OFFER GUIDE

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TAYLOR'S UNIVERSITY
Wisdom · Integrity · Excellence

TAYLOR'S COLLEGE
Wisdom · Integrity · Excellence

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Table of Contents

01. Acceptance of Offer 1

A. How to accept the Offer? 2

B. How to defer this Offer? 2

C. How to decline this Offer? 3

D. How to fulfill your Conditional Offer? 3

02 Enrolment & Admissions Related Information 4

A. Policy, Terms and Conditions related to enrolment and admissions as well as fees. 5

Enrollment 5

Fees 6

B. Additional Information/Requirement(s) for Programmes regulated by Professional Bodies or Statutory Bodies in Malaysia. 11

Master of Applied Computing **11**

03 Appendices 12

A. Personal Data Protection Act 2010: Notice and Choice Principle Statement 13

01. Acceptance of Offer

In this Section, it explains the following:

A. How to accept the Offer?
B. How to defer this Offer?
C. How to decline this Offer?
D. How to fulfill your Conditional Offer?

A. How to accept the Offer?

Congratulations on receiving an offer for admission to Taylor's. We are delighted that you are considering Taylor's for your higher education.

This Offer Guide explains all the essential aspects of the offer. It guides you with step-by-step instructions and timelines, ultimately aiming to ease one of the most significant decisions of your life.

Step 1: Accept the Offer[1]
Step 2: Make Payment[2]

Note:

1. Read the Policy, Terms and Conditions provided in this Offer Guide.
2. Refer to the email we sent upon Acceptance for details to make full semester payment.

B. How to defer this Offer?

If you wish to delay the start of your programme, you will need to decline this offer and reapply as new student with a new intake. You will be issued with a new Offer Letter.

If you have previously accepted the offer, and wish to defer your studies, kindly complete the Application for Change of Intake form available in Campus Central portal and submit it through the link stated on the form.

C. How to decline this Offer?

If you decide not to accept the offer, please visit the **Offer Decision** page on **Taylor's Online Programme and Application System (TOPAS)** (https://topas.taylors.edu.my/#login) and click on "**I Decline**".

Alternatively, if you prefer to convey your decision through a different method, you can express it to your education counsellor.

D. How to fulfill your Conditional Offer?

Conditional Offer refers to an offer made to an applicant based on the following criteria:

a. applicant enrolling for a programme based on trial or forecast result(s); or
b. applicant that has yet to meet Taylor's Student Intake Standards, subject to the following conditions:
c. student must meet the given condition(s) upon the intake commencement.
d. student must meet the given condition(s) within a stipulated period by intake commencement.

02 Enrolment & Admissions Related Information

In this Section, it explains the following:

A. Policy, Terms and Conditions related to enrolment and admissions as well as fees.
B. Additional Information/Requirement(s) for Programmes regulated by Professional Bodies or Statutory Bodies in Malaysia

A. Policy, Terms and Conditions related to enrolment and admissions as well as fees.

These terms and conditions will form an essential part of any contract between Taylor's and student who received an Offer Letter.

Enrollment

1. Offer will only be made when application documents are complete and sighted original by Taylor's OR certified true copy by a recognised authority, e.g. original issuing bodies, Commissioner of Oaths, registered Taylor's representative/agent.
2. Students are advised to consider their subjects/modules carefully based on their preferred pathway.
3. Once a student has embarked on a programme, changes of subject/module may be permitted in exceptional circumstances and where class size permits by the closing date of the subjects/modules enrolment for the semester, is at the discretion of the Head of School or Programme Director.
4. The award of scholarships, bursaries, grants, waivers or financial assistance is subject to the absolute discretion of Taylor's and/or the relevant Transferee University.
5. In order to be eligible for registration with any professional body, you must meet the current requirements of the relevant body which may be subject to change without prior notice.
6. Registration for any external examinations and all submission of payment due to external examining bodies, are the sole responsibility of students.

