

STUDENT HANDBOOK

2019

Association of Chartered Certified Accountants (ACCA)
Certified Accounting Technician (CAT)

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1. INTRODUCTION

WELCOME and a WARM HELLO from all staff at Windfield International College!

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

There is so much to see and do in Kuala Lumpur and Windfield International College which allows you the access to an interesting surrounding that will undoubtedly provide you a good all round educational experience.

We hope that this student handbook will provide you with the necessary information to make your stay with us smooth and productive!

Warm Regards,

The Management

2. STUDENT LIFE

2.1 INTRODUCTION

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

2.2 STUDENT SERVICE COUNTER

The student service counter located at 18th Floor. This information and service point is provided for queries on schedules, subjects, appointments with lecturers, copying services, request forms, issuing of results, educational advice and information dissemination and stationery items such as project folders, persons to contact and appointments with staff.

The following table show the normal hours for the Student Service Counter. Student Service Counter will be dosed during federal and state holidays.

	Student Service -counter Hours	
Location	Monday-Friday	Saturday-Sunday
Student Service at 18th floor	10.00AM-7:00PM	10.00AM-2:00PM
	Closed on Public Holiday	

2.3 STUDENT WELFARE AND COUNSELING

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

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

2.4 STUDENT BODIES

2.4.1 Student Representation

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

2.4.2 Student Council

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

2.4.3 Additional Student Bodies

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

3. Student Activities

3.1 STUDENT RESOURCES

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

Students are not permitted to:

- Perform non-academic related activities
- Bring in food and drinks in the class room
- Wear caps when on campus
- Use of mobile phone in the class room
- Create excessive noise

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

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

3.1.1 Counseling Room:

If students are in need of counseling, discussions can be carried out in the confidentiality of counseling room. Counseling service operates via appointment. Students can make appointment through the student services counter at 18th floor, by telephone (603) 20323322 or email contact@ksacitycampus.com. Student should assist in completing the Student Counseling Form to make the counseling session efficient.

3.1.2 First Aid Facilities:

A First Aid Facilities is available on call for emergency. Student can seek the assistance of Service Counter.

3.1.3 Religious Facilities:

The campus provides religious facilities for usage by Islamic students. Surau (prayer room) is located at 9th Floor.

3.1.4 Notice Boards:

Students access these for essential information such as schedules, laboratory procedures, library rules and regulations, articles, current events, activities, accommodation profile, etc. Students are encouraged to check notice board daily. Notice board is located at 18th Floor.

3.1.5 Classrooms:

Conducive to education, equipped with 'state of the art' projection systems and multimedia capabilities. These classrooms can accommodate from 50 to 150 students. Normal overhead projectors and standard white boards are also available to provide total learning at Windfield International College.

3.2 INTERNATIONAL STUDENTS

Special arrangements support, and services are made available throughout their stay. Services range from welcoming them at the Airport to an orientation programme, which introduces foreign students to campus facilities, student life, the community, and the local environment. English language support is offered. Study visas are arranged for foreign students. International students are encouraged to approach any member of staff for assistance. The Student Services Manager and

Executives can be contacted via the 18th Floor international student service counter, and are friendly faces to turn to in times of need.

3.3 DISABLED STUDENTS

Windfield International College welcomes applications from disabled students. Special arrangements are made to ensure that students benefit fully from the academic, social and recreational experiences. The entrance at ground floor, lift provided for each floor. Students with particular individual requirements are invited to consult centre managers directly.

3.4 JOB PLACEMENT

Students are assisted with career guidance and employment opportunities in various organizations, which advisable Petronas, Malayan Banking, Great Eastern Life Assurance Co, Astro, Time Telecom, IBM, Hong Leong Bank, Hong Kong & Shanghai Bank, American Express, PWC, Ernst & Young, KPMG, Deloitte, Baker Tilly, RSM, Grant Thornton, BDO, RSM, Averis, Shell, Yeo & Associates and etc.

Notices on job vacancy from various companies can be reviewed at the notice board as well.

