



Student Handbook (Edition 3)

Philea Academy Sdn. Bhd.

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One Step at a Time in a Quest to Travel Around the World

一步一脚印，踏遍全世界

Table of Contents

Welcome Letter from the Principal	03
Academic Information	04
Information on Fees	07
Industry Placement	08
Students' Responsibilities	09
Academy Services and Facilities	10
Occupational Health and Safety	13
Code of Conduct	14
Acceptance of Guidelines Form	18

Dear Student,

Welcome to PHILEA Academy!

This Student Handbook has been prepared to help you settle into your new environment and to inform you of important aspects and features relating to Academy life. It also outlines the policies and procedures we have developed to achieve the goals and objectives of the Academy.

We look forward to helping you develop your skills and knowledge during your studies and to assisting your progress within a challenging career in the Tourism, Hospitality and Events Industries.

Enjoy your time at PHILEA Academy!

Kind regards

LIM KAM THIM

Principal

1. Academic Information

1.1 General information

- PHILEA Academy offers a range of courses in Tourism, Hospitality, and Events, from Certificates through to Professional Diplomas.
- Courses can be taken either on a full-time, part-time, or online basis. Students can receive any of the qualifications on the condition that they satisfactorily complete the subjects and the industry placement required for specific qualifications.

1.2 Summary of educational aims

- To provide students with knowledge, experience, and skills so that they are able to perform effectively in supervisory or managerial positions in tourism, hospitality, and event establishments.
- To develop in students the attitude and personal qualities required to work in the service industries.
- To provide students with real-life industry experience from day one alongside academic knowledge.
- To assist students in career planning.

1.3 Summary of Academy features

- A combination of study and extensive industry experience ensures the acquisition of skills and knowledge.
- Extensive industry experience is an integral component of the courses.
- Personalised education: through a mentoring system, which provides regular academic and workplace feedback.
- Highly qualified and trained staff.
- Small student/staff ratio.
- Agreements with overseas universities to give students the option of progressing to a degree qualification.
- Fully recognised and accredited courses.

1.4 Privacy policy

- PHILEA Academy is committed to ensuring high standards in the handling of personal information and respects the privacy of its applicants, customers, and web visitors.

1.5 Specific awards and their requirements

- In order to qualify for any award, the candidate needs to satisfactorily complete:
 - Subjects required for the specific award
 - Ninety percent (90%) attendance at classes, including justified absences
 - Industry Placement requirements

1.6 Assessments

- The Academy is committed to equity in assessment and it is fundamental that assessment processes are not compromised so as not to give one student an advantage over others. Assessments may include quizzes, mid-semester tests, projects, and case studies. The breakdown of assessments varies according to the nature of the subject. All lecturers provide the students with the dates on which assessments are due.

1.7 Completion of assessment components

- Submission of all assessments over 15% is compulsory to pass the subject.
- It is the responsibility of the students to inform the lecturer if they have missed an assessment in class, no later than one week after the assessment. The lecturer will determine whether the student is eligible for a post-assessment.
- Post-assessments for students who have a justified absence on the day of a test or in-class assessment will be held on the first and third Friday of the month.

1.8 Assignment due dates

- It is the student's responsibility to ensure that assignments are submitted to the respective lecturers in class, when that is required, or by mail or email, and to ensure that the lecturer has received the assessment.
- In the case of absenteeism due to sickness or misfortune, students need to mail, or e-mail the Academy the due assessment. It is the student's responsibility to ensure that the assessment reaches the Academy, and the respective lecturer. Students must submit the original assignment within one week.
- Assessments handed in late will incur a penalty of 10% per day of the final mark for that specific assessment, up to 6 days, including weekends. Assignments that are more than six days late will not be marked and will automatically receive zero.

1.9 Final exams/major assignments

- In order to pass a subject, students must pass the final exam and any assessments worth 50% or greater. Final exam papers and/or major assignments (worth more than 50% of the total mark) remain the property of the Academy.

1.10 Grading scale and marks

- Depend on individual qualifications.

1.11 Issuing of awards

- All official qualifications will be issued at the graduation ceremony only. For those students who do not attend the graduation, they need to make an appointment to collect it from the academy administrative office after the graduation ceremony.
- In the event that the original award is lost, duplicate copies may be issued at the lost certificate replacement charges and administrative processing fees.