Fees

1. All tuition and ancillary fees are subjected to annual increases and may vary due to inflation, currency exchange rates, operational costs, levies and other non-standard charges. The University reserves the right to make the necessary changes to the fee schedule to sustain the quality of education and services as it deems fit. While all changes will be communicated on a best effort basis, the University may occasionally need to amend the fee schedule without prior notice.
2. Fees payable for a semester is indicative based on a standard study load. The exact tuition fee will depend on the number of subjects/modules and credit load students enroll in.
3. Students under all programmes are required to make full payment of semester / term fees upon enrolment or by the commencement date of the semester / term (new and returning students). Payment is based on the number of module(s) registered.
4. After payment due date, Taylor's has the right, but not bound to, take any necessary actions against students with outstanding fees such as barring from classes and/or facilities as Taylor's deem fit. Taylor's further reserves the right to withhold the release of all examination results, certificates and records of the student until the full settlement of fees and other outstanding payment are made.
5. A late payment fee of RM100 per week will be imposed on any outstanding fees after the payment due date.
6. Student who still have an outstanding fee on the third day of Week 5 will be issued with Notice of Termination and shall be terminated on the fifth day of Week 7 with the issuance of Termination Letter from the programme at Taylor's.
7. Student (under installment & financial loan) who still has an outstanding fee on the first day of Week 9 will be issued with Notice of Termination and shall be terminated on the fifth day of Week 11 with the issuance of Termination Letter from the programme at Taylor's.

8. Fees paid are not refundable except in the circumstances set out in sub-paragraphs (b), (c), (d) and (e) below and PROVIDED that a request in writing for such refund is received by Taylor's. Any refund of fees or part thereof is subject to the following:

   a) The Enrolment Fee, Module Registration Fee, Registration Fee, International Student Charge, International Student Enrolment Fee and Registration and Licensing Fee are not refundable under any circumstances.

   b) Subject to sub-paragraph (a) above, if a student withdraws from the programme before the commencement of the semester, all fees paid may be refundable. An administration fee of RM500 will be charged.

   c) Subject to sub-paragraph (a) above, if a student withdraws from the programme within the first two weeks of the semester, an amount not exceeding 70% of all fees paid may be refundable. An administration fee of RM500 will be charged. For the avoidance of doubt, all fees shall not be refundable from Week 3 of the semester onwards except as provided in sub-paragraphs (d) and (e) below.

   d) Subject to sub-paragraph (a) above, if a student is conditionally accepted into the programme based on forecast results but due to non-fulfilment of entry requirements upon official announcement of examination results, the student shall be terminated from the programme by Taylor's. The student is eligible for a pro-rated refund of all fees paid. (The pro-rated refund is calculated based on the number of weeks elapsing from semester commencement due date to the official notification date and proportionate to the total number of weeks of the relevant semester).

   e) Subject to sub-paragraph (a) above, if student has not attempted the assessment of bridging module, decides to withdraw an administrative fee is charged for the withdrawal and the post graduate pre-requisite fee will be refunded.

   f) Subject to sub-paragraph (a) above, if student has not attempted the assessment of bridging module under the current programme enrolled. Post graduate pre-requisite fee paid is transferable to new intake (for deferment of intake) or new programme (for inter programme transfer).

g) Subject to sub-paragraph (a) above, post graduate pre-requisite fee paid is forfeited/ NOT transferable to new intake (for deferment of intake) or new programme (for inter programme transfer) if student has attempted the assessment of bridging module.

