



STUDENT HANDBOOK

Kolej Mentari

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1. INTRODUCTION

WELCOME

Thank you for choosing Kolej Mentari. We welcome you to join Kolej Mentari to begin your precious education journey. At Kolej Mentari, we believe in delivering quality education in the most friendly and conducive environment that would be an experience for each and every one of you. In choosing Kolej Mentari, you are joining a cosmopolitan community in a friendly and supportive environment.

There is so much to see and do in Kuala Lumpur and Kolej Mentari, being located in the city center, allows you the access to an interesting surrounding that will undoubtedly provide you a good all round education experience.

We hope that this Student Handbook will provide you with the necessary information to make your stay with us smooth and productive.

Warm Regards,
The Management

2.0 STUDENT LIFE

2.1 INTRODUCTION

All students are special individuals working towards professional status via achievement of higher academic qualifications. Institut Mentari attempts to mould and provide skill sets for students to become accomplished professionals with good capabilities and qualities of civic-minded global citizens. The campus is a home for students, with-equipped facilities to keep them excited, interested, and comfortable. Graduates have earned themselves special places in the labour market, doing very well in industry and commerce.

2.2 STUDENT SERVICE COUNTER

This information and service point provided for queries on schedules, subject, and appointment with lecturers, copying services, request form, issuing of results, educational advice and information dissemination, person to contact and appointment with staff.

2.3 STUDENT WELFARE AND COUNSELING

Student welfare and counseling services relate to information and advice pertaining to all matters including courses, crisis, financial, accommodation, study and personal issues.

As for counseling, students are welcome to see our trained and caring counselors (both academic and administrative personnel) in order to receive information, guidance, support, and compassion. This provides the opportunity for students to discuss and resolve personal and academic needs in confidence.

2.4 STUDENT BODIES

2.4.1 Student Representatives

We believe that it is essential for students to be involved in arranging and to participate in campus activities. Therefore, each intake and each stream nominates and then votes its representatives. Each class representative holds the post for one academic year, where upon fresh elections are held.

2.4.2 Student Council

Each year student nominates and vote student council members who among themselves elect.

President, Vice Presidents, Secretary, Treasurer, Sports Officer and Welfare & Education Officer. The committee gets together for brainstorming; organize activities such as indoor games (chess & caroms), football tournaments, blood donation campaign, cultural activities, sport day etc. to ensure that student benefit fully from the academic, social, and recreational experiences offered. In the ethnically diverse environment of the university many celebrations are embraced, some of the main events of the year Ramadan (Hari Raya Aidilfitri), Chinese New Year, Deepavali (Hindu festival of lights) and Christmas. This fosters goodwill and better relationships amongst students, staff and the community.

2.4.3 Additional Student Bodies

In conjunction with the student class representative the international student body organizes activities and acts as a liaison and information unit between staff and students.

2.5 STUDENT RESOURCES

To ensure everyone gains benefit from the facilities provided, it is essential that all students abide by the room usage rules, which; **students must display a valid student ID Card to use the college facilities.**

Students are not permitted to:

- Perform non-academic related activities
- Bring in food and drinks in the class room
- Use of mobile phone in the classroom
- Create excessive noise

Other conditions as per with the student handbook, notices that are/, may be in force are to be followed. Exceptions to any of the matter above must be through a written request to the student services department and subsequent approval.

Any student found to be misusing any college's facilities will lose all privileges accorded.

2.5.1 First Aid Facilities:

A first aid facility is available on call for emergency. Student can seek assistance of service counter.

2.5.2 Religious Facilities:

Surau (prayer room) is located at 9th floor.

2.5.3 Notice Boards:

Students are encouraged to check the notice board daily on information such as laboratory procedures, library rules and regulations, articles, current events, activities, accommodation profile, etc.

3.0 FACILITIES

3.1 COMPUTER LAB

Computer labs are fully equipped, with the latest IBM workstation running on a local area network, which are multimedia-enabled and linked to the internet via a 10MB connection. Complementary e-mail facilities are also provided and colorful monitor makes refreshing difference when learning. All labs are ergonomically designed and built to stimulate learning.