1.12 Deferring and withdrawing from a course

- The Academy needs to be officially informed **in writing** of students deferring or withdrawing from a course. If a student does not notify the Academy, awards cannot be issued. Fees will **NOT** be refunded for students who withdraw from the course.
- Not all courses are allowed to be deferred as they are subject to the expiration date of the study kits enrollment and examination registration restrictions.
- Students can only defer a specific course for a maximum of 3 months. If a student has not contacted the Academy within that period of time, the student will automatically be withdrawn from the course.

2. Information on Fees

Fee payments will vary according to the course the student is enrolled in.

2.1 Additional subjects or repeating subjects

- Students pay additional fees for extra or repeated subjects undertaken. Additional tuition fees will be calculated on a per-subject basis.

2.2 Charges for Official Documents

Academic Transcripts

- Students are issued one copy of their academic transcript upon graduation. Extra copies of academic transcripts incur an administrative fee of RM50 per document and RM30 for each additional copy ordered at the same time.

Certificates

- Students are issued one copy of their certificate upon graduation. Extra copies of certificates incur an administrative processing fee of RM50 per document.

2.3 Insurance

- Students are insured by the Academy Personal Accident Insurance policy, which will take effect on the 4th week of class commencement.

2.4 Fee obligations

The following obligations apply to all students:

- Fees are to be paid by the due date. **A late payment charges of RM300 will be applied based on the monthly basis.** Moreover, students with outstanding fees may be prevented from attending classes and will not be able to sit for final exams.
- Final marks will be withheld if a student has any outstanding payments due. No student can graduate until all outstanding course fees or payments are made and Academy resources are returned.

2.5 Hardship or Misfortune

- On some occasions, circumstances beyond the student's control may arise that could prevent him or her from fulfilling his or her fee obligations. The student needs to hand in a written request for 'Special Consideration' addressed to the Principal. The Academy will take action on a case-by-case basis, and special arrangements may be made.

3. Industry Placement

All students following full-time courses at PHILEA Academy are required to gain experience in the tourism, hospitality, and events industries. This practical component runs concurrently with lectures. Students are expected to go through 3 to 6 months of industry placement. All student placements need to be approved by the Academy.

The student's performance in the establishment is monitored by the Academy. The students are representing the establishment to the public and are expected to behave according to the same standards as employees of the establishment. They need to abide by the dress standards and codes of conduct of the establishment. Failure to do so may result in disciplinary action by the Academy.

3.1 Industry placement component requirement

Students need to provide the Academy with evidence of the completion of their industry placement. This should be submitted to the Industry Placement Manager (IPM) after their industry placement.

Students should obtain a letter from their employer stating the following:

- a. the job classification and position description;
- b. general duties involved;
- c. number of hours completed.

Marks will not be released to students until proof of industry placement is submitted. In order to receive their qualification, students must submit evidence of completion of the industry placement prior to graduation.

3.1.1 Inappropriate behaviour in industry placement

Students who fail to perform satisfactorily in the industry will be counselled. If their performance does not improve, disciplinary action will be taken. Depending on the seriousness of the situation, they may also be dismissed from the Academy.

Inappropriate behaviour may include:

- Failing to turn up when rostered on
- Repeatedly arriving late
- Laziness
- Poor personal presentation or hygiene
- Dishonest behaviour
- Lack of respect in dealing with staff or guests
- Any other behaviour deemed inappropriate for the industry or for a professional setting.

3.1.2 Industry Placement

The placement is an exclusive agreement between PHILEA Academy and various industry establishments.

4. Students' Responsibilities

4.1 Personal details

4.1.1 Address

- It is necessary that students keep the Academy up-to-date with their personal details. Should students change their address, telephone number, or name, they must fill out a Change of Student Details form.
- The Academy will not accept responsibility if communications, including notification of results, fail to reach a student because of a change of address that was not notified ahead of time.

4.1.2 Next of kin

- Students need to nominate a next of kin for the Academy to contact in case of emergency. Students need to inform the Academy (and update it when necessary) of the name, address, and telephone number(s) of their parents or guardians.

4.2 Accommodation

- The Academy may assist any student needing accommodation. Requests may be made to the Head of Student Services.

