



INTI
International College Subang
LAUREATE INTERNATIONAL UNIVERSITIES*

Programme Handbook

School of Business

JAN2017

University Of Hertfordshire

B.A. (Hons) Accounting
B.A. (Hons) Business Administration
B.A. (Hons) Finance
B.A. (Hons) Marketing
B.A. (Hons) Accounting and Finance
B.A. (Hons) Event Management and Marketing
B.A. (Hons) Mass Communication

@ INTI International College Subang (IICS)

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A Welcome Note from the Dean, School of Business

A warm welcome to the School of Business, INTI International College Subang!

The life of a tertiary student will be both challenging and demanding, as you will engage in various work-related programmes, community projects, and student-led activities throughout your educational journey with us. The rewards are immeasurable as you will have the opportunities and privileges to meet and engage with industry leaders, gain insights into the working and professional world, and develop hands-on relevant skills.

As a student of the School of Business (SOBIZ), your learning experience will be facilitated by a team of dedicated and qualified academic staff. You will develop your knowledge, skills and intellectual abilities that will support your goals to be a professional in your chosen field.

Our aim is to work with you towards a bright future. We would like to wish all of you success and have a wonderful time with us.

Irene Wong
Dean
School of Business

1. INTRODUCTION

THE NEW INTI EDGE

As one of the pioneers in the Malaysian higher education sector, INTI has carved a niche based on its quality programs, global alliances, commitment to excellence and uncompromising academic standards.

Every INTI student has benefited from the Group's expansion and commitment to globalization and today, there are some 55,000 alumni from Malaysian and 50 other countries across the globe, all proudly waving the INTI flag.

As the world's largest operator of private universities, Laureate International Universities provides a new dimension to INTI's offerings; opening up new frontiers for students through its emphasis on career-focused programs, internationalism and 21st century quality, which is a common thread across the 18 countries it operates in.

The newly formed entity has raised the bar for the Malaysian education sector. New teaching methodologies and technologies, along with experiential learning will be applied at all INTI campuses, while courses and subjects will be constantly updated to meet the evolving global market needs.

The emphasis on career-focused learning based on employer needs, training in competencies and the E2E (Enrolment to Employment) service will help our students get greater exposure and trained to think beyond the classroom. Another benefit from this synergy will be student and lecturer mobility, where there will be visiting international lecturers and academics from the group's 35 institutions in 18 countries.

In addition to having instant access to a wealth of resources, students in Malaysia also have the opportunity to participate in the Semester Abroad Program, which offers a stint at an affiliated institution of their choice.

These are just among the little things that add to the sum of the whole, which gives our students a distinct edge.

There is nothing quite like the new INTI edge!

PARTNERSHIP WITH UNIVERSITY OF HERTFORDSHIRE

Through an agreement made on 23rd November 1999 INTI has been established as an Associate College of the University of Hertfordshire, UK. INTI and the University agree to collaborate to provide their members progression and exchange opportunities suitable for advance study and research.

SCHOOL OF BUSINESS (SOBIZ)

All programmes offered by the School of Business provide an excellent all-round business education and is best suited for those intending to gain a good understanding of all areas of business.

The curriculum, course content, academic standards, assessments and examination are strictly designed for students to gain academic knowledge and develop practical skills and abilities, enabling them as graduates to assume positions in organizations related to manufacturing, financial services, health care, government enterprises and other industries.

UNIVERSITY OF HERTFORDSHIRE BUSINESS & MASS COMMUNICATIONS DEGREE PROGRAMMES

Welcome to INTI and the University of Hertfordshire Business & Mass Communication Degree Programmes at INTI International College Subang:.

This handbook is issued to the undergraduate students of School of Business (SOBIZ) at INTI, to provide you with information about the content of your programme and information which you will find useful during the year.

Some details will change from year to year, so it is important that you have the most recent Programme Handbook. We strongly advise students to read the information provided in this handbook and keep it for future reference.

Information provided is accurate during the production of this handbook. Changes in the information given may occur as the need arises.

2. UH PROGRAMME STRUCTURE AND STUDY PLAN

PROGRAMME MANAGEMENT TEAM

The Head of Programme is responsible for the day to day management of the programme and can help you to resolve issues or problems. The programme officers are responsible for the administration of the programme.

INTI International College Subang Team:

Position	Name	Email	Ext.
Accounting, Finance and Accounting & Finance			
Head of Programme	Chow Chee Ling @ Chou Chee Ling	cheeling.chow@newinti.edu.my	2712
Programme Officer (BFIUH)	Tham Kok Kin	kokkin.tham@newinti.edu.my	1710
Programme Officer (BATUH & BACFIN)	Nur Fatin Lyana Abrar	fatinlyana.abrar@newinti.edu.my	1712
Marketing, Business Administration and Event Management & Marketing			
Head of Programme	Saemila Devi	saemiladevi.parani@newinti.edu.my	2877
Programme Officer	Ruby Wong	ruby.wong@newinti.edu.my	1708

Mass Communication			
Head of Programme	Ilma Rofini Isnin	ilmarofini.isnin@newinti.edu.my	2872
Programme Officer	Tham Kok Kin	Kokkin.tham@newinti.edu.my	1710

University of Hertfordshire Team:

Position	Name	Email
Associate Dean, Academic Quality Assurance (International)	Joel Shahar	j.shahar@herts.ac.uk
Director of Programmes	Veronica Earle	v.earle@herts.ac.uk
Associate Director of Programmes	Alex Lee	a.3.lee@herts.ac.uk
Link Tutor (Mass Communications)	Mimi Tessier	m.tessier@herts.ac.uk
Regional Office Manager	Indrani d/o Kuppusamy	I.Kuppusamy@herts.ac.uk

We aim to provide you with the best advice and guidance. Other methods of programme communication will be via IICS Student Learning Support website (<http://iics-sls.newinti.edu.my/>), UH programme notice board (located at Level 7, School of Business) and your student email. You should check these locations and your emails regularly for any updates or upcoming events.

STUDENTS' RESPONSIBILITIES

Throughout the academic year there are a number of things that INTI and the University of Hertfordshire require students to do in order to ensure the smooth running of administrative procedures. The following is the academic information that would provide you with valuable information on all aspects of your progression through the year and highlights what we require from you, what we offer and also, in some places, the possible consequences if you fail to comply. **Hence, it is the student's responsibility to read and know this information.**

GLOSSARY OF TERMS

Credit Points	Value given to a particular module within a programme.
Co Requisite	A course that must be or can be taken concurrently with a given course.
Deferred Examination problems or	Examinations for students who have not previously attempted the exam due to severe adverse circumstances, such as medical other valid reasons.
Module	An individual subject within a Programme (e.g. Accounting for Business) identified by levels for each academic year. This was previously known as a 'course'. A module is a self-contained amount of study with defined objectives, syllabus and assessment which measures knowledge and skill. Undergraduate programmes

at the UH Business School contain modules which are either 15 credits (single module) or 30 credits (double module).

Prerequisite	A module which you must have studied before you are eligible to take further related modules. This rule usually applies to, and could restrict, your second and final level options.
Programme	A set of modules which lead to a particular named award and defined in a Definitive Programme Document (previously called a Definitive Scheme Document), e.g. Business Administration.
Prohibited Combination	A module which you are not permitted to study in conjunction with another module. This is because the module content is significantly similar to that of the other module.
Reassessment	Opportunity for students to seek re-enrolment for module(s) which they have previously failed at the first attempt and possibly at referrals.
Referred Examinations	Examinations undertaken when the student has previously failed the exam. Commonly referred to as 'resits'.
Student Representatives	These are students who are elected to represent sections of the student body, for example programme representatives. The student representatives will attend appropriate meetings and put forward the views of the students they are representing.

PROGRAMME STRUCTURE

University of Hertfordshire undergraduate degree programme are structured in three "academic years" and at three "levels".

Level	Description
4	Equivalent to the standard of first year full-time degree study. It normally provides basis for future study in a particular subject area.
5	Equivalent to the standard of second year full-time degree study. It leads to the development in a particular subject area where students are beginning to specialise.
6	Represents an in-depth, advanced or specialised study of a subject area. It also represents the exit level standard for an undergraduate degree (usually as an Honours degree) in the chosen subject area.

LEVEL PROGRESSION

The progression of individual students into the next year of the undergraduate programme relies on the number of credit points obtained, as follows:

Level 4 (Year 1)

120 credit points at Level 4 is needed in order to progress to Level 5. For students with less than 120 credits at Level 4, progression will be determined by the Programme Examination Board. Programme specific requirements for progressing from Level 4 to Level 5 should be adhered to as well (Please refer to your respective Programme Specifications.)

Level 5 (Year 2)

240 credit points at Levels 4 and 5 is needed in order to progress to level 6, of which at least 120 credit points must be at Level 5. For students with less than 240 credits at Levels 4 and 5, progression will be determined by the Programme Examination Board.

Students should possess a pass in both, English for Business Studies 1 & 2, in order to progress to Level 6.

Level 6 (Final Year)

An honours degree requires **360** credit points with 240 at level 5/6, of which at least **120** must be from level 6.

