

1.0 Message from Chief Executive Officer

Welcome to Pusat Latihan & Kemahiran Bestari (PLKB) Malaysia. In an era when increasing numbers of students are choosing and enjoying the benefits of higher education in Malaysia, it becomes even more important to select an institute which offering courses relevant to both current and future employment in a globalised world.

Today, PLKB as an education provider in Malaysia providing certificate courses on twining arrangement with UK Education Provider. The academic benefits offered by PLKB are complemented by the rich living and learning experiences that our Institute provides. If you are starting to think about your future and aiming to develop a truly successful and diverse career in business, we at PLKB, can accelerate you towards achieving your career goals.

PLKB wish to welcome you as a student into this exciting environment and enhance yourself to a greater height in this great opportunity given.

Mrs. R Rajersh Mannan
Chief Executive Officer of Pusat Latihan Dan Kemahiran Bestari

2.0 About Pusat Latihan Dan Kemahiran Bestari

Pusat Latihan Dan Kemahiran Bestari is one of the premier private institutions of higher education approved by the Ministry of Education. The Institute is situated at No 18 & 18A, Jalan NB 2 ¼, Taman Nusa Jaya Mas, 81300 Skudai, Johor, Malaysia.

3.0 The institution's Vision, Mission Statement and Core Values

Vision

To be an established training institute in the region providing professional qualifications for the Working Adults and School Leavers.

Mission

To upgrade the professionalism, service and productivity of the programmes to deliver the best qualification through industry and management training and education.

Core values

P: Progression
L: Learning
K: Knowledge
B: Best

PLKB is committed to providing a rigorous and relevant education to ALL students in a learning environment that fosters high expectations and data driven for students to measure progress toward meeting and exceeding defined standards and goals.

- Progression towards meeting and exceeding standards and goals.

The search for academic and professional excellence is the hallmark of all our accomplishments.

- Passion for Creative Teaching and Learning

Effective education practice is based upon a strong foundation.

- Content on Knowledge

Creating greater standards to provide clear and consistent learning goals to help prepare the students for higher education.

- Building on the Best of the existing standards for student needs.

4.0 Academic Institute

Pusat Latihan & Kemahiran Bestari offers Certificate programmes, as well as professional development and executive courses.

4.1 Programmes of Study

Pusat Latihan & Kemahiran Bestari - Certificate Award Programme's

4.2 Certificate Program's

1. Completion Certificate in Management
2. Completion Certificate in Business Studies
3. Completion Certificate in Operations Management
4. Completion Certificate in Business Management
5. Completion Certificate in Logistics Management
6. Completion Certificate in Hospitality Management
7. Completion Certificate in Industrial Engineering Management
8. Completion Certificate in Quality Management
9. Completion Certificate in Business Information Management
10. Completion Certificate in Entrepreneurship and Management
11. Attendance Certificate in Technology Management
12. Attendance Certificate in Human Resource Management
13. Attendance Certificate in Operations Management
14. Attendance Certificate in Business Management
15. Attendance Certificate in Healthcare Management
16. Attendance Certificate in Fundamental of Computer and IT
17. Attendance Certificate in Industrial Engineering Management
18. Attendance Certificate in Safety Management
19. Attendance Certificate in Warehouse Management
20. Attendance Certificate in Information System Management
21. Attendance Certificate in Safety Management
22. Attendance Certificate in Marketing Management
23. Attendance Certificate in Office Management
24. Attendance Certificate in Intensive English Learner

4.3 Academic Schedules

Upon commencement of each intake and/or a calendar year, an Academic Calendar/Timetable will be issued to students. The schedule outlines the dates for each module, examinations and school holidays. Students are advised to familiarize themselves with the schedule. Students are advised not to travel extensively during the class date as this will disrupt their studies and affect their course of study and assessment components.

4.4 Student Identification – Card

Student Identification Card is issued upon commencement of classes. Students must use the student Identification card are compulsory for admission to regular classes, examinations, computer labs and other facilities. Students who have lost their Student Identification letter must report the loss to the Administration Office immediately. They will have to fill in the 'Application for Replacement of Student ID form' (Appendix I) and the institute will process for the new card with a replacement fee of RM10.00. If the student ID card is lost for the 2nd time and thereafter, a payment of RM50.00 shall be imposed.

4.5 Lecturers

The Lecturer will help you develop an acceptable and practical programme of study so as to make your time at the institute as enjoyable and rewarding as possible.

It is important that you get to meet and know your Lecturer so that you can maintain contact during the course of your studies. Some of the things your Lecturer needs to know include:

- Issues relating to studies and your performance on the programme
- General information on medical or other conditions which may affect your work (in case special arrangements have to be made on your behalf)
- Any changes which you wish to make to your programme of study

4.6 Conditional Offer (If applicable)

Students who use their forecast results to enroll will be given a Conditional Offer Letter. The status of students who have gained admission to the programmes using forecast results will be revised once their actual examination results are announced. Students must present a certified true copy of the actual examination results to the Administration Office.

The institute reserves the right to disallow a student from continuing on the programme if the student fails to meet the minimum entry requirement and/or the condition(s) in the Letter of Offer.

A Conditional Letter of Offer will also be issued to students who have not submitted other documents such as photographs, certificates, etc. at the time of registration.

4.7 Modular Programme

The Modular programme is a number of individual subject areas (also called subjects or module) that, when taken and passed, lead to a coherent programme of study, meet the graduate profile and result in the award of the specific qualification for which you are registered.

4.8 Learning and Teaching

Our approach to learning and teaching is progressive and we are constantly looking at ways of enhancing our programmes.

One of the characteristics of studying within a modular programme is that each subject will have its own particular methods of learning, teaching and assessment.

4.9 English Language Proficiency

English Language is the medium of instruction throughout the programme of study. Students must make every effort to ensure that their level of English Language proficiency is good. Students are encouraged to read English newspapers, magazines and books and SPEAK ONLY ENGLISH while in the institute or during classes.

4.10 Credit Exemption Policy

A student who is awarded a credit exemption in a subject is not required to undertake that said subject in the programme undertaken by the student. Until an exemption has been granted, the student is required to attend the classes of those subjects requesting for exemptions.

Exemptions are solely given at the discretion of Pusat Latihan & Kemahiran Bestari upon valid, reliable, and availability of relevant supporting and presented timely documents described below under 'Programme Transfer Credit form' (Appendix II).