4.3 Lost property

- Students are advised never to leave their bags and other valuables unattended within the Academy premises (indoors and outdoors). The Academy is not responsible for items left in bathrooms, shelves outside classrooms, or the loss of valuable items due to students' negligence.
- Items found within Academy premises should be handed over to the Education Consultant. The item(s) will be stored and recorded in the Lost Property ledger with full details of the article, location found, finder, date, and time. Any inquiries with regard to lost property should be directed to Education Consultant. After a six-week period, unclaimed items will be given to charity. All items left within the Academy premises during session breaks will be treated as lost property.

5. Academy Services and Facilities

5.1 Mentoring system

- PHILEA Academy provides students with a personalised approach to education. The mentoring system is part of that approach. It aims at developing responsible professionals for the tourism, hospitality, and event industries who are, consequently, responsible members of their families and society.
- The main aim is to assist the students in reaching their full potential and performing to the best of their ability in all areas: academic, professional, and personal.
- Each student is assigned a mentor whose aim is to guide and facilitate the self-direction of the student in a setting of trust and confidence.
- Mentoring is carried out on a monthly basis.
- Topics or issues covered in mentoring may be:

Academic: Performance in class, punctuality, behaviour or attitude in class, completion of assignments, study habits or discipline, specific areas in which a student may require help, career planning.

Industry Experience: Performance at industry placement, professionalism, relations with supervisor and staff, team work, attitude towards work, punctuality.

Character Development: Integrity, relations with peers and staff members, courtesy, grooming and personal presentation, manners.

5.2 Communication channels

- The Academy has a wide range of services available to help students during their Academy life in personal, industry, administrative, or academic matters. Each student has a right to reasonable access to and assistance from a member of staff, whether this is their mentor or lecturer, when he or she has an issue.

5.3 Feedback mechanisms and evaluations

- Evaluations are carried out as part of the quality control process for the Academy. Participation by the student body in the evaluation process is encouraged and appreciated. Students are asked to give feedback on the subject content and to evaluate the teaching methods and techniques used by lecturers. Students are encouraged to carry out evaluations in a constructive manner.
- Students are asked to complete a series of questionnaires. The answers are confidential and are used to develop and improve the course.

5.4 PHILEA Academy Student Committee

- PHILEA Academy students are represented in the Student Committee. Its primary aim is to promote the interests and represent the views of PHILEA Academy students, both inside and outside Academy, by providing services and representation for students. It also aims to foster an Academy community through social events and functions.
- The Committee is run by the students with the support of the Head of Student Services. The Committee is also a communication channel between the Student Body and Academy Management.
- The selection of the Student Committee will be based on the following criteria:
 - => self motivated and can motivate others
 - => a leader rather than a follower
 - => responsible: can meet deadlines, complete tasks, follow through
 - => positive and enthusiastic
 - => has commitment and initiative
 - => good communicator

5.5 Participation and attendance at functions

- Students need to attend Academy functions as prescribed by the Academy. It is the responsibility of students to communicate any inability to attend functions to the Head of Student Services at least three weeks in advance.

5.6 Student ID cards

- Students will be issued a student ID card after enrollment.
- Any student who discontinues their course must return their student card to the Head of Student Services on their last day at the Academy.

5.7 Photocopying services

- Photocopying services are available to the students for a charge of RM0.20 per sheet for black and white and RM1.00 per sheet for colour.

6. Occupational Health and Safety

Safety rules are established for the protection of students, staff, and visitors. All students are required to cooperate with the following OHS guidelines in order to ensure the safety of themselves, other students, staff, and any visitors to the Academy.

6.1 Safety rules

1. Report every accident or injury as soon as possible, regardless of how slight the injury is. The injury is to be recorded in the injury logbook at Reception.
2. Do not run on the premises.
3. Ask for instructions before using unfamiliar equipment.
4. Do not use equipment that you suspect may be faulty.
5. When lifting heavy objects, follow safe lifting techniques.
6. Clean up common areas before you leave.
7. Observe the non-smoking rules.
8. Keep exits clear at all times.

6.2 Students' responsibilities

1. Read, understand, and comply with the rules and regulations discussed in the Academy handbook.
2. Report hazards to the Head of Student Services.
3. Report accidents, injuries, and near misses to the Head of Student Services as soon as possible after the event.
4. Obey all reasonable instructions given to them by lecturers, management, or the Head of Student Services.
5. Seek information from the Head of Student Services if you are doubtful about any aspect of the work.
6. Take care and act sensibly to protect the Health and Safety of themselves and their peers while attending the Academy.
7. Act in accordance with the Health and Safety Policy and Programme and any other written arrangement for health and safety at the Academy.
8. Inform the Head of Student Services of any concerns or problems they have regarding health and safety at the Academy.

