any one time.

11.1.6 Student Group Personal Accident Insurance

11.1.6.1 Who is Covered?

All current fulltime registered students of Xiamen University Malaysia.

11.1.6.2 What is Covered?

The policy is restricted to claims for injuries that result from accidents. The definition of injury as stated in the policy means bodily injury resulting from an accident and which is not an illness. Any expenses incurred due to illnesses do not fall within the terms of this policy.

11.1.6.3 What Does the Policy Cover?

Type of Cover	Limit (RM)
Accidental death	15,000
Accidental permanent disablement	50,000
Accidental death on public common carrier	15,000
Accidental Death in school premises	15,000
Accidental medical expenses	2,000
Ambulance fee a. Private hospital b. Government hospital	 50 25
Kidnapping extension	15,000
Bereavement allowance	2,000
Hospital cash allowance a. Private hospital b. Government hospital	 50/day 25/day
Education allowance	20,000
Sinseh or traditional treatment	200
Accidental dental treatment	500
Loss & damage of textbooks	200
Allowance for school/tuition fees	300

11.1.7 PTPTN Enquiries

You can visit the Student Helpdesk of the Student Affairs Office to find out more about how to apply for a PTPTN loan. You can get information regarding eligibility, loan amount, procedures and guidelines of online PTPTN application, and schedule of PTPTN application.

11.1.8 Directory and Office Hours of the SAO and Student Helpdesk

Office	Student Affairs Office (SAO) and Student Helpdesk
Location	Room **B1#107**
Office Hours	Monday to Friday (9.00 am to 5.00 pm)
Email	studentaffairs@xmu.edu.my
Phone Number	03 8705 5166 / 03 8800 6911 / 03 8800 6924

11.2 International Student Affairs Office

11.2.1 Introduction

The International Student Affairs Office (ISAO) provides advice, information and support for all international students during their stay at XMUM, starting from the moment they arrive at the campus.

The ISAO offers professional and specialist advice to international students on the latest student pass/visa procedures including new applications, endorsements, transfers of endorsement, extensions/renewals, cancellations as well as other visa related requirements such as pre-arrival and post arrival medical screenings and medical insurance. It ensures that all the procedures are in accordance with the Malaysian Government's rules, regulations and policies as implemented by the Immigration Department of Malaysia and EMGS.

11.2.2 Basic Rules and Regulations regarding Student Passes

All international students must have a valid Student Pass during their entire period of study in Malaysia. Your Student Pass comes with a sticker endorsement by the Immigration Department of Malaysia, and allows you to exit and re-enter Malaysia as a student within a specified period since it is a multiple-entry visa. The Student Pass endorsed on your passport indicates your visa type, your allowable length of stay in Malaysia, the number of entries permitted and the validity of your Student Pass.

You must submit your application for a Student Pass renewal to ISAO at least twelve (12) weeks before the expiration of your current Student Pass in order to extend its validity or to get a new Student Pass. While waiting for your Student Pass renewal application to be processed, you are not allowed to arrange any travelling plans.

If you fail to renew your Student Pass on time, you will risk overstaying in Malaysia. A person who overstays is prosecutable under the Malaysian laws. Please set a reminder to alert yourself when it is time to do so.

If you are progressing from one academic level to the next, you will need to apply for a new Student Pass.

11.2.3 Responsibilities of the Holder of a Student Pass

As an international student holding a Student Pass, you must be aware of the following terms and conditions:

(i) You must maintain a minimum attendance rate of 80% in all scheduled classes and attain a CGPA of 2.0 or above throughout the entire duration of your studies. Failure to meet this condition may result in your Student Pass being revoked.

(ii) If you have been absent from classes for three (3) consecutive days, you will be reported to the Immigration Department of Malaysia.

(iii) You are responsible for keeping track of the expiration dates of both your passport and Student Pass.

(iv) You may be slapped with a penalty by the Immigration Department of Malaysia in the event that your new application is submitted late or your application for renewal occurs after the expiration of your current Student Pass. You shall bear all the costs involved in renewing your Student Pass.

(v) If you have completed or withdrawn from your study programme or deferred the commencement date of your study programme, you must inform the ISAO at least four (4) weeks before leaving Malaysia to allow sufficient time for the cancellation of your current Student Pass.

