KAPLAN

MYANMAR
UNIVERSITY COLLEGE

Murdoch University

Part Time Program

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Important Information

KMUC Program
For New Students Commencing

Year 2019

Kaplan Myanmar University College reserves the right to change the contents of this Section at its sole discretion. The information contained in this Section is correct at the time of printing.

Welcome Note from Senior Vice President & Provost

Welcome Message from Principal, Kaplan Myanmar University College

Kaplan Myanmar University College Important Information

Welcome Note from Provost, KMUC

Kaplan Myanmar University College (KMUC) was established to serve the growing demand for higher education programmes in Myanmar. With an increasing need for skilled human capital, more Myanmar nationals recognise the need to get a quality education to be effective individuals and leaders in this rapidly evolving nation.

Globally, Kaplan is one of the world's largest and most diverse education providers, having served more than a million students and operating in over 30 countries. Throughout our 80-year history, we have taken the lead in education through innovation and teaching excellence. We continually strive to provide the best learning experience for our students, enabling them to achieve their education goals. To-date, we have more than 500 alumni from Myanmar who have experienced education offered by Kaplan.

KMUC boasts strong partnerships with renowned universities from Australia and the UK, and the college will provide a comprehensive suite of programmes from foundation to postgraduate degrees, and corporate training. The campus is also designed and built to deliver the best possible learning experience. Our modern classrooms- The Synergy Pods, are blended learning platforms that combine effective classroom learning methodology with technologically-mediated resources to provide a dynamic, interactive and immersive learning experience for students.

Education is an invaluable investment and I encourage you to explore KMUC to find out more about what we can do to help you achieve your educational and career goals.

Yours Sincerely,

Associate Professor Rhys Johnson
Provost, **Kaplan Myanmar University College**

Welcome Message from Principal, KMUC

Welcome to Kaplan Myanmar University College (KMUC), situated at one of Yangon's busiest streets along Pyay Road. Building futures one success story at a time, KMUC is determined to helping you achieve your educational and career goals through lifelong learning opportunities.

As the Principal of KMUC, I am committed to empowering our students to become Myanmar's future leaders. We believe every student is unique with the capability to learn and grow. It is our responsibility as educators to ensure that you will receive a holistic education. This journey began when you took the first step to enrol into one of our many programmes.

In addition to the way we have designed the school curriculum to equip you with skills such as critical thinking and problem-solving, our 9-storey campus building hosts facilities such as state-of-the-art Synergy Pod classrooms, co-working spaces and sports studios, all to ensure that you will have the best possible learning experience.

On behalf of everyone at KMUC, we look forward to supporting and meeting you during your educational journey with us.

Daw Khine Khine Lin
Principal, Kaplan Myanmar University College

Kaplan Myanmar University College Important Information

1. Introduction

The following information has been specially prepared to assist students who are pursuing a Part Time Programme offered by Kaplan Myanmar University College.
It is intended to be a source of reference on Kaplan key policies and procedures and the university awarding the programme, we recommend that you read this information before embarking on your programme. Any necessary changes will be brought to your attention through the Programme Updates.

We hope that you will find this useful in your programme.

Associate Professor Rhys Johnson
Provost

2. Introduction to Kaplan Myanmar University College

Kaplan in Myanmar

Kaplan in Myanmar is part of Kaplan Inc., one of the world's most diverse education providers and is the largest subsidary of Graham Holdings, formerly The Washington Post Company. Being one of the pioneering foreign education groups to set up campus in Myanmar, KMUC specializes in a wide array of programs leading from foundation and language programs to higher education degree programs.
Building futures, one success story at a time, KMUC aims to enable students to achieve their educational and career goals through industry-relevant learning that is respected by employers worldwide.

Kaplan Myanmar University College

Through strategic collaborations with prestigious universities from Australia and the UK, KMUC offers career-oriented academic programmes designed to provide students with skills necessary to prepare them for employment and to meet the demands of the industry.

The campuses are located in the heart of the city, situated at one of Yangon's busiest streets along Pyay Road. KMUC's campuses are strategically located to provide students with convenience and conducive study environments, including state-of-the-art classrooms and computer laboratories, WIFI access, student lounges, well-resourced library and canteen in campus.

VISION, MISSION & VALUES

Vision

To be the private education institution of choice in Myanmar.

Mission

Kaplan Myanmar University College helps individuals achieve their educational and career goals. Kaplan Myanmar University College builds futures one success story at a time.

Our Core Values and Culture

Our core values define our company culture and provide the framework for what Kaplan Myanmar University College delivers to our customers and employees each day.

- **Integrity**
  Kaplan Myanmar places being ethical above all else - because doing things right is the only path to long-term growth. Our ethics and integrity must be irreproachable.

- **Knowledge**
  Kaplan Myanmar always strives to learn more – and to use that knowledge for the benefit of our students, colleagues, employees and community.

- **Support**
  Kaplan Myanmar provides a supportive environment – for our students, employees and community. Everything Kaplan Myanmar does is designed to support our students' success.

- **Opportunity**
  Kaplan Myanmar will continually look for new and better ways to create opportunities – for our students, employees and communities. This is fundamental to our mission: Kaplan Myanmar builds futures one success story at a time.

- **Results**
  Kaplan Myanmar succeeds our students succeed. Kaplan Myanmar gauges our success by how well our students meet their measurable goals.