7. Code of Conduct

PHILEA Academy, as an educational institution, services the Tourism, Hospitality, and Events Industries by providing highly skilled and trained professionals with the right attitude and personal integrity.

The code of conduct has been developed over time and is fundamental to the mission of the Academy. Staff and students are committed to good conduct and academic honesty and are keen to see that these principles and values are upheld.

The code of conduct has been set by the Academy in line with industry standards. To assist students and prepare them for the industry, we have established the following outlines of expected behaviour:

7.1 Academic matters

7.1.1 Punctuality and attendance

Students are expected to be regular and punctual in attendance at all classes in the subjects in which they are enrolled. Students arriving late (up to 10 minutes) will be marked late. After 10 minutes, the student will be marked absent. It is at the lecturer's discretion to allow or not allow students into class after this time. **TWO late arrivals in a given subject are equivalent to ONE absence.**

Students are obliged to attend 90% of classes for a particular subject (**including justified absences**). Failure to do so will result in the student not being entitled to sit for the final exam (or major assessment) and failure in that subject. Requests for exemption from attendance at classes should be addressed in writing to the lecturer in charge two weeks beforehand.

Absence due to sickness - The student must bring a doctor's certificate to verify sickness. This certificate should be handed in at Reception **the next day** the student is on campus. Reception will photocopy, sign and mark the date on the copy, and return the original to the student. Medical certificates handed in late **will not be accepted**.

Any student who has more than three absences (this includes those days for which the student presents a medical certificate) **will not be eligible to sit the final exam** and will need to apply for special consideration requesting permission to sit the final exam.

Absences due to work reasons – The student must bring a letter from their employer stating industry experience or other work commitments at least two weeks ahead of time. This request is to be handed over to the lecturer in charge.

7.1.2 Compulsory academy functions and industry visits

Some lecturers may complement what students learn in the lecture room with industry visits, which broaden their horizons as to what opportunities exist in the industry, outside the jobs they are usually exposed to. The guidelines in 7.1.1 apply for industry visits and for official student participation in activities outside the Academy, such as airport visitation, hotel visitation, MaTiC visitation, etc.

7.1.3 Administration of examinations

Students are expected to abide by the general guidelines in the administration of examinations held at the Academy:

- Students should obey any instruction given by an examination supervisor.
- No student will be admitted to an examination more than 15 minutes after its start time.
- No student will be allowed to leave the examination room within the first 15 minutes of the examination.
- Any student who commits an infringement of the rules concerning examinations will immediately be dismissed from the examination room and will be subject to further penalties as may be deemed necessary by the gravity of the offence.
- No bags, mobile phones, pencil cases, writing paper, notes, or books other than specified material are to be brought into the examination room. Valuables can be kept at the front of the examination room.
- Electronic dictionaries or translators are not to be used in the examination.
- Students are responsible for bringing all the required material to the examination, including calculators. The Academy will not provide any equipment. Equipment is not to be shared by students during the examination. Unless otherwise specified, using a pencil to answer questions will not be acceptable.
- Mobile telephones are to be turned off before the commencement of examinations and are NOT to be used as calculators.

7.2 Academy life

7.2.1 Food and drink

Eating and drinking are not permitted in classroom. It is everyone's responsibility to ensure cleanliness and order in all the common areas, indoors and outdoors. Only water may be consumed in all classrooms.

7.2.2 Personal phone calls and messages

Students are to have their mobile phones switched off during classes. Mobile phones are not to be used as calculators during classes.

Only in the case of an emergency will the students be allowed to receive incoming calls.

7.2.3 Non-smoking policy

PHILEA Academy has a non-smoking policy. Smoking is permitted **only** outside the building. Please note that smoking is not allowed anywhere else in the building of the Academy. Non-observance of this policy will result in further disciplinary action.

7.2.4 Drugs and alcohol

Possessing, consuming, or being under the influence of alcoholic beverages or drugs on the Academy premises is prohibited, and such behaviour will result in further disciplinary action.

7.3 Personal presentation

7.3.1 Appearance, dress code, and grooming standards

In order to prepare students for the tourism, hospitality, and events industries and for professional life, the Academy requires a specific standard of personal presentation and grooming. The students' appearance reflects the image of the Academy and therefore standards of grooming and cleanliness are very important.