Computer Lab Hours			
Computer Lab	Monday -Friday	Saturday	Sunday
Lab, 2 nd floor	12.00 pm – 5.00 pm	9.00 am – 12.30 pm	closed
Note: Computer labs might be closed to conduct tutorial sessions. All computer labs hours are subjected to change from time to time.			

Access to these facilities at times outside of the above is by special arrangement, which can be requested via the Student Service Counter.

To ensure everyone gains benefit from the facilities provided, it is essential that all students abide by the lab rules, which apply. Students must display a valid student ID to use lab facilities.

Students are not permitted to:

- Play computer games, watch movies, comics or perform non-academic related activities
- Bring in food, drinks, bags or cases
- Use mobile phone or personal notebook
- Create excessive noise and discussion in group
- Browse or download illicit materials
- Install applications or change machine configuration
- Interchange equipment
- Open or tamper with machines
- Login more than 1 machine
- Locking of workstation for period exceeding 10 minutes

Other condition as per with the student handbook, notices that are/may be in force are to be followed. Exceptions to any of the matter above must be through a written request to the Student Services Department and subsequent approval.

Any individual found to be misusing equipment will lose all privileges accorded.

3.1.1 Computer Laboratory Rules

These regulations apply to the use of all computing facilities provided to the students of this campus and all remote facilities accessed by the way of the above local facilities or via modems. Institut Mentari regulations and the regulations in force at the remote site apply. Users of remote facilities are responsible for ensuring that they aware of all applicable regulations.

No new equipment may be connected to networks without the explicit approval of the systems manager. Such equipment, whether directly connected or communicating over connections with other sites, may access or other facilities only in accordance with the terms of these Regulations.

The facilities may be used only in connection with your studies or research or your work for the campus or other purposes permitted by the college. They must be used for work of undeclared financial benefit to you or the transmission of unsolicited commercial material without the written authority from the system manager.

Student must not interface with work of others or the system itself. The facilities must be used in a responsible manner- in particular, students must not:

- Lock workstations even for a brief period without written permission of the system manager
- Bring food/drink into the lab
- Access store or distribute which is designed or likely to cause annoyance, inconvenience, needless anxiety or defamatory material
- Access store or distribute material such that the copyright of another person is infringed
- Use networked computing equipment for playing games, without the written approval from the college Programs coordinator.
- Gain deliberate unauthorized access , store or distribute programs designed to facilities such access except with written authority from the system manager
- Engage in activities which are illegal or which might contribute to the commission of an illegal act, as per the laws of the Government of Malaysia
- Misuse user accounts, which are for sole use of the student. Where your studies or research or work for Institut Mentari require multiple or collaborative use, permission for such use must first be obtained, in writing,
- Gain unauthorized access to, violate the privacy of other people's files, corrupt, destroy other people's data, or disrupt the work of other people.
- Send electronic mail, which is irresponsible, such as computer viruses or likely to cause offence nor use network messaging without authority. Irresponsible use includes unsolicited posting to large numbers of people or indiscriminate postings.

3.2 LIBRARY

General rules

- The facilities of the library are for the use of members only
- Library membership cards are not transferable and must be produced whenever requested by library staff
- No library materials may be removed from the library unless the loan transactions are captured on the online circulation system
- No seats may be reserved in the library, even for a brief period.
- Smoking, food and drink are forbidden in or near the library.
- All hand phones and pagers should be switched off upon entering the library
- Silence shall be observed everywhere in the library. Users may be asked to leave if found to be causing undue disturbance in the library.
- The library staff have the right to ask anyone not properly dressed to leave
- Mutilation and left of library materials are disciplinary offences for which the offender is liable to be expelled.
- Fines and/or suspension of library privileges may be imposed for the breach of any library rule.

The following tables show the normal hours for the library. Library will be closed during federal and state holidays.