Transfer credit will be limited to one module or more module course. Transfer credit may be granted for graduate work completed in another program, provided that the course(s) has not been credited towards another certificate or any other qualification.

4.11 Conditions for Exemption Request

For Pusat Latihan & Kemahiran Bestari to consider an exemption request, the student must be formally registered in a full-time or part-time programme offered by Pusat Latihan & Kemahiran Bestari but before the programme commences. The student is expected to have met all the entry requirements of Pusat Latihan & Kemahiran Bestari's programme of choice.

Exemptions are guided by the following criteria:-

- the results obtained by the student in the equivalent subject from the previous institution;
- the credit hour or the strength of the equivalent subject levied by the previous institution;
- the period of time between the subject undertaken at the previous institution and the time of current application;
- the essence of the subject in question in the student's previous programme and the corresponding emphasis in the current programme (e.g. the subject may have been an elective in the previous programme but is now a core programme essential in the field of major);
- the level of the subject at the previous institution compared to Pusat Latihan & Kemahiran Bestari's programme;
- the methodology used in the previous institution in delivery and assessment compared to Pusat Latihan & Kemahiran Bestari

4.12 Changes after Exemption

If there is a change in the programme midway through the student's studies, the exempted subject may need to be reviewed again for its suitability and essence in that new programme undertaken by the student.

Changes in curriculum made by Pusat Latihan & Kemahiran Bestari midway through the student's programme likewise will not affect the exemption granted during the entry of the student into the programme. The exemption granted would be regarded as final and Pusat Latihan & Kemahiran Bestari will honour the exemption accordingly.

However, in the event that the student deferred more than a year or five modules, whichever is longer due to illness or other extenuating circumstances, the exemption granted may need to be reviewed according to its relevance in the present state. Where required, the exemption(s) may be revoked.

4.13 Authorities for Exemption

Exemption is determined by the Institute and endorsed by the Principal before the exemption is regarded as valid. The Institute will examine the contents of the syllabi furnished by the student before obtaining approval from the Head of Academics Board / Principal.

4.14 Communication

There are various channels of communication within the Institute. All staff and students have access to e-mail, the electronic mail facility via the computer system. Please get into the habit of regularly checking your e-mail for messages. Alternatively, information will also be disseminated through notices, announcements, and scheduled discussions and counselling.

5.0 Assessment Feedback

Assessment feedback would be carried out at the end of each module after an assessment so assessors could reflect on their teaching and assessment. This serves as a mechanism to record in staff feedback. The PLKB staff team would then meet to discuss action that need to be taken based on the feedback of both candidates and staff and work on action to be taken. Teaching materials, assessment methods and instruments may need to be reviewed and updated. Assessors and IV's may need CPD training to update them.

6.0 Candidate induction

Students on commencement of a course will attend a talk on 'familiarization' followed by other orientation activities geared towards support for the duration of the PLKB programme. Students will be given an Induction Pack in the form of a Student Handbook (PLKB Student Handbook) each with essential information to support their initial needs through to their exit from the centre.

At the end of the handbook, there is a detachable page where students would sign to acknowledge the receipt of the Student Handbook for reference and agree to abide by the rules and regulations of the Institute laid out in the Handbook. The agreement form is part of the induction pack and has to be handed in to the Admissions and Records.

6.1 Complaints on matter not related to assessment decision

When a student has cause for complaint on a matter not related to assessment decision, for e.g. misconduct, the student can bring it to the attention of the Head of School where it will go through a process of investigation. Information on the existing Complaints procedures can be found in the Handbook Sections 8.5: Disciplinary Procedure; Section 8.6: Stages of the Disciplinary Procedure and Section 8.7: Appeals. Section 10.0 Grievances and Complaints also contain information on complaints

6.2 Equal Opportunities Policy information

The Equal Opportunities Policy information can be found in the Handbook Section 2.14: Valuing Diversity. The centre ensures all candidates irrespective of gender, ethnic origin, age, race, religion or disability are treated fairly in its policies. The section informs you as to what you could do if you experience any kind of discriminatory disadvantage of any nature.

At present the centre has no intention of taking in candidates with learning disabilities. However, if a candidate has difficulties with writing, the centre would seek the advice of PLKB regarding alternative assessment arrangements.

6.3 Assessments

The Exam Department, Head of Academics and Head of school (PLKB Coordinator) are responsible for assessment policy which includes verification and moderation of summative assessments and benchmarking academic standards of assessment.

All assessments and assignments, be it from PLKB academic board to match the standard set by PLKB. There will be an Internal vetting committee comprising the IV, Assessors and Coordinator and the Academic Head to make sure the assessment is up to date, meet specifications and standards required and conform to reliability and validity.

Assignments: Students will be given scheduled time frame to complete the assignment before submitting to the assessor. The time frame will depend on the nature of the assignment. Once the assignment is completed, it has to be submitted to the respective assessors for assessment. Each student will have a file that records his/her performance with the Examination Department.

Assessments/Examinations: Assessments could be in the form of different responses. Assessments may be from PLKB or prepared by the assessors. The assessments will need to cover all the modules taught to make sure students are able to apply what they learned in the assessment

Information on Methods of Assessment, Examination Rules and regulations and Managing Coursework can be found in Section 8.1: Assessment and Section 8.2: Managing Coursework in the Student handbook.

6.4 Malpractice Assessment

Any candidates who fail an assessment or fail to demonstrate competence are provided with opportunities for remediation and re-assessment.

Some units or subjects stipulate the conditions in which re-assessment can be carried out. It is important to abide by these. There should normally be one, or in exceptional circumstances two, re-assessment opportunities depending on the unit and your unit assessor's judgment. Whether you need to re-take the whole assessment or only part of it will depend on the assessment method that has been used and the purpose of the assessment.

For example, for written tests designed to identify the candidate's knowledge or understanding at a given point in time or as a whole, it might be necessary to re-assess the whole test. On the other hand if you were submitting a portfolio of your best work, you may only have to re-do one piece of work that does not meet competency.

Where the evidence is generated over a period of time, such as in a project, it might be valid simply to re-do parts of an assessment and re-submit the part of the project where there was a problem to be incorporated into the final submission. However, where parts of several Outcomes are involved, you may have to be reassessed with a completely new assessment

You will not be given the same assessments repeatedly, or be asked identical questions. You will also not be given alternative assessments which other candidates have undertaken recently. The re-assessment will be of equal demand to the original assessment.