4. FACILITIES

4.1 COMPUTER LABS

Computer labs are fully equipped, with the latest IBM workstation running on a Local Area Network, which are multimedia-enabled and linked to the Internet via a 2MB connection. Complementary e-mail facilities are also provided and colourful Monitor makes a refreshing difference when learning. All labs are ergonomically designed and built to stimulate learning.

The following tables show the normal hours for the computer labs. All labs will be closed during federal and state holidays.

	Computer Lab Hours	
Location	Monday- Friday	Saturday
Lab, 9th & 10th Floor	9:00AM-5:00PM*	10.00AM-5:00PM*
	Closed on Sunday & Public Holiday	
*Computer lab might be closed to conduct tutorial sessions		
*All computer labs hours are subjected to change.		

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

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

Students are not permitted to:-

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

Other conditions as per with the student handbook, notices that are/may be in force are to be followed. Exceptions to any of the matter above must be through a written request to the Student Services Department and subsequent approval. Any individual found to be misusing equipment will lose all privileges accorded.

4.1.1 Computer Laboratory Rules

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

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

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

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

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

4.2 LIBRARY

Located on 10th Floor, this campus provides information services reflecting the programmes of study offered, recognizing the need for more accessible information, libraries have online facilities of various references and lending collections e.g. books, periodicals and information files. There is also a range of recreational reading resources available to students. Please see the Library Information staff for further details, assistance and training.

A library committee, comprising subject specialists, administrative staff, and students provide up-to-date reading materials, and also ensure that there are sufficient copies of recommended texts to cater to students' needs. An enquiry point is available where students can ask for help. The library also doubles up as a study room for students and provides them with an opportunity to undertake private study in an informal environment.

General Rules

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

Fines and/or suspension of library privileges may be imposed for the breach of any library rule.

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

	Library Hours	
Location	Monday-Saturday	Sunday
9th & 10th Floor	9:00AM-6:00PM*	9:00AM-5:00PM*
* library hours are subjected to change.		
*Computer lab might be closed to conduct tutorial sessions		
*All computer labs hours are subjected to change.		

4.3 PHOTOCOPYING & COPYRIGHT

The photocopying machine is located at 11th & 17th Floor where photocopy services is provided to our student for the copying of study or library materials. Copying can only be done by the staff. Each copy will be charged RM0.05. The general guidelines on copyright are as follows:

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

4.4 GUIDANCE & SUPPORT SERVICES

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

Please address all enquiries to the appropriate personnel via phone, email, or correspondence. All emergencies can be directed to the following members of staff as appropriate or to the person on duty at the 11th Floor student services counter.

Student Services & Student Services Manager- contact@ksacitycampus.com

Counseling Address:

Windfield International College
18th Floor Plaza First Nationwide
No. 161, Jalan Tun HS Lee
50000 Kuala Lumpur
Wilayah Persekutuan
Tel 03-20323322
Fax 03-20323323

ACCA Global contact:

www.accaglobal.com/gb/en/student.html

ACCA Connect contact information:

110 Queen Street
Glasgow G1 3BX
United Kingdom
Tel: +44(0)141 582 2000
Email: info@accaglobal.com

ACCA local support:

Level 16 Boulevard Office Tower
Mid-Valley City, Kuala Lumpur
Tel: 1800-88-5051
Email: myinfo@accaglobal.com

5. Mentoring Programme

On campus the mentoring system in essence provides support, the opportunity to share ideas, experience and knowledge while at the same time easing the transition into higher education life.

The mentoring system functions in that each level of academic progress has an appointed individual to act as mentor.

From the academic team appropriate members of staff are selected to act as mentors. The students are introduced to their mentor at induction, where at mentoring schedules are agreed upon.