(vi) Please refer to **the International Student Handbook** for more important information.

11.2.4 Directory and Office Hours of the ISAO

Office	International Student Affairs Office (ISAO)
Location	Room **B1#104**
Office Hours	Monday to Friday (8.30am am to 5.30 pm)
Email	internationaloffice@xmu.edu.my
Phone Number	03 8800 6838 03 8705 5048

11.3 Operations and Maintenance Department

11.3.1 Introduction

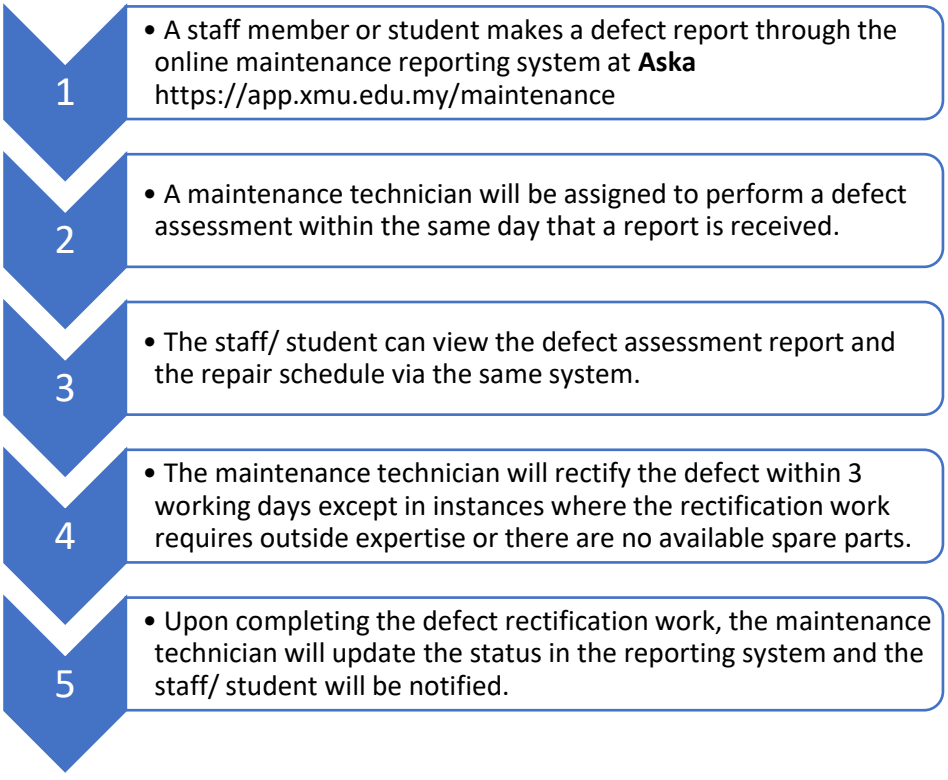
The Operations and Maintenance Department is responsible for the functionality and wellbeing of staff and students of Xiamen University Malaysia by maintaining the outdoor surroundings and indoor facilities as well as providing a safe and secured environment for staff and students at all times.

11.3.2 Maintenance

The Operations and Maintenance Department provides baseline services during office hours of weekdays. The services provided include:

(i) General building maintenance
(ii) General electrical repair work
(iii) General air conditioning and mechanical ventilation maintenance
(iv) After-office-hour emergency maintenance

Below is the workflow for requesting a maintenance service:



11.3.3 Car Parking and Campus Traffic

The use of motor vehicles on campus is regulated by the University to ensure safety for its staff, students and visitors. Staff and students who bring their own vehicles to the campus must register their vehicles with the General Office of the

University and the Student Affairs Office respectively and display their Vehicle Pass on the front windscreens of their vehicles.

Motor vehicles entering the campus must be parked at designated parking areas which can be found around the campus. If you park your vehicle at a non-designated or reserved area or you did not register your vehicle, your vehicle will be immobilised with a wheel lock or clamp and you will have to pay a fine of RM50 to release the wheel lock or clamp on your vehicle.

Staff and students alike must observe the traffic rules and signage when driving around the campus. The speed limit is 30 km per hour on all the campus roads and anyone found violating the rule may face disciplinary action.