Library hours

location	Monday - Friday
2 nd floor	11.00 am – 5.00 pm

3.3 PHOTOCOPYING & COPYRIGHT

Copying can only be done by the staff. Each copy will be charged RM0.10. The general guidelines on copyright are as follows:

- Book : the copied should not exceed 10% of the book or one chapter, whichever is greater
- Journal articles: one article from any issue of a journal can be copied. If two articles are required. Staff should be consulted.
- If a more substantial portion of the whole book of a work is to be copied, the user must make a request in writing, describing what is to be copied. This must be accompanied by a signed declaration stating that the user requires the copy for research or private study, that he has not previously been supplied with a copy of the same material by the library unless the copy is lost, destroyed or damaged.
- If the librarian is satisfied that the declaration fulfills the conditions, then request may be granted. The photocopy made will be supplied to the requestor after necessary notation has been added onto the copy stating the copy was made at Institut Mentari and the date on which it was made

3.4 GUIDANCE & SUPPORT SERVICES

Students are welcome to see our counselors for academic, administrative and personal issues. This enables students to receive invaluable information, guidance and support.

Please address all enquiries to the appropriate personnel via phone, email or correspondence. All emergencies can be directed to the following members of staff as appropriate or to the person on duty at 8th floor student services counter.

Address: Institut Mentari
16-2, Metro Centre Jalan 4/146, Bandar Tasik Selatan 57000 Kuala Lumpur
Phone: 03-9054 7100 fax: 03-9054 7400
Email: enquiry@institutmentari.edu.my

4.0 RULES AND REGULATIONS

4.1 GENERAL

Students are expected to be familiar with and adhere to regulations relating to specific areas of the college, including examination and assessment procedure, health and safety, computer, communication systems plus associated software and media and the use of laboratories, workshops and other specialized facilities.

Students are also required to be familiar with the rules and regulations stated herein and are required to follow them in letter and spirit. These rules may undergo changes from time to time. Students are required to read all notices and take note of changes or additions to the rules and regulations. Ignorance of rules and regulations are not considered a reason for non-conformance. Also, precedence of applicability or non-applicability in other cases is not admissible. In case of any ambiguity in the rules and regulations, the college reserves the right to interpret the rules and such interpretations are binding on all concerned.

4.2 ASSESSING CAMPUS GUIDELINES/DRESS CODE

Institut Mentari is a professional establishment and students of the center are generally perceived as professional trainees. As such, their attitude must be compatible with the public image of Institut Mentari. Students are expected to dress sensibly and discreetly and are to adhere to the following conditions and guidelines:-

- i. Students are required to wear formal/ corporate attire every Monday
- ii. Students must be well dressed, wearing clothes that are smart and neat at all times
- iii. Sloppy, crumpled or provocative is not acceptable
- iv. Slippers, flip-flops, open toes sandals, singlet, shorts, jeans are not allowed
- v. Student must be polite at all times
- vi. Female students are to dress modestly and discreetly at all times; see through materials are strictly prohibited
- vii. Students must wear their student ID card prominently
- viii. Any losses for ID card or lanyard will be charged RM10 each

4.3 ATTENDANCE & CLASS SCHEDULES

Being present at all lecturers, tutorials and practical sessions is mandatory. Attendance is monitored regularly. Students whose attendance falls below 80% will not be eligible for the taking of examinations. In case students are found to be irregular in their attendance, without notice, they should, provide evidence in writing for reason of absenteeism at the earliest opportunity by completing the Non- Attendance form available from the student service counter 8th floor. Student who fails to do so, letter will be sent to parent.

If there is any circumstance beyond the control of the student that has affected the academic performance of student this should be informed in writing (non- attendance form), as per the campus regulations.

4.4 UPKEEP OF FACILITIES

Institut Mentari endeavors to provide comfortable, conducive and professional environment for all its students. We accept a high sense of responsibility from our students concerning the upkeep of our physical premises in the following manner.

- i. Students are requested no to enter restricted areas except when authorized by administrative or lecturing staff.
- ii. Students are expected to be considerate when common facilities like toilets, lobby area. Lift, corridor etc. care should be taken these areas clean and tidy. Excessive noise and horseplay in these areas are strictly prohibited.
- iii. Students are not permitted to receive visitors or telephone calls during classes, except in cases of genuine emergencies.
- iv. Students found littering the premises (including all areas within and around the campus) are liable to be penalized. In addition, no equipment or furnishing may be tampered with, removed or moved within the classroom or laboratories.
- v. No eating or drinking is allowed in any area other than the cafeteria. Inclusive of corridors and rooms.
- vi. Student wishing to make use of campus facilities for special functions e.g. parties, get together, orientation. etc., must first seek authorization from the student service counter manager and such functions shall be organized in accordance with the guidelines issued by Head of school or the Academic.