For non-compliance with the dress code requirements, a member of staff may refuse:

1. Admittance to class
2. Participation in industry visits
3. Permission for the student to remain in class or on the Academy premises

The Academy reserves the right to judge if grooming issues not addressed in this handbook are of an acceptable standard or not.

Specific criteria

At all times, students need to show high standards of personal presentation and grooming. The following guidelines should apply:

General:

- Good personal hygiene standards are required: shower daily and use deodorant.
- Shoes should be polished at all times. No sandals or open shoes are to be worn.
- Hair should be neat and tidy. Hair colour must be natural, and hairstyle should be conservative. Visible body piercings (nose, tongue, or eyebrow rings) and tattoos are not acceptable.
- Jewellery should be worn in moderation.
- Fingernails should be neat and trimmed.

Student Attire:

- Students are to be dressed in such a manner that their appearance in the college contributes to the learning environment.
- Students are prohibited from wearing shorts.
- Students are prohibited from wearing indecent clothing.
- All jeans, pants, and trousers must be secured at waist level. Jeans, pants, and trousers are not to have rips or tears that expose undergarments.
- Tourist guide students must wear attire according to the MoTAC tourist guide dress code.

Student Card:

- Students must wear a student card when entering the college ground.
- Students who fail to wear a student card will be compounded by **RM1.00**.

7.4 Student behaviour

Students are expected to behave in a friendly, courteous, and professional manner at all times, as is appropriate behaviour within the industry.

7.4.1 Misconduct

'Student misconduct' is defined as that behaviour that does not abide by the Academy rules, as stated in the Student Handbook, including that which damages the teaching and learning environment at the Academy, such as:

- conduct that shows a lack of respect towards staff and/or other students of the Academy
- conduct that disrupts or interferes with a class, a meeting, or any other official Academy activity
- consistent non-observance of dress requirements
- conduct destructive to Academy property, such as stealing, destroying, or deliberately damaging furniture and equipment
- the use of Academy computing or communications facilities (phone, fax, e-mail) in a manner that is illegal or that will be detrimental to the rights and properties of others
- consistent and/or unjustifiable poor performance at a scholarship placement
- a breach of any rule relating to academic misconduct, as outlined below:
 - a) ignoring the general guidelines in the administration of examinations
 - b) cheating, exchanging notes between students in an examination, including allowing another student to copy answers in an examination
 - c) failing to acknowledge the source of material in an assignment, and plagiarism
 - d) submitting work for assessment, knowing it to be the work of another person

7.4.2 Disciplinary process

When a student has been found guilty of misconduct or when their behaviour is deemed to be unsatisfactory, it is the Academy obligation to correct the situation by means of a progressive discipline procedure. The progressive discipline process includes the following: Counselling, Verbal Warning, Written Warning and Dismissal.

1. Counselling

This is the first step undertaken when there is a problem with a student's performance. This will be dealt with by the appropriate staff member. A written note will be filed in the student's records.

2. Verbal warning

This is undertaken when counselling has proved to be insufficient and there are no visible signs of improvement. This will be recorded, and the Principal will be informed before it is carried out. Students will be given time to correct their behaviour, but they will also be informed that failure to improve will lead to further disciplinary action.

3. Written warning

These are issued for more serious incidents and seriously unacceptable behaviour, or when verbal warnings have proved insufficient.

4. Dismissal

When the student has received two written warnings and a third incident occurs, or the situation is considered a serious violation of policies and standards, he or she will be dismissed. Dismissal cannot be carried out without the approval of Academy Management and the Board of Directors.

In some cases, an interim suspension may be instigated to allow time to review the circumstances that may warrant a dismissal.

8. Acceptance of Guidelines Form

Each student of the PHILEA Academy is required to read and accept the contents of this Student Handbook. A copy of the following form should be signed and handed in to the Head of Student Services in the first week of classes.

PHILEA Academy ACCEPTANCE OF GUIDELINES FORM

I have read, fully understood, and accepted the information in the PHILEA Academy Student Handbook Edition 3.

As a student of the Academy, I commit myself to following the rules, policies, and procedures as outlined in the Handbook.

I understand PHILEA Academy is not responsible or liable for any injury sustained in transport to and from the Academy, or any recreational activities the Academy may organise from time to time.

Student Name: _____

Student Signature: _____

Student Number: _____

Date: _____

Course enrolled: _____