

Additional Mantissa College International Student Policy (F.A.R.E)

Effective Date: *1 August 2025*

Applies To: All international students enrolled at Mantissa College

Purpose:

To safeguard international student welfare, uphold academic standards, and ensure full compliance with the requirements of the Ministry of Higher Education (MOHE), Education Malaysia Global Services (EMGS), and Immigration Department of Malaysia.

1. Policy Statement

- 1.1. Mantissa College is responsible for managing international students in a manner that supports:
 - 1.1.1. Academic progression and integrity
 - 1.1.2. Student welfare and due process
 - 1.1.3. Compliance with all applicable regulatory and immigration requirements
- 1.2. All international students are required to comply with the College's **F.A.R.E framework** at all times:
 - 1.2.1. **F – Fees Settlement**
 - 1.2.2. **A – Attendance**
 - 1.2.3. **R – Results (CGPA / Academic Progression)**
 - 1.2.4. **E – English Language Requirements** (where applicable under programme or EMGS conditions)
- 1.3. Failure to meet any component of the F.A.R.E requirements may result in administrative, academic, and/or immigration-related actions, including but not limited to:
 - 1.3.1. Access restrictions
 - 1.3.2. Close Observation Status (OBS)
 - 1.3.3. Conditional continuation
 - 1.3.4. Termination or Fail & Finish outcomes
 - 1.3.5. Withdrawal of Student Pass renewal support and initiation of lawful exit procedures

2. Definitions

2.1. International Student

A non-Malaysian student holding, applying for, or required to hold a valid Student Pass to study in Malaysia.

2.2. Academic Semester

Mantissa College operates three (3) academic semesters per year, defined as follows:

2.2.1. January – March

2.2.2. April – July

2.2.3. August – December

2.3. F.A.R.E Compliance

The minimum compliance framework used by Mantissa College to assess academic progression, eligibility for continuation, and Student Pass-related support.

2.4. Close Observation Status (OBS)

A structured monitoring status imposed on students who fail to meet one or more F.A.R.E requirements, aimed at risk management and corrective intervention.

2.5. Not Progressing / Fail & Finish

A status determined by the Examination Board when a student's academic performance is unsatisfactory and continuation is not permitted.

2.6. COM (Check-Out Memo) / Special Pass

Immigration processes and documents required to facilitate lawful stay or exit when a student is no longer eligible for Student Pass renewal or continuation.

3. F.A.R.E Requirements

3.1 F – Fees Settlement

1. International students must settle tuition fees and all other applicable charges in accordance with the College's billing schedule and stipulated deadlines.
2. In the event of overdue or outstanding fees, the College reserves the right to impose one or more of the following controls:
 - Late payment charges (where applicable under the bursary/finance policy)
 - Restriction of access to results, transcripts, letters, or official documents
 - Restriction from course registration for subsequent semesters

- Restriction from examination eligibility, including exam docket issuance, in accordance with examination regulations
- 3. Non-settlement of fees does not exempt students from complying with attendance, assessment, or academic requirements.
- 4. Non-compliance with fee obligations may directly affect academic progression and the College's ability to support Student Pass matters.

3.2 A – Attendance

(Minimum 80% attendance for Student Pass renewal support)

1. International students are required to attend all scheduled classes, tutorials, practical sessions, and compulsory academic activities.
2. For Student Pass renewal support, students are generally required to maintain a minimum overall attendance rate of 80%, in accordance with EMGS guidelines: <https://visa.educationmalaysia.gov.my/guidelines>
3. Absences must be supported by valid and verifiable documentation (e.g. medical certificates clearly covering the affected dates).
 - Documents that do not correspond to the absence period or are deemed insufficient may be rejected.
4. The College may issue formal warnings when attendance is unsatisfactory.

Minimum Attendance Warning Structure:

- Warning 1 (Written)
- Warning 2 (Written)
- Final Warning / Show-Cause Notice
- OBS tagging and/or recommendation for termination (if unresolved)

3.3 R – Results (Academic Performance)

(Minimum CGPA 2.00 for Student Pass renewal support)

1. International students must maintain satisfactory academic progress in each semester.
2. For Student Pass renewal support, students are generally required to achieve a minimum **CGPA of 2.00**, in line with EMGS requirements:
<https://visa.educationmalaysia.gov.my/guidelines>
3. Students who fall below CGPA 2.00 may be required to:
 - Attend mandatory academic counselling
 - Comply with a structured academic improvement plan
 - Retake subject(s) as prescribed by programme regulations

Definition of Retake (Full Repeat):

- Full attendance at lectures and classes (attendance recorded)
- Completion of all continuous assessments
- Sitting for final assessments/examinations

Partial academic remedies (e.g. coursework resubmission only or exam-only attempts) are not permitted unless explicitly allowed under approved programme regulations.