PROGRAMME SPECIFICATIONS

The Quality Assurance Agency for Higher Education (QAA) defines Programme Specifications as a

'concise description of the intended outcomes of learning from a higher education programme, and the means by which these outcomes are achieved and demonstrated. Programme Specifications should make explicit the intended outcomes in terms of knowledge, understanding, skills and other attributes. They should help students to understand the teaching and learning methods that enable the outcomes to be achieved; the assessment methods that enable the outcomes to be demonstrated; and the relationship of the programme and its study elements to the qualifications framework and to any subsequent professional qualification and career path.'

The programme specifications for your respective programme can be viewed using the following link: <http://iics-sls.newinti.edu.my/>

ETHICS PROTOCOLS

The University has general ethical guidelines for research which must be complied with by students within HBS. These guidelines offer a framework which embraces the ethical responsibilities of researchers and contains procedures which should be adopted formulating good research practice. Prior to embarking on any research, it is imperative for students to justify the need for collecting information or data as, in some cases, this could be more easily obtained through published sources. Researchers should be aware of their role, the parameters of their responsibility and to whom they are accountable. They need to be sensitive to some fundamental ethical issues that may arise in research activities which could have an impact, either positive or negative, on individuals or participants. It is recognised that there may be circumstances when there is a conflict between the value of the furtherance of knowledge and ethical considerations. Full details of ethics protocol can be found on this link.

<http://www.studynet2.herts.ac.uk/ptl/common/ethics.nsf/Homepage?ReadForm>

3. UH ASSESSMENT AND AWARD REGULATIONS

MODULE ASSESSMENT GRADING

A student's performance in an individual module will be reported to Boards of Examiners using the following grades for reporting/recording achievement, along with associated status codes for reporting additional information.

INTERPRETATION OF GRADES

Grades awarded	Interpretation of Grade	
	Undergraduate	
	Grade Descriptor	Equivalent Classification Descriptor
80-100 70-79	Outstanding Excellent	1 st Class Honours/ Distinction
60-69	Very good	Upper 2 nd Class Honours/Commendation
50-59	Good	Lower 2 nd Class Honours/Pass
40-49	Satisfactory	3 rd Class Honours/Pass
30-39 20-29 0-19	Marginal fail Clear fail Little or nothing of merit	Not applicable

Note: A referred pass modules will be awarded **40**

INTERPRETATION OF MODULE STATUS CODES

The following status code will be reported by Module Boards to describe a student's status on a module:

Status Code	Description
P	Passed
P(40)	Passed, capped at 40. Undergraduate module passed at referral or re-enrolment, mark capped to the pass mark for classification purposes
P(50)	Passed, capped at 50. Postgraduate module passed at referral or re-enrolment, mark capped to the pass mark for classification purposes
COMP	Compensated. Failed module which has been compensated by the Programme Board
FREFE	Fail, referred in examination. The student has failed to meet the minimum pass criteria for the module. The Module Board will allow the student to be referred (that is, reassessed without re-enrolment) in the examination element of this module
FREFC	Fail, referred in coursework. The student has failed to meet the minimum pass criteria for the module. The Module Board will allow the student to be referred (that is, reassessed without re-enrolment) in the coursework element of this module
FREFB	Fail, referred in both coursework and examination. The student has failed to meet the minimum pass criteria for the module. The Module Board will allow the student to be referred (that is, reassessed without re-enrolment) in both elements of this module
FREN	Fail, re-enrol. The student has failed to meet the minimum pass criteria for the module and the Module Board will permit re-enrolment , either with or without reassessment of elements of the module that have already been assessed and passed. Re-enrolment is not available at any stage on repeating a module which has been passed, unless there are agreed extenuating circumstances.
FNFA	Fail, no further attempts. The student has failed to meet the minimum pass criteria for the module and may not seek further re-enrolment or reassessment. Module Boards should exercise caution in applying this status code. It should normally be awarded only where a student has previously been referred and reassessed on the same module (but see also D5 'Deferral, Referral, Re-enrolment' and C2.8 'Cheating, Plagiarism and Collusion').
DEFE	Deferred in examination. The Module Board will allow the student to undertake a deferred examination because of proven extenuating circumstances.
DEFC	Deferred in coursework. The Module Board will allow the student to undertake deferred coursework because of proven extenuating circumstances.
DEFB	Deferred in both coursework and examination. The Module Board will allow the student to undertake deferred assessments because of proven extenuating circumstances.
AT	Attendance Only. To signify where a student has chosen at the outset to take a module without undertaking the formal assessment associated with that module
C	Competent (approved modules only)
N	Non-competent (approved modules only)
APCL	Credit for prior certified learning which has been achieved elsewhere.
APEL	Credit for prior experiential learning which has been assessed.

Students' transcripts will contain the marks achieved for each module, plus associated status code.

- A student may not enroll on a module more than two(2) occasions, unless there are agreed Serious Adverse Circumstances.
- If FREFC/FREFE/FREFB is awarded at the first assessment on repeating the module, subsequent failure at referral would automatically result in an FNFA

DEFERRAL, REFERRAL, RE-ENROLMENT

Deferral, Referral and Re-enrolment are alternative assessments or reassessment opportunities.

Deferred Assessment

(NOTE: Grades DEFC, DEFE and DEFB will be used by Module Boards to indicate the recommended type of deferral.)

- A Module Board has discretion to decide that a student who has not attempted one or more assessments because of proven Serious Adverse Circumstances, may be permitted to undertake deferred assessments. The Board is permitted to exercise its discretion to offer deferred assessments to students in the following circumstances:
 1. the student was not capable of understanding that his or her performance was likely to be affected seriously by ill health and/or its treatment and this view has the written support of a doctor or psychiatric practitioner; or
 2. the student became unwell during the examination or in-class test and has appropriate evidence of Serious Adverse Circumstances to support such claim
- At the discretion of the Module Board, deferred assessments would normally be undertaken at the same time as referred assessments and be considered at the following Module Board. Should such deferrals be failed and the candidate be offered referral or further deferral, these will be undertaken at the module's next regular assessment period.

Referral

Referral is defined as a reassessment opportunity for students who have been unsuccessful

at their first attempt. Students are not required to re-enrol for the module or short course but will be reassessed, either within the University's normal referred assessment period or the module's or short course's next regular assessment period, whichever is the sooner.

- Module Boards have the authority and discretion to allow a student the opportunity to be referred (indicated by the award of a FREFE/FREFC/FREFB status code) in an examination and/or coursework assessment if he or she has achieved an overall module numeric grade of **20** or more. It is the responsibility of the student to choose which referral opportunities to accept, with the benefit of advice and counsel from the programme team and in accordance with University and programme regulations.
- Where a candidate chooses not to accept a referral opportunity in a module at the next available assessment period, the Programme Board will permit them to re-enrol on the module (indicated by the award of a FREN status code) unless the module is being repeated. However, the Module Board will normally offer a candidate with proven Serious Adverse Circumstances the opportunity to defer any chosen referred assessments.
- Students who are successful in referred assessments will be awarded a P(40) status code *for the module*.

Re-enrolment

Re-enrolment is defined as the opportunity for a student to repeat a module(s) which he or she has previously failed at first attempt and possibly at referral and is indicated by the award of a FREN status code. In offering re-enrolment, the Module Board considers that the student requires substantial further study in the module and that it is normal for that student to repeat all assessment elements, irrespective of his or her overall performance.

- Students who have achieved a pass grade in any module or short course will be credited accordingly. They may not elect to repeat the module or short course in an attempt to improve the grading, nor may they be required to repeat the module or short course in order to qualify for an award.
- Following re-enrolment on any module or short course, whether or not the student has attended, the numeric grades awarded will be those actually achieved in the assessment. However, for the purpose of Honours classification and for conferring awards 'with Commendation' or 'with Distinction', these numeric grades will be capped to **40** for any Level **4, 5** or **6** modules.

FINAL AWARDS REQUIREMENTS

To obtain an honours degree at undergraduate level, you will need to have successfully completed modules to the value of 360 credit points. Your studies in each year of the programme will be valued at 120 credit points per year.

INTERIM AWARD*/AWARDS	CREDIT POINTS
Bachelor degree with honours	360 credits, including not less than 240 at levels 5/6 of which at least 120 must be Level 6
Bachelor degree (unclassified)	300 credits, including 180 at levels 5/6 of which 60 must normally be at level 6
Diploma of Higher Education	240 credits, including at least 120 at level 5
Certificate of Higher Education	120 credits at level 4
University Certificate	45 credits at level 4

Interim awards are conferred on students who exit without having met the criteria for a higher award or who indicate in writing a wish to terminate registration. You cannot exit with more than one award.

COMPENSATORY CREDIT

If student has failed modules in his/her profile when the student has completed his/ her studies (normally at end of Level 6), the Board of Examiners may award compensatory credit to a **maximum of 30 credits**.

Where final compensatory credit is awarded, the appropriate F grade(s) will be changed to COMP status code.

Candidates who are awarded final compensatory credit by the Programme Boards, as indicated by a COMP status code, will have their combined average numeric grade reduced by **2.5** for each **15** credits of final compensatory credit awarded.

Where students choose to seek an opportunity for reassessment for an award, any final compensatory credit previously awarded will be forfeited.

DETERMINING YOUR DEGREE CLASSIFICATION

The Programme Board of Examiners will determine for each candidate:

- i. The best 90 credits at Level 6 (weighted 75%)
- ii. The best 90 credits of the remaining Level 5 or Level 6 credits (weighted 25%)

Under these rules at least 60 credits and up to 90 credits from your level 5 (2nd Year) modules are included when calculating your classification.

Note: For students who opted to transfer to UH during final year, the calculation of classifications will take the average numeric grade of the best 90 credits at Level 6.

UNIVERSITY of HERTFORDSHIRE BUSINESS SCHOOL ACADEMIC ACHIEVEMENT AWARD

Each campus (Subang, Penang, Sabah and KL) will have an outstanding student identified purely on academic achievement at the Programme Board – that student will win £50. Whichever candidate is the best overall from all colleges will instead win £100.

EXTERNAL EXAMINERS

The role of the External Examiner

(For further information, please see University of Hertfordshire, UPR AS13 Appendix 1)

The role of the external examiner is an essential part of the University of Hertfordshire's quality assurance processes. They essentially externally 'audit' the programmes that they are appointed to, in terms of the attainment of academic standards and the quality of the education.

External examiners submit annual written reports to the University, based on what they have observed of the institution's assessment processes and the sample of student work that they have seen.

The University of Hertfordshire recognises the importance of the role of students in the management of academic standards and quality. External examiners' reports are therefore made available to student representatives, as part of the annual monitoring process. If you are not a student representative and would like to request a copy of the External Examiners' reports relating to your programme, then please email ago@herts.ac.uk, stating your ID number, the full title of your programme and your current year/level.

A list of external examiners, by subject area, is available via the site below as well as a fuller note on the role of external examiners. Please note that the UK Quality Assurance Agency for Higher Education (QAA) explains that contacting of external examiners regarding any aspect of your programme of study is prohibited. The University has appropriate internal mechanisms in place if you wish to raise a concern using the complaints or appeals procedures, as appropriate.

. ASSESSMENT REGULATIONS

(i) Examination and Coursework Information

Most of the modules you choose will have a coursework element in the assessment. The lecturer will specify in the Module Guide the coursework guidelines, including the submission deadline and your coursework hand-in requirements. Please make sure you understand those requirements, since failing to hand-in your coursework in a required manner and/or by a specific date may result in penalties.

(ii) In-class tests

In-class tests are subject to the same rules and regulations as examinations (please refer to INTI Examinations Regulations)

(iii) Penalties for late submission

A penalty system for late submission of coursework applies.

<u>Late submission</u>	<u>Penalty</u>
Up to one week late	Maximum mark of 40 awarded
Over one week late	Zero

(iv) Coursework Extensions

Only lecturers have the discretion to grant individual extensions to coursework deadlines for their module. Appropriate evidence will need to be provided to them ahead of the original deadline and students should ensure that they make an appointment to discuss their extension request with their lecturer.

(v) Severe Adverse Circumstances And Medical Evidence

Students are allowed to draw the attention of the Board of Examiners if there is any **significant personal circumstances** which they believe may have affected their performance in one or more assessments, or have caused them to miss a coursework deadline or to be absent from an examination. Such submissions must be made in writing, and an appeal form completed with supporting documents, e.g. medical certificate or parent/ guardian's letter.

A student who is absent from the final examination **MUST** inform the College Examinations Office and Head of Programme/ Programme Officer of the severe adverse circumstances **within 72 hours** from the scheduled examination.

The Board of Examiners is required to make their decisions on students' academic grades, and their progression and awards, with respect to actual achievements. Boards cannot

determine what grades would have been achieved by candidates had their circumstances been different.

Examination Boards will not use extenuating circumstances to change the results of an assessment. Severe adverse circumstances may be used to offer a deferral or referral or a compensated pass. In the case of a final level student, severe adverse circumstances may be taken into account if a student narrowly misses reaching a higher classification grade.

(vi) Grading Criteria

The module guide will include detail on the grading criteria used with an individual assessment. Please refer to Appendix 1-4 for sample grading criterias for respective coursework components

(vii) The use of TURNITIN

Students **MUST** submit all essay type assignments through turnitin. Your class ID and password will be provided to you by your lecturer. For Blackboard users, submit your assignments through turnitin via blackboard. The turnitin reports should be printed and submitted together with your assignment.

TURNITIN settings will be set up in the following manner:

- (i) Turnitin will be open for submission 2 weeks before the due date.
- (ii) Within this 2 weeks students are allowed to resubmit their assignments.

INTI reserves the right to viva students as a method to test that work produced is the students' own work.

(viii) Feedback

Feedback is given to students for improvement and development purpose. It is UH's practice that students' coursework must be returned to them together with feedback no later than four (4) calendar weeks after the submission deadline. Any exceptions to this must be agreed by the INTI Dean, School of Business and notified to students in advance of the expiration of the four (4) week period.

For work of an on-going nature, such as a major project or dissertation, supervising staff will ensure that students are provided with feedback at interim stages.
(Reference: UH UPR AS12 (formerly UPR AS/C/6.1))

INTI will keep a copy of the sample coursework and feedback for audit purposes. Should the original work needs to be sighted, then INTI will seek permission from the student to keep the work and return a copy to the student.

(ix) Academic Misconduct

PLAGIARISM, CHEATING AND COLLUSION

Plagiarism, cheating and collusion are regarded as very serious offences. Allegations of assessment offences will be investigated by the Academic Conduct Officer. Any attempt to gain unfair advantage in any assessment will be penalized. All students need to sign a declaration stating that they will not plagiarise on the cover sheet for coursework assessment and for open book examinations.

The above terms may be defined as follows:

Plagiarism: the representation of another person's work as the student's own work, whether intentionally or not, either by extensive unacknowledged quotation or paraphrasing or by direct copying of another person's work. E.g. includes importing into the student's work phrases from another person's work without using quotation marks and identifying the source or the use of ideas of another person without acknowledgement of the source, or the presentation of work as the student own which substantially comprises the ideas of another person. Please note that making extensive use of another person's work, even if referenced, means the work may be considered overly derivative and the work will be marked down as appropriate. Student should demonstrate his or her understanding only by using own words.

SOBIZ uses the Harvard system of referencing, whereby a copy of the Academic Skills Unit Harvard Referencing Guide can be downloaded at StudyNET portal. The University will email you the login name and password for this account. Kindly refer to your email account that you registered with INTI Subang upon admission to the programme.

Cheating: attempting to gain unfair, improper or dishonest advantage in the assessment process, typically in an examination or other assessments (e.g. class test). This includes taking into an examination room of unauthorized information stored on a calculator, mobile phone, personal organizer, or MP3 player, and the copying of the work of another candidate. Please note that only stationery stated by the college is permitted.

Collusion: the representation by a student of work that s/he has undertaken jointly with one or more other person(s) as being his or her own work undertaken independently of the other person(s). Please note that structuring, sharing notes or actually writing up an answer using the same words as another student will amount to collusion. It is obviously very unwise to make own individual coursework available to any other student.

Where it is proven beyond reasonable doubt that a student has sought to gain an unfair advantage in one examination/assessment, the normal **minimum** penalty would be a ruling that the result of the examination/assessment should be declared null and void. If this extends to more than one examination/assessment, the normal **minimum** penalty will be for all results in that stage assessment are declared null and avoid.

A note of all plagiarism offences will appear on the student's record at the University and on student's transcripts as 'AD' or 'ACADEMIC DISHONESTY'.

Below are some of the recommended penalties for academic misconduct as set out in the UPRSA13 (UH University Policies and Regulations)

Plagiarism of 45-50%	A mark of zero, the work would be considered academically unsafe and zero awarded for that piece of coursework/element of assessment
Plagiarism of approximately 25-45% more of the element of coursework submitted, mainly from one source	Typically grade on academic merit, but deduct 50% of the marks to that piece of coursework/element of assessment
Significant plagiarism, approx. 45% + of one chapter in a dissertation	A mark of zero for that Chapter
Collusion with another student or between students for work that is supposed to be independent	Half marks to each colluding student/colluding student group
Copying another students' work without their permission	Grade penalty of zero, possibly suspension for a period determined by the Vice Chancellor
Impersonation: a student allows another person to take an assessment on their behalf	Withdrawn from the University/Campus
Falsification of data in primary research	This is a form of cheating rather than an ethics breach, but is serious and would typically result in a grade of zero for the whole project/dissertation
Obtaining unauthorised access to exam papers	Withdrawal from the University/Campus
Introducing into the exam room any aids not permitted in the rubric of the exam paper (e.g. cheat notes, notes written on their body, or on electronic devices)	Final warning and zero and/or suspension/withdrawal from the University, for a period determined by the Vice Chancellor
Making false statements to gain special considerations from the Module Board or to gain exemptions from work or to gain extensions to deadlines	Suspension or withdrawal from the programme for a period determined by the Vice Chancellor

NB: i) The above table was extracted from the HBS-INTI Joint Operations Manual, (21st Nov 2014), pg 26.

ii) At INTI, the Academic Dishonesty Committee will represent the "Vice Chancellor" and all decisions will be presented at the UH Board of Examiners.

4. INTI GENERAL RULES AND REGULATIONS

INTI International College Subang recognizes the rights and freedom of students in their pursuit of academic and non-academic activities in the College and regards its students as responsible young adults. Students must therefore assume full responsibility for their actions and behaviour. The College adopts these measures to create and maintain the right climate conducive to academic pursuits and extra-curricular activities.

The rules and regulations are few, but they are firm; those who violate them will be dealt with severely. It is the responsibility of students to be acquainted with all regulations, notices and other announcements which affect them.

USE OF FACILITIES AT THE COLLEGE

1. All students are expected to respect College property. Damaging or defacing College property is a serious offense and immediate disciplinary action will be taken.
2. Students using College facilities should observe the rules and regulations of their usage.

GENERAL CONDUCT

1. Students must wear or carry their Student Identification Cards at all times while on College premises.
2. All students are to be in proper attire while on College premises. No shorts, singlets or slippers will be permitted (except after 5pm and only for sporting activities).
3. Male students are permitted to wear long hair, as long as it is neat and tidy.
4. Prior permission must be obtained before a student can claim to represent the College in any activities outside of INTI. The student should uphold the image of the College.
5. Under Section 47 of the IPTS Act prohibits students in private higher education institutions from being associated with or members of any political party, trade union, society, association, organization, body of group. If such students are caught, they can be fined up to maximum of RM1, 000.

DISCIPLINARY JURISDICTION

Any student with a conduct determined as having an adverse effect on the College community may be require to appear before the Disciplinary Committee. Conduct that adversely affects the College shall include:

1. Theft or damage of property.
2. Intentional disruption of institutional activities, which include classroom and teacher activities, social activities, campus housing, and related college functions.
3. Obstruction, coercion, intimidation, or abuse of any member of the INTI College community.
4. Possession or consumption of alcohol and drugs or smoking on campus, in college premises or at college-sponsored events.
5. Possession or use of dangerous weapons or explosives.
6. Obscene or disorderly conduct.
7. Disregard for college procedures, which include refusal to appear before a disciplinary body when directed or giving false testimony.
8. Misrepresentation of identity to college officials.
9. Aiding or abetting in any of the above infractions.

Nothing in this document, rules and regulations resulting thereof from shall be construed in any way to deprive the President of the College of his responsibility and power to act as the final arbiter and authority in matters of discipline and conduct.

The College reserves the right to take disciplinary action against any individual whose conduct constitutes a violation of the above standards of behaviour or whose action is prejudicial to the good name of INTI International College Subang; or in violation of the established law of the country.

In cases of misconduct, a student may be warned, reprimanded in writing, suspended, or expelled from the College. The penalties may be applied regardless of whether the offenses are committed on College grounds or outside.

5. INTI ACADEMIC POLICIES AND REGULATIONS

All students are encouraged to read and understand all academic policies and regulations as contained in this section.

ACADEMIC REQUIREMENTS

As per MQA guidelines, MPU subjects are compulsory for ALL students. It is the responsibility of a student who has fulfilled the MQA requirements for MPU subjects prior to enrolling in INTI to seek for exemptions by speaking to the respective Head of Programme at Pre-University department (Level 8, IICS). However, all exemptions obtained need to be replaced with subjects with equivalent credits.

COLLEGE CALENDAR

Students must refer to the college calendar for important deadlines and scheduled events for the semester. A copy of the calendar can be obtained from the Records/ Timetable & Resource Planning (RTRP) Office.

LONG VS SHORT SEMESTER

In general, institutions of higher education in Malaysia operate on two long and one short semesters.

In the long semester, the academic calendar is usually divided into a 17-week term.

In the short semester, the academic calendar is divided into a 9-week term, with a week off for the mid-semester break.

CREDIT HOURS

A minimum course load per a long semester for a full time student in good academic standing is 12 credit hours. The maximum credit hour per a long semester as stipulated by MQA guidelines are 20 credit hours. The maximum credit hour per a short semester as stipulated by MQA guidelines are 10 credit hours.

LATE ENROLLMENT

All continuing students must enroll during the scheduled enrolment period to avoid the late enrolment fee as follows:

After first week : RM300.00

CLASS ATTENDANCE

Students are expected to attend all classes and laboratory sessions they have registered for. Absence from class is acceptable if the student is **medically unfit**, in which case, a **“medical certificate”** has to be produced. For humanitarian and other reasons, **supporting documents (e.g. letter from parent/guardian)** must be submitted to the Head of Programme at the earliest possible moment. Students are accountable for any work missed during the period of absence.

The disciplinary consequence for unexcused class absenteeism from a given course is stated as follows:

Malaysian and International Students:

After the 4 th absence	Warning letter is issued
After the 9 th absence	Letter barring the student from sitting for the Final Examination of that course will be issued.

Students who are barred will receive ZERO marks for final examination component.

For 100% coursework subject, ZERO mark will be given and the grade will be F2

When a student stops attending class or fails to attend the Final Examination but does not officially withdraw from that course, the student is awarded a failed grade for the course involved.

Note: If a student is barred for a double module subject (in Part A), the student will not be able to continue on with Part B. Although no fail grade will be given, all fees paid will be forfeited.

LEAVE OF ABSENCE

A student who intends to apply for leave must obtain approval from the relevant lecturers by completing the ‘Leave of Absence from Class’ form, OAR13 (available at the School’s office or RTRP). The form is then submitted to the Head of Programme who may or may not approve the application.

ADD/DROP COURSES

Any student who wishes to ADD or DROP a course must complete an ADD/DROP form.

Terms and Conditions are as follows:

	Deadline	Fee Credit
Add	3 rd day of semester until the end of the 2 nd week	Pay an administrative fee of RM10.00 per course
Drop	1. During 1 st week 2. During 2 nd week 3. During 3 rd week onwards	100% Tuition fee credit 50% Tuition fee credit NO Tuition fee credit

TRANSFERS BETWEEN PROGRAMMES

It may be possible to arrange for students to transfer between programmes, particularly during the very early stages of your study. However, permission to do so depends on a number of factors; in particular, you will have to meet the entry requirements of the programme you wish to change to and there must be a vacancy in that programme. You will be required to discuss this issue with your current and prospective Head of Programme. Transfer forms are available from SOBIZ. It is your responsibility to ensure that all parties have signed the form before the transfer takes effect.

CHANGING MODULES

You will not be allowed to change modules once you have made your initial selection. Any appeals must be made through the Head of Programmes. If you deviate from your original selection without permission, you will not be assessed in the unregistered module. We will provide as much information as you need in order to make informed decisions about option selection.

INTER-CAMPUS TRANSFER

Students who desire to transfer to another INTI associate campus must complete the required transfer form and obtain prior approval.

DEFERMENT OF STUDIES

For various reasons, students may apply to defer their studies by completing the "Academic Appeal Form" (AO12) which is available in the School office. It is to be noted that the form has to be submitted to the School before week 7 of a long semester (and week 4 of a short semester), and that there will be no refund of fees after the first day of the semester.

The completed form must be accompanied by a letter from the student stating the reason(s) and period of deferment requested, as well as a letter from the parent/guardian affirming it. Wherever applicable, other supporting documents are to be submitted as well. It is the responsibility of the student concerned to check with the Head of Programme or the Programme Officer, one week after the date of submission whether the application has been approved.

WITHDRAWAL FROM COLLEGE

Students who intend to terminate their studies prematurely as well as students who have completed their programme of studies, are required to officially withdraw from the college by completing the “Student Withdrawal Form” (OAR8), which is available at the School office. It is to be noted that the withdrawal process will take at least 3 weeks and the deposit is refunded to the parents/guardian. Students who terminate their studies prematurely are required to meet with the respective Head of Programme.

CHANGE OF PARTICULARS

It is important that you inform the RTRP Office immediately if you change your home address or any personal details. This is to enable us to contact you while you are studying at INTI.

FEEDBACK

Students have the opportunity to give feedback on all aspects of their programme/pathway. Student representatives will pass on any suggestions or queries to the Head of Programme when they meet each semester.

PROGRAMME COMMITTEES

The committee is to meet each semester to provide Student representatives an opportunity to bring feedback from their peers to the programme team. Items may inform programme development for the current or future years. We are interested in things that are going well as well as ideas and areas of concern.

COMPLAINTS AND APPEALS

(For further information, please see University of Hertfordshire, UPR SA05, Section 2.2)
<http://sitem.herts.ac.uk/secreg/upr/SA05.htm>

In addition to your rights of complaint to INTI, as a University of Hertfordshire student you have the right of review from the University of Hertfordshire in a process outlined below. In all cases you are advised to contact the **University of Hertfordshire Director of Programmes, who will be happy to advise you on process. Please mark any email ‘Urgent – Student Complaint’**. You may be directed to other support available to you during a Complaint, including the Hertfordshire Student Union.

Complaints related to matters that may have impacted academic performance

1. First you must go through the INTI complaints process which aligns with INTI’s policies, regulations and procedures.
2. Once INTI has made a final decision and that process is exhausted you then have a right to review by the Vice-Chancellor of the University of Hertfordshire on the following grounds.
 - a. Where you wish information not already brought forward at earlier Stages – or new information which may be relevant to the case – to be considered;
 - b. Where you believe that there has been a procedural irregularity or bias

3. The University of Hertfordshire expects that students will bring forward all relevant evidence that is available at the time that the complaint is lodged.
4. The decision of the Vice-Chancellor of the University of Hertfordshire is final and binding.

Complaints related to any other matter

1. First you must go through the INTI complaints process which aligns with INTI's policies, regulations and procedures.
2. The decision of INTI with respect to non-academic complaints is final, except that students have a right to petition the University of Hertfordshire for a procedural review of the handling of the issue by INTI once all levels of hearing by INTI have been exhausted.
3. Petitions must be made in writing using the form 'Request for a Review by the Vice-Chancellor' (available via StudyNet; contact the University of Hertfordshire Director of Academic Programmes, for assistance locating and completing this form) and sent to:

Student Procedures Co-ordinator
Governance Services
Main Building, Room B204, College Lane
University of Hertfordshire, AI10 9AB United Kingdom
Or Email: studentprocedures@herts.ac.uk
4. You should be aware that the Vice-Chancellor of the University of Hertfordshire has limited powers of review in these matters which does not include overturning an INTI decision. The Vice-Chancellor of the University of Hertfordshire can act in an advisory capacity to INTI.
5. It is possible for INTI to empower the University of Hertfordshire to act on its behalf in certain circumstances. Such cases will then be dealt with according to relevant University of Hertfordshire procedures.

Appeals (requests for the review of assessment)

(For further information, please see University of Hertfordshire, UPR AS13, Appendix 1, Section 5) <http://sitem.herts.ac.uk/secreg/upr/AS13.htm>

In addition to your rights of complaint to INTI, as a University of Hertfordshire student you have the right of appeal to the University of Hertfordshire in a process outlined below. Appeals differ from complaints in that they are related to academic matters. It is always best to forewarn your INTI Faculty or School about any potential problems that may affect your studies. However, things can still go wrong due to circumstances that are out of your control. In the event that you haven't achieved what you expected from a module or course, you may need to appeal. Below are the only acceptable grounds for making an appeal. It is important to remember that while you may raise queries about your results, you cannot simply challenge academic judgement in assessment.

In all cases you are advised to contact the **University of Hertfordshire Director of Programmes who will be happy to advise you on process. Please mark any email 'Urgent – Student Appeal'**. You may be directed to other support available to you during an Appeal, including the Hertfordshire Student Union.

These procedures are appropriate if you have a query concerning:-

- a) The mark or grade for an individual item of coursework;
- b) The result of an individual module;
- c) Completion of a stage of a programme and progression to the next;
- d) Entitlement to an award;
- e) The class or grade of an award.

If the query fits into one of the categories above, you may lodge a request for review of a recommendation or decision on the following grounds:-

- i. That the examiners had been advised beforehand of medical or other Serious Adverse Circumstances which prevented the candidate from sitting or submitting an assessment, but failed to appreciate their significance when arriving at their decision or recommendation.
- ii. Where, at the time of sitting or submitting an assessment, the candidate was not capable of understanding that his/her performance was likely to be affected adversely by ill-health and/or its treatment and
 - a. this has the written support of a doctor or psychiatric practitioner and
 - b. the circumstance only came to light after the relevant Assessment Panel or Module Board had met.
- iii. That there was a material administrative error, or procedural irregularity, at some stage of the assessment process. Or that the examinations or other assessments were not conducted in accordance with the approved programme regulations – or that some other material irregularity or procedural irregularity relevant to the assessments occurred.
- iv. That there was unfairness or impropriety on the part of one or more of the examiners, or the Board.

Representation to the Vice-Chancellor of the University of Hertfordshire

1. We recommend you talk first to your INTI Head of Programme and/or the University of Hertfordshire Director of Programmes.
2. You then have a right to review by the Vice-Chancellor of the University of Hertfordshire on the following grounds:-
 - a. That the decision of the Module or Programme Board of Examiners remains unchanged after the request has been referred to it by INTI;
 - b. That a candidate has had his or her request dismissed by INTI
3. Please be sure that special circumstances apply as representations to the Vice-Chancellor are always exceptional – this is not merely another opportunity to present the same arguments. You should be certain that either:-
 - a. Correct procedure has not been followed;
 - b. Not all relevant circumstances have been considered;
 - c. There is new evidence not previously considered by INTI.

Summary of Process (*Please see UPR AS13, Appendix 1, Section 5 for detail*)

1. Before submission to the Vice-Chancellor of the University of Hertfordshire you should consult with staff at INTI who are appointed to assist in these matters.
2. If, after consultation with appropriate staff at INTI, you wish to pursue the matter you must notify the Vice-Chancellor of the University of Hertfordshire with 10 working days of the date of the written notification that your request has been dismissed, and that you wish the decision of the Module or Programme Board of Examiners to be reviewed.
3. Your request for review must be supported by a statement explaining the grounds upon which you are seeking review together with documentary evidence and sent to:-

Vice-Chancellor, University of Hertfordshire, College Lane, Hatfield,
Herts AL10 9AB United Kingdom

You may also send a copy by FAX (addressed to the Vice-Chancellor) to: +44 1707 284115.

4. The Vice-Chancellor may decide to appoint an Investigating Officer to review the case. The Vice-Chancellor will review the evidence available based on whether exceptional circumstances apply, and not which questions the academic

- judgement of the Module or Programme Board of Examiners. Within 20 days of receipt of appeal or as soon as possible the Vice-Chancellor will:-
- a. Dismiss the request and advise the candidate accordingly, or
 - b. Determine that there is sufficient justification to require the Module or Programme Board of Examiners to reconsider the case, or
 - c. Determine that a more detailed review should be made.
5. In the absolute discretion of the Vice-Chancellor they may:-
 - a. Establish an Examinations Appeal Panel.
 6. In very exceptional circumstances the Academic Board of the University of Hertfordshire has the power to consider decisions made by the Module or Programme Board.
 7. The decision of the Vice-Chancellor of the University of Hertfordshire is final and will be communicated via the Vice-Chancellor's Letter of Decision.
 8. The Vice-Chancellor has the discretion to draw to the attention of a Board of Examiners any relevant matter and request reconsideration of a decision in light of information presented. However, the Vice-Chancellor does not have the power to alter decisions of a Board of Examiners.
 9. Having exhausted the University of Hertfordshire's internal procedures and subject to the provision of the law of the United Kingdom, the student has the right to request the Office of the Independent Adjudicator to review their case.
<http://www.oiahe.org.uk/>

6. INTI EXAMINATIONS REGULATIONS

The Examinations Office oversees all examinations and the processing of students' examination results. Only the Examinations Office is authorized to release the examination grades after the Board of Examinations meetings. Vital information on Examinations Time-Tables (Finals, Make-ups and Resits), quarantine schedules, guidelines on filling multiple choice OMR forms, Schedule for release of results' dates which will include last dates to submit petition for review of grades, etc. are displayed on the Examinations Notice Boards and also posted online. Students are advised to read the notices and announcements on the Examinations Notice Boards regularly.

EXAMINATION REGULATIONS FOR STUDENTS

Before the Examinations

1. Thoroughly check through the examination time-table displayed on the notice board outside the Examinations Office and ascertain the examination date, time and venue. Wrong reading of the time-table will not be accepted as a reason for being absent from an examination. **STUDENTS ARE ADVISED TO BOOK THEIR FLIGHT TICKETS (IF APPLICABLE) ONLY AFTER THE RELEASE OF THE FINAL VERSION OF THE TIME-TABLE.**
2. **REPORT TO THE EXAMINATIONS OFFICE ANY CLASHES** (3 subjects in one day or 2 subjects at the same time slot) latest by the EIGHTH week of the semester (for long semesters) and by the FIFTH week of the semester (for short semesters).
3. If students have to sit for two subjects, which, are offered at the same time slot, they will be QUARANTINED. The candidates must ensure that they receive the quarantine schedule from the Examinations Office. Non-compliance of the quarantine rules may cause the candidate to lose the chance to sit for the Examination paper(s). The details are given under "Quarantine regulations during Final, Resit and make-up Examinations".
4. Candidates must ensure they have brought their student ID to be eligible to sit for their Exams. In the event that they have forgotten, they must go to the Office of Admissions and Records to get a temporary ID.
5. Candidates cannot leave the Examinations Venue for the **first half hour**.
6. Only materials permitted by the Exams Office will be allowed to be brought into the Examinations venue. **Handphones will not be permitted into the Exams venue.**
7. Follow the instructions of the invigilator carefully in filling up the attendance slip and signing the declaration on the front page of the answer booklet.
8. A candidate who arrives more than **half an hour** late will not be allowed to sit for the examination, unless the management through the Examinations Office grants permission.

During the Examinations

1. Candidates are to remain silent during the entire duration of the examination.
2. If a candidate has any queries or questions concerning the examination, he or she should raise the hands to get the attention of the invigilator and tell his or her problem.
3. Candidates should not keep pieces of notes in their immediate vicinity while taking the Exams. If found out, the student may have to face disciplinary action.
4. If a candidate needs to use the washroom, he or she should raise the hands and inform the Chief Invigilator. The candidate will then be designated to a washroom and **MUST** be accompanied by an invigilator.
5. Candidates are not allowed to leave the examination venue during the **last half hour** of the examination.

At the End of the Examinations

1. When the invigilator announces the end of the examination, candidates **MUST** stop writing immediately and continue to observe silence.
2. Candidates should tie up the answer scripts and wait for them to be collected.
3. No unused examination materials or papers used for rough work should be taken out from the examination room.
4. Candidates should leave the Examination Venues in an orderly manner after being released by the invigilator.

Absence from Final Examinations

A student who did not sit for a subject in the final examination may be given a resit/make-up examination provided the following conditions are fulfilled:

1. The student has informed the **Examinations Office** and **HOP/ PO** of his/her absence **WITHIN 72 HOURS** (3 days) after the scheduled examination for that particular subject.
2. For absence due to valid reasons such as serious illness or bereavement, etc. proper documents (medical certificate, etc) are to be presented to the Examinations Office before any resit / make-up examination is granted.
3. The student can only appeal against his or her examination results if new evidence (that was not available before the examination boards) can be produced to account for his or her performance, or if there was an administrative error by the college/ university in collating your results. The student cannot appeal against the Board of Examiners' decision simply because s/he disagree with their judgment. Appeal must be made by the deadline publicized at the time of each semester's examination boards (usually within 10 working days of the publication of results).
4. The respective Head of Programme must recommend the resit examination to the Chairman of the Examinations Board for approval. The list of students eligible for resit examinations will be displayed on the Examinations Notice Boards before the commencement of the Resit Examinations.

Resit Examinations during the Resit Exams week

1. All dates of resit examinations are displayed on the Examinations Notice Boards.
2. Students who have transferred from other INTI campuses **MUST** resit in the campus they are enrolled in.
3. Students are encouraged to come to the Examinations Office for verification if they have any queries.

Note: Students have to confirm their eligibility and status with the Schools before resitting for the exams

Release of Final Examination Results

1. The Examinations Office is the sole authority for issuing and releasing of examination grades. Lecturers will inform their students of the continuous assessment marks before the final examinations. **Telephone enquiries on grades are not encouraged.**
2. The release of results can be accessed by the following means:
 - a. SMS using the instructions pasted on the Examinations Notice Boards (only applicable for certain INTI campuses)
 - b. Online through ERAMIS using the instructions pasted on the Examinations Notice Boards (only applicable for certain INTI campuses)
 - c. Hardcopy of Semester Grade Report

Semester Grade Report

All students should go to the Examinations Office to obtain a copy of their semester grade report which is the official document.

Petition to Review the Semester Final Grades

A student who wishes to have his/her final grades reviewed must file an official petition to the Examinations Office. There is a petition fee payable to the Finance Office.

Students are advised to refer to the Examinations Notice Boards for the last day for filing such a petition. There is no review of make-up/resit grades.

Verification of previous Grades

In the event that students need verification of previous grades, they must do so within the time period of ONE YEAR after the release of that grade concerned after which, the given grades will remain as they are.

QUARANTINE REGULATIONS DURING FINAL, RESIT AND MAKE-UP EXAMINATIONS

1. Students with two (2) subjects in the same time slot or three (3) subjects in one day are required to sit for the examinations in the Quarantine Room (determined by the Examinations Office). The relevant information will be pasted on the Examinations Notice Boards before the final exams period. Students are required to check and to inform the Examinations Office at least ONE week before the start of the final exams period if their names are not listed.
2. Students must report to the Quarantine Room 15 minutes BEFORE THE START of the examinations.
3. Students cannot leave the Quarantine Room without the permission of the Invigilator and/or the Exams Officer.
4. Students will take both the "clashed" subjects in the Quarantine Room.
 - Students are required to bring their lunch packs and have their food in the Quarantine Room itself from 11am - 12noon.
 - An invigilator must escort any student who would like to go to the washroom.
5. The invigilators will collect all question papers and materials.
6. Any student caught passing information to other students will be subjected to disciplinary action, including dismissal, if found guilty.
7. The quarantine students MUST NOT leave the quarantine room even though they have finished their examination earlier than the scheduled time. Students who leave the quarantine room without authorization MAY BE disqualified from their examinations.
8. Revision or reading is allowed during the break time.

ACADEMIC DISHONESTY

Procedures on the handling of Academic Dishonesty committed by a student are:

1. A suspected Academic Dishonesty (AD) act is one committed by a student or candidate who in doing so is suspected of cheating in a test, a project, an assignment, a final examination or a component of an assessment that contributes marks to a course evaluation.
2. The Dean of the relevant School according to the subject/ course involved shall receive a report on suspected AD. The report may come from either one of the following:
 - a. EO, during final exam exercise, using "*Invigilator's Report On Academic Dishonesty*" (APO-9).

- b. Relevant lecturer due to suspected AD from test, project, assignment, and other components of assessment using *"Invigilator's Report On Academic Dishonesty"* (APO-9) as well, specifying the type of assessment.
3. The Dean, or the appointed staff shall carry out investigation of the report. In the event that further information is needed from the student, the Dean (or the appointed staff) shall conduct an interview with the student. The details shall be recorded in the form "Report of Interview with student" (APO-9B).
 4. The Dean, or the appointed staff shall evaluate the findings of the investigation and interview report, if applicable.
 5. The Dean, or the appointed staff shall form a School Academic Dishonesty Committee (SADC).
The composition of SADC :
Chairperson : Dean (or the appointed staff)
Members : At least 2 Academic staff (eg: HOP/ lecturers)
 6. The Dean, or the appointed staff shall appoint a Secretary for SADC.
 7. The Secretary of SADC shall arrange for the hearing and submit relevant matters to the SADC for the hearing.
 8. The SADC shall conduct the hearing and the decision shall be recorded in *"Report on Academic Dishonesty"* (APO-9A).
 9. The SADC shall submit the decision of the hearing to the Registrar for approval.
 10. Upon the approval of the Registrar, the Secretary of SADC shall inform the student of the decision. Where necessary, a letter shall be sent to the student together with the *"Acknowledgement Slip"* (APO-9C).
 11. The student shall acknowledge and abide to the decision of the hearing by completing the section of *"Acknowledgement Slip"* to the SADC.
 12. In the event that the student requests to appeal, he/ she shall complete Part B of the form and submit it to the Appeals Committee.

The composition of Appeals Committee :

Chairperson : Registrar or his representative
Members (at least 2) : Dean and HOP who is independent of the case.

Note:

The Academic Processes Manager (or any staff appointed by the Chairman) shall become the Secretary of the Appeals Committee.

13. Upon final decision as recorded in *"Report on Academic Dishonesty Case"* (APO-9D) of the Appeals Committee, the Secretary of the Appeals Committee shall inform the student.

7. INTI RESOURCES, SERVICES AND FACILITIES

LIBRARY

The library currently has a collection of more than 40,000 volumes of books, journals, serials and reference materials on the following subjects: Computer Science, Engineering, Pure and Applied Sciences, Social Science, Law, Management, Accounting, Communications, Language, Religion and Humanities. Books of General Interest and audio-visual materials are also available. There is a separate section which houses the law collection i.e. law reports, books, cases and articles which are available for loan and reference purposes.

Membership

- Membership is open to all INTI International College Subang students, academic and administrative staff. All students and staff must register as library members before they are permitted to use the facilities.

The Collection

- The library collection is arranged in the following categories:

Open-shelf collection

- Books placed on open shelves may be borrowed by all library members. Each member is allowed to borrow three books for a period of two weeks.

Law collection

- Law books are placed in the law section. Library members are allowed to borrow three books at a time for a period of two weeks.

Reference collection

- Reference books include dictionaries, encyclopedias, biographies, handbooks, annual reports, journals etc. Materials marked For Reference only may not be taken out of the library.

Red-spot collection

- This is a collection of textbooks and reference books which are in high demand. Each book may be borrowed for two hours at a time and are to be used in the library. Red-spot books may be reserved and loaned overnight from 5:30 pm onwards, to be returned the following day before 10:00 am. The Red-Spot counter closes at 8:00 pm.

Newspaper and magazine collection

- Local and foreign newspapers and magazines are available in the reading area of the library. The library will keep only a month's issue of those newspapers. All back issues of magazines will be sent for binding.

Multimedia materials

- The non-printed materials are kept in the Multimedia room. Only selected items are available to the students; lecturers can borrow them out for teaching purposes. The audio-visual materials include audio-cassettes, video cassettes, diskettes and CD-ROMs.

Special collection

- This is a collection of dissertations focuses on Engineering, Computing and Business. It is located in the special collection room accessible for all library users.

STUDENT SERVICES DEPARTMENT (SSD)

This division consists of the Student Affairs Office, University Placement Office, Scholarship Unit, Alumni Office and Counselling Center.

Student Affairs Office

INTI International College Subang believes in an all-rounded education. The moral, social and physical aspects of the student's life are as important as the academic and intellectual development. Thus, the functions of the Student Affairs Office are designed to assist students in the total development necessary for effective living by creating a climate in which students may have a well-rounded educational experience.

Orientation

- A freshman orientation program is organized with the aim of helping in-coming students in their academic and social adjustments at INTI International College Subang. The program serves to provide introductory information on campus facilities and services, extracurricular activities, student support programs and student body. At the end of the orientation, students should have become acquainted with the college philosophy and regulations.

Student Housing

- INTI International College Subang has limited off-campus apartments for students are available on a first-come-first-serve basis. Information on off-campus accommodation is available from the Student Affairs Office. Students looking for roommates may also place advertisements with the Student Affairs Office.

Secondary School Alumni Society

- Former students from different secondary schools have the privilege to setup or join existing respective alumni societies in INTI. The objective for the alumni society is to have an organization that will take care of new and out-station students and to develop better communication and bonding between INTI students and their previous secondary schools. There are 25 active secondary school alumni societies in INTI now.

Sporting & Recreational Facilities

- Basketball, football, futsal, dodgeball, netball, volleyball, squash, table tennis, badminton and swimming are popular among INTI students. Other facilities are also available on campus for students' recreational use.

Grievance Procedures

- In order to assure students the right to redress official grievances, the SSD is entrusted with the task of handling grievances involving non-academic matters. Students may file a question, complaint, or statement of grievance to the SSD, in person or in writing.

Others

- Other services provided by the Student Affairs Office include Lost and Found items, piano rental, locker rental, student mail, on-campus job placement, certification of documents, booking of venue for students activities, and on-campus advertisement.

E-mail

- Students may apply for free e-mail accounts from the Information & Communication Office (ICT). This service allows students to send and retrieve e-mails, surf the internet and download information for free.

Scholarship Unit

This unit handles study loan and all scholarship matters pertaining to INTI International College Subang and overseas colleges and universities. It also conducts workshops on scholarships and study loans every semester.

Alumni Office

The function of the Unit is to maintain contact between former students and staff of the college. The establishment of this unit creates an opportunity for networking with fellow former students of the college, development of professional and business relationships, an opportunity to meet and exchange ideas, and a chance to keep in touch with the college and its development.

Counselling Center

The center is open primarily to INTI students to provide counseling in general, but with emphasis on personal counseling and career guidance. At the Center, the students are provided with assistance to find directions in career decision-making.

Counseling Service

- The Counselors are always on hand to provide support and assistance to students who face personal, social or situational anxieties. The Counselors primarily work towards helping students understand a problem better.

Assessment Tools

- The Center provides assessment tests such as the Myers Briggs Type Indicator (MBTI) and softwares such as the Jobs Orientation Back-up System (JOBS) and Career Care to help students make their career choices. Besides these, there are other assessment tools available at the Center.

Peer Tutoring Program

- The program aims to help instill a caring attitude and a spirit of helping one another among INTI students. Through this program, INTI students who excel academically are encouraged to lend a helping hand to their fellow students, who are weak academically, by tutoring them. To participate in this program, students can sign up as peer tutors or tutees. Prior to approval, peer tutors are required to obtain recommendations from their respective subject lecturers.

Facilities

- Students may use a software called Major Decision to search for a suitable university/college. In addition, there are over 4000 newspaper articles on various subjects which have been topically catalogued at the Center for easy reference. Students can also watch career related & study skills video tapes at the Activity Corner.

Counseling Library

- The library is well-stocked with career books which include the Encyclopedia of Careers and Vocational Guidance (EOC), Dictionary of Occupational (DOT), and Guide for Occupational Exploration (GOE). Other related books and local career information are also available.

LABORATORIES

Adequate laboratory facilities are provided by INTI International College Subang for computer studies, language, engineering, physics, biology and chemistry.

STUDYNET

As a University of Hertfordshire student you have access to one of the UK's most sophisticated on-line learning environments, StudyNet.

Every University module has a StudyNet website providing you with access to lecture notes, course guides, news, reading lists, group work and discussion facilities.

Ask Herts website

Ask Herts is new and easy way for students to find answers to their questions about all aspects of University life. It is updated frequently and has a user-friendly search facility.

Link to ask Herts website: <https://ask.herts.ac.uk/>

STUDENT INSURANCE

All enrolling students are given the option to participate in a Group Personal Accident Insurance Scheme.

Coverage

24 hours worldwide coverage for Death or Permanent Disablement caused solely and directly from accidental, external, violent and visible means.

Sum Insured	Accidental Death	- RM25,000 each
	Permanent Total Disablement (Scale II)	- RM50,000 each
	Medical Expenses	- RM 1,500 each

STUDENT GOVERNMENT (INTIMA)

INTIMA is the officially designated student government that acts as a liaison between students, faculty and administration. It provides a channel for communication, and enables students to assume the direction and management of student activities.

Objectives of INTIMA

1. To promote and protect the welfare, rights and privileges of students.
2. To provide a platform for students to be heard.
3. To provide communication links between the Management of INTI College and the students.
4. To encourage the interaction of students of all programs, and to promote student interest and activities.

5. To coordinate the activities of all the affiliates to ensure that there is no conflict of interest among the affiliates.

The committee members of INTIMA are elected once every two semesters. Students are encouraged to participate in the various activities organized by INTIMA. There are 5 Boards, 21 clubs and societies in INTIMA.

Goals and Objectives of the Boards of INTIMA

Academic Board

- To organise academic and educational activities e.g. educational exhibitions, study group programs, video-viewing, and educational trips.

Editorial Board

- To publish the official student newsletters "INTIMALINK". The newsletters are published monthly and once every semester respectively. Students are encouraged to contribute literary works and suggestions to the Editorial Committee.

Publicity Board

- To develop artistic potential in students besides functioning as a publicity agent of INTIMA.

Social Board

- To promote interaction among members and develop their ability to organize activities.

Sports Board

- To promote interest and participation among students in sport activities.

In addition to the above Boards, a host of other affiliates are available. Students have a wide range of clubs and societies to choose from. Kindly refer to Student Services Department for information pertaining to this. However, all students automatically considered as UH Club member and SOBIZ encourages all students to play an active role in this club.

INTI College recognizes that active student participation in extra-curricular activities is essential for an all-round student development. To this end, the College encourages and assists students in planning and organizing these events.

8. ACADEMIC & PERSONAL PROBLEMS, WHO TO SEE...?

During your course of study, you may want to seek assistance from your respective Head of Programme for any additional assistance. Apart from this, Counselling Center (COC) welcomes all students to utilize its facilities and services.

Contacting Academic Staff

If you wish to contact academic staff at times other than your lecture or tutorial sessions, you can either e-mail or call them (Refer to contact info below). You may also consult your lecturers during consultation hours or leave messages in their pigeon-holes.

Notice Boards

Each programme has its own notice boards which you should look at regularly for information concerning lectures, coursework, timetable changes, examinations, notices from lecturers, etc.

Complaints Procedures

Staff at SOBIZ hope that you do not find yourself in a position where you need to make a complaint. However, if it does become necessary for you to make a complaint, you should, in the first instance, contact your Head of Programme who will give you advice on how to proceed. Alternatively, you could contact the Student Care Unit, INTI helpdesk or the Dean of SOBIZ.

QUICK REFERENCE – EMAIL ADDRESS OF LECTURERS IN SOBIZ

School of Business (SOBIZ) – Level 7
Tel No.: 03-5623 2800

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APPENDIX 1

UG Grading Criteria for HBS Coursework (Essay)

ESSAY	Presentation & structure	Use & presentation of Harvard Referencing	Content/ Terms/ Findings/ Definitions/ Calculations	Breadth / Depth / Integration of Literature	Analysis /Critical evaluation /Discussion /Exposition/Reflection
Task details	Follows essay structure & keeps to word limit of ...	Follows Harvard style for in-text citation & Reference List Use a minimum of ... sources	Content included - specify task requirements as in module guide & coursework guidance	Integration & application of information - from coursework guidance /module guide	Line of argument, development of discussion add instructional verbs to suit the task & level
80-100 Outstanding	Outstanding... Presentation & essay structure, with flowing paragraphs. Articulate & fluent academic writing style No grammatical / spelling errors.	Outstanding... Standard of referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Outstanding... Exploration of topic showing excellent knowledge & understanding through thorough & appropriate research. Impressive choice and range of appropriate content.	Outstanding... Business insight & application. Breadth, depth & integration of literature/data into work.	Outstanding... Level of discussion/analysis/ critical evaluation &/or reflection. Highly developed/ focused work.
70-79 Excellent	Excellent ... Presentation & essay structure, with flowing paragraphs. Articulate & fluent academic writing style. Only a minor error.	Excellent... Standard of referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Excellent ... Level of knowledge & understanding demonstrated. Evidence of appropriate reading. Covers all relevant points & issues.	Excellent ... Business insight & application. Breadth, depth & integration of literature/data into work.	Excellent... Level of discussion/analysis/ critical evaluation &/or reflection clearly developing points in the appropriate way with thorough consideration of all possibilities.
60-69 Very Good	Very good... Presentation & essay structure, with flowing paragraphs. Fluent academic writing style. Very few grammatical errors & spelling mistakes.	Very good... Standard of referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Very good... Level of knowledge & understanding demonstrated. Covers most relevant points & issues. Few errors / omissions in content/calculations.	Very good... Business insight & application. Breadth, depth & integration of literature/data into work.	Very good... Level of discussion/analysis/ critical evaluation &/or reflection & a few ideas/points could benefit from further development &/or evaluation/comparison.
50-59 Good	Good... Clear presentation & essay structure with paragraphing. Writing is mainly clear but some spelling &/ or grammatical errors.	Good... Standard of referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Good... Grasp of the topic & some of its implications presented. Knowledge & understanding is demonstrated. Minor errors / omissions in content/ calculations.	Good... Business insight & application. Breadth, depth & integration of literature/data into work.	Good... Level of discussion/analysis/ critical evaluation &/or reflection but more ideas/points could be addressed /developed further.
40-49 Satisfactory	Satisfactory... Basic essay structure. Not always written clearly & has grammatical & / or spelling errors.	Satisfactory... Basic referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Satisfactory... Content / level of knowledge of the topic. Addresses part of the task. Some errors / omissions in content/ calculations. May benefit from further research.	Satisfactory... Business insight & application. Limited integration with literature/ data. Use of literature/data but limited in breadth OR depth.	Satisfactory... Basic evidence of discussion/analysis/ critical evaluation &/or reflection but some points superficially made so need further development.
30-39 Marginal Fail	Weak... Essay format, limited or poor structure. Muddled work with many spelling & / or grammatical errors.	Weak... Use of Harvard referencing system with errors & inconsistently applied. Limited referencing within the text. Limited accuracy of in-text references compared to those in the final Reference list.	Weak... Limited content / knowledge/ calculations. Limited or muddled understanding of the topic/question. Does not meet all the learning outcomes.	Weak... Unsatisfactory evidence of business application & insight Work needs to show better links between practical application & theory.	Weak... Limited evidence of discussion/analysis/ critical evaluation &/or reflection. More development & comment needed. May need to do more than describe.
20 – 29 Clear Fail	Inadequate... Essay format & poor paragraphing / signposting. Inappropriate writing style Poorly written &/or poor spelling & grammar. Must see CASE	Inadequate... Use of Harvard referencing with many errors &/or inconsistencies. Must see CASE	Inadequate... Lacking in relevant content/ knowledge/calculations. Content irrelevant / inaccurate. Does not meet all the learning outcomes.	Inadequate... Lacks evidence of business application & insight. Some literature irrelevant to topic.	Inadequate... Lacking / inadequate level of discussion/ analysis/critical evaluation & /or reflection. Descriptive. Must see CASE
1 – 19 Little or Nothing of merit	Nothing of merit... Poorly written work, lacking structure, paragraphing / signposting. Many inaccuracies in spelling & grammar. Must see CASE	Nothing of merit... No or little attempt to use the recommended Harvard referencing system. Must see CASE	Nothing of merit... Unsatisfactory level of knowledge demonstrated. Content used irrelevant / not appropriate/ to the topic. Does not meet the learning outcomes.	Nothing of merit... No evidence of appropriate business application & insight.	Nothing of merit... Unsatisfactory level of discussion/analysis/critical evaluation &/or reflection Must see CASE

APPENDIX 2

UG Grading Criteria for HBS Coursework (Report)

REPORT	Presentation & structure	Use & presentation of Harvard Referencing	Content/ Terms/ Findings/ Definitions/ Calculations	Business Application & Integration of Data/Literature	Discussion /Analysis /Critical evaluation &/or Reflection
Task details	Follows report structure & keeps to word limit of ...	Follows Harvard style for in-text citation & Reference List Use a minimum of ... sources	Content included - specify task requirements as in module guide & coursework guidance	Integration & application of information - from coursework guidance /module guide	Line of argument, development of discussion add instructional verbs to suit the task & level
80-100 Outstanding	Outstanding... Presentation & report structure, with numbered paragraphs, list of contents/figures & appendices. Articulate & fluent academic writing style with ideas cross referenced. No grammatical / spelling errors.	Outstanding... Standard of referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Outstanding... Exploration of topic showing excellent knowledge & understanding through thorough & appropriate research. Impressive choice and range of appropriate content.	Outstanding... Business insight & application. Breadth, depth & integration of literature/data into work.	Outstanding... Level of discussion/analysis/ critical evaluation &/or reflection. Highly developed/ focused work.
70-79 Excellent	Excellent ... Presentation & report structure, with numbered paragraphs, list of contents/figures, appendices & cross referencing. Articulate & fluent academic writing style. Only a minor error.	Excellent... Standard of referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Excellent ... Level of knowledge & understanding demonstrated. Evidence of appropriate reading. Covers all relevant points & issues.	Excellent ... Business insight & application. Breadth, depth & integration of literature/data into work.	Excellent... Level of discussion/analysis/ critical evaluation &/or reflection clearly developing points in the appropriate way with thorough consideration of all possibilities.
60-69 Very Good	Very good... Presentation & report structure, paragraphing, use of numbering, list of contents/figures, appendices & cross referencing. Fluent academic writing style. Very few grammatical errors & spelling mistakes.	Very good... Standard of referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Very good... Level of knowledge & understanding demonstrated. Covers most relevant points & issues. Few errors / omissions in content/calculations.	Very good... Business insight & application. Breadth, depth & integration of literature/data into work.	Very good... Level of discussion/analysis/ critical evaluation &/or reflection & a few ideas/points could benefit from further development &/or evaluation/comparison.
50-59 Good	Good... Clear presentation & report structure, use of numbering & appendices. Writing is mainly clear but some spelling &/ or grammatical errors.	Good... Standard of referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Good... Grasp of the topic & some of its implications presented. Knowledge & understanding is demonstrated. Minor errors / omissions in content/ calculations.	Good... Business insight & application. Breadth, depth & integration of literature/data into work.	Good... Level of discussion/analysis/ critical evaluation &/or reflection but more ideas/points could be addressed /developed further.
40-49 Satisfactory	Satisfactory... Basic report structure. Not always written clearly & has grammatical & / or spelling errors.	Satisfactory... Basic referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Satisfactory... Content / level of knowledge of the topic. Addresses part of the task. Some errors / omissions in content/ calculations. May benefit from further research.	Satisfactory... Business insight & application. Limited integration with literature/ data. Use of literature/data but limited in breadth OR depth.	Satisfactory... Basic evidence of discussion/analysis/ critical evaluation &/or reflection but some points superficially made so need further development.
30-39 Marginal Fail	Weak... Report format, limited or poor structure. Muddled work with many spelling & / or grammatical errors.	Weak... Use of Harvard referencing system with errors & inconsistently applied. Limited referencing within the text. Limited accuracy of in-text references compared to those in the final Reference list.	Weak... Limited content / knowledge/ calculations. Limited or muddled understanding of the topic/question. Does not meet all the learning outcomes.	Weak... Unsatisfactory evidence of business application & insight Work needs to show better links between practical application and theory.	Weak... Limited evidence of discussion/analysis/ critical evaluation &/or reflection. More development & comment needed. May need to do more than describe.
20 – 29 Clear Fail	Inadequate... Report format and poor paragraphing / signposting. Inappropriate writing style Poorly written &/or poor spelling & grammar. Must see CASE	Inadequate... Use of Harvard referencing with many errors &/or inconsistencies. Must see CASE	Inadequate... Lacking in relevant content/ knowledge/calculations. Content irrelevant / inaccurate. Does not meet all the learning outcomes.	Inadequate... Lacks evidence of business application & insight. Some literature irrelevant to topic.	Inadequate... Lacking / inadequate level of discussion/ analysis/critical evaluation & /or reflection. Descriptive. Must see CASE
1 – 19 Little or Nothing of merit	Nothing of merit... Poorly written work, lacking structure, paragraphing / signposting. Many inaccuracies in spelling & grammar. Must see CASE	Nothing of merit... No or little attempt to use the recommended Harvard referencing system. Must see CASE	Nothing of merit... Unsatisfactory level of knowledge demonstrated. Content used irrelevant / not appropriate/ to the topic. Does not meet the learning outcomes.	Nothing of merit... No evidence of appropriate business application & insight.	Nothing of merit... Unsatisfactory level of discussion/analysis/critical evaluation &/or reflection Must see CASE

APPENDIX 3

UG Grading Criteria for Oral Communication (Presentation, debate, exposition of process/poster)

Module Code/ Title:			Pathway / Level:							
Name(s) of Group Members (provide family name first):										
1.	2.	3.	4.	5.	6.					
Title/Topic chosen:										
Presentation Date & Time:			Time allocated to present:		Time allocated for Q&A:					
TICK APPROPRIATE GRADE BOX Note: The performance indicators in this grid may not accurately constitute the grade			80-100 Outstanding	70-79 Excellent	60-69 Very Good	50-59 Good	40-49 Satisfactory	30-39 Marginal Fail	20 – 29 Clear Fail	1-19 Little or Nothing of Merit
CONTENT OF PRESENTATION (Lecturer to advise task detail & %, e.g. TOTAL 50% - based on the criteria listed below)										
QUALITY OF CONTENT/ANALYSIS/EVALUATION <ul style="list-style-type: none"> Focused on the task & addresses it Displays knowledge & understanding: Inclusion of appropriate/relevant theories; accurate/relevant application of data/theory/practice/examples 										
EVIDENCE OF RESEARCH <ul style="list-style-type: none"> Appropriately used relevant research Harvard referencing system used 										
DELIVERY (Lecturer to advise % allocated to criteria for group/individual, e.g. TOTAL: 50% - based on the criteria listed below)										
PLANNING/ORGANISATION OF MATERIAL/TOPICS <ul style="list-style-type: none"> Coherent structure/organisation evident in the process/distribution between speakers 										
LINKAGE/SIGNPOSTING <ul style="list-style-type: none"> Logical sequence 										
USE OF LANGUAGE <ul style="list-style-type: none"> Articulate & fluent; language is clear & concise 										
USE OF BODY LANGUAGE <ul style="list-style-type: none"> Enhances the presentation Appropriate use of gestures/posture/hands/ body movement/facial expressions- eyes, smile Position: in relation to the screen 										
SUPPORT MATERIALS (e.g. PowerPoint slides, poster, etc) <ul style="list-style-type: none"> Professional/business-like quality; clear images & 'audience friendly' i.e. use of colour/font/not overcrowded Interesting & attractive; appropriately used 										
TIMING OF DELