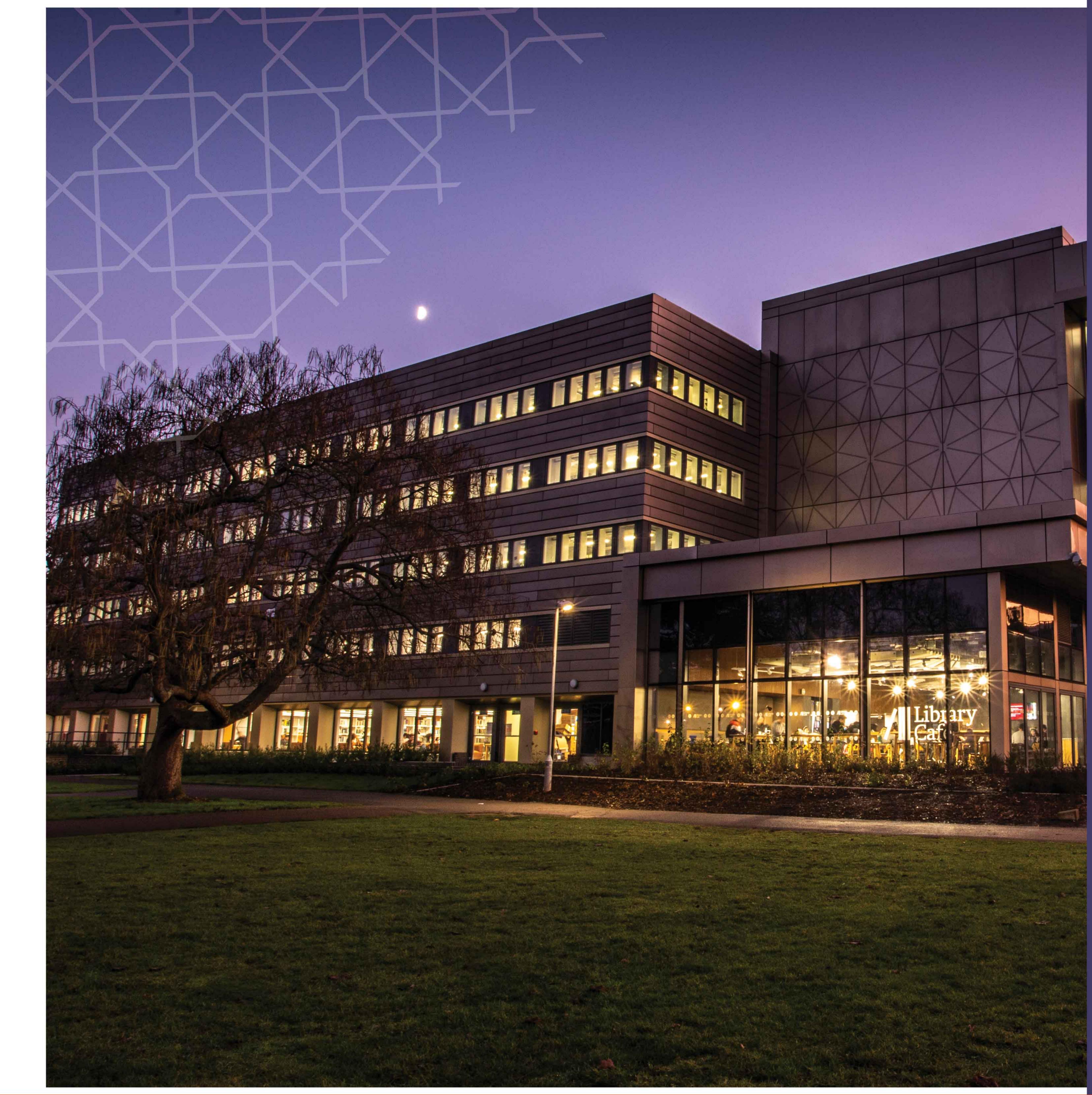


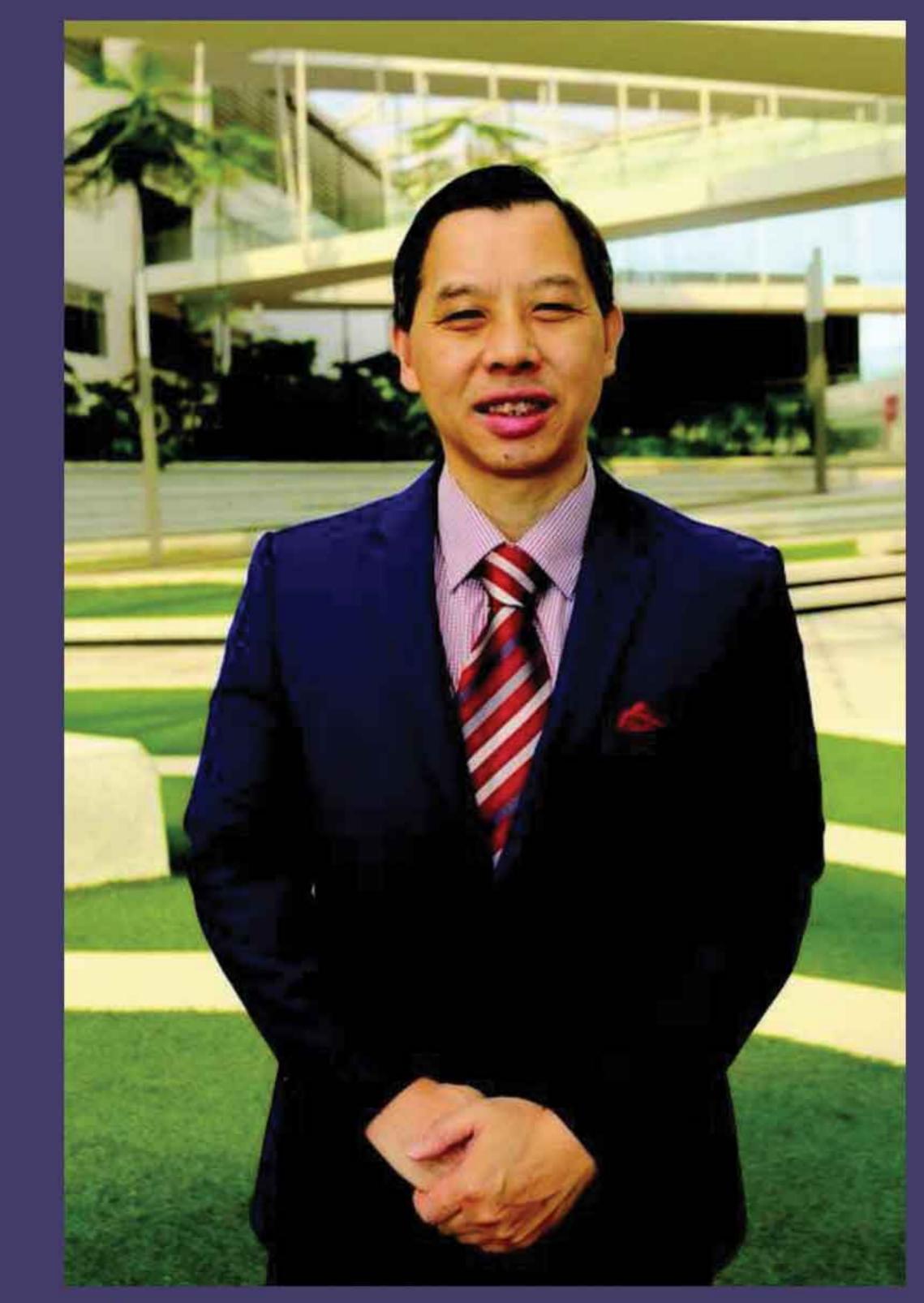
# STUDENT HANDBOOK

Your guide to the University of Reading Malaysia









We want you to make the most of your time here and enjoy being a student 🕡

Professor Wing Lam, Provost University of Reading Malaysia

# PROVOST'S WELCOME

Welcome to the University of Reading, Malaysia.

This is the start to what I hope will be an exciting and transformational journey for you. As a university with high academic standards and expectations, you will be stretched intellectually. No doubt we will also prepare you professionally for your chosen career path.

Of course, university is much more than just your studies. While you are with us, we also hope that you will develop holistically, and grow in confidence and well-rounded abilities. You will have the opportunity to meet many new people, some of whom are likely to become friends for life. Please take full advantage of the university experience on offer, such as the various student activities and the facilities available at EduCity.

Our Student Services team is available to provide any support and guidance you might need along the way. Your academic tutor and lecturers will also be on hand to support you during your academic studies. If you need help, we will be there for you.

Enjoy your time with us!

Professor Wing Lam, Provost University of Reading Malaysia

# EVERYTHING TO HELP YOU GET STARTED

### **WELCOME WEEK**

Welcome Week has been designed to get you started at the University. You will receive essential information, learn how to find your way around, make new friends, obtain information about your programme and meet key members of staff. This is to help you embark on your studies at UoRM and guide you to success. Following are the Welcome Week dates:

- Foundation April 2022/23 cohort:
   5 April 11 April 2022
- Undergraduate April 2022/23 cohort:
   18 April -22 April 2022

## **ONLINE ENROLMENT**

The University asks every student to complete an enrolment process in order to:

- Confirm or correct your personal details
- Provide us with your contact details
- Verify your academic details

The enrolment process is to be completed online using the RISIS student portal.

RISIS is the University's central student database and is used to maintain information about you, your academic pathways and your progress throughout your time at UORM.

Enrolling and keeping RISIS up to date is essential to access other University facilities and systems. By completing the online enrolment, you will be able to activate and collect your username, gain access to Blackboard Learn and the Learning Resource Centre, receive a University email address and access Wi-Fi on campus . You can complete the online enrolment process from any computer that is connected to the internet, anywhere in the world; and you can work through the process in stages, stopping and re-starting as you please. Step -by-step instructions will be provided during Welcome Week. If you have any difficulties with the registration process, please immediately contact the Admissions team located at Room N2.07.

#### **BLACKBOARD LEARN**

Blackboard Learn is our web-based virtual learning environment. It is used to provide you with access to online learning, information and activities for your academic programmes and modules. You will also use it to submit your coursework electronically and keep up-to-date with University announcements. You can access Blackboard Learn online at <a href="https://www.bb.reading.ac.uk">www.bb.reading.ac.uk</a> and download it free of charge on your smartphone, laptop and tablet.

#### **MODULE ENROLMENT**

When you meet your lecturers during Welcome Week, you will get information and a Handbook on the relevant modules for your programme to help you decide which ones to choose. Module enrolment is essential to studying with us and should be done once the general enrolment process is complete. Module Enrolment is done through the RISIS web portal and is available until the end of the 3rd week of your first term. RISIS is directly linked to Blackboard Learn, so if you make any mistakes you will be able to spot them when you use Blackboard Learn.

#### YOUR PERSONAL RECORD

You can access all your personal information on the Student Portal, including your schedule and examination timetable. It is essential that you keep your details updated in order to ensure you can be contacted: <a href="https://www.risisweb.reading.ac.uk">https://www.risisweb.reading.ac.uk</a>

#### **CAMPUS OPENING TIMES**

The campus is generally opened from Monday to Friday; 8:30am – 5:30pm and closed on Saturday, Sunday and Public Holidays.





Campus Closures 2021/22 in addition to the National Public Holidays

- 2nd Feb 2022: Chinese New Year
- 5th May 2022: Hari Raya Aidilfitri
- 25th Oct 2022: Deepavali
- 23rd 28 Dec 2022: Christmas
   Details of this are available on

https://www.reading.edu.my/term-dates.

## YOUR CAMPUS CARD

You campus card will identify you as a fully enrolled UORM student. During Welcome Week we will take your picture for your campus card, which can then be used to:

- Borrow or return books at the Learning
- Resource Centre (LRC)
- Con!rm your identity during examinations
- Access printers on campus
- Enter and exit the University

Please keep your card with you at all times. If you loose your card, first check if it has been handed in to the Helpdesk. Then report it as missing if necessary. It is important that you tell us if you have lost your card. There will be a charge of RM20 for a replacement.

# STUDY AREAS

You can use the Learning Resource Centre for study, or any other public location including RUMSA, Heart Space, Computer Lab and Dealing Room.
Classrooms, meeting rooms and lecture theatres should not be used for self-study unless there are special circumcircumstances and you receive prior permission. You may book a venue/room, by sending an email to *roombookingsmalaysia@reading.edu.my* 

#### **FOOD AND DRINK**

A variety of hot and cold food & drinks are available in the Heart Space at Coconut and Dol Che Vita, from 8:30am- 4:00pm (Monday-Friday). For hygiene, health and safety reasons, please do not consume food or drinks (with the exception of bottled water) in any carpeted area of the campus, including RUMSA, classrooms, computer labs, lecture theatres and the LRC.

There is also a cafeteria at the Newcastle Medical University, EduCity Village and EduCity Hub.

#### **CARPARKS**

All students can park their cars or motorcycles at the University carpark when you display a special UORM sticker. Register for your sticker at the Helpdesk by showing a valid driving license.

The first sticker is free, but subsequent stickers are RM10 and will not be given if the first sticker is lost or damaged. Only one vehicle sticker is given per student. Disabled parking is available at the front of the building.

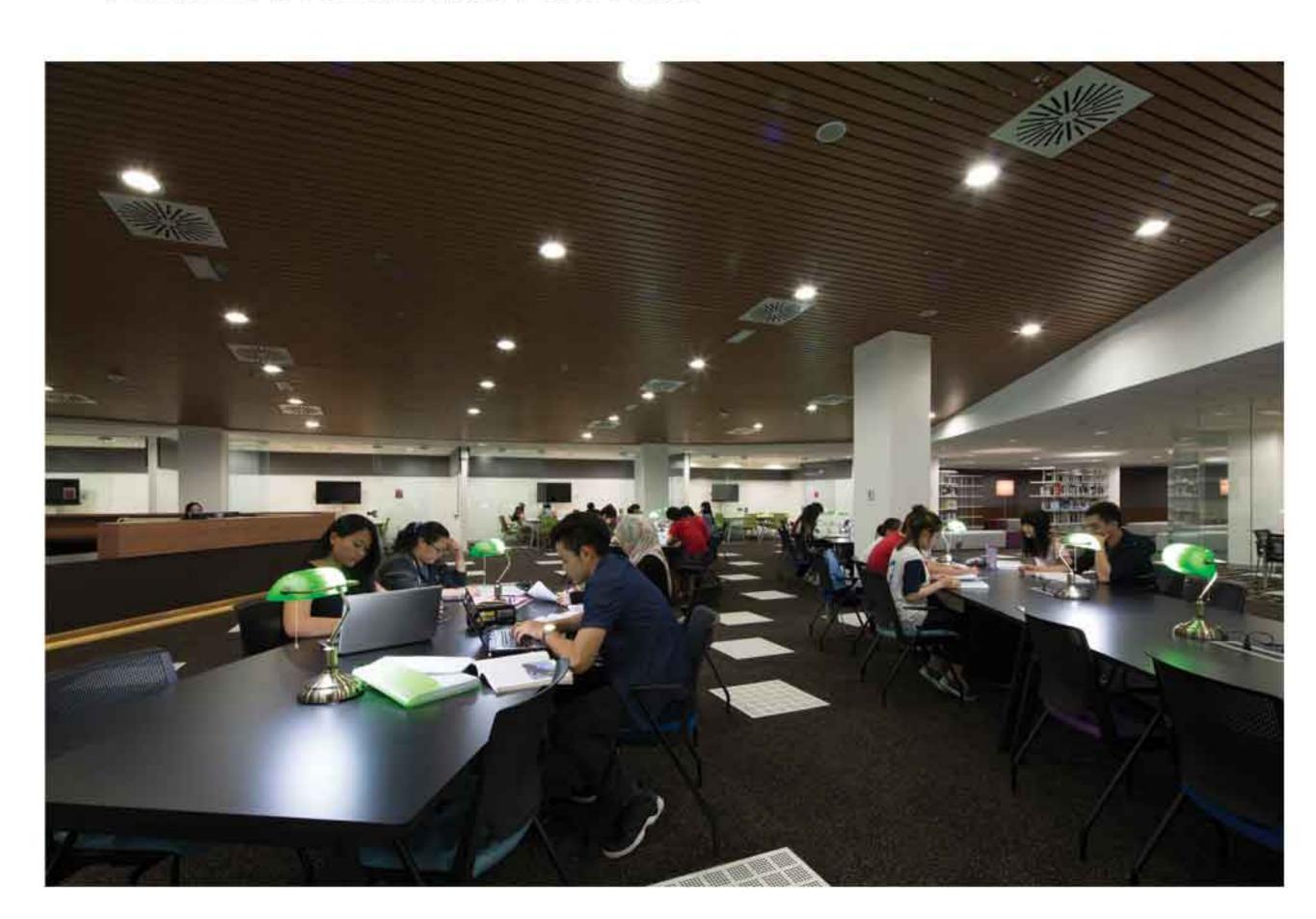
**Important:** Speed limit on campus is 30km/h. Failing to adhere to the speed limit will incur a fine.

# STUDENT WELFARE AND ACADEMIC SERVICES (SWAS)

SWAS is here to help you with information, advice and guidance for every stage of your studies.

We offer students help and support in the following areas:

- Counselling services
- Careers, internships and placements
- Information on loans and scholarships
- Financial information and debt support
- Exam transcript requests, certification of copies and reprints
- Class Timetables
- Exam Timetables
- Withdrawals and Suspensions
- Information on student activities, clubs & societies and RUMSA
- Student ID Card
- Student Mobility information
- International Student information
- Accommodation advice



#### **HELPDESK SERVICES**

We also offer a range of helpdesk services. If you have any questions or need any help and advice, please visit our SWAS Helpdesk or email us at studenthelp@reading.edu.my.

# COMMUNICATIONS

We will communicate with you through your university email and the notice board in RUMSA.

Students or members of a club or society can also ask the Helpdesk for support in promoting club activities and events through our email lists and notice boards.

Please note that SWAS staff will need to approve the content and language of any communications to students.

# **LOST AND FOUND**

If you lose anything on campus, please contact the Helpdesk. Lost and found items are usually kept for two weeks before being disposed off. Students are advised to take care of their valuable belongings.

# STUDENT MOBILITY - STUDYING IN THE UK

As a student of University of Reading Malaysia (UORM), you are given the opportunity to study at the University of Reading (UOR) UK campus after completing your foundation studies or for part of your degree.

To find out more about the opportunities and eligibility, please ask the International Office at uorm-international@reading.edu.my

# STUDENTS WITH SPECIAL NEEDS

The University of Reading Malaysia welcomes students with special needs. We offer a variety of services to support students with different types of disabilities or needs, including those who could benefit from counselling or psychological help. Kindly refer to page 20 for more information on how we can support you through our Health and Wellbeing Centre. If you need additional support, please talk to our Helpdesk staff, or email us at uorm-disability@reading.edu.my and we will do our best to help you.



# STUDENT WELFARE AND ACADEMIC SERVICES (SWAS)

# 1. Student Village, Iskandar Malaysia EduCity

# **EduCity Student Village**

Student Village offers 570 beds for single and sharing (hostel-type accommodation) with reasonable prices.

A safe environment, the vicinity is secured with CCTV surveillance and a security guard post.

Complete with room facilities and a pantry (shared facilities) on each floor, it is located within a 10-15 min walking distance to the University.

For more information visit

# http://www.educity-iskandar.com.my

For general inquiries related to accommodation, please contact:

SWAS (Accommodation)
University of Reading Malaysia
Email: studenthelp@reading.edu.my
Tel: +607 268 6307

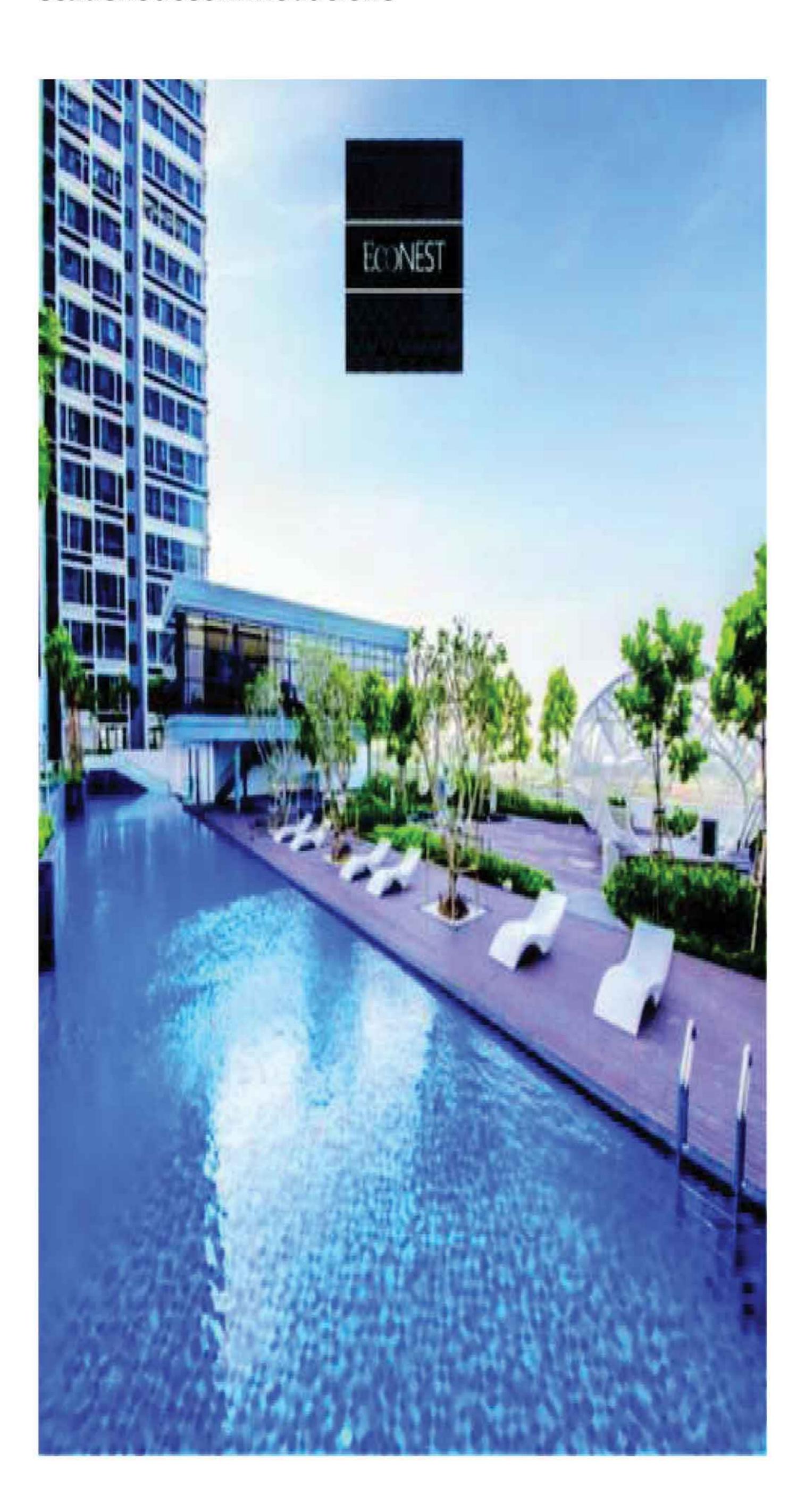




#### 2. Eco Nest Residence

Johor property management firm, Core Home Management offer special accommodation rates to students from the University of Reading Malaysia. The lifestyle oriented private rooms offer the ambience of a contemporary residence and with a host of modern comforts designed to every student needs. All the rooms are fully furnished. Eco Nest Residence is 2.6km from the University. Free shuttle bus service is provided daily. Students may also use the O-bikes that are available at the accommodation. For more information, visit

http://www.corehomemanagement.com/ student accommodations



# MAKING THE MOST OF YOUR TIME AT UNIVERSITY

Your time at University is a chance to immerse yourself in your subjects of choice and of course to have fun! However, it's also an invaluable time to learn new life skills and develop yourself through a wide range of opportunities, so it is important for you to make the most of your time here.

# **RUMSA CLUBS AND SOCIETIES**

RUMSA is the Reading University Malaysia Students Association. Through its clubs and societies, you will have the opportunity to nurture your interests in a range of different activities, from dance and music, sport to languages and much, much more.

Here is the list of some of our current RUMSA Clubs and Societies:

### CREATIVE

- ART CLUB
- BOOK CLUB
- CHRISTIAN FELLOWSHIP
- DANCE CLUB
- ENGLISH CLUB
- INTERNATIONAL STUDENT SOCIETY
- MEMEMOLOGY CLUB
- MUSIC CLUB
- PHOTOGRAPHY CLUB

#### **SPORTS & LEISURE**

- BADMINTON CLUB
- BASKETBALL CLUB
- E-SPORTS CLUB
- FRSIBEE CLUB
- FUTSAL CLUB
- GOLF CLUB
- MMA CLUB
- NETBALL CLUB

POOL CLUB

- PSYCHOLOGY SOCIETY
- RUGBY CLUB
- SWIMMING CLUB
- TENNIS CLUB



# **ACADEMIC & CAREER COMMUNITY**

- BLEIS (Business Leadership, Entrepreneur, Investment Society)
- LAW SOCIETY
- LEO CLUB

Club members run recruitment events for new members at every new intake. If you have an interest that does not currently have a club, speak to the Helpdesk about starting one up for yourself.