3. Administrative Matters

3.1 Operating Hours

Campus
9am - 9pm (Mon-Fri)
9am - 1pm (Sat)

Front Counter Services
9am – 5pm (Mon-Fri)
9am - 1pm (Sat)
Library
9am - 5pm (Mon-Fri)
9am - 1pm (Sat)

* Close on Sundays and public holidays

3.2 Payment Modes

KMUC Students payment

The modes of payment available are: cash, cheque (Myanmar banks) and KBZ quick pay.

- For payment by cheque(s), please make it payable (and crossed) to **Kaplan Myanmar Company Ltd**.

- For Bank payment , you may refer below for the bank account information.
  Bank Name : KBZ Bank

  Beneficiary's Name : Kaplan Myanmar Company Ltd

  Account No : 20610320601341701 (MMK) / 20610920601341701 (USD)

  SWIFT Code : KBZBMMMY

  Beneficiary's address : 6A, Waggi Yeikthar Street, Pyi Yeik Mon, Kamaryut Township, Yangon,Myanmar. (Behind Diamond Condo)

3.3 Students Access Card (SAC)- (KM 00001)

All KMUC students, within the school campus, are required to have their Student Access Card (SAC) with them at all times.

Please note that SAC is not transferable and has to be returned to KMUC upon completion/withdrawal.

3.4 Change of Student's Particulars

Should there be *any changes* to students' or their parents' particulars such as home address, telephone number, email   address or any related things, students are required to update these details via email or approach our Program Management team personally.

Students may inform the Programme Management team of the change in writing. Failure to update KMUC on their personal contact details will mean KMUC will not be able to reach the students and inform them if there are any changes to the programme such as timetable, examination, etc.

Kaplan is not responsible if important information is not conveyed to students in a timely manner due to changes to their contact details.

3.5 Confidentiality Policy

KMUC appreciates that privacy is important to you. KMUC collects personal data to properly perform the teaching, learning, research, administration and other functions of a private educational Institute.

KMUC is committed to maintaining the confidentially of Kaplan student's personal information and undertakes not to disclose any information to any third party without prior written consent of the student, and subject to the obligation of KMUC to disclose to any government authority any information of student in compliance to the organisation awarding the qualification. Student information obtained through the Student Application Form / Student Record Form, completed by the student at the point of enrolment / course commencement, is used strictly for enrolment / administration purposes.

KMUC uses physical security, password protection and other measures to ensure that personal information is protected from misuse, interference and loss; and from unauthorised access, modification and disclosure.

3.6 Course Evaluation

As part of KMUC commitment to maintaining and improving the learning experience, there will be feedback exercise in the form of an evaluation conducted in end of subject term. The feedback will evaluate:

- Effectiveness of Lecturer
- Effectiveness of Course/Module Materials
- Quality of KMUC's Facilities & Infrastructure
- Programme Management Support
- General Comments

Students are encouraged to provide constructive comments and feedback for the purpose of further improvement on the programme. The students' feedback data helps KMUC to monitor various departments & respective lecturer performance and to provide adequate and accurate information for the Academic Board in order to take any necessary action for improvement. Student specific information will not be made known to the lecturers.

In addition, students can also provide their feedback anytime during the course to the Programme Management team or directly to info.kmuc@kaplan.com / pyaepyaewin.ko@kaplan.com . Where applicable, students' comments and feedback obtained will be discussed with the academic staff and lecturers, and disciplinary actions will be taken if necessary.

3.7 Attendance Taking & Monitoring

3.7.1 Attendance taking:

The Lecturers will take the attendance for 2 times per lesson.
Students who miss the 1st attendance taking are considered late. Similarly, students who miss the 2nd attendance taking are considered as leaving early. It is the responsibility of latecomers to mark their attendance with the lecturers during break time.

The lecturers will conduct attendance random checks & report to the Programme Management team for students who are absent from class for **three** times.

If students are absent with a valid reason, supporting documents must be submitted to the Programme Management team within 3 working days.

Part-time students are expected to maintain a minimum of 75% attendance.

3.8 Refund Process

Kaplan Myanmar University College is committed towards maintaining a high level of good business and customer practice. We assure our students that we have put in place customer-centric systems and practices which include managing refunds for students under various conditions.

3.8.1 Refund Policy

KMUC shall have a fair and reasonable refund policy for any payment made.

The refund policy shall include, but is not limited to, the following:

  i.   Terms and conditions of refund (where applicable);
  ii.   Description of non-refundable fees (where applicable)
  iii. Status of fee paid should any course be cancelled. KMUC must state the conditions under which a course may be cancelled;
  iv.   Communicate to students on the computation of the refund amount
  v.   Fees paid are non-transferable.

The refund policy shall be clearly communicated to all its students via student agreement and student handbook.

The refund policy shall be clearly explained to all students and prospective students. Students/Participants are required to abide by the refund policy specified on the course application form and Student Agreement.

The refund policy, and terms and conditions as highlighted in the Student Agreement are:

3.8.2 Refund for Withdrawal Due to Non-Delivery of Course:
KMUC will notify the Student within three (3) working days upon knowledge of any of the following:

  i.   It does not commence the Course on the Course Commencement Date;
  ii.   It terminates the Course before the Course Commencement Date;
  iii. It does not complete the Course by the Course Completion Date;
  iv.   It Terminates the Course before the Course Completion Date;
  v.   It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by KMUC.

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

Refunds for Withdrawal Due to Other Reasons:
If the Student withdraws from the Course for any reason other than those stated above, KMUC will, within seven (7) working days of receiving the Student's written notice of withdrawal with complete documentations as required, refund to the Student an amount based on the table in Schedule D.