6.5 Appeals Policy

There are policies in place for the number of times a candidate is allowed to undertake an assessment. This would depend on the nature of the assessment. If it is coursework, then a written request for extension is required. The centre shall give a candidate the chance to be reassessed at least once under unforeseen circumstances. If a candidate fails an assessment, the candidate should be given a chance to appeal for a retake/ re-sit especially if the assessor decides that the candidate has almost met the outcome but further evidence is required. The assessor can arrange to meet the candidate to remind the candidate of the appeals process for remediation. This will help get them up to the required standard for the assessment.

6.6 Student Welfare

The Institute has student welfare officer to provide the level of service required by our students, but within the means available to a smaller institution. The Institute has delegate one members of staff as a Student welfare officer, who will be available throughout the week, by appointment.

The record of all cases requiring referral to a Student Welfare officer shall be kept, with the highest seriousness given to the confidentiality of those involved.

Where Student Welfare Officer does not have expertise to deal with a matter, the Institute will provide referral to professional or external help.

6.7 Pastoral Care

Counseling offers students the opportunity to talk to someone about the issues in their personal life which are most concern to them in a private and confidential setting. Talking through these issues with an Institute Student Welfare Officer can help them manage and cope with their problems better, and work towards possible solutions. Student can talk to a Student Welfare Officer about any sort of issues, no matter how big or small.

6.8 Administrative Support

The Institute is fully committed to maintaining an appropriate level of administrative support staff for student and academic staff.

6.9 Harassment and Bullying

The Institute will not accept bullying or harassment and sets out in the Student Welfare and Conduct Policy, which covers both staff and students. This policy is designed to prevent bullying and harassment and to deal with any cases that occur.

6.10 Grievances and Complaints

The Institute operates a student grievances and suggestion procedure, which is designed to help students to obtain redress, as far as possible, for any disadvantage, damage, injury or distress cause by the acts or omissions of the Institute, the School, its staff or agent(s) and / or to provide constructive suggestions and comments that will enhance the Institute.

It will also enhance the Institute's awareness of any shortcomings and help it to identify and take remedial actions to improve its practices, procedures and the delivery of the courses.

If you think you have a justified cause for complaint or any grievances, you should feel free to raise the matter without fear of victimisation or undue publicity. A student has a right to raise a complaint or a grievance, whether it is eventually upheld or not. Refer to Candidate Complaint Form.

All the candidates have the right to complain to assessment – related matters, but not assessment judgments, once they have exhausted the PLKB complaint procedure.

6.11 Appeals

Students have the right to make an appeal for the following reasons:

a) Dissatisfaction over examination or assessment results and request to have the examination or assessment re-mark (PLKB required the appeals procedure to only be appeals against assessment decisions and all the other examples would be addressed under the complaint / grievance procedure).

b) Before the final appeal in writing to the Head of Institute:

- i) Stage 1: Raise the matter with your assessor;
- ii) Stage 2: If remain dissatisfied, escalate your appeal to the internal verifier;
- iii) Stage 3: If still remain dissatisfied, put your appeal in writing to the Head of Institute or designated alternate.

6.12 Disciplinary Procedure

A member of the Institute wishing to complain of misconduct by a student shall bring it to the attention of the Head of School. The complaint shall be thoroughly investigated. The person investigating the matter may do one or more of the following:

7.3.3.1 Discuss the complaint informally with the subject of the complaint, the person making the complaint or any other person involved.

7.3.3.2 Ask the subject of the complaint to attend a meeting to discuss the complaint. A member of the school or section staff not involved in the matter should be present at any such meeting and the student may be accompanied by a member of the Institute.

7.3.3.3 Give warning in writing to the student setting out the nature of the misconduct and noting that failure to remedy the matter or to observe the Code of Student Conduct may lead to formal disciplinary action under the provisions of the Code; a copy of any such written warning shall be sent to the Principal's Office, Head of School and to the Academic Officer. This is also known as the preliminary Investigation.

6.13 Formal Interview

a) If the relevant Head of School, Student Affairs or designated alternate deem that the alleged breach of the Code of Behavior should be investigated, a Formal Interview will be conducted with the individuals concerned. The process of enquiry will involve consideration of papers and consultation with key individuals as well as the interview.

b) The relevant person-in-charge shall inform the individuals concerned in writing of the nature of any allegations made against them and give them the opportunity to produce a written reply to any allegation and to give details of any witnesses to the alleged incident.

c) The relevant person-in-charge shall interview the individual(s) concerned, review all the evidence presented and make his/her decision.

d) On conclusion of the formal interview, the person-in-charge may determine that:

- The case should be dismissed as vexatious, trivial or lacking in evidence.
- The student should be given a formal verbal warning and confirmation of the possible consequences of further allegations of misconduct.
- The student is required to provide a written apology and a written undertaking that the Code of Behaviour will be properly observed for the remainder the studies at the Institute.
- The student should be reprimanded formally in writing, through a formal written warning.
- The student should be required to make good, in whole or in part, any loss or damage to the Institute's premises, or to the property of any member of the Institute, found to have been caused by the student and which formed part of the allegation against him/her, or to make restitution for any additional expense caused to the Institute as a result of the misconduct.
- The case cannot be resolved and recommend to the Principal or Head of School for a Disciplinary Panel Hearing.

e) The person-in-charge must notify the student in writing of the outcome of the disciplinary proceedings, normally within seven (7) days of the conclusion of the formal interview. This notice must include a statement of the facts identified for the penalty, if any to be imposed. The notice shall be copied to the Principal's Office, Head of School and the Academic Officer.

f) On conclusion of the formal Interview and investigation, the person-in-charge may determine that one or more of the following sanctions may be imposed:

- (i) Pay a stipulated fine
- (ii) Produce a formal written apology
- (iii) Make a financial restitution
- (iv) Give a formal verbal or written warnings

6.14 Disciplinary Panel Hearing

a) In cases where it is determined that the allegation of misconduct should be investigated by a Disciplinary Panel, the Principal and the Head of School, will convene a hearing of the panel as soon as possible, normally within 21 days following the receipt of the report.

b) The report and any associated papers forwarded to the person-in-charge will constitute evidence for the hearing. The Disciplinary Panel may also call for such other papers and conduct, whatever other investigations may be deemed appropriate.