RUMSA is democratic and student-led, and the SWAS team is ready to support in any way they can.

#### **EDUCITY SPORTS COMPLEX**

Facilities at the EduCity Sports Complex include an indoor arena, an outdoor 14,000 seater stadium, a gymnasium, and an Olympic sized swimming pool. Sports on offer include: basketball, badminton, table tennis, squash, futsal, swimming, track and #eld, football, volleyball, and tennis. Discounts are available for EduCity students - visit

www.educitysports.com for more information.



# MAKING THE MOST OF YOUR TIME AT UNIVERSITY

#### **INTRODUCTION TO RUMSA**

RUMSA is the Reading University Malaysia Students' Association. It is a student-led organization which represents all UORM students. It was established on 25 November 2016.

## RUMSA COMMITTEE ROLE DESCRIPTION

RUMSA committee is formed by 7 officers, who are elected by the students of the University. They are assisted by their respective secretariat networks that comprise of students with various skills, knowledge and backgrounds.



#### The RUMSA Committee:

Respective responsibilities of each officer:

**President:** Chairs the RUMSA student officer meetings and ensures that the association runs smoothly and meets the needs of the student community.

She/he is also involved in external engagements such as Open Day, Outreach and Welcome Week. The President is also responsible for the upkeep of the RUMSA Facebook page

(https://www.facebook.com/rumsa.my/).

**Education Officer:** Handles and helps to resolve issues related to the academic experiences of students such as teaching quality, study space and careers/internship.

Welfare Officer: Responsible for the nonacademic issues that students face such as accommodation, food, transportation, facilities and safety/health matters.

**Activities Officer:** This role is to ensure that student life at the University is balanced, interactive and complete with student-led activities.

**Treasurer:** Responsible for financial matters of the association, ensuring RUMSA is in line with its financial targets, within its financial capabilities and works closely with SWAS.

**Secretary:** First point of contact for any enquiries and lead officer for all administrative tasks in RUMSA.

The RUMSA Secretary ensures that all queries are looked into in a timely manner and is responsible for the minutes of meetings that are circulated by RUMSA.



# MAKING THE MOST OF YOUR TIME AT UNIVERSITY

# CAREERS

University of Reading Malaysia (UORM) careers advise services offers internships and work placement support for all undergraduate students.

We firmly believe that student's university experience should propel them towards their future.

SWAS Careers is dedicated to assist students in the implementation of their career plans based on the programme they are enrolled in.

As such, the careers advisory office works with students in every step of their search by providing CV advice, opportunities to connect with leading employers through workshops/talks organised on campus, providing guidance and assisting in internship and work placements while working closely with the academics in School-led events. We strongly believe that a hands-on experience in a working environment will complement a student's education at the University.

To find out more about our services, come to SWAS. We're located on the Ground Floor of North Block at the UORM campus. For further info, get in touch with uorm-careers@reading.edu.my





# RED AWARD



The Reading Experience and Development (RED)
Award is the University of Reading's employability
skills certificate awarded alongside a degree. It
exists to encourage our students to make the most
of the extracurricular activities and experiences
on offer outside of the academic programmes.

At UoRM, you can get involved in volunteering groups, student training, and events - all of which will contribute to your RED Award. Why pursue the RED Award? In today's increasingly competitive jobs market, employers consider everything a candidate has to offer, not just their academic achievements.

The RED Award will help you stand out from the crowd and give you precisely the examples of self development that employers are looking for. What will I get? In addition to furnishing you with a RED employability skills certificate, this scheme will:

Help you build a wider skills portfolio

- Provide recognition of your extracurricular activities
- Be included on your degree transcript
- Provide a great addition to your CV
- Give you the opportunity to get more involved in university life!

RED Awards are presented annually in February.

# TO ACHIEVE THE RED AWARD

ITo get more information about the RED award, please email redaward@reading.edu.my.



# STaR MENTORS



Introduced for the first time in 2016, the STaR (Student Transition at Reading-Malaysia) mentor partnership recognises that the transition to University can be an exciting, but sometimes a daunting prospect.

To help you settle in to University life, the STaR mentor programme automatically partners all new students with a STaR Mentor who is studying the same course, or in the same department or school as you. STAR Mentors will go through three hours of compulsory training to equip themselves with the knowledge and skills to mentor successfully.

Mentees will be contacted by email before they arrive at the University and will meet their STaR Mentor for the first time, in person, on campus during Welcome Week. Your STAR Mentor will be contactable by email or available to meet in person throughout the term should you need helpful tips and advice.

During the partnership, STaR mentors are encouraged to:

- Share their own experiences of starting university and prepare new students for what to expect
- Answer questions and point new students in the direction of helpful University services
- Show new students around the campus
- Recommend places of interest in EduCity, Iskandar Puteri, Johor Bahru and the surrounding area
- Share tips on achieving a positive study/life balance
- Help new students make sense of the University's processes and adjust to new academic learning styles
- Connect new students with clubs, societies and volunteering opportunities

Becoming a mentor is a fantastic way to consolidate and develop your personal and professional skills whilst 'giving back' to the University.

#### The outcomes include:

- Gaining volunteering experience
- Increased confidence and self esteem
- Positively contributing to the UORM community
- RED Award
- Evidence and tangible examples of transferable
- skills for future employers such as time management, leadership and effective communication.
- Understanding how di!erent people see the world around them

Recruitment of STAR Mentor takes place in March and July. For more information, visit us at Student Welfare & Academic Service (SWAS) or send us an email: **studenthelp@reading.edu.my.** 







# INFORMATION TECHNOLOGY

The universities provides IT services for student and staff use, dedicated to teaching and learning activities.

The services provided are the following, but not limited to

- WIFI
- PC facilities
- Printing, Scanning and Photocopying
- Email, Office 365, Online Storage and Teams
- Blackboard
- Timetabling

To know more about IT Services Please refer https://reading.edu.my/its

#### ACCEPTABLE USE OF UNIVERSITY COMPUTERS

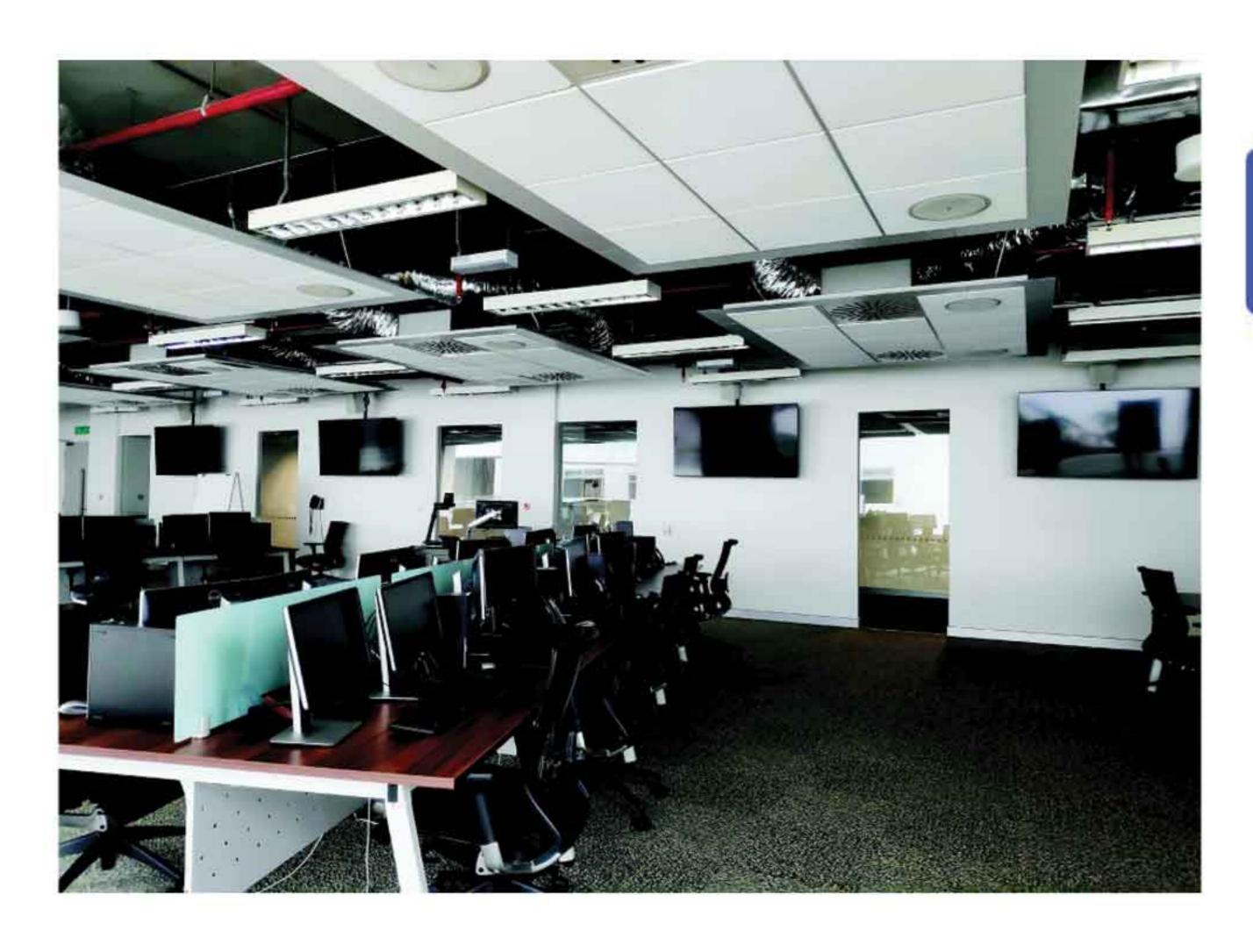
All users should be aware of the University's rules for the Use of University Computers and the Data Network. The full set is at https://www.reading.ac.uk/its/aup