Non-Refundable Fee
- Application Fee is non-refundable under any circumstances.

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received
100%	More than [60] days before the Course Commencement Date
70%	Before, but not more than [60] days before the course commencement date
30%	Before, but not more than [30] days before the course commencement date
10%	Before, but not more than [7] days before the course commencement date
0%	On or after the Course Commencement Date

3.9 Transfer / Withdrawal / Deferment Process

3.9.1 Transfer / Withdrawal / Deferment Policy

KMUC shall have a fair and reasonable transfer/ withdrawal/ deferment policy.

The policy shall include, but is not limited to, the following:

i. Maximum processing time of not more than 4 weeks from the point of student's request to informing student of the outcome in writing or within University's timeline, where applicable.
ii. Conditions for which a transfer/ withdrawal/ deferment application will be granted;
iii. Any additional fee payable including outstanding course fee and transfer / deferment fee;
iv. Conditions for refund of any fee paid;
v. Signing a new contract when a course deferment or transfer request has been approved;
vi. Obtaining the parent's/legal guardian's written consent if student is under 18 years of age. Written consent can be in the form of email or student obtains signature on the request form.

The policy shall be clearly communicated to all KMUC students via the website and student handbook. KMUC shall maintain up-to-date transfer, withdrawal and deferment records and shall review the transfer, withdrawal and deferment policy and procedures on an annual basis. In addition, ad-hoc reviews may take place should the situation arise.

3.9.1.1 Transfer Policy

This policy applies when a student changes the course of his/her study but remains as a student of KMUC. KMUC will take no more than 4 weeks to process any application or within University's timeline, where applicable. A transfer fee will be imposed.

- Students who wish to transfer from the current programme to another programme shall inform KMUC in writing and state the reason(s) for transferring. Verbal notice is not acceptable.
- Students must obtain the parent's/legal guardian's written consent if student is under 18 years of age.
- Written consent can be in the form of email or student obtains signature on the request form.
- Transfers will only be allowed if the student fulfils the academic and experience requirements (refer to Academic/ University Policy) for the new programme.
- Students who transfer from the current programme to another programme shall be considered to have withdrawn from the current programme and refund policy shall apply as per Standard Student Contract.
- Unconsumed fees that are approved for a refund will be transferred to the new programme. Students will need to pay the remaining balance of the course fees for the new programme.
- Students who wish to transfer to other programme within KMUC may be eligible to apply for exemption. Please refer to Academic/ University Policy for the exemption policy, process and procedure.
- Student will not be able to receive any further exemptions unless approved by the University once their programme commences nor to receive further course fee deduction for their exemption, if any.
- Students will sign a new contract when the transfer request has been approved.

3.9.1.2 Withdrawal Policy

Withdrawal
This policy applies when a student requests to stop his/her study and ceases to be a student of KMUC. KMUC will take no more than 4 weeks to process any withdrawal application or, within University's timeline, where applicable.

- Students who wish to withdraw from the programme after commencement shall inform KMUC in writing and state the reason(s) for withdrawal.
- Students must obtain the parent's/legal guardian's written consent if student is under 18 years of age.
- Written consent can be in the form of email or student obtains signature on the request form.
- For proprietary and external partner programmes, withdrawal application is subject to the Head of School / Programme Director's approval.
- For university partner programmes, withdrawal application is subject to universities' withdrawal policies.

Automatic Withdrawal
A student is deemed to have withdrawn from the programme, if he/she fails to do ALL of the following:

- Attend the classes, as evidenced by signing the attendance register and/or complying with other attendance tracking procedures, in a term or study period;
- Attempt any assessment items in a term or study period;
- Make any required payments within 60 days after the payment due date;
- Respond in writing to the email and/or letter sent by registered post to advice

on his/her intention of continuing studies within 14 days after the date of the email / registered post.

A student who has withdrawn is required to submit a new application, subject to the prevailing fees, in order to resume his/her studies. For university partner programmes, a re-entry application is subject to universities' re-entry policies.

3.9.1.3 Deferment Policy

This policy applies when a student requests to stop his/her study for a period of time and remains as a student of KMUC. KMUC will take no more than 4 weeks to process any application or within University's timeline, where applicable. A deferment fee will be imposed.

- Students who wish to defer from the current programme shall inform KMUC in writing and state the reason(s) for deferment.
- Students must obtain the parent's/legal guardian's written consent if student is under 18 years of age.
- Written consent can be in the form of email or student obtains signature on the request form.
- Students are permitted to defer based on the following grounds:
  - Poor academic performance as advised by the Academic Board/ University. Please refer to Academic Policy/ University Policy.
  - Illness supported by a medical certificate from a recognised clinic/hospital.
  - Compassionate or compelling circumstances beyond the control of student such as bereavement or declared natural disaster, bankruptcy, and overseas work commitment.
- The requests of deferment are not granted automatically and do not guarantee the relevant programme/module(s) to be run upon student's return unless approved by the Academic Board/ University. Please refer to Academic Policy/ University Policy.
- The maximum deferment period for proprietary programmes is 6 months. For university partner programmes, it is subject to the universities' policies. Students who fail to report back to the Programme Management Team after the deferment period shall be deemed as Automatic Withdrawal.
- Students will sign a new contract when report back to the Programme Management Team to resume studies.

3.10 Leave of Absence

If a student is absent from class due to reasons stated below, he will need to submit a leave application, with supporting documents in English, via email to the Programme Management team *within 3 working days* from date of absence. For certain reasons, when leave applications cannot be made via email , students may approach the Programme Management team for the official Leave Application Form.