6.15 Appeals against verbal and written warnings

If a student wishes to challenge a disciplinary decision to issue a verbal or written warning, they may do so by appeal to the Head of School. All appeals must be made in writing, stating clearly the grounds for appeal, to the Head of School within five (5) calendar days of being informed of the disciplinary decision. If the appeal is not presented within this stipulated time frame, the disciplinary decision is considered as accepted. The Head of School or his / her designated alternate will review the allegation, the evidence and the reason for the appeal and determine one of the following outcomes:

- That a lesser sanction be imposed;
- That the original decision shall be confirmed;
- That a Disciplinary Panel Hearing be convened to hear the case formally.

6.16 Appeal against a Disciplinary Panel decision

A student shall have the right to appeal against any decision of a Disciplinary Panel or a decision of the Principal which involves suspension or expulsion. All appeals must be made in writing, stating clearly the grounds for appeal to the Principal within ten (10) calendar days of being informed of the disciplinary decision. The decision of the Principal shall be final.

7.0 Fees Policy

Fees payable and payment dates vary according to programmes and students are required to pay the first module/programme fees upon enrolment. Full Time student have to pay the monthly fees before 10th of each months and for Part Time student have to pay on the first day of second day of the classes. Students will be notified during the enquiry and before the commencement of each new module/programme by the administration staff.

7.1 Mode of Payment

Payment of Fees can be made via cash, cheque / bank draft or credit card at the cashier counter of Pusat Latihan & Kemahiran Bestari. The following are guidelines to be followed for each mode of payment:

1. Cash

- Cash payments are to be made at the cashier counter.
- Inform the cashier as to what the payment is for.
- Receive official receipt.
- Check details on official receipt to ensure that details of payment are correct.

2. Cheque / Bank Draft

- Cheque/Bank Draft payments can either be made at the cashier counter or by post.
- Please ensure that the cheque / bank draft is issued to "Pusat Latihan & Kemahiran Bestari"
- Ensure that the cheque / bank draft is signed and that it is dated with the current date. No post-dated cheque is allowed.
- Ensure that there are no amendments on the cheque / bank draft.
- Please write your name, IC number, contact number and details of what is being paid, on the reverse of the cheque/bank draft.
- If the cheque / bank draft is paid at the cashier counter, receive the official receipt and check to ensure that details of payment are correct. If the cheque / bank draft is posted, collect your official receipt from the cashier on your next visit to the Institute.

3. Direct Bank In

- Payments can be banked into Pusat Latihan & Kemahiran Bestari's bank account with Affin Bank Bhd. Details are as follows:
- Account name: Pusat Latihan & Kemahiran Bestari
- Account no: 1-017-0000-8010
- Obtain copy of bank-in-slip from the bank.
- You may either present the bank-in-slip to the cashier or you may whats-app the slip to 016-715 1794.
- Please write your name, IC number, contact number and details of what is being paid, on the reverse of the bank-in-slip.
- Present your bank-in-slip to the cashier with the abovementioned details and an official receipt will be issued.

<p>7.2 Late Payment Charge</p>	<p>A late payment charge of 3% from the monthly payment will be imposed if payment is not made (a) before the 10th of each month (Full Time) (b) on the class dates specified in the schedule (Part Time) A student is required to fill in the 'Late Payment Notification form'. If payment is not received by the specified due date in the late payment form, students will not be allowed to enter the class/tutorials and the module book will not be handed to the student.</p>
<p>7.3 Extension of Semester Fee Payment</p>	<p>Appeal for late payment may be approved by the Institute on the recommendation of the Principal.</p>
<p>7.4 Installment Payment</p>	<p>The installment payment is based on the fees structure provided and chosen by the student.</p>
<p>8.0 Application</p>	<p>9.1.1 An initial step in the admission process is the filling in of an application form. The form must be filled with legible handwriting as the details are entered into the system accordingly. The name must be checked because that will be the name printed on the certificate / award upon graduation.</p> <p>9.1.2 Details required in the application form include your personal particulars and academic records. You are required to submit a certified true copy of your academic transcript for record purposes.</p> <p>9.1.3 On payment of an application fee and meeting the entry requirements of the selected programme, an offer letter is issued by the Admissions Office.</p> <p>9.1.4 Acceptance of the offer of a place in the programme of your choice, and the payment of a registration fee, completes the process of 'application and registration'.</p> <p>9.1.5 The term and conditions application form need to filled up by the students will be explain by the Institute on the program flow, payment schedule, basic rules and regulation of institute and</p>
<p>8.1 Enrolment</p>	<p>Before the commencement of the programme, students must do the registration fees at the Administration Office. Registration fees must be made before enrolment, failing which you will not be allowed to attend classes. You are advised to refer to the Academic Board/Principal to determine and confirm your enrolment.</p>
<p>8.2 Deferment</p>	<p>Students are encouraged not to defer any module as this will prolong their tenure of studies, and may be affected by changes in curriculum or fees in the near future. However, under the following extenuating circumstances, the student application for deferment may be considered:</p> <ul style="list-style-type: none"> a) Medical - The student will need to provide a medical report from a certified medical practitioner or an authorised hospital. b) Overseas Training - The student will need to provide a letter from organization or any related society. c) National Service - The student will need to provide an official letter from Jabatan Latihan Khidmat Negara and a certified true copy of this letter will be kept in the student's file. d) Other grounds - If a student wishes to defer his / her programme of study with reasons other than the ones stated above, the student will need to provide a letter stating the reason(s) for the deferment. <p>An accompanying letter from the student's parent(s) or guardian(s) will need to be submitted together with the student's letter.</p> <p>A deferment is normally granted to a maximum of three modules. Any student who wishes to defer his / her studies is advised to consult the Principal accompanied by filling up the 'Deferment Form' (Appendix V). The Deferment Form may be obtained from the Admissions Office. All Deferment Forms must be submitted to the Admission Office and a letter of approval will be issued to the student.</p> <p>An administrative charge of RM200.00 will be imposed</p>

8.3 fees transferable to the new programme

Situation 1	Refund Decision
If the deferment is carried out before the commencement of the intake.	100% of the fees are transferable to the new intake.
Situation 2	Refund Decision
If the deferment is carried out between two (2) to four (4) weeks of the commencement of the intake.	Only 50% of the tuition fees are transferable to the new intake. Any other miscellaneous fees related to the programme are not transferable
Situation 3	Refund Decision
If the deferment is carried out after four (4) weeks of the commencement of the intake.	Only 10% of the tuition fees are transferable to the new intake. Any other miscellaneous fees related to the programme are not transferable

8.4 Transfer of Programme

A transfer of programme is defined as a switch from an existing programme of study to a new programme, effective in the next new module / programme.