4.5 BEHAVIOUR AND GENERAL CONDUCT

Institut Mentari aims to produce graduates with a deep of self-respect, responsibility and professional etiquette. As such, students are to bear the following in mind at all times:

- i. Students are expected to be courteous and to behave with dignity and propriety
- ii. Students are expected to comply with instruction given by the lecturing and or administrative staff
- iii. Smoking is strictly prohibited. Vandalism is a public offences and is considered very seriously
- iv. Students are expected speak politely at all times
- v. Students are expected to turn off personal mobile communication devices such as hand phone, while in lecture rooms and library

4.6 TEACHING AND LEARNING

Lecturers are authorized to conduct lectures/ tutorial/laboratory sessions using processes and techniques which are deemed suitable for providing the learning experience acceptable a higher education level. All students are required to follow the instruction of the lecturer in this regards and cooperate fully in implementing the activities suggested by the lecturer. Students are all called realize their learning responsibilities as students of higher education.

Lecturers are not at the center of learning, rather they are facilitator, and students are at self – learning under broad guidelines and directions of lecturer. As a consequence, a considerable part of topic may be included under students-centered learning/directed self-study. Students not used to such learning style may find themselves struggling initially, but soon would realize that it is a rewarding experience. Tutorial sessions also might be designed in such a way to provide students with opportunity to research , discuss, experiment, critically analyze and requiring research and judgment and not covered in lectures directly. Examinations also carry some questions, which are aimed at testing skills/knowledge acquired through student-centered learning; lecturers have bigger responsibilities as facilitators and guides, not merely information transmission agents.

5.0 STUDENTS FEEDBACK/COMPLAINT POLICY

5.1 STUDENT FEEDBACK/COMPLAINT PROCEDURES

Institut Mentari is committed to forming positive relationship with its students. It is committed to creating an environment in which all staffs perform their duties with effectiveness, fairness, integrity and due care. When feedback/complaint is provided by students, Institut Mentari is committed to resolving the issue quickly, fairly and with respect for confidentiality. In order to assist Institut Mentari in providing continuous excellent when provided. This is conducted quarterly for the school of Business. In addition, feedback can be given formally or informally as described below

5.2 INFORMAL FEEDBACK/COMPLAINT

The student may approach directly Head of Student Affairs with their feedback/complaint. Alternatively, student may choose to email enquiry@institutmentari.edu.my

5.3 FORMAL FEEDBACK/COMPLAINT

A formal feedback/complaint is to be made in writing or on Suggestion Form conveniently located at 8th floor student service counter. These should be addressed to the Head of Student Affairs. The formal feedback must describe the concern answer state the action or outcome desired. Classification of feedback/complaint:

Description	Priority	Acknowledgment	Response	Resolution
1.Service <ul style="list-style-type: none"> • Marketing • Fees • Counselor • Refund 2.Lecturer	1	Immediate	3 working days	3 working days
1. Course materials 2.Lecturer Notes 3.Matter pertaining to membership	2	Immediate	3 working days	3 working days
1.Common general issue 2.Facilities	3	3 working days	3 working days	3 working days

6.0 INSURANCE FOR COLLEGE STUDENTS

Students are required to purchase insurance coverage. Institut Mentari provides the affordable student insurance plan (Group Health Plan) for all registered students. This is to ensure that students are protected from unexpected illness or injuries. The coverage will commence when a student has commenced a program and renewed every year throughout your study period. The coverage plan is ineffective when a student withdraws or graduates.

6.1 INSURANCE COVERAGE & BENEFIT

Insurance Coverage	Benefit
Basic Coverage	Accidental Death & Permanent Disablement
Optional Coverage	Accidental Medical Expenses
Plus FREE	1. Death Benefit due to Dengue Fever up to RM2000 2. Compassionate Allowance up to RM2000 3. Repatriation Expenses up to RM5000

Note: Further details on term & condition, please refer to policy document.