KMUC will approve leave for the following reasons subject to minimum attendance requirement with official documented evidence. Other grounds for absence will be treated on a case-by-case basis.

Reasons of Absence
Medical reason certified by approved General Practitioners.
Compassionate leave for immediate family members.
Work commitment with company's contact details or company letter provided.

Approval of Leave will be subject to case by case basis.

Note: Although KMUC may approve your leave as set out above, we highly recommend you check class participation/ minimum attendance requirements, if any, for programmes/ modules/ units delivered by partner Universities where applicable

4. Student Support Services

Student support services provided by Kaplan Myanmar University College for all its students include the following:

4.1 Orientation Programme

Welcome Orientation

A Welcome orientation is conducted for every intake. The orientation covers the following areas:

- Introduction to Kaplan Myanmar University and the University (if applicable)

- Important information relating to the programme

- KMUC's service commitments

- University's commitments, where applicable

- Student Agreement

- Important policies and regulations

- Other important information

Induction Session

An induction session is conducted for every intake, where applicable. The induction is conducted by a faculty member. The induction covers academic issues which include general study skills, avoiding plagiarism, tackling assignments and handling exams.

4.2 Close Collaboration with Parent / Legal Guardian for Students under 18 Years of Age

KMUC admits students who are under the age of 18, mainly to the proprietary and preparatory programmes. In order to provide proper student support, the contact details of parent/legal guardian are obtained upon application. PM has to contact student's parent/guardian whenever there is a critical incident or when the situation warrants it, for example, programme withdrawal/deferment, serious behavior/emotional/study issues, etc. Parent/guardian/student survey will be conducted yearly to measure the satisfaction level.

4.3 Academic Support

Appointment of Lecturers

Lecturers are appropriately qualified in the relevant discipline for their level of teaching (qualified to at least one qualification level higher than the course of study being taught or with equivalent professional experience).

Academic Support via Email
Students are encouraged to communicate with lecturers about academic matters via email. Lecturers will reply within three (3) working days.

Students are to note the following when using academic support via email:

- Students are advised to email a copy of their queries to lecturers and the Programme Management team for monitoring purposes. The lecturer will respond within 3 working days. In case of any delay, please inform the Programme Management team.
- KMUC will not be responsible for any non-response by a lecturer if a student does not copy their email to the Programme Management team.
- KMUC will also not be responsible for any transaction done for any matter arising due to inaccuracy, error or omission of any transmitted/received information through email.

Course Materials
The course materials are the most common sources of information for students. All course materials are selected and approved by KMUC and/or the University awarding the qualification, to have met the requirements of each programme.

4.4 Programme Management Support

Programme Management Team
Students may also refer to the Programme Management team for administrative queries. The contact details of the Programme Management team will be given to students during the Welcome Orientation Session. Students are strongly encouraged to email/call their Programme Management team for all matters or make use of the Programme Management team's regular class visits.

4.5 Classrooms

Students are advised not to reserve seats for friends. Food and drinks are not allowed in the classroom. Students are advised to turn off their mobile phones or switch them to silent mode during class. For using other electronic devices during class, students should seek permission from lecturers in advance.

All our classrooms are air-conditioned and have been set for optimum comfort for all students. We seek the students' cooperation not to adjust the temperature controls. Students should approach lecturers or the facilities staff to request for the temperature to be adjusted when necessary.

4.6 Study / Discussion Rooms and Students' Lounge

The self-study areas are located at the following:
1. KMUC Building: Level 7 and the operating hours are as follows.
    - Mondays to Fridays - 9.00am to 9.00pm
    - Saturdays - 9.00am to 6.00pm

- Students are to carry their KMUC Student ID Card at all times and it must be produced for identification upon request by Kaplan staff.
- Students are not allowed to bring in alcoholic drinks at all times and all litter is to be disposed off in a proper manner.
- Smoking and gambling in any form are strictly prohibited.
- Keep the noise level down at all times. Please be considerate when having group discussions.
- Please do not tamper with or remove any furniture or class equipment.
- Students will have to be responsible for their own belongings. KMUC will not be held responsible for any loss or damage of personal belongs.
- No reservation of seats is allowed.
- Any unattended belonging may also be removed at the discretion of Kaplan staff.
- Students must be properly and decently dressed.

4.7 Wireless Internet Connection

All KMUC students are allowed to use the wireless internet connection in all our campuses.
- User ID: *student*
- *Password: ab12cd34ef*

4.8 Dispute and Grievance Resolution Process

A student dispute or grievance may arise from any aspect of their educational experience at KMUC which they believe to be unfair, unjust or unreasonable. This would include unsatisfactory services (e.g. poor teaching quality, changes to the curriculum, and delays in awarding certificates).

Where University or KMUC policies and procedures exist in relation of student

discipline and academic matters (e.g. appeals against results, expulsion, and suspension) then these will take precedence over the dispute and grievance process.