All University IT facilities must be used in legal, honest, de-cent and truthful way and usage must comply with any laws regarding the use and storage of data. You should also be aware of the rules governing data disposal. Students are required to accept that when their registration as a computer user cease (usually on their leaving the University), any data files they have left on the University's computers will be deleted or used in any way the University sees it.

For more details, refer to https://www.reading.edu.my/its

## **HELP AND SUPPORT**

You can find out more about our support services and how to contact us at https://www.reading.edu.my/its-contact













# YOUR UNIVERSITY LEARNING RESOURCE CENTRE (LRC)

The LRC is a conducive place for study; spaciously designed for different purposes in different areas such as a quiet study room, group and single study pods, a seminar room, discussion rooms, PC training room and open seating areas. The entire space is complemented with extensive Wi-Fi coverage.

## ONLINE RESOURCES

Your University login provides access to electronic resources such as subscribed academic databases, journals and e-books found within the LRC website. This site supports learning by providing access both on and off campus. Besides the LRC website, there's Enterprise which is an online catalogue which not only facilitates searching of LRC books, journals and other materials but also access to your library account. For easy search of online articles and book chapters, etc., there's also the Summon Search site which is a specific tool to help with research needs.

# PHYSICAL MATERIALS

Your campus card is required when borrowing books and other materials. Check-outs and check-ins are done through the self-service machines located near the Information Desk.

However, for loan renewals it can be done online both on and off campus via Enterprise. All short-term-loan books are located at the Special Collections, while the rest of the books are kept on open stacks. Journals are kept at the Serials corner next to the open area furnished with sofas and a relaxing view of the garden.

#### LOCATION

The LRC is located on the Lower Ground Floor (Level 0) and with two entrances:

One at the staircase from the Ground Floor and the other via the elevator on the Lower Ground Floor.

For further details, visit our website www.reading.ac.uk/lrc, enquire at the Information Desk, or email us at Irc@reading.edu.my.

Opening hours are Monday to Friday, 8.30am to 5.30pm. Closed on Saturdays, Sundays & Public Holidays. (Hours may change subject to Campus management directive.)





# TRANSPORT, SHOPS & THINGS TO DO LOCALLY

# **TRANSPORT BUS**

Iskandar Malaysia Bus (IM Bus) routes run to nearby shops, places of interest and Johor Bahru City Centre. Public buses also enter EduCity from morning at 8.00am until 6.00pm. Local bus services within Johor Bahru are provided by Causeway Link, Triton, Central Line and City Bus. Fares are calculated based on distance and the maximum tariff stands at RM3.60 for a single journey. Please check with the public bus services for accurate schedules and timetables. Key bus stops include: Gelang Patah, Legoland, Puteri Harbour, Larkin and Johor Customs Immigration and Quarantine (CIQ).

## **TAXIS**

Metered taxis are easily available and relatively alordable. City taxis will stop if flagged down in the street. Drivers are legally required to use the meter. The minimum fare per ride is RM3.00. Between midnight and 6.00am, taxis impose a surcharge of 50 percent on the metered fare. Grabcar also serves the EduCity campus.

# **EXPRESS BUS STATIONS**

- Larkin Sentral
   (20 minute drive from EduCity)
- Gelang Patah, GP Sentral (10 minute drive)

## **AIRPORTS**

- Senai International Airport (20 minute drive from EduCity)
- Changi Airport, Singapore (1-2 hour drive from EduCity)

# SHOPPING, CINEMAS AND EATING OUT MAJOR LOCAL SHOPPING COMPLEXES:

- AEON Bukit Indah and AEON Tebrau City Shopping Centre
- Sunway Citrine and Sunway Big Box
- IKEA Tebrau and Toppen Shopping Centre
- KSL City Mall
- Johor Bahru City Square
- Plaza Kotaraya
- Puteri Harbour
- Plaza Pelangi

- Komtar JBCC
- Johor Premium Outlets
- Sutera Mall
- Paradigm Mall
- Southkey

## POPULAR CINEMAS IN THE AREA:

- Cathay Cineplexes
- TGV Cinemas
- MBO

# **OTHER THINGS TO DO:**

- Legoland Malaysia
- Danga Bay
- Desaru beach: Jet-skiing, paragliding, banana boating
- Tioman Island
- Pulau Kukup Johor National Park
- Rawa Island
- Sibu Island
- Gunung Ledang (Mount Ophir)
- Endau-Rompin National Park
- Kota Tinggi Waterfalls
- Tanjung Piai National Park-the southern tip of mainland Asia

## **ATM**

ATM is available at the EducityHub.



# HEALTH & SAFETY AND WELL-BEING

# FIRE

If you hear the fire alarm, follow the instructions and leave the building by the nearest exit. If you discover a fire, inform a member of staff to pull the emergency fire alarm and leave the building immediately.

Fire drills will be held from time to time. All students and staff are required to meet at the Assembly Point in the car park and wait for further instructions. Emergency routes and maps can be found at all staircase walls.

# FIRST AID

If you require emergency assistance at any time, please alert a member of staff. Members of staff from each section are First Aid trained and will be able to help.

#### CONTAGIOUS/INFECTIOUS DISEASES

If a registered medical doctor has certified that you have contracted an infectious or contagious disease, you must immediately notify your personal tutor or SWAS via phone or email.

You will not be permitted to attend any classes until you have submitted to us written advice from a registered medical doctor, with consent for you to do so.

#### **SMOKING AND ALCOHOL**

Under Malaysian law, smoking is prohibited in all air-conditioned public buildings. The consumption of alcohol is strictly prohibited on campus.