11.3.4 General Cleaning Service

All public areas (lounges, pantry, stairs, classrooms, offices and other common areas) of the campus are maintained and cleaned on a regular basis by contract janitors.

11.3.5 Operation Hours

Day	Time
Weekdays (Monday to Friday)	8.30 am - 5.30 pm After 5.30 pm (Security and Maintenance Only)
Weekends (Saturday & Sunday and Public Holidays)	24 hours (Security Only) 8.30 am to midnight (Maintenance Only)

11.3.6 Directory and Office Hours of the Operations and Maintenance Department

Office	Operations and Maintenance Department
Location	Room **B1#G13**
Office Hours	Monday to Friday (8.30 am to 5.30 pm)
Email	xmum.omd@xmu.edu.my
Phone Number	Maintenance / Emergency Hotline: 017 313 5947 Security Hotline: 019 348 9999

11.4 Procurement and Asset Management Office

11.4.1 Sports Facilities

The Procurement and Asset Management Office (PAMO) manages and maintains various sports facilities such as indoor and outdoor basketball and badminton courts, outdoor volleyball courts and tennis courts, a stadium with an Olympic-sized football field and a running track, two gymnasiums, a table tennis room, an Olympic-sized swimming pool, and a yoga room. All the sports facilities are for the exclusive use of staff and students.

11.4.1.1 Opening Hours of Sports Facilities

Facility	Day	Time
Gymnasium	Monday to Sunday	8.00 am to 10.0 pm
Swimming pool	Tuesday to Sunday (closed on Mondays and Public Holidays)	4.00 pm to 10.00 pm
Outdoor court	Monday to Sunday	8.30 am to 10.30 pm
Indoor court	Monday to Sunday	8.30 am to 10.30 pm

11.4.1.2 Swimming Pool Rules & Regulations

The rules and regulations regarding the use of swimming pool are as follows:

(i) The swimming pool is exclusively for staff and students of XMUM only.
(ii) No person shall use the pool unless it is officially open and lifeguard is on duty. All persons using the pool or pool area do so at their own risk and sole responsibility. XMUM assumes no responsibility for accident, injury or damage resulting from such use.
(iii) Proper swimming attire must be worn at all times. No street clothes are permitted in the pool.
(iv) Food and drinks are NOT allowed inside the pool enclosure.
(v) Pets are not allowed in the pool area.
(vi) Any person having an infectious or communicable disease is prohibited from using the pool.
(vii) All persons using the swimming pool must take a shower before entering the pool.
(viii) All children and non-swimmers must be accompanied by the parents or a responsible adult. Non-swimmers of any age must not enter the deep area of the pool.
(ix) Persons having open blisters, cuts, etc. are advised not to use the pool.

(x) Running, boisterous or rough play or excessive noise is forbidden in the pool area, showers or changing rooms.

(xi) Spitting, spouting water, blowing the nose or discharging bodily wastes in the pool is strictly prohibited.

(xii) Users are responsible for their own property and safety.

(xiii) XMUM reserves the right to impose new rules and/or amend the existing rules in relation to the facilities from time to time, and such additions and amendments shall be made known to staff and students accordingly.

(xiv) Any costs associated with the repair of damages to university facilities shall be borne by the persons (e.g. staff, students and their guests) who are found to have directly or indirectly caused the damage.

11.4.2 Cafeterias

XMUM cafeterias offer a variety of food. There are different vendors selling different types of food, catering to the different needs of students. If you want to provide feedback regarding the food served by any of the vendors, you may do so via:

(i) Mr Zach Yap: 03 8705 5377 (Excluding weekends and public holidays)

(ii) Ms Qiu Ting: 03 8705 5160 (Excluding weekends and public holidays)

(iii) Canteen Inquiry Email: canteen.inquiry@xmu.edu.my

(iv) Feedback Counter (Anonymous Book) - Write your feedback in the book located at the feedback counter in the cafeteria. Your anonymity is guaranteed.

(v) Canteen Supervision Committee (Student Council) - This channel ensures that your concerns and suggestions are reviewed by student representatives who can advocate on your behalf.

(vi) https://app.xmu.edu.my/AskA/Account/Login

- Send the feedback to PAMO under canteen category

11.4.3 Self-Service Laundry

11.4.3.1 Laundry Room Etiquette

(i) Please be mindful of the time usage and promptly collect the clothes once the washing/ drying process is completed.