6. RULES AND REGULATIONS

6.1 GENERAL

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

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

6.2 ASSESSING CAMPUS GUIDELINES/DRESS CODE

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

- Students must be well dressed, wearing clothes that are smart and neat
- Sloppy, crumpled or provocative is not acceptable
- Slippers, flip-flops, open toes sandals, singlet, shorts, torn jeans, etc are not allowed
- Students must be polite at all times
- Female students are to dress modestly and discreetly at all times; see through materials are strictly prohibited
- Students must wear their Student ID Card prominently
- Any losses for ID card or lanyard will be charged RM10 each

6.3 ATTENDANCE & CLASS SCHEDULES

Being present at all lecturers, tutorials and practical sessions is mandatory. Attendance is monitored regularly. Students whose attendance falls below 85% will not be eligible for the taking of examinations. In case students are found to be irregular in their attendance, without notice, they should provide evidence in writing for reason of absenteeism at the earliest opportunity by completing the Non-Attendance Form available from the student service counter 18th floor. Student who fails to do so, letter will be sent to parent or Embassy for foreign student.

If there is any circumstance beyond the control of the student that has affected the academic performance of the student (medical, bereavement, etc), this should be informed in writing (Non-Attendance Form), as per the campus regulations.

6.4 UPKEEP OF FACILITIES

Windfield International College endeavors to provide a comfortable, conducive and professional environment for all its students. Thus, we expect a high sense of responsibility from our students concerning the upkeep of our physical premises in the following manner.

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

6.5 BEHAVIOUR AND GENERAL CONDUCT

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

- Students are expected to be courteous and to behave with dignity and propriety
- Students are expected to comply with instructions given by the lecturing and or administrative staff
- Smoking is strictly prohibited. Vandalism is a public offences and is views very seriously
- Students are expected speak politely at all times
- Students are expected to turn off personal mobile communication devices such as hand phone, while on campus (e.g. lecture rooms, labs, library, reception, administration etc)

6.6 TEACHING AND LEARNING

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

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

6.7 PROGRESS TEST AND MOCK EXAM

Windfield International College will assess students' performance on an on-going basis by providing progress tests during mid-term of the course which will be clearly indicated in the timetable. All students are required to attend the progress tests compulsorily. The aims of such test are to the college to monitor students' progress and also allowing students to experience the actual level of depth of examination questions that they can prepare for the final exam.

Mock exam will also be conducted and all students are compulsory to attempt the exam. The dates for mock exam are also indicated in the timetable usually at the end of the course. The aim of this exam is to allow students to indentify the areas which they are well-prepared and not well-prepared in order to structure their revision before the real exam. This also enable lecturers to identify students' weak points and to put in more emphasis during intensive revision course after the mock exam.

The target turnaround time for marking both progress tests and mock exam are one to two weeks from the exam dates. Students will also be provided model answer after completion of marking available by download, hard copy or emails.

7. REGISTRATION

7.1 REGISTRATION PROCEDURES

- Complete the appropriate registration form
- Attach a copy of certificates/letter of completion, full transcripts, IC and passport-size photograph
- Enclose the appropriate registration fee
- Bank drafts/ Debit/ Credit card should be made payable to ACCA.

7.2 IMPORTANT DATES

The Association of Chartered Certified Accountants					
Sessions		March	June	September	December
Initial Registration	N/A				
Annual subscription	1st January each year				
Exam Entry	Early	10 Dec	13 Feb	15 May	14 Aug
	Standard	31 Jan	1 May	31 July	30 Oct
	Late	4 Feb	8 May	7 Aug	6 Nov
Exams take place		4-8 Mac	3-7 June	2-6 Sept	2-6 Dec
Exam Results		15 Apr	15 July	14 Oct	13 Jan

7.3 FEES

ACCA Course Fees	1 Subject	2 subjects and above
Knowledge	RM660 per subject	
Skills	RM860 per subject	RM800 per subject
		3rd paper at RM530
Retake discount (same subject within 1 year)	RM480 (for existing students only)	
Retake discount (same subject)	RM756 (for existing students and new students)	
FR,AA,FM	RM1710 (for 3 subjects)	
AA, FM	RM1200 (for 2 subjects)	
Professional		
SBL	RM1230 per subject	RM1130 per subject
Retake discount (same subject within 1 year)	RM690 (for existing students only)	
Retake discount (same subject)	RM1030 (for existing students and new students)	
SBR & Options	RM970 per subject	RM860 per subject
Retake discount (same subject within 1 year)	RM535 (for existing students only)	
Retake discount (same subject)	RM825 (for existing students and new students)	
Options	RM1320 for any two subjects (special offer)	