#### HEALTH AND WELL-BEING CENTRE

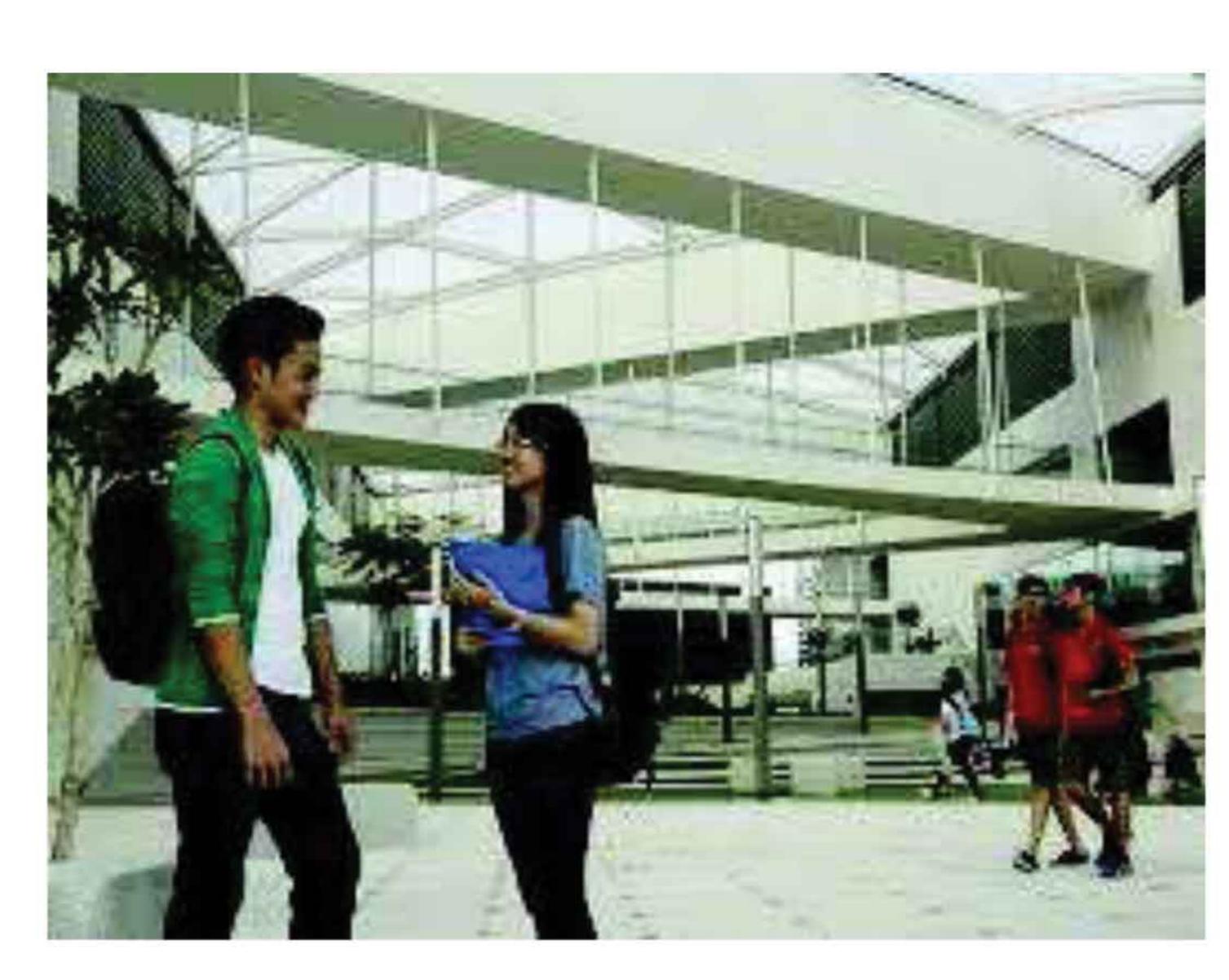
Our Health and Well-being Centre provides support services for students who may experience difficulties in adjusting to university life, which is quite common. To discuss personal issues or academic performance with a professional counsellor, book a confidential appointment by emailing *ruok@reading.edu.my* 

## SPECIAL NEEDS

The University of Reading Malaysia welcomes students with special needs.

For mobility needs, our Health and Well-being Centre is equipped with a wheelchair and crutches for students to use. Lifts provide access to all floors on campus, and ramps are available from the Lower Ground floor to the Ground floor. Car parking spaces for students with disabilities are available at the front of the building.

If you require more info about learning needs and accessibility, please contact Student Welfare & Academic Services (SWAS) at **studenthelp @reading.edu.my** for necessary arrangements to make your learning successful





# TOP TIPS AND ADVICE

# **FEELING ILL**

The nearest government hospital is Hospital Sultanah Aminah at Danga Bay (20 minute drive from campus). There are 2 private hospitals in Iskandar Puteri:

- Gleneagles Hospital Medini 607 560 1000
   A&E 607-560111
- Columbia Asia General Line 607 233 9999

#### FIRST AID

If you have an accident, require first aid or other emergency assistance, quickly find a staff member at the reception or Student Service Helpdesk

## **PERSONAL SAFETY**

#### **SOCIAL NETWORKS**

Think carefully about the personal details you share when using social media.

#### **TAXIS**

Don't get into unlicensed taxis.

#### **GOING OUT AT NIGHT**

Travel in pairs and let people know where you are going.

### **POLICE**

Call 999 or contact Anjung Nusajaya Police station on 607-5103222

# PROTECTING YOUR PROPERTY

#### **FREE WI-FI**

Logging into online banking or internet shopping on free Wi-Fi hotspots is often not secure.

# **VALUABLES IN VIEW**

Do not leave your valuables in view in your car. Lock them in the trunk or glovebox.

# **GENERAL ADVICE**

#### **EMERGENCY NUMBERS**

Make sure you get clued up and log emergency numbers in your phone.

#### **EARPHONES**

If wearing earphones, be cautious when crossing roads and consider your surroundings.

#### **BE CONSIDERATE**

Think about what's going on around you. Look out for cars, bikes and people!

#### SMOKING/VAPING

Do not smoke or vape on campus. Please be aware that vaping is banned in the state of Johor.

# **TAKING CARE**

#### **ARE YOU A DRIVER?**

Keep to the speed limit - 30kph on campus. Lock your vehicles before leaving them.

#### OR A PEDESTRIAN?

Watch out for vehicles; be aware they may be coming up behind you. Cross roads carefully.

#### FIRE SAFETY FIRE ALARMS

Always evacuate in the event of a fire alarm. Break the call point, and don't fight fires.

#### **ESCAPE ROUTES**

Keep fire exits clear and fire doors shut.

#### **OPEN FLAMES**

Do not use candles or incense at any time on campus or in any of the EduCity facilities.

# PAYMENT OF TUITION FEES

Payment of 50% of the total tuition fee is made prior to or at enrolment for Foundation, Undergraduate and Postgraduate students.

Enrolment will not be completed until this payment is made. Payment of the balance of fees (50%) is make before the start of Term 2.

If payment is not received within 4 weeks of Term 2, access to Blackboard will be removed. Access will be reinstated once payment is received.

If payment is no received by the end of Term 3, you will not be allowed to progress to the next stage of your studies with UORM. You will then be suspended from study and given the opportunity to pay and return to UORM as a later date, if at an intermediate point of your studies.

If you're at the end of your studies and have not paid, your examination transcript will be withheld and you will not be permitted to graduate.

# SCHOLARSHIPS, BURSARIES AND FEE DISCOUNTS

All applicants to the University of Reading Malaysia (UORM) will be eligible to apply for scholarships for the programmes they intend to pursue at the UORM Campus.

The scholarship/bursary and fee discounts are applicable to the 2nd instalment of the tuition fee payment.

If a student withdraws/is requested to withdraw from study before completing their chosen programme at UORM, they are responsible to repaying all monies received unless there are extenuating circumstances.



# HOW TO PAY YOUR FEES

#### PAYMENTS CAN BE MADE BY:

# Crossed cheque or bank draft payable to 'Rumal Reading Sdn Bhd'

You must include the student's registration number and full name as submitted on their application with UoRM. If the student ID number and name are not included, we may not be able to match the payment to the correct student account.

2. JomPay – Malaysia's National Bill Payment
Scheme that allows you to pay bills
conveniently and securely with your Current or
Savings account.

Key in the details as stated below.

Biller Code: 9506

**Biller Code Name:** Rumal Reading Sdn Bhd **Ref-1:** 8 digit number (Your student ID number) **Ref-2:** Please enter your name as stated in the offer letter

#### 3. Interbank fund transfers/GIRO (domestic):

HSBC Bank Malaysia Berhad No. 1, Jalan Bukit Timbalan 80000 Johor Bahru Johor Darul Ta'zim

Account Name: Rumal Reading Sdn. Bhd. Account Number: 311-257836-101

Swift Code: HBMBMYKL

Please quote your student registration number, surname and first name as reference to the transaction for the bank to use. Please also arrange to forward the transfer slip to us by email at finance@reading.edu.my or in hard copy.

Please note that cash is not accepted for payment of tuition fees.

All cheques and bank drafts should be sent to the Finance Office for official receipt. Please include the name of the student and the student registration number on the back of the cheque.

#### **FINANCE OFFICE**

University of Reading Malaysia Persiaran Graduan Kota Ilmu, Educity 79200 Iskandar Puteri Johor, Malaysia.

Phone: +60 (7) 268 6200

Email: finance@reading.edu.my

# 4. Credit card – you may pay with Visa, MasterCard, UnionPay and JCB.

At the moment, credit card payments can only be made over the counter. We will not accept offline transactions via verbal or email instructions. We will advise you at a later date when this facility is available.

#### 5. Note for international students:

The tuition fees payable are denominated in Ringgit Malaysia and any shortfall from any translation of foreign currency to Ringgit Malaysia and bank charges must be borne by the student.

University of Reading Malaysia has partnered with Flywire, a third-party international money transfer platform with the aim of making payments easier for our international students. Flywire allows you to pay securely from your home country through a variety of payment options, typically in your home currency.

- Pay from accounts from outside of Malaysia.
- Support various payment methods that range from bank transfer, credit cards, e-payments, and more for most countries and territories.
- Provides real-time payment tracking through email, in-app and text alerts.
- 24x7 multilingual support via email, phone or live chat.