A student who is seeking dispute or grievance resolution should follow the 3 Steps Dispute and Grievance Resolution Process outlined below. **Each step should be completed before going to the next step.**

3 – Step Dispute and Grievance Resolution Process	Contact Details
Step 1 Send an email to KMUC 's management email. All emails will be acknowledged **within 2 working days upon receiving the email.** The KMUC's management will investigate your dispute or grievance and provide you a resolution **within 7 working days from date of receipt of email.** Significant effort will be placed in seeking a resolution at this operational level.	**Send email to:** **info.kmuc@kaplan.com** Student to provide the folliwng details for all correspondences: **Full Name, Contact Details, CT Number and Course Title**
Step 2 In the event that the resolution rendered is unsatisfactory, you may escalate the dispute / grievance to the	**Send email to:** **programme.management@kaplan.com**
program manager. **The PM will investigate your dispute or grievance and provide you with a next level resolution within 5 working days from date of appeal to Step 1.** **Significant effort will be placed in seeking a solution within the school or department level.**	

Step 3 All disputes / grievances should be resolved in an amicable manner between the programme department and student. If the student is not agreeable to the resolution, the student may file an appeal with the KMUC' principal. Your dispute / grievance will be relooked from an independent perspective by the feedback unit and KMUC's principal to offer a resolution **within 3 working days from the date of appeal**.	**Send email to :** **khinekhinelin@kaplan.com**

** For university programmes, students may request for a review of their dispute or grievance by the university (for academic matters), in the event that they remain dissatisfied with the outcome after going through the above 3 step process.

5. Disciplinary Matters

5.1 KMUC Student Code of Conduct

The intention of this Student Code of Conduct is to guide the conduct of the Student in both the academic and non-academic aspects of his student life. It is meant to provide an overview, and should not be treated as an exhaustive list.

Students are expected to uphold both the spirit and the letter of the Code at all times.

The Student Code of Conduct is modelled on the core values of KMUC:

Integrity

We place being ethical above all else – because doing things right is the only path to long-term growth. Our ethics and integrity must be irreproachable.
1) Observe and uphold the laws of Myanmar as well as various policies and regulations of KMUC at all times. KMUC policies and regulations are published in our Student Handbook.
2) Observe the laws of the foreign country and the respective academic partner if you participate in overseas education trips. Students on internships should adhere to the employer's employment policies and standards of conduct.
3) Protect the academic standards and reputation of Kaplan Myanmar University College. Similarly, respect your reputation and your academic integrity. Be honest and transparent in your conduct and behavior at all times. This extends beyond your personal conduct in details like being honest on your class attendance to communal conduct which can include reporting incidents of

suspected cheating or dishonesty of any form, encompassing academic misbehavior like plagiarism to personal wrong practices like gambling and fighting.

4) A small gift to a lecturer or staff can show appreciation and thoughtfulness. Gifts should not be extravagant or given with the intention of exchanging for any information related to yourself or lecturers, staff or students.

Knowledge

We always strive to learn more – and to use that knowledge for the benefit of our students, colleagues, employees and community.

1) Be open and free to express your views and opinions on campus. While doing so, bear in mind the need to act within acceptable standards of behavior.
2) Maintain harmony among the multi-ethnic and multi-religious community on campus. Be respectful towards the customs and beliefs of others.
3) Respect intellectual property rights and use IT resources and the campus WIFI network responsibly. Reference can be made to our IT Acceptable Use policy and Academic Misconduct policies, found in our Student Handbook.
4) Dress well as a show of respect for others. Skimpy, revealing, clothes printed with vulgar or offensive words or pictures, singlets and slippers should be avoided.

Support
We provide a supportive environment – for our students, employees and community. Everything we do is designed to support our students' success.

1) Respect the rights of all on campus and create a positive learning and social environment for all.
2) Treat others with dignity and respect whatever their age, gender, race, religion and nationality. Students should not engage in hate speech or conduct that violates another's dignity or create an environment that is hostile, degrading or offensive for another person. This includes unwanted sexual advances, offensive body language, speech or gestures and any other form of harassment.
3) Treat KMUC staff and lecturers with respect and decorum at all times as they are doing their best to create a conducive learning environment for all. Observe classroom etiquette and be considerate with the use of electronic gadgets and the consumption of food/drinks on campus.
4) Respect the health and safety of others. This includes
   - Not being a threat of any kind to another person
   - Not possessing any weapon or object that can cause harm to others
   - Not using or supplying prohibited substances
   - Not smoking or vaping on campus
   - Observing socially responsible behavior in terms of consumption of alcohol. Students are reminded that the legal age of drinking and smoking is 18 years old.
   - Bringing animals and children onto campus and into class for lessons.

This is not allowed for health and safety reasons.
- Being identifiable at all times with your face uncovered, have your KMUC ID student card or personal identification documents with you at all times
5) The same standards that apply for face-to-face behavior applies for online behavior. Irresponsible use of digital and social media on or off campus may have a significant detrimental effect on the interest, welfare or reputation on KMUC or other members on campus. Be mindful that what you post online can be copied freely and can continue to exist even when the original item is removed. Be respectful and responsible before posting anything online.

Opportunity

We will continually look for new and better ways to create opportunities – for our students, employees and communities. This is fundamental to our mission: We build futures one success story at a time.
1) Respect the rights of all on campus that all will receive an opportunity for their success stories.
2) Work together with the staff and students on campus to take good care of the learning infrastructure in place. This includes not vandalizing, littering or anything that will cause damage to any property. Observe proper access and conduct with the physical and on-line learning infrastructure available on campus.
3) Make maximum use of the learning facilities and platforms on campus. Keep yourself updated and participate in learning activities and events organised.
4) Participate in the various student activities organised for a holistic learning experience.

Results

We succeed when our students succeed. We gauge our success by how well our students meet their measurable goals.