(ii) Please help to maintain a clean and welcoming environment by ensuring the laundry area is tidy after use.

(iii) No shoes, floor mats, or flammable items are allowed in washers or dryers.

(iv) No pets are allowed in the laundry rooms.

11.4.3.2 Laundry Careline

If you encounter any issues or have suggestions for improvement, please feel free to contact the customer careline for assistance:

(i) IBU SAYANG: 03 2770 0100

(ii) HAPPY WASH: 016 394 8418

(iii) You can report any issues or problems at the laundry station to the Student Affairs Office during working hours:

a. Email: studentaffairs@xmu.edu.my

b. Contact(s): 03 8705 5166 / 03 8800 6911 / 03 8800 6924

12 Health, Security and Safety

12.1 Medical Services

12.1.1 On-Campus Medical Care

The Clinic is operated by PLUX HEALTH Clinic, an independent health provider, whereby a fee will be charged for consultation and medicine. If required, the clinic is also able to arrange for laboratory tests.

Location	Room **B1#G11** (Ground Floor)
Operation Hours	24 Hours (Nurse) 9.00 am - 5.00 pm (Doctor) * Doctor not available on Selangor Public Holiday

12.1.2 Off-Campus Medical Care

No.	Hospital / Clinic	Address & Contact Number	Opening Hours
1.	Klinik Famili Kong	Lot 84, Jln Besar Dengkil, 43800 Dengkil, Selangor. Tel: 03 8768 9212	Monday to Saturday: 9.00 am - 1.00 pm; 2.00 pm - 9.00 pm Sunday: 9.00 am - 2.00 pm
2.	Klinik Fuziah	60, Jln Warisan Megah 1/4, Kota Warisan, 43900 Sepang, Selangor. Tel: 03 8706 4258	Mon to Fri: 8.30 am - 9.30 pm Sat & Sun: 8.30 am - 1.00 pm; 4.00 pm - 9.30 pm
3.	Hospital Putrajaya	Jalan P9, Pusat Pentabiran Kerajaan Persekutuan Presint 7, 62000 Putrajaya. Tel: 03 8312 4200	24 hours
4.	Hospital Serdang	Jln Puchong, 43000 Kajang, Selangor. Tel: 03 08947 5555	24 hours
5.	Klinik Pergigian Warisan (Dentist)	No. 12-1, Jalan Gemilang, Pusat Perniagaan Gemilang, Kota Warisan, 43900 Sepang, Selangor. Tel: 011 1096 9603	Monday to Saturday: 9.00 am - 9.30 pm
6.	Aurelius Hospital Nilai	PT13717, Jln BBN 2/1, 71800 Nilai, N. Sembilan. Tel: 06 8500 999/ 06 7990 999	24 Hours

7.	Klinik Utama 24 JAM Kota Warisan	39-G & 40-G, Arena Xchange, Warisan Puteri, Kota Warisan, 43900 Sepang, Selangor Tel: 03-8705 4102	24 Hours
8.	Klinik Anda 24 JAM Kota Warisan	KIP Sentral, G-55, Jln Warisan Sentral 1, Kota Warisan, 43900 Sepang, Selangor Tel: 013 710 7055	24 Hours
9.	Klinik Maria Putrajaya	Presint Diplomatik, 62050 Putrajaya Tel: 03-8861 3444	Monday to Saturday: 9.00 am – 1.00pm 2.00pm – 9.00pm Sunday: 9.00am – 2.00 pm
10.	Klinik Syamsul	NO 28, Jalan Warisan Megah 1/4, Kota Warisan, 43900 Sepang, Selangor Tel: 03-8705 1292	Monday to Saturday: 9.00 am – 1.00pm 2.00pm – 9.00pm Sunday: 9.00am – 2.00 pm
11.	Klinik Mumtaz	14, Jalan Warisan Megah 1/4, Kota Warisan, 43900 Sepang, Selangor Tel: 010-369 4998	Monday to Saturday: 9.00 am – 1.00pm 2.00pm – 9.00pm Sunday: 9.00am – 2.00 pm
12.	Sunsuria Medical Clinic	S-G-03, Ground Floor, Bell Avenue, Jalan Sunsuria 1, Bandar Sunsuria, 43900 Sepang, Selangor Tel: 019-260 9177	Monday to Saturday: 9.00 am – 1.00pm 2.00pm – 9.00pm Sunday: 9.00am – 2.00 pm
13.	Klinik Keluarga, Raman's Family Clinic	5, Jalan Warisan Megah 1/5, Kota Warisan, 43900 Sepang, Selangor Tel: 017-307 0014	Monday to Saturday: 9.00 am – 1.00pm 2.00pm – 9.00pm Sunday: 9.00am – 2.00 pm
14.	Hospital Cyberjaya	Persiaran Multimedia, Cyber 11, 63000 Cyberjaya, Selangor Tel: 03-8873 3500	24 Hours