Our flywire payment link is https://uorm.flywire.com

# SUSPENSIONS, WITHDRAWALS AND REFUNDS

If you wish to suspend or withdraw from your programme, please discuss with your Academic Tutor or Personal Tutor.

# SUSPENSIONS

If you're thinking of suspending your degree programme for a period of time, you should discuss the academic implications of such a decision with your Academic Tutor. Any suspensions should be discussed with your personal tutor first. The form pertaining to suspension is located on Blackboard (BB). The student advisory team at the Helpdesk (studenthelp@reading.edu.my) is on hand to talk to about the financial implications of suspending your studies. Find out more before applying for programme suspension.

## WITHDRAWAL

If you're thinking of withdrawing from your programme, you should first talk to your Academic Tutor about your options and possible solutions. UORM also provided counselling services if you think you would benefit from discussing any problems with an independent person. You can set up an appointment with the SWAS Welfare Officer at ruok@reading.edu.my.

If you decide to withdraw, please familiarise yourself with the refund policy to ensure that you understand the deadlines for fees to be refunded.

#### REFUNDS OR CANCELLATION FEES

All fees and charges due are payable in advance and are only returned in certain circumstances, at the discretion of the Provost and where a request is made formally in writing.

International student visa administrative fee is not refundable under any circumstances. Should there be an error or an overcharge in designated payments, we will make the necessary arrangements to make a refund to the payer.

In other cases, the following refunds and cancellation of fees policy will apply:

#### STUDENTS WHO WITHDRAW

- A student who withdraws from a programme of study by the end of the first 3 weeks of the start of term in any academic year, will have his or her liability to pay tuition fees for that year cancelled.
   Any tuition fees paid will be refunded.
- A student who withdraws from a programme of study before the end of the first term in any academic year will be charged 50% of the original tuition fee for the programme.
- A student who withdraws from a programme of study at the end of the first term but before the end of the second term in any academic year, will be charged up to 75% of the original tuition fee for the programme.

# STUDENTS WHO SUSPEND/ARE SUSPENDED

- A student who suspends their programme of study by the end of the first 5 weeks of the start of term in any academic year will have his or her liability to pay tuition fees for that year cancelled. Any tuition fees paid will be refunded.
- A student who suspends their programme of student (other than cases due to debt) after the first five weeks of term but before the end of the second term will bear liability for tuition fees that have not year been charged, cancelled.
- A student who suspends their programme of study (other than cases due to debt) after the end of the second term, will have any liability for tuition fess which have not yet been charged, cancelled. Any tuition fees paid will be retained.

Note: All types of bursary will no longer be applicable when students withdraw from the programme of study.

# **EXAMINATIONS AND ASSESSMENTS**

# WHY ASSESSMENTS ARE IMPORTANT

Assessments matter more than you might think. Apart from the obvious business of passing exams, your attitude to assessments may determine how much you enjoy university and how many skills you learn that will be useful later in life. University study may prepare you well for the future, but you may feel less prepared when the tests you might face are not as structured as a University assessment. It may put you in a frame of mind that makes it easier for you to get quickly to the heart of unstructured problems, or it may not. You may or may not feel equipped to learn by yourself later ('lifelong learning' is the catch phrase). Much of this will be determined by how you approach your learning in higher education, and that will probably be determined by your attitude to assessments.

## **HOW WILL I BE ASSESSED?**

Your programme handbook, programme specification, and the descriptions of individual modules will tell you:

- How much each component (coursework, exams contributes to the assessment of a module
- How coursework and exams will be assessed
- What you have to do to pass
- Arrangements for resits, if necessary
- What you need to do overall to pass each year and, for UG students, the degree overall.

# WHEN ARE THE EXAMS?

Tentative exam dates can be found at the following link: https://www.reading.edu.my/term-dates.
Students will be notiled on the confirmed exam dates on RISIS once they have been confirmed by the University of Reading UK. Re-sit forms will be available on Blackboard.

Transcripts are provided to students at the end of their study. Additional copies can be requested via email to

## uorm-examinations@reading.edu.my

Request to reprint certificate/transcript are available at a charge of RM200 per set.

#### ADVICE AND SUPPORT EXAM CONDUCT

All students are encouraged to become familiar with the conduct of exams at the University. This information can be found in the Examinations and Assessment Handbook which is available on the University website

(https://www.reading.ac.uk/exams/guidance-forstudents), and at the Blackboard organization "University of Reading /Student Notices" -> Examinations office.

#### SPECIAL NEEDS ARRANGEMENTS

We support students with special needs during exams. Please discuss your requirements with the Welfare Officer at SWAS, who will liaise with the Academic Director of Teaching & Learning and Exams Office.

#### **EXCEPTIONAL CIRCUMSTANCES**

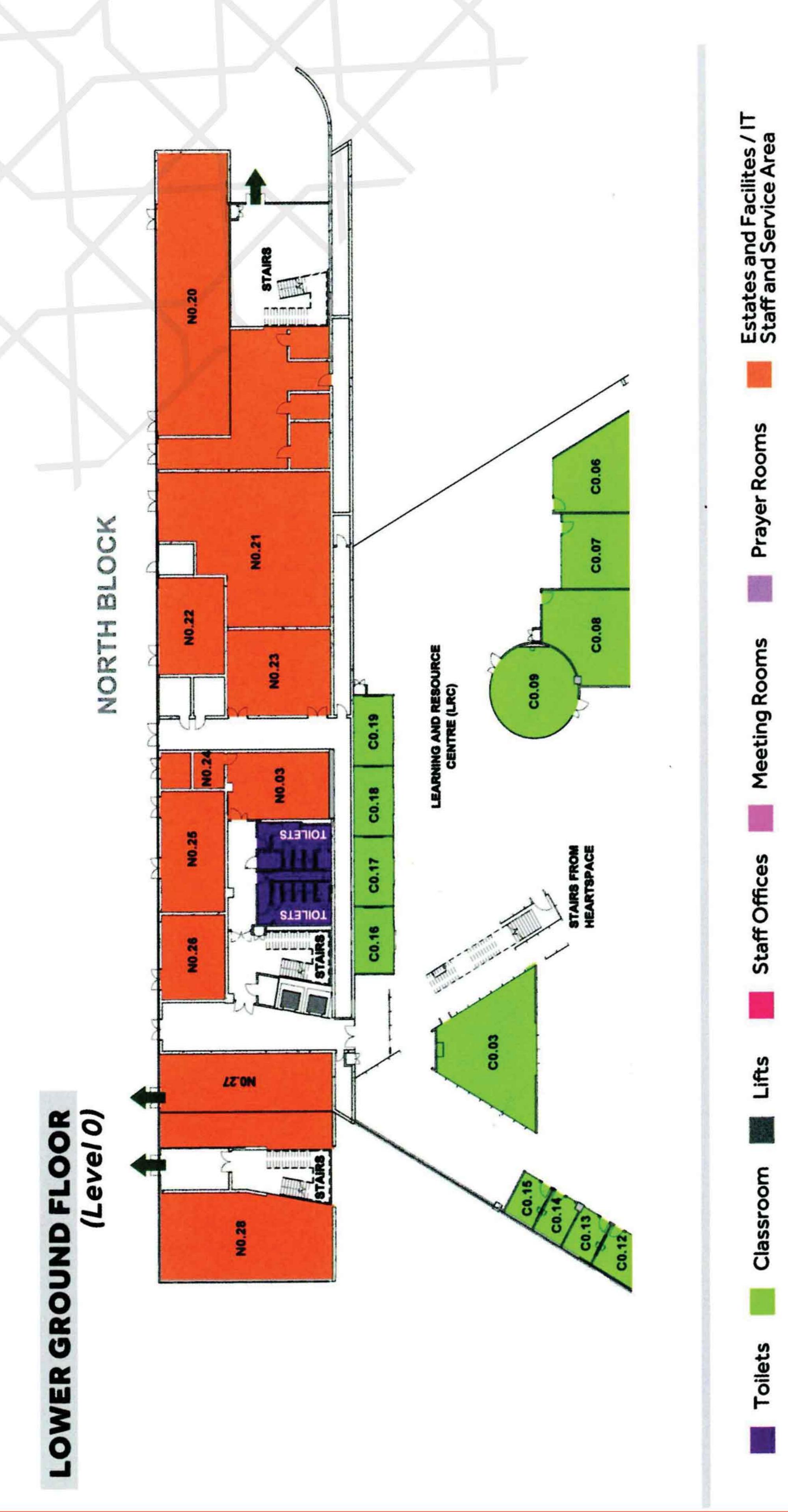
Sometimes events happen outside your control which affect your ability to submit coursework on time or perform at your best in exams. In such situations, students are encouraged to apply for exceptional circumstances. Details on how to apply, and what situations are covered, can be found on Blackboard. Advice can be provided by your Academic Tutor or the Campus Director for Academic Tutoring.