8.5 Eligibility and Procedure

To initiate a transfer of programme, the student must possess the following

- a full acceptance into an existing programme;
- meeting of the entry requirement of the new programme;
- approval from the Principal of the accepting School;
- approval from the Principal of the departing School;
- payment of the programme transfer fee of RM100/-.

In certain situations, approval from the Admissions Office may be required to complete the transfer

8.6 Subjects Completed Previously

The student is required to acknowledge that some of the subjects successfully completed in the existing old programme at Pusat Latihan & Kemahiran Bestari may not be transferable or may not be accepted into the new programme. Hence, the undertaking of such subjects may at times be considered “wasted” by some transferring students, although the knowledge gained would be invaluable.

Where relevant, subjects completed may be accepted by the new School / Faculty and exemptions be given accordingly. Where the tuition fees for the new programme are above the old programme, students will be required to settle the differences before the transfer is made effective. In the case of surplus, the additional paid fees will be used to set off future tuition fees

8.7 Withdrawal

A student who is uncertain about continuing a programme at Pusat Latihan & Kemahiran Bestari is advised to consult the Principal.

In the event that a student decides to leave the programme, a ‘Withdrawal form’ (Appendix VI) has to be filled in and submitted to the Admissions Office.

The student concerned is required to return his/her Student ID Card, all library books borrowed and any equipment or property in his/her possession to the relevant departments.

All fees paid are not refundable or transferable except where a written notice is received by the Institute and the amount of the **tuition fees refundable** is subject to the following:

Situation 1	Refund Decision
If a student withdraws from the programme before the commencement of the intake.	100% of the tuition fees are refundable except registration fees.
Situation 1	Refund Decision
If a student withdraws from the programme between two (2) to four (4) weeks of the commencement of the intake.	Only 50% of the tuition fees are refundable.
Situation 1	Refund Decision
If a student withdraws from the programme after four (4) weeks of the commencement of the intake.	No payments are refundable.

An administrative charge of RM100.00 will be imposed for all withdrawals as a withdrawal fee.

Exception to the rule – A student who withdraws due to medical reasons (supported by a medical report from a hospital) will not be charged the administrative charge of RM100.00. The approval for any refund will be made by the CEO / Principal

9.0 Attendance

Classes are generally scheduled as below stated:

(a) Three (3) days per week; Tuesday to Thursday from 10.00am to 2.30pm - (Full Time)

(b) Two (2) days in a month; Saturday from 1.00pm to 5.00pm & Sunday from 10.00am to 5.00pm (Part Time)

9.1 Attendance and Performance

Regular attendance and academic performance are closely linked. Attendance is the key factor in student retention, progression and achievement.

- A student is expected to attend all lectures, tutorial or any other forms of projects unless he / she is on medical and / or has applied for leave of absence.
- A student who is on medical leave will have to submit a medical certificate from a certified medical practitioner or an authorised hospital.
- A student has to satisfy 85% (Full Time) and 75% (Part Time) attendance throughout their course of study in the Institute.
- A student who fails to attend classes continuously for about three (3) class sessions (which includes lectures and tutorials classes) will be notified and counselled accordingly by the Academic Office.
- If a student is missing from his/her classes again (after the verbal warning) for three (3) days or more, the matter will be referred to the Registrar and the student will be issued with a 'Student Conduct Caution form' (Appendix VII).
- If there is no improvement to absenteeism and / or no response from student and / or parent(s) / guardian(s) a week after the second Caution Letter is issued, the Institute shall attempt to make a final documented attempt to contact the student and / or parent(s) / guardian (s) by all possible channels.
- If all attempts of contacting the student and / or parent(s) / guardian(s) fail, the Institute will

9.2 Late Attendance

- Students who are late for classes may not be admitted to class until that time when the class takes a scheduled "break" so as not to interrupt the lesson(s).
- Students are required to provide a valid explanation to the subject lecturer in order to be allowed to enter the class, which is after the scheduled "break".
- Lateness will be recorded and students who fail to provide valid explanations would be subject to either or all of the following:
 - a) A reduction of grades for that particular subject (especially if the late attendance is excessive).
 - b) The student will be recorded as "absent from class".
- If a student leaves for the scheduled "break" and does not return to the class, the student will be deemed as "absent from class".

10.0 Assessment and Plagiarism

An evaluation of the learning progress of each student is prepared by the lecturer/instructor at the completion of each subject. This evaluation is based on:

- i. Assignments [Group or Individual]
- ii. Examination

The method of assessment for each subject will be highlighted at the end of each term from your subject lecturers.

10.1 Examinations

It is important that you are familiar with the requirements and regulations regarding examinations.

You can check the timing of the examination times on the official examination time-table. The official examination time-table will be placed on the notice board at least two weeks before the start of the examinations. You are advised to arrive well in advance before the official start of the examination.

Only students whose fees and other indebtedness to the Institute **have been paid** will be eligible

10.3 Examinations - rules and regulations

A student shall NOT DO during any examination:

- a) Be in possession of any unauthorised materials e.g. books, notes or diagrams other than those, which the examiners have specified, may be taken into that particular examination room/hall (unless the subject lecturer has specified that it is an open-book examination). Dictionaries will only be allowed if it has been specified by the subject lecturer. ELECTRONIC DICTIONARIES ARE STRICTLY PROHIBITED.
- b) Directly or indirectly give assistance to any other student.
- c) Directly or indirectly accept assistance from any other student.
- d) Permit any other student to copy from or otherwise use his / her papers.
- e) Use any other improper means however obtained or endeavor to obtain assistance directly or indirectly from his / her work.
- f) Use any other improper means or to give or endeavor to give assistance, directly or indirectly to any other student.

10.4 Managing Coursework

In all subjects, you will be assessed through examination and coursework. All the subjects use a combination of both examination and coursework to assess the extent to which you have achieved the stated learning outcomes, skills, knowledge and understanding.

At the beginning of each subject you will be informed of the 'deadlines' for submitting your coursework. These deadlines must be adhered to. Failure to submit the coursework by the nominated "hand-up" time and date will result in a (late submission and the penalty of RM25.00 will be charge for logistics cost) and the maximum late submission of coursework only give up to seven days; after which, a grade of 'F' will be awarded if submission more than 7 days.