3.4 E – English Language Requirements (Where Applicable)

1. Where English language proficiency is stipulated as a programme requirement or EMGS condition, students must fulfil the required evidence by the deadline stated in their offer letter or visa condition.
2. Failure to fulfil English language conditions within the stipulated timeframe may affect:
 - Programme continuation eligibility
 - Student Pass renewal support

4. Close Observation Status (OBS)

1. The College may place an international student under OBS if one or more F.A.R.E requirements are not met.
2. Under OBS, the College may impose risk-control measures including but not limited to:
 - Mandatory counselling or Registry/International Office meetings
 - A written improvement plan with specific deadlines
 - Weekly or periodic monitoring of attendance and assessments
 - Conditional approval for semester continuation
3. OBS is a corrective and supportive measure. However, placement under OBS does **not** guarantee Student Pass renewal support.

5. Visa and Immigration Compliance

(Shared Responsibility: Student + College)

1. International students are solely responsible for ensuring that they remain legally in Malaysia at all times with a valid Student Pass and comply with EMGS and Immigration instructions.
2. The College may only support Student Pass renewal when:
 - The student meets all F.A.R.E requirements, and
 - All required documents are submitted accurately and within stipulated timelines.
3. Where Student Pass renewal is not supported or approved, and the student is unable to regularise their immigration status, the College may require the student to:
 - Withdraw or terminate enrolment, and
 - Proceed with lawful exit arrangements, including COM or Special Pass applications where applicable.

6. Appeal Policy

(EMGS / Jawatankuasa Rayuan JPT)

1. The College will consider supporting appeals only when reasonable grounds and credible supporting evidence are provided.
2. Appeal support is typically subject to:
 - A formal written appeal request by the student
 - Submission of complete and verifiable supporting documents
 - Student's written commitment to corrective measures and an academic improvement plan (including retake fees, where applicable)
3. The College reserves the right to decline appeal support where:
 - Non-compliance with F.A.R.E is severe or persistent
 - Attendance or CGPA falls significantly below regulatory thresholds without valid justification
 - The student refuses corrective action
 - Supporting documents are weak, inconsistent, or misleading
 - Proceeding with the appeal would expose the College to compliance or regulatory risk

7. Termination / Fail & Finish Procedures

1. A student may be recommended for termination or Fail & Finish due to:
 - Repeated failure to meet F.A.R.E requirements despite warnings and OBS
 - Unsatisfactory academic performance determined by the Examination Board
 - Non-compliance that renders Student Pass renewal infeasible
2. Minimum procedural safeguards include:
 - Written notices and opportunities for the student to respond
 - Documented counselling or meetings (where applicable)
 - Examination Board deliberation for academic outcomes (where required)
 - Issuance of official Termination or Fail & Finish letters

- Updating of student status in internal systems and relevant external platforms

8. Student Communication and Record-Keeping

1. All key decisions will be communicated in writing via official channels (email and/or letter), including:
 - Warnings, OBS notifications, counselling sessions, and improvement plans
 - Examination restrictions (where applicable)
 - Termination or Fail & Finish outcomes
 - Student Pass renewal support status and required actions
2. The College will maintain comprehensive records to support audits, compliance reviews, and dispute resolution, including:
 - Attendance records and warning letters
 - Counselling notes and improvement plans
 - Payment ledgers and billing notices
 - Examination Board decisions, results, and transcripts
 - EMGS submissions and acknowledgements (where applicable)

9. Student Acknowledgement

All international students are required to sign an acknowledgement confirming that they have read, understood, and agreed to comply with the F.A.R.E Policy and all related College regulations as a condition of enrolment and continued registration at Mantissa College.

STUDENT'S DECLARATION

I, _____ from _____

Programme with Passport No.: _____, have read and understood all the rules and regulations for international students. I am also aware that the college reserves the right to bar me from sitting for final examinations should I have current outstanding in a particular semester & subsequently to terminate my enrolment if my outstanding fee is not settled after notifications are served to me. College also reserves the right to submit my attendance, results and English certificate to EMGS for visa renewal purpose for EMGS's decision on my student pass in the event that I do not comply with the above-mentioned conditions accordingly.

I agree to attend classes every week, which will commence from _____.

Student's signature : _____

Student's Name : _____

Date : _____

This International Student Handbook is uploaded in MORE portal for students' reading & College assumed it is read even without signatory & acknowledgement.