12.2 Personal Safety and Security

(i) XMUM strives to create a safe and secure environment within its campus. Every day and night, security guards are on duty to ensure your safety and security while on campus. Emergency red phones with a direct link to the control room 24 hours a day are situated in each stairwell for emergency use. You must be security conscious at all times to prevent any untoward incident from happening.

(ii) In the event of an accident, security breach or other incident occurring on campus, you should contact the security team by dialling the XMUM Emergency Helpline at 019 348 9999 and complete an accident/ incident report.

(iii) You are reminded that there is a blanket ban on smoking and vaping in all areas of the campus including the student hostel. It means that you are not allowed to smoke or vape even in your own room. The lighting up of incense sticks, candles, firecrackers or fireworks is not permitted at all in any building or area of the campus.

(iv) You are advised to be vigilant and alert whenever you venture outside of the campus. You may seek help during an emergency by dialling the 24-hour XMUM Emergency Helpline at 019 348 9999.

12.3 Disorderly and Threatening Conduct

As a student, you are expected to always adhere to the rules and regulations regarding proper conduct and behaviour within the campus compound. As a responsible member of the university community, you must not threaten, intimidate or abuse either physically or verbally any of your peers or any of the academic and non- academic staff of the university. Stern actions such as suspension from study or even expulsion from university will be taken against the culprits.

If you are subjected to any form of physical or verbal abuses at any time during your studies at XMUM, you should not hesitate to report the incident to the Student Affairs Office. Violent or abusive behaviour among students and staff is not tolerated.

12.4 Fire Safety and Prevention

If you smell smoke or see a fire or smoke, you should immediately activate the nearest fire alarm pull station to alert others to evacuate the building. You should proceed to evacuate the building with other occupants to the nearest designated evacuation areas (Emergency Assembly Points) and should not use lifts. If it is not safe to use the nearest exit, you should go to the next nearest available exit.

As a fire precautionary measure, you are prohibited from:

(i) Smoking or vaping in all areas of the campus including in your own hostel room;

(ii) Lighting up candles, incense sticks, firecrackers, fireworks, oil burners, and/or other open flame devices;

(iii) Tampering with or blocking any fire safety equipment.

The University conducts periodic mandatory fire evacuation drills participated by all staff and students to familiarize them with a building's alarm system, the location of emergency exits, and the Emergency Assembly Points. The evacuation drills are conducted by activating the fire alarm systems of campus buildings.

Disciplinary action and even criminal prosecution may be brought against anyone found to have intentionally set off a fire alarm, tampered with any fire exits, caused damage to any smoke detectors or fire alarms and any other fire safety equipment.

12.5 Emergency Contact Numbers

12.5.1 Contact Details of Nearest Police Stations

No.	Location of Police Station	Contact Number
1.	Bandar Baru salak Tinggi	03 8777 4484
2.	Dengkil	03 8768 6222
3.	Sepang	03 8777 4222

12.5.2 Contact Details of Nearest Fire Brigades

No.	Location of Fire Brigade	Contact Number
1.	Sepang	03 3142 1333
2.	KLIA	03 8787 4970

12.5.3 Campus Hotlines

No.	Hotline	Contact Number
1.	XMUM Emergency Helpline	019 348 9999
2.	Pool Lifeguard	012 584 6405

13 Gallery

Campus View









Teaching and Learning Facilities

















On-Campus Medical Centre – PluxHealth Clinic



Sports Facilities









Student Accomodation













Cafeteria



Counselling Centre



English Language Education Centre




Library








XIAMEN UNIVERSITY MALAYSIA
厦門大學馬來西亞分校