An 'Assignment Cover Sheet form' (Appendix VIII) need to be attached with the assignment. Grades given by subject lecturers during the term are "subject to approval" by the Examination Board. It is each individual student's responsibility to manage their own coursework and it is important that you plan and manage your time and commitments to enable you to meet

10.5 Plagiarism

Plagiarism, whether inadvertent or deliberate, shall include the following:

- a) Word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting of substantial extracts from books, articles, thesis, other unpublished work such as working papers, seminar and conference papers, internal reports, computer software, lecture notes or tapes, without clearly indicating their origin.
- b) Using very close paraphrasing of sentences of whole paragraphs without due acknowledgement in the form of reference to the original work.
- c) Submitting another student's work in whole or in part.
- d) Use of other person's ideas, work or research data without acknowledgement.
- e) Submitting work, which has been written by someone else on the student's behalf.

- You must also take care that, unless you are specifically instructed that a piece of work for assessment is to be produced jointly with other students, the work you submit has been prepared by you alone. If you collude with other students to prepare a piece of work jointly, or copy each other's work, and pass it off as an individual effort, it is syndication and against the School's regulations. It is also against the rules to copy another student's work without his / her knowledge and consent.
- If it is believed that deliberate plagiarism or syndication has occurred, a formal inquiry will be conducted. The Coordinator / Lecturer / Programme Leader and the subject lecturer will investigate the allegation. The student shall be invited to attend an interview to showcause why the penalty should not be imposed. The appointed academic staff and the subject lecturer will table the case at the Examination Board.
- A student found guilty of deliberate plagiarism or syndication by the Examination Board will receive an 'F' grade for the work submitted
- In the event the student appeals against this decision and insists that the decision is reviewed, the student will have to formally appeal in writing, within two (2) weeks of the decision being made, to the Academics Board Director.
- The Institute recommends that you follow the Harvard System (kindly refer to your subject lecturer). If you refer to a particular document in your text, at the end of the work, you will also need to list all the references you have used in your work.

11.0 Grading Scheme

The grading scheme used for the certificate, foundation and diploma programmes are as follows:

Marks	Grade	Achievement
80 – 100	A	Distinction
70 – 79	B	Merit
60 – 69	C	Good
50 – 59	D	Satisfactory
0 – 49	F	Fail

Other forms of description are as follows:

Grade	Description
XF	Excessive Absences
WD	Withdrawal
EX	Exempt
NE	Audit – No evaluation
RC	Re-sit coursework
RE	Re-sit exam
RP	Repeat
I	Incomplete *
NC	No Credit Hours

11.1 Academic Progression Rules

Progression

Recommendations for progression fall into three (3) categories, and they are:

(a) Pass

A student is considered to have passed overall a particular subject provided he / she obtains a mark of 50 and above for individual subjects. This includes passing all the examinations/assessments in the particular subject. A 'Pass' for the module would also mean that the student has successfully achieved pass result.

(b) Reassessment

(i) Re-sit

You will have to register for the re-sit paper and make payment of RM150.00 for each re-sit.

A 'Re-sit of Examination/Assignment form' (Appendix VIV) need to be submitted to the Academics Office together with the payment. If you fail to register for any required re-sits without any valid reasons, you will be awarded a grade of 'F' for the subject. In this case, you are required to repeat the subject in the following module when it is offered again.

(ii) Retake

While a student fail or didn't turn up for the re-sit assessment paper, he/she make payment of RM250.00 for the re-sit the module again. A 'Re-take of Examination/Assignment form' (Appendix VV) need to be submitted to the Academics Office together with the payment.

A retake of a subject will require a student to attend all classes and retake the assessment. Full fees for the subject will be charged.

(c) Fail

A student, who has exhausted all opportunities of reassessment, will be subject to a 'Fail' and the Institute reserves the right to advise the student to withdraw from the programme.

11.2 Completion duration of the programme

In general, students are required to pass all their papers in the end of the programme to be considered for graduation. Any failures must be re-attempted until a pass is obtained.

Students are allowed to complete their certificate and diploma programme over a specific period of time and any re-sits, supplementary papers or repeats must be completed within that stipulated time-frame.

11.3 Duration to complete the programme

The maximum duration to complete a programme is:

Programme	Normal Duration	Maximum Duration Allowed
Completion Certificate	12 months	24 months
Completion Certificate	8 months	16 months
Attendance Certificate	4 months	8 months
Attendance Certificate	2 months	4 months

11.4 Graduation Requirements

Completion Certificate or Attendance Certificate programmes

Students who successfully completed all the required subjects with passes and obtain an above passing marks will be considered having completed the programme. Student will be able to progress to the foundation diploma or diploma level of programme from our external provider

12.0 Student code and conduct

As part of its educational mission, Pusat Latihan & Kemahiran Bestari established the Code of Student Conduct and student judicial system. The Code and related system serves to educate students as to their civic and social responsibilities as members of the institute community and should be aware that their efforts are directed towards:

- Protecting the integrity and order of the institution.
- Preserving the health and safety of the institute community.
- Educating the students involved so that they may gain insight into the reasons and consequences of their behavior, learn self-discipline, and accept the responsibilities of membership in the institute community.

Students will also be held accountable for their conduct at all times on the institute campus. The Code also applies to Institute sponsored events, activities, trips, etc, which may occur off-campus.

12.1 Conduct Policies

- Violation of written institute or regulations contained in any official publication or administrative announcement of the institute.
- Violations, alleged or convicted, of local, state or federal law whether on institute premises or outside the institute when such violation of the law has or may have an adverse impact upon the institute community.
- Disruption of the operations of the institute. Disruption is an action or combination of actions by an individual or a group that unreasonably interferes with, disrupts, hinders, obstructs or prevents the right of others to freely participate in its activity, program or services (e.g. teaching, research).
- Any act of academic dishonesty including, but not limited to, forgery, alteration, destruction or misuse of institute documents, records, identification cards or papers.
- Students are required to cooperate with, comply with the direction of and present identification to any institute official when that official has identified him or herself and is acting expressly within their authority to uphold the institute policy.
- Sale, use, possession, distribution or being under the influence of alcoholic beverages, except as permitted by institute policy.
- Prohibits the use, manufacturing, purchase of or possession of any controlled substance(s), prescription drug(s) that are not prescribed to you, or other illegal drugs of any kind. Furthermore making available, giving away, selling or serving any illegal drug(s) or using any drug in a manner not legally prescribed to any person is also prohibited. Smoking is also prohibited in and at nearby the premises of the institute. Gambling for money or any other items of value is prohibited too.
- Unauthorised entry into or use of institute - owned, contracted or managed facilities/property.
- Unauthorised use of institute - owned or contracted computer systems including but not limited to, failure to comply with license agreements, contracts or agreements governing acceptable use standards, network software and hardware use, unauthorised commercial use or personal gain, harmful intrusion or invasion of privacy, destruction, alteration or prevention of rightful access.
- The theft of any property is prohibited. Furthermore the possession of any stolen property or property obtained or used without the owner's permission is also prohibited.
- Damage to property of the institute or to property of any of its members or visitors.
- Intentional infliction or threat of physical harm to any person(s) or their property.
- All hostile, threatening or intimidating behavior that by its very nature would be interpreted by a reasonable person to threaten, safety or well-being of any person is not acceptable.
- The use, possession or carrying of any dangerous weapons except as permitted by Institute policy.
- Disorderly conduct or lewd, indecent or obscene conduct on Institute premises.