CAT Course Fees	Individual subject	Package 1	Package 2
FA1 & MA1	RM550 per subject	RM2000 (4 subjects)	RM5000 (for 9 subjects)
FA2 & MA2	RM650 per subject		
FAB, FMA, FFA	RM750 per subject	RM1980 (3 subjects)	
FTX & FFM	RM780 per subject	RM1320 (2 subjects)	

Payable to "Nirwana Global Sdn Bhd"

	CAT/FIA	ACCA
Registration Fee		£79
Re-registration Fee		£79
Annual Subscription Fee		£95
Exemption Fees		
Diploma in Accounting & Business/CAT Qualification	£74	N/A
Knowledge Exams	N/A	£72
Professional Exams	N/A	£97

Payable to The Association of Chartered Certified Accountants

7.4 ACCA & CAT SUBJECTS

Code	Subject Name	ACCA	
		Full Time	Part Time
FAB	Accountant in Business	√	√
FMA	Management Accounting	√	√
FFA	Financial Accounting	√	√
LW	Corporate and Business Law	√	√
PM	Performance Management	√	√
TX	Taxation	√	√
FR	Financial Reporting	√	√
AA	Audit and Assurance	X	√
FM	Financial Management	X	√
SBL	Strategic Business Leader	X	√
SBR	Strategic Business Reporting	X	√
AFM	Advanced Financial Management	X	√
APM	Advanced Performance Management	X	√
ATX	Advanced Taxation	X	√
AAA	Advanced Audit and Assurance	X	√

Code	Subject Name	CAT	
		Full Time	Part Time
FA1	Recording Financial Transactions	√	√
MA1	Management Information	√	√
FA2	Maintaining Financial Records	√	√
MA2	Managing Costs and Finance	√	√
FAB	Accountant in Business	√	√
FMA	Management Accounting	√	√
FFA	Financial Accounting	√	√
FAU	Foundations in Audit	X	X
FTX	Foundations in Taxation	√	√
FFM	Foundation in Financial Management	√	√

8. STUDENT FEEDBACK POLICY

8.1 STUDENT FEEDBACK PROCEDURES

Windfield International College is committed in forming positive relationship with its students. It is committed to creating an environment in which all staffs perform their duties with effectiveness, fairness, integrity and due care. When feedback is provided by students, Windfield International College is committed to resolving the issues quickly, fairly and with respect for confidentiality.

In order to assist us in providing continuous excellent service and education, all students are encouraged to complete an evaluation questionnaire when provided.

In addition, feedback can be given formally or informally as described below.

8.2 INFORMAL FEEDBACK

The student may choose to approach any member of the Windfield International College staff (student support service officers, teaching or marketing personnel, the Registrar) directly with their feedback.

8.3 FORMAL FEEDBACK

A formal feedback is to be made in writing or on Suggestion Form conveniently located at the Student lounge at 18th Floor Student Service Counter. These should be addressed to the Registrar. The formal feedback must describe the concern and state the action or outcome desired.

8.4 COMPLAINT & FEEDBACK PROCESS

- Suggestion form/letter/email are sent to front counter staff or counselors
- Counselors will forward the complaint/feedback to the appropriate department (academic or finance or facilities or others depending on nature of complaint/feedback)
- The relevant department should normally reply within two week unless complicated issue which requires longer time which will normally not exceeding one month unless person-in-charge is out of office.
- Reply to students/parents will either be from counselors or program director depending on nature of complaint/feedback

9. STUDENT TRANSFER AND REFUND POLICY

Windfield International College is committed towards maintaining a high-level of good business and customer-centric systems and practices to look after the welfare of the students studying in Windfield International College.