1) Attend all scheduled classes to maximize learning
2) Complete all homework and assignments and ask questions when unsure
3) Complete all student formalities including financial matters, collection of course materials, submission of documents on a timely basis so that you can focus on learning when your lessons begin
4) Attempt all tests, assessments and examinations and learn from your mistakes. Seek out your lecturers for further understanding and clarification where necessary.

5.1.1 Academic Misconduct Policy

KMUC considers academic honesty to be one of its highest values. Though not a comprehensive or exhaustive list, the following are examples of dishonesty or unethical and unprofessional behavior:

•   Plagiarism: Using another person's words, ideas, or results without giving proper

credit to that person; giving the impression that it is the student's own work. Students are expected to be the sole authors of their work. Use of another person's work or ideas must be accompanied by specific citations and references.

- Any form of cheating on examinations
- Altering academic or clinical records
- Falsifying information for any assignments
- Submitting an assignment(s) that was partially or wholly completed by another student
- Copying work or written text from a student, the Internet, or any document without giving due credit to the source of the information.
- Submitting an assignment(s) for more than one class without enhancing and refining the assignment, and without first receiving instructor's permission. In cases where previous assignments are allowed to be submitted for another class, it is the responsibility of the student to enhance the assignment with additional research and to also submit the original assignment for comparison purposes.
- Assisting another student with some apprehension that the other student intends to commit any act of academic dishonesty. This offence would include, but not be limited to, providing an assignment to another student to submit as his or her own work or allowing another student to copy answers to any test, examination, or assignment.

Please refer to your University's Academic Misconduct policy. Penalties will be in accordance to the partners' respective policies.

Plagiarism

In essence, plagiarism is the theft of someone else's ideas and work.

Whether a student copies verbatim or simply rephrases the ideas of another without properly acknowledging the source, it is still plagiarism, for example by paraphrasing the information taken from sources without referencing.

In the preparation of work submitted to meet module requirements, whether a draft or a final version of a paper or project, students must take great care to distinguish their own ideas and language from information derived from other sources. Sources include published primary and secondary materials, electronic media, and information and opinions gathered directly from other people.

A discussion thread, computer programme, marketing plan, PowerPoint presentation, and other similar work produced to satisfy a module requirement is, like a paper, expected to be the original work of the student submitting it. Copying documentation from another student or from any other source without proper citation is a form of academic dishonesty, as is producing work substantially from the work of another.

Students must assume that collaboration in the completion of written assignments is prohibited unless explicitly permitted by the instructor. Students must acknowledge any collaboration and its extent in all submitted coursework.

Students are subject to disciplinary action if they submit as their own work a paper purchased from a term paper company or downloaded from the Internet.

Please refer to your University's Academic Misconduct policy. Penalties will be in accordance to the partners' respective policies.

Examination Misconduct

Please refer to your University's Academic Misconduct policy. Penalties will be in accordance to the partners' respective policies.

5.2 Student Disciplinary Procedure

Purpose
To provide a fair and effective mechanism for the investigation and resolution of a student's alleged violations of the KMUC Student Code of Conduct.

A student is defined as an existing student on campus, or a student who was a student on campus during the occurrence of the violation of the KMUC Student Code of Conduct.

Procedures

1) Any member (lecturer, staff, student) on campus or member of the public may bring a complaint about a student's violation of the Kaplan Student Code of Conduct to the respective Programme Management (PM) Office.
2) The PM staff who receives the complaint will give written notice of the complaint and its allegations of the student having violated the KMUC Student Code of Conduct to the Principal. For academic-related offenses, the first point of reference is to the relevant Academic policies found in the partner's academic misconduct policy.
3) In all cases an investigation will take place, and the student complained about may or may not need to attend a disciplinary interview. At least 2 staff should be present at the interview, and one of the staff should preferably be of the same gender as the student. Failure of the student to attend the interview may result in a decision made in the student's absence.
4) Further misconduct after a warning has been issued may result in expulsion and exclusion from studies with KMUC. Under such circumstances, there is no form of refund to the student.
5) All reasonable care will be taken to protect the student's legal rights and freedom and to ensure that the student's parent/guardian is informed as soon as reasonably practicable after it becomes clear that the student may face formal disciplinary action for students below the age of 18 and if necessary, for students aged 18 years old and above.
6) Possible consequences resulting from the violation of the KMUC Student Code of Conduct could be:
   - Verbal warning
   - Written warning
   - Fine or restitution
   - Searching of locker or personal belongings
   - Grade penalties (for academic misconduct)
   - Disciplinary probation
   - Withdrawal of privileges
   - Suspension, indefinite suspension and expulsion
   - Where it is believed that the student has committed a criminal offence,

KMUC may refer the matter to the police and the student may be suspended while pending the outcome of police enquiries. Any KMUC disciplinary action related to alleged criminal offences will be based on reasonable belief.

7) Where the student is still dissatisfied with the result of the appeal, reference can be made to the Dispute Resolution Policy for the next course of possible action.

8) At any stage, KMUC reserves the right to inform the relevant government authority(s) where necessary.

5.3 Course Termination due to Expulsion

Expulsion of a student is a very serious step, and should be taken only in the severe cases of violation of Student Code of Conduct. Expulsion should be a proportionate response after the case is thoroughly investigated and it has to be approved by either the Provost or Principal of KMUC.

Reasons for Course Termination due to Expulsion would include:

1) Violation of the KMUC Student Code of Conduct
2) Breaking of government regulations
3) Expulsion by university partner
4) Academic misconduct
5) Other reasons arising from KMUC's student policies

Expulsion is categorized according to:

1) Irrevocable Expulsion
2) Expulsion with Opportunity of Readmission
3) Expulsion with No Opportunity of Readmission

1) Irrevocable Expulsion

Students who are expelled due to the breaking of KMUC regulations and Law of Myanmar Nation. For this category there is no chance of appeal for students.