9. In the event that a student is expelled, suspended or terminated due to any sort of misconduct or non-attainment of academic requirement, there shall be no refund of fees paid, except for deposit (if any, less any fines due).
10. Taylor's will issue any applicable refund under the name of student/parent/guardian as provided in the Application Form, unless otherwise advised by the student.
11. All refund shall be free of interest and Taylor's reserves the right to set-off the refundable amount against any outstanding fees or payments due and owing to Taylor's.
12. Deposits shall not be considered as payment for any fees or other required charges and may not be used to offset outstanding amounts due. However, Taylor's reserves the right to apply the refundable deposit toward any unpaid fees or other amounts owing to Taylor's. Refund claims must be submitted within one (1) year from the date the student ceases to be enrolled at Taylor's. If a refund is not claimed within this period, the student will be deemed to have authorized Taylor's to transfer the unclaimed amount to the University or College Improvement Fund. Once transferred, students will have no further claim to the amount, and Taylor's may utilize the Fund as it deems appropriate.
13. Administrative fee is waived for refunds of deposits.
14. Refunds of excess payments resulting from fee adjustments or other valid circumstances will be granted without administrative charges. Refunds of excess payments arising from overpaid collections will incur an administrative fee of RM200.

15. For inter-programme transfer within Taylor's (including across institutions), student must settle outstanding fees (if any) at the current programme before applying for transfer to the new programme (within / inter institution). An administration charge of RM200 will be imposed. This administration charge will be waived for the first inter-programme transfer by new students before the commencement of the first programme (excluding inter-institutional transfer). The amount of fees transferable to the new programme is subject to the following:
    a) The Enrolment Fee, International Student Enrolment Fee and International Student Charge will be retained in the current programme and waived by the new programme.
    b) Subject to sub-paragraph (a) above, if an inter-programme transfer is carried out within the first month of the semester all fees paid are transferable to the new programme for the first transfer. For the second transfer, only 50% of the Tuition Fee and Resource Fee due and paid will be transferable to the new programme. For subsequent transfer, no amount is transferable. In the event of any surplus, such surplus amount shall not be refundable but may be used to set-off fees for the subsequent semester.
    c) Subject to sub-paragraph (a) above, if an inter-programme transfer is carried out after the first month of the semester but before the mid-semester, only 50% of the Tuition Fee and Resource Fee due and paid will be transferable to the new programme for the first transfer. For the second transfer, only 25% of the Tuition Fee and Resource Fee due and paid will be transferable to the new programme. For subsequent transfer, no amount is transferable.
    d) Subject to sub-paragraph (a) above, if an inter-programme transfer is carried out after the mid-semester, no amount is transferable.

16. Students who have completed a programme and progress to another programme (e.g: Pre-U, Foundation or Diploma to Degree) will need to pay the full Enrolment Fee again. International students will be charged only the same amount as local student Enrolment Fee, however international students are required to pay the full International Student Enrolment Fee during enrolment, and the fee adjustment will be reflected in the fee statement after two (2) working days. The excess payment after the adjustment will automatically be used to offset other fees due.

17. All references to “student” or “students”, wherever relevant or applicable, shall include any parent or legal guardian of the student in the case the student has not attained the age of majority at the time of admission.

    If the student is under the sponsorship of any sponsoring agency, an official copy of sponsorship award letter must be submitted to Taylor's together with the application form, or immediately upon confirmation of the sponsorship. This letter must indicate in detail the type of fees and/or value which will be sponsored by the sponsoring agency. Any amount which is not covered by the government sponsoring agency, shall be on the account of the student personally, and shall be due and payable in accordance with the standard fee payment terms and conditions.

B. Additional Information/Requirement(s) for Programmes regulated by Professional Bodies or Statutory Bodies in Malaysia.

Master of Applied Computing

Students without experience in Computing, will have to complete and pass a **bridging module *Fundamentals of Information Technology*** before undertaking the core modules of the programme.

03 Appendices

In this Section, it explains the additional information as follows:

A. Personal Data Protection Act 2010: Notice and Choice Principle Statement

A. Personal Data Protection Act 2010: Notice and Choice Principle Statement

Personal Data Protection Act 2010

Taylor's is committed to comply with the recently enacted Personal Data Protection Act (PDPA) 2010 in protecting its students' personal information that has been processed by Taylor's. We hope this section gives you as a student, a good understanding on how we handle your personal data that we collect and how you can control the disclosure of such data.