9.1 REQUESTS FOR REFUND

To expedite your request for refund of course fees, students are requested to complete the prescribed forms, available at the Registrar's officer or write to the Registrar at Windfield International College with the following information:

- Student's Name
- Guardian's Name (if applicable)
- Student's Student Pass Number
- Course enrolled into or applied for at Windfield International College
- Copy of official receipt issued by Windfield International College for the Fees in question
- Reason(s) for requesting the refund

We will respond and revert to your request as soon as practicable after receiving the student's notice for withdrawal.

9.2 CONDITIONS FOR WITHDRAWAL FROM COURSE

We have put in place service guarantees to protect students and students are entitled to immediately withdraw from the course in the event of any of the under-mentioned situations:

- Windfield International College fails, for any reason, to commence the Course on the Commencement Date;
- Windfield International College fails, for any reason, to complete the Course by the Completion Date;
- Windfield International College terminates the Course for any reason prior to the completion of the Course

9.3 REFUNDS FOR WITHDRAWAL FROM COURSE

All request for withdrawals/deferments/transfer must be made in writing to the Registrar/Course Director, Windfield International College, and shall include the following information:-

- Student's Name
- Guardian's Name (if applicable)
- Student's Number
- Course enrolled into or applied for at Windfield International College
- Copy of official receipt issued by Windfield International College for the Fees in question
- Reason(s)

Windfield International College shall, as soon as practicable after receiving the student's notice of withdrawal under Conditions for Withdrawal from Course (and in any event no more than twenty-five(25) days after receiving such notice) refund to the Student, proportion of the tuition fee and administrative fee less any applicable bank administrative charges properly paid.

9.4 WITHDRAWAL WITHOUT CAUSE AND REFUNDS

Where the student withdraws from the Course for any reason other than those set out in the Conditions for Withdrawal from Course, Windfield International College shall after receiving the Student's written notice of withdrawal (and in any event no more than twenty-five(25) working days after receiving such notice) refund to the Student the sum of:

Percentage of aggregate of the course fees and additional fees paid (if applicable)	If student's written notice of withdrawal is received
80% of the full course fee (if payment received is less than 20%, no refund will be made)	More than 60 days before the Commencement Date
50% of the full course fee (if payment received is less than 50%, no refund will be made)	More than 45 days but less than 60 days before the Commencement Date
0%	Less than 45 days before the Commencement Date

All application and registration fees paid to Windfield International College are non-refundable. Only the paid course fees are refundable less any applicable bank administrative charges properly payable/ paid.

9.5 TRANSFER COURSE

A Student who transfers from one Course to another course with Windfield International College is permitted to transfer unused course fees as credit. However, there will be no refund of any course fees paid.

9.6 DEFERMENT OF STUDY

This applicable to Local Students Only

- In the event the student after accepting an offer of a place in the course, gives at least two weeks written request before the course's Commencement Date to defer to the next available course intake, all tuition fees paid will be transferred to the next available course intake. The next available course intake may commence in the following year. All deferrals are subjected to approval.
- FULL PAYMENT of all outstanding course fee must be made upon approval of deferment
- An offer of a place in a course may be deferred for up to twelve (12) months only.
- Students may have to adapt to new course structure or change course if the course is no longer available. Any increase in fee would have to be borne by the student. Windfield International College will do its utmost to assist students wherever possible and will not be held accountable if options are rejected by the students.
- Course fees paid will not be refunded in event of DEFERMENT regardless of whether the request made is prior to commencement or after commencement of the course.

9.7 NO REFUND

- A Student requests to withdraw from a course for whatever reasons, forty-five (45) days or less before course's Commencement Date shall not be eligible for any refund.
- A student's enrolment in the course was cancelled and/or the student is expelled from the course or Windfield International College, for breach of Windfield International College and/or government agencies/authorities rules and regulations and/or laws of Malaysia, shall not be eligible for any refund.
- Application and Administrative fees are non-refundable.