Should there be a case where the student himself gets acquitted by the relevant authorities and produces written evidence of this, the student may resume his studies or re- enrol, depending on the time lapse. Should such situations arise, the student should submit all supporting documentation to the programme management concerned and KMUC will then work with the student on his resumption of studies, subject to the various student policies and university policies where applicable.

2) Expulsion with Opportunity of Readmission

3) Expulsion with No Opportunity of Readmission

For the above, a student would be given the opportunity of appeal following expulsion. A student under these categories may appeal to the Program Management in writing within 14 days stating any ground of appeal.

In the case of readmission for (2), a student would submit a fresh application if he

wishes to be readmitted and this would be treated as a fresh application.

Pending a decision on any appeal, a student who has been expelled is to comply with the order of expulsion.

The categorization of an expulsion under category 2 or 3 is recommended by the relevant programme/School's Management i.e.:

1) Head of School, Principal
2) Program Management

A student's expulsion and any appeal for categories 2 or 3 has to be recommended by the relevant programme/School's Management member and ultimately approved by either of the following:

1) Provost, and in his absence,
2) Principal

Appendix A: Refund I Transfer I Withdrawal I Deferment Procedures

Refund /Transfer ./ Withdrawal Ⅰ Deferment Procedures

Refund Procedures

Kaplan Myanmar shall have refund procedures which are aligned with the refund policy to execute any refund request. If the refund policy differs for different types of payments or diffcrcn1 modes of payment, then there shall be clearly differentiated procedures

The procedures shall be clearly communicated to the students via the website and student l1andbook.

Refund records (may be in softcopy) shall be accurate and up-to-date. Records shall be kept according to financial guidelines and are easy to retrieve for audit purposes.
Relevant staff shall be conversant with the refund procedures and demonstrate strict adherence.

This procedure applies when a student submits a request for refund

> The student will make the request for refund in writing to Programme Management Team/Sales Team (for Instalment 1 only), The student needs to provide complete documents for the request.
>
> Upon receipt of the refund request and all required documents, the Programme Management Team/Sales Team (for Instalment 1 only) will check and verify the student's record.
>
> Upon confirmation of the details, the request will be submitted to the Programme Director/ Head of School/Sales Team (for Instalment 1 only) for approval.
>
> If the refund request is approved, the Programme Management Team/Sales Team (for Instalment 1 only) will process the refund with the Finance Department Students will be informed of the computation of the refund amount
>
> If the refund request is rejected, the Programme Management Team/Sales Team (for Instalment 1 only) will inform the student in writing of the decision,
>
> Finance Department processes cheque refund and passes cheque to Programme Management Team/Sales Team (for Instalment 1 only),
>
> Students will be informed in writing when the cheque is ready, within 7 working days from the date of receipt of request Students will have to acknowledge receipt of tl1e cheque.

Transfer/ Withdrawal/Deferment Procedures

Kaplan Myanmar shall have procedures which are aligned with the transfer/ withdrawal/ deferment policy to execute any application.

The procedures shall include, but are not limited to, the following:

Issuing a formal letter to the student to reject the application m to effect the transfer/ withdrawal/ **determent F0r students below the age of 18, Kaplan Singapore shall seek approval   the students'** parent/guardian before approving the transfer/ withdrawal application;

ii   Informing ICA of any change in students' status that may affect the student's pass issued (e.g. cancellation of student's pass for withdrawal case, transfer of course etc):

iii   Terminating existing student contract and signing new student contract (for transfer and deferment of course);

1v Coordinating with FPS service providers for any refund. Such refunds should be given to the students within the stipulated period (for FPS paid by students only)

v.   Issuing past attendance records to students who are enrolling in another course in another PEi.

The procedures shal! be clearly communicated (in website and student handbook) to the students.

Kaplan Myanmar shall maintain up-to-date transfer/ withdrawal/ deferment records. Records must be kept (may be in soft copies) for at least 5 years and are easy to retrieve for audit purposes,

Kaplan Myanmar shall inform the FPS service providers, relevant government agencies (e.g. !CA) and other relevant parties promptly for transfer/ withdrawal/ deferment cases.

Relevant staff shall be conversant with the transfer/ withdrawal/ deferment policy and procedures and demonstrate strict adherence,

Transfer Procedures

This procedure applies when a student changes his/her specialization / pathway I major but remains in Kaplan proprietary programmes. For university partner programmes, the transfer is subject to the university's procedure.

Students who wish to transfer shall inform the Programme Management Team in writing and state the reason(s) for transferring.

The Programme Management Team will provide the necessary advice according to the Academic/ University Policy

The application will be processed no more than 4 weeks or within Universitys timeline, where applicable, If the student 1s under 18 years of age, his/her parent/guardian must agree to the transfer. The Programme Management Team will inform the student in writing within three (3) working days from the date the outcome is available and follow up with the necessary arrangements.

During the process, students must continue with their current programme and stay in contact with the Programme Management Team. Failure to do so will be deemed as withdrawal of the application

Withdrawal Procedures

This procedure applies when a student stops his/her study and ceases to be a student of Kaplan Myanmar (applicable to both withdrawal and automatic withdrawal). For university partner programmes, the withdrawal is subject to the urnversity's procedure.