The information on the enforcement of PDPA 2010 which is provided below is in relation to the nature and type of data processed; how your data is collected and used; to whom your data can be disclosed; and your right to access and correct your personal information.

What Personal Data We Process?

Taylor's needs to process (that is, collect, use, store and ultimately destroy) your personal data for various academic, educational and administrative purposes. Generally, your personal data that we collect and process, includes but not restricted to:

Name, Identification number (NRIC), Passport number, Address, Contact numbers, Gender, Date of birth, Previous qualification, Personal email address, Photo and images, Marital status, Emergencies contact person(s) details, Family / guardian information.

Sensitive Personal Data

Some of the personal data that we process may include what is defined as 'sensitive personal data' under the Act and these include, but not restricted to:

Race, Religion, Health, Records of misconduct and disciplinary action, Records of criminal offence

This sensitive information shall be treated carefully by Taylor's and will only be used for specific purposes. It will not be released to a third party without your explicit consent unless it is necessary to protect your interests.

Provision of Information

The provision of all information requested for in the relevant forms of Taylor's is mandatory, unless specified otherwise. This is to enable us to process your application and / or request for our services.

Should you fail to provide the said information, Taylor's will be unable to process your request and / or provide you with the relevant services.

How do We Use Your Data?

The purpose for which personal data is collected and further processed includes, but not restricted to the following:

- To process application for admission
- To maintain students' personal details, academic and non-academic records
- To facilitate the internships, placement or industrial training as well as co-curricular related activities
- To provide the relevant administrative support, counselling and financial aids services
- To manage the use of facilities such as library, hostel, laboratories and so on
- To administer the graduation and alumni related events
- To administer the tuition fee and other payment
- To communicate with students on any important announcements including matters relating to career services, postgraduate studies and alumni
- To collect and relay information for relevant local or international statutory authorities or examination boards
- To contact student' s next of kin in case of emergency
- To comply with any regulatory, audit or security related requirements

How is Your Data Collected?

Most, if not all, of your personal data was obtained from you directly, either from the following sources or from any other information you provided and this may include:

- Enquiry Form
- Various type of Application and / or Registration Forms
- All other School and / or Support Services related Request Forms
- Previous qualification related documents and / or certificates

  In some instances, your personal data may have been obtained from external sources including, but not restricted to the following:

- Third parties such as previous educational institutions, law enforcement agencies and other government entities
- Third party service providers and any other future third parties in relation or incidental to the above
- Personal data which are available in the public domain
- Personal data which may be collected from cookies through the use of Taylor's website

Disclosure of Your Personal Data

Taylor's will keep your personal data confidential unless you have given the written consent to such disclosure or it is within the ambit of permitted disclosures under prevailing laws / guidelines, Taylor's may disclose your information to the categories of third parties as listed below (not restricted to):

- The Ministry of Higher Education, other relevant government departments / agencies, statutory authorities and industry regulators
- Malaysian Immigration Department and its appointed agencies
- Foreign embassies and their appointed agencies
- The police and other enforcement agencies where and when required
- Your sponsors including your parents / guardians
- Third parties that provide the internships or attachment placements
- Professional or accreditation bodies

- Taylor’s external counterparts providing dual degrees, articulation or progression of study
- Third parties appointed by Taylor’s to provide services to Taylor’s such as auditors, lawyers, contractors, printing companies, travel agencies, training organiser and insurance companies
- Other institutions or companies within Taylor's Education Group

Your Right to Access and Correct Personal Information

- You have the right to access and correct your personal information held by Taylor’s under the Act. Taylor’s always endeavours to upkeep the changes on your personal information in our student database system and hence you are encouraged to notify Campus Central of the changes in a timely manner.
- You may do the following by completing the "**Student Profile Update**" online form via Campus Central Portal to update your personal data.
- Any request to exercise your rights shall be administered as per the Act. Please be informed that pursuant to the Act, your request may be rejected in certain circumstances.
- Should you have any queries pertaining to the above, please refer to Campus Central, Block A, Level 2 for appropriate advice and assistance.