12.2 Dress Code

Students shall maintain a very high standard of personal appearance and shall adhere to the uniform regulations. In addition to wearing the specified uniforms for Full Time students, students shall comply with the following standards:

a) MALE:

- i. Well-trimmed, neatly combed hair above collar of shirts.
- ii. No ear-rings allowed and other flashy accessories should be avoided (bracelets, rings, pendants, chains etc).
- iii. Clean, well-manicured finger nails.
- iv. Basic personal hygiene to be observed at all times.

b) FEMALE:

- i. Hair shall be neatly groomed.
- ii. No excessive accessories to be worn (bracelets, ear-rings, rings, pendants, conspicuous hair accessories) except for a pair of ear-ring studs.
- iii. Clean, well-manicured finger nails.
- iv. Basic personal hygiene to be observed at all times.

The recommended dress code is:

a) Clothings for **Part Time Students**:

• Male

- Shirts or T-shirts with collar must be tucked in the trousers.
- Jeans or slacks are allowed except torn or faded jeans or slacks.
- Ties are encouraged.
- Transparent clothing is not permitted.
- Shorts are not permitted.

• Female

- Skirts and dresses must be not more than two inches above the knee.
- Sleeveless and body hugging T-shirts, blouses and dresses are not allowed unless worn with a blazer or jacket.
- Low necklines, strapless tops, spaghetti straps, tubes, cropped tops are not permitted.
- Transparent clothing is not permitted.
- Shorts or leggings are not permitted.

b) Clothings for **Full Time Students**:

• Male

- Only the PLKB institute uniform must be tucked in the trousers.
- Black/Dark blue jeans or slacks are allowed except torn or faded jeans or slacks.
- Shorts are not permitted.

• Female

- Only PLKB institute uniform allowed which is allowed to be worn with a blazer or jacket.
- Skirts must be not more than two inches above the knee.
- Black/Dark blue jeans or pants are allowed except torn or faded jeans or pants.
- Any other clothings are not permitted.
- Shorts or leggings are not permitted.

c) Footwear

- Shoes and sneakers are permitted except those torn ones.
- Slippers, sandals or any footwear exposing toes and heels are not permitted.

Male students must always maintain a neat haircut not exceeding the collar at the back and not covering the ears at the side. Female students must always maintain a neat hairstyle. Colouring and/or dyeing of hair within reason is permitted. Hair bleached to an unnatural colour is not permitted.

Female students should wear a proper office shoes with at least one and half inch heels (shoes with spaghetti straps and expose frontage and heel not permitted) preferably black, dark brown,

12.3 Sanctions

The following are institute sanctions that may be assigned as a result of a student found in violation of the Code of Student Conduct.

- Warning

A finding that the behavior violated a community standard and a written or verbal warning was issued to the student that any repetition of the behavior will result in more severe disciplinary action.

- Parental Notification

A letter or phone call notifying a parent or guardian of a student that he/she has committed a violation of institute policy.

- Restitution

Requires a student to pay for damages to property, or the property of members or of visitors to the institute, or for misappropriation of institute funds, or for other expenses incurred as a result of violation of the Code of Student Conduct.

- Probation

The student will be given a 'trial' period during which a student must behave in a manner acceptable to the institute. Under the status of disciplinary probation, a student is encouraged to seek advice and counsel from appropriate officials. Established proof of a violation of the terms of probation, or of a further incident of misconduct while on probation, may result in separation from the Institute for not less than one module.

- Suspension

An action which excludes the student from class attendance and use of its facilities for a specified period of time normally not exceeding six (6) months.

- Dismissal

An action which withdraws the use of all institute facilities with no promise implied or otherwise that the student may return at any future time. A student who has been dismissed may be readmitted only with the permission of the Principal. He / She is not eligible for re-admission sooner than one calendar year from the date of dismissal.

- Expulsion

A permanent loss of privilege of registration, class attendance and residence in institute student who has been expelled is not eligible for readmission.

- Disciplinary Procedure

A member of the institute to complain of misconduct by a student shall bring it to the attention of the Dean / Head of School. The complaint shall be thoroughly investigated. The person investigating the matter may do one or more of the following:

- Discuss the complaint informally with the subject of the complaint, the person making the complaint or any other person involved.
- Ask the subject of the complaint to attend a meeting to discuss the complaint. A staff not involved in the matter should be present at any such meeting and the student may be accompanied by the lecturer.
- Give warning in writing to the student setting out the nature of the misconduct and noting that failure to remedy the matter or to observe the Code of Student Conduct may lead to formal disciplinary action under the provisions of the Code; a copy of any such written warning shall be sent to the Principal's Office. This is also known as the preliminary Investigation.

12.4 Stages of the Disciplinary Procedure

Preliminary Investigation - This first stage is conducted by the Academic Officer. The process of enquiry will normally involve the consideration of evidence and consultation with key individuals. This preliminary investigation should normally be completed within 14 days of receipt of the allegation. On conclusion of the investigation, the relevant person-in-charge may determine one of the following outcomes:

- That there are no grounds for further investigation or;
- That the student concerned should be given an informal caution or;
- That the allegation should be dealt with formally through a formal interview or;
- That the allegation should be dealt with formally through the Disciplinary Panel Hearing

Formal procedures are to be used for:

- Repetition of minor acts of misconduct
- Where informal action has failed or is considered to be inappropriate
- For serious allegations, including gross misconduct

12.5 Formal Interview

- a) If the Academic Officer deems that the alleged breach of the Code of Behaviour should be investigated, a Formal Interview will be conducted with the individuals concerned. The process of enquiry will involve consideration of papers and consultation with key individuals as well as the interview.
- b) The relevant person-in-charge shall inform the individuals concerned in writing of the nature of any allegations made against them and give them the opportunity to produce a written reply to any allegation and to give details of any witnesses to the alleged incident.
- c) The relevant person-in-charge shall interview the individual(s) concerned, review all the evidence presented and make his/her decision.
- d) On conclusion of the formal interview, the person-in-charge may determine that:
- The case should be dismissed as vexatious, trivial or lacking in evidence.
 - The student should be given a formal verbal warning and confirmation of the possible consequences of further allegations of misconduct.
 - The student should be required to provide a written apology and a written undertaking that the Code of Behaviour will be properly observed for the remainder of his / her studies at the institute.
 - The student should be reprimanded formally in writing, through a formal written warning.
 - The student should be required to make good, in whole or in part, any loss or damage to the Institute's premises, or to the property of any member of the institute to have been caused by the student and which formed part of the allegation against him/her, or to make restitution for any additional expense caused to the institute a result of the misconduct.
 - The case cannot be resolved and recommend to the Principal.
- e) The person-in-charge must notify the student in writing of the outcome of the disciplinary proceedings, normally within seven (7) days of the conclusion of the formal interview. This notice must include a statement of the facts identified for the penalty, if any to be imposed. The notice shall be copied to the Principal's Office.
- f) On conclusion of the formal Interview and investigation, the person-in-charge may determine that one or more of the following sanctions may be imposed:
- Pay a stipulated fine
 - Produce a formal written apology
 - Make a financial restitution

12.6 Disciplinary Panel Hearing

- a) In cases where it is determined that the allegation of misconduct should be investigated by a Disciplinary Panel, the Deputy Vice Chancellor, Student Affairs or his / her designated alternate, or the Head of Student Services, will convene a hearing of the panel as soon as possible and normally within 21 days following the receipt of the report.
- b) The report and any associated papers forwarded to the Secretary of the Panel by the person-in-charge will constitute evidence for the hearing. The Secretary to the Disciplinary Panel may also call for such other papers and conduct whatever other investigations may be deemed appropriate.

12.7 Appeals against verbal and written warnings

- If a student wishes to challenge a disciplinary decision to issue a verbal or written warning, they may do so by appealing by submitting a 'Student Appeal form' (Appendix VVI) to the Principal directly. All appeals must be made in writing, stating clearly the grounds for appeal, to the Principal within five (5) calendar days of being informed of the disciplinary decision. If the appeal is not presented within this stipulated time frame, the disciplinary decision is considered as accepted. The Principal will review the allegation, the evidence and the reason for the appeal and determine one of the following outcomes:
- That a lesser sanction be imposed;
 - That the original decision shall be confirmed;
 - That a Disciplinary Panel Hearing be convened to hear the case formally.
- In the case of any appeal against the outcome of the Formal Interview, the decision of the Principal shall be final.

12.8 Appeal against a Disciplinary Panel decision

A student shall have the right to appeal against any decision of a Disciplinary Panel or a decision of the Principal which involves suspension or expulsion. All appeals must be made in writing, stating clearly the grounds for appeal to the Principal within ten (10) calendar days of being informed of the disciplinary decision. The decision of the Principal shall be final.

13.0 Personal Data Protection

Pusat Latihan Dan Kemahiran Bestari collects and stores personal and academic information about all its registered students. Only information required to maintain complete student records will be requested or such other information that may be required to deal with grant-awarding bodies and other education institutions, and to meet the requirements of the Malaysian of Education to which student information returns are mandated.

General Policy

No personal information will be disclosed to third parties without the student's expressed written permission. The Institute processes student data relating to a range of purposes such as:

- a. Maintenance of the student record (including personal and academic details) and management of academic processes (for example, academic audits, examination boards and awarding certificates);
- b. Maintenance of academic and Institute discipline, including the investigation of suspected breaches of specific discipline referred to;
- c. Management of the Institute including the provision of accommodation and the operation of Institute academic, welfare and disciplinary systems;
- d. Management of the Institute and students' social events;
- e. Operations of the Career Services, including the survey of student employment after graduation;

The Institute, via academic departments, the Administration Office, and other ancillary departments, allow access to student data for employees and agents of the Institute (on a need-to-know basis only). Additionally, student information is disclosed to a variety of third parties of their agents, notably:

- a. Students' sponsors (including parents or guardians for students below 21 years old, Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN) and other funding councils) if applicable;
- b. Relevant government authorities to whom we have a statutory obligation to release information, including the Ministry of Higher Education, Malaysia;
- c. Current or potential employers of our students; and
- d. Current or potential providers of education to our students.

Please note that disclosures to organizations not listed above will be made in specific legitimate circumstances only. Consent will be sought, where necessary, and students will be kept informed of such disclosures, unless exceptional circumstances apply.

The Institute undertakes to maintain students' data in secure conditions, and to process and disclose data only within the terms of its Data Protection notification. Details indicated earlier are not exhaustive in scope.

13.1 Right of Access

Students have a right to a copy of the personal information held on the students by the Institute. Please note that should a student request access to his / her data, they can refer to the Administration office.

13.2 Access to Grades

Students can view their final grades for each module they have completed in the notice board. Marks will not be released to students. Final grade will be released in the format of an academic transcript following the meeting and confirmation of the Academic Board. Students will not be issued with details of marks and grades or any other information of any other student than his / her own.

PLKB Handbook Procedure – Term and Conditions

I, (NRIC. No:)

agree to be admitted into the term and condition of PLKB Handbook procedure:

a. Message from Chief Executive Officer Message

b. About Pusat Latihan Dan Kemahiran Bestari

c. The institution's Vision, Mission Statement and Core Values

d. Academic Institute

e. Assessment Feedback

f. Candidate induction

g. Fees Policy

h. Application Procedure

j. Attendance

k. Assessment and Plagiarism

l. Grading Scheme

m. Student code and conduct

n. Personal Data Protection

I agree and understand to the all the term and conditions as stated above in the PLKB Handbook procedure.

Applicant to complete and sign

Full Name (as shown on IC or Passport): _____

NRIC No: _____

Commencement Date: _____

Signature: _____

Date of Declaration: _____

Course of Study
(PLKB Certificate Program) _____

Course Fees & Part Time / Full Time: _____