### **APPEALS**

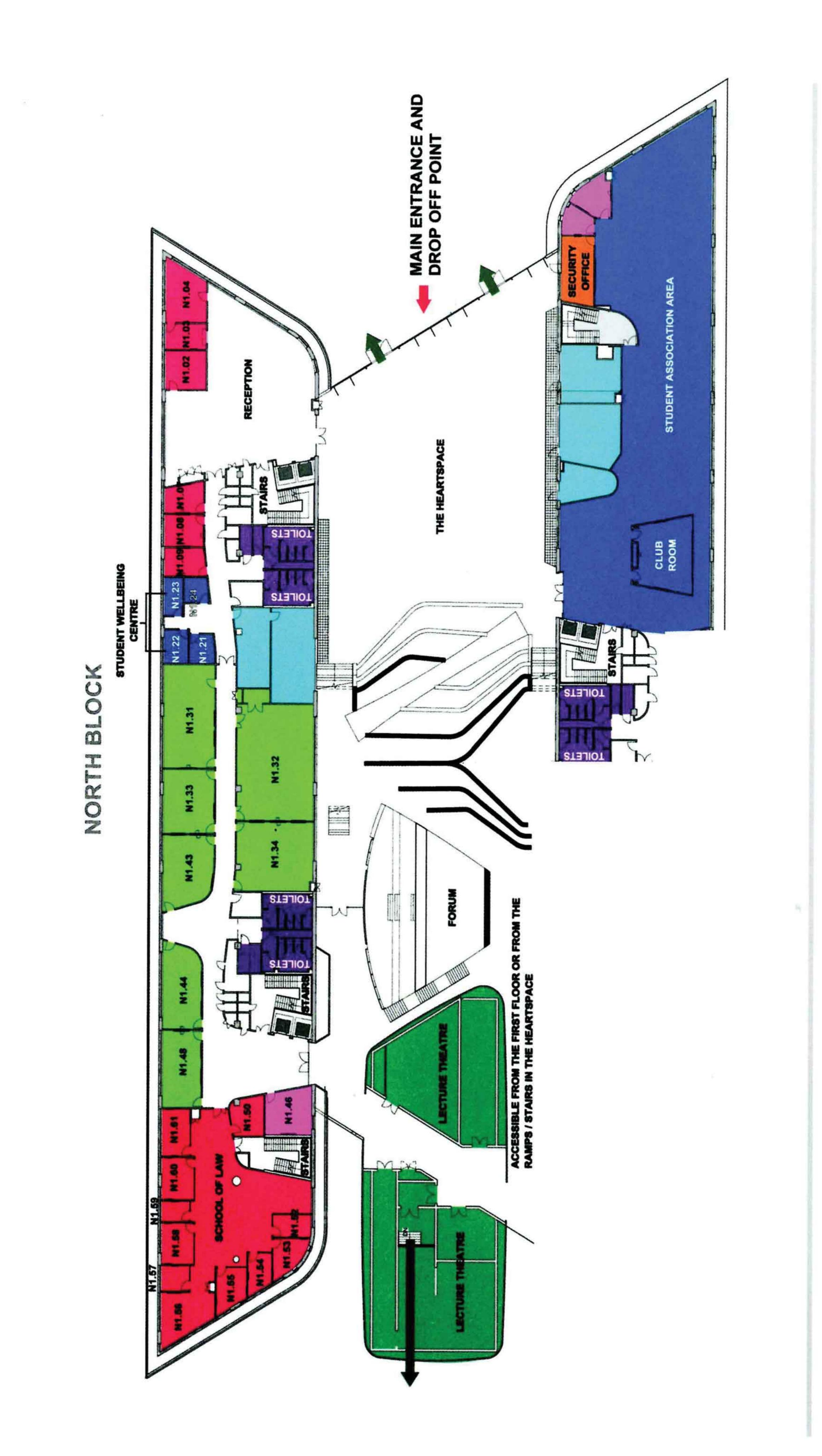
All students have the right of appeal if they consider they have been awarded an incorrect mark. The policy on how to do this can be found on the University website. Please note that an appeal cannot be related to the academic judgement of the Examiners. Students should contact RUMSA for support if they wish to make appeal. Students should also note the relevant deadlines for appeals, found at the Blackboard organization "University of Reading /Student Notices" -> Appeals.

LOWER GROUND FLOOR (Level 0)

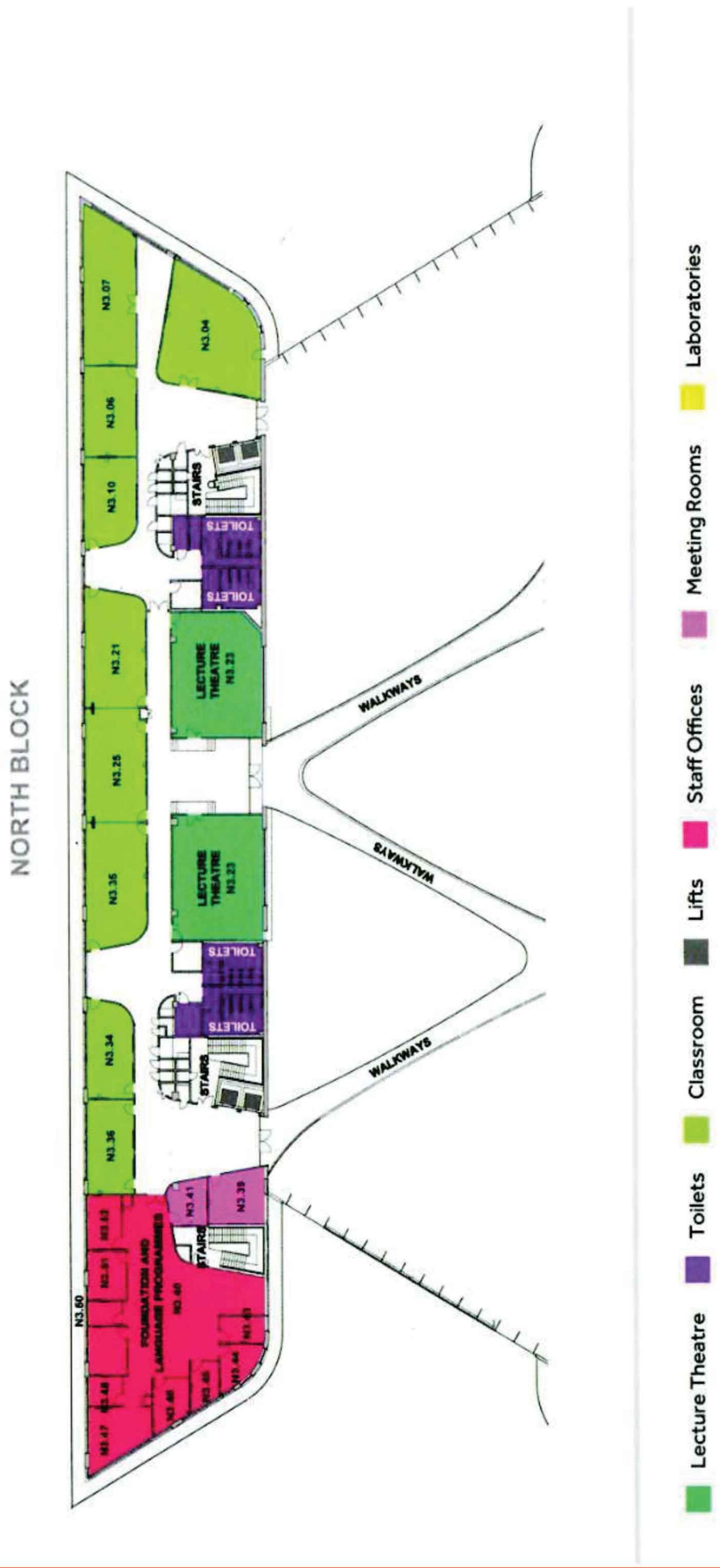
(Level 1)



CAMPUS MAPS



SECOND FLOOR
(Level 3)





NOTES

For more information, please contact:

# **Student Recruitment Office**

University of Reading Malaysia Persiaran Graduan, EduCity 79200 Iskandar Puteri Johor, Malaysia

my.enquiry@reading.edu.my

Toll free: 1800 18 6867, Tel: +60 7 268 6205

WhatsApp: +60 16 7725 400

(1) /universityofreadingmalaysia

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