> Students who wish to withdraw shall inform the Programme Management Team in writing and state the reason(s) for withdrawal.
>
> The Programme Management Team wil! provide the necessary advice according to the Academic/ University Policy.
>
> The application will be processed no more than 4 weeks or within University's timeline, where applicable. If the student is under 18 years of age, his parenVguardian must agree to the withdrawal.
>
> The Programme Management Team will inform the student in writing within three (3) working days from the date of the outcome and follow up with the necessary arrangements.

Deferment Procedures

This procedure applies for Deferment of Programm0c For university partner programmes, the deferment is subject to the university's procedure.

> Students who wish to defer shall inform the Programme Management Team in writing and state the reason(s) for deferment.
>
> The Programme Management Team will provide the necessary advice according to the Academic/ University Policy.
>
> Th,a application will be processed no more than 4 weeks or within University's timeline, where applicable. If the student is under 18 years of age, his parent/guardian must agree to the deferment.
>
> The Programme Management Team will inform the student in writing within three (3) working days from the date the outcome is available and follow up with the necessary arrangements.
>
> During the process, students must continue with their current programme and stay in contact with the Programme Management Team. Failure to do so will be deemed as withdrawal of the application.
>
> Students who do not return to the programme after the determent period is over will be deemed as withdrawn from the programme.

Appendix B: *Course Evaluation Form*

Evaluation Form (Course/ Module)

KAPLAN

Course / Module :

Date of Course/ Module/ Intake : [ ] - [ ] - [ ]   (Format YYYY-MM-DD)   Education Level :

Student's Name :

Lecturer :

University/ Awarding Body :

Class Code :   Date of Evaluation : [ ] - [ ] - [ ]

Term :   ● Mid-Term/Short   ○ Full-Term/Long   (Format YYYY-MM-DD)

PART I   TO BE COMPLETED FOR EACH MODULE/ UNIT

Section A. Effectiveness of Lecturer

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
1. The lecturer started and finished the class on time.	○	○	○	○	○
2. The lecturer had good knowledge and understanding of the subject matter.	○	○	○	○	○
3. The lecturer was able to communicate concepts clearly and effectively.	○	○	○	○	○
4. The lecturer used a variety of teaching methods such as group work and encouraged class participation.	○	○	○	○	○
5. The lecturer was helpful and approachable.	○	○	○	○	○
6. The lecturer was effective in enhancing your knowledge.	○	○	○	○	○

Section B. Effectiveness of Course Module Materials

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
1. The materials included good illustrations, examples, case studies and other learning aids.	○	○	○	○	○
2. The materials were easy to follow.	○	○	○	○	○
3. The materials were helpful in your assessment preparation.	○	○	○	○	○
4. The materials stimulated and enhanced your learning.	○	○	○	○	○
5. The methods of assessment (eg exam, test, assignments, group work, presentations) were appropriate.	○	○	○	○	○
6. The assessment frequency was appropriate.	○	○	○	○	○

Section C. Quality of Kaplan's Facilities & Infrastructure

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
1. The class rooms were comfortable to study in relation to AV systems, cleanliness, temperature and furniture.	○	○	○	○	○
2. The IT infrastructure (internet access & wireless network) and IT facilities (Computer Labs & Library Terminals) were adequate.	○	○	○	○	○
3. The environment in general at Kaplan Singapore is clean and safe.	○	○	○	○	○

4. The library facilities and resources are adequate and accessible.

Version 4.0

Section D Service Touchpoints Support

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
1. Front counter staff were helpful and attentive.					○
Pre-course counselling provided was comprehensive.	0	0			○
3 Pastern coonsel!ing s-wJces -.vere adequate Md access.!bJe	0	0	0	0	○
4. Student activities prO"\-ided met the needs <i !he students	0	0	0	0	0

Section E Program Management Support

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
1. My Program Manager / Team was approachable, responsive and helpful.	○	○	○	○	○
2. Communication channels used were effective.	○	○	○	○	○
3. Study materials were distributed in a timely manner.	○	○	○	○	○

PART 2 TO BE COMPLETED IF THIS IS YOUR FINAL MODULE/ UNIT FOR THE ENROLLED COURSE

Section F General Comments

	1 Strongly Disagree	2	3 Neutral	4 $Ag.,$	5 -Srr-Ohgiy
i. The course/ prcgrnm *was* worth the investment in Urne end rnooey.		0	0	0	
2. :"he mandatory student support services (eg insurance and OOentation prcgrem) were provided for	0	0	0	0	0
3 The course/ program was effective, ef1icient. innova:ive, ltfe!oog and personalized	0	0			
4. lam s0l:1sfi€d witt, t•1e ovem!l schocil expE::flence	0	0	0	0	0
5 ! wou!-d recommend this course/programme to others.	QYe, QNo				

	Lecturar	Loi;-aHon	Customer Servtc(! Offered	Awards	Other?
6 Why did ycu ;;hoose Kaplan as your educatic-n provider?	0	0	0	0	0
if Others please specify	'ycu mE1:ysbufomomth<m 1				

_____

7. Will yoo continue to pcrsue your studies with KaDlan7

Yes. next coursefmodule ¥<iii be _____

No. beca se _____

S. Any ether comments

_____|_____

_____ _____   _____

Thank: yGu *fer* taking time to omple!e the evaluation form Please return the coropleted fonn to yo'Jf f!;!ctUrer/cours-e eva!ua1cr

' I hereby agree for Keplar: to pub!ish my quotes in their promctiooal materials

Name _____ _____   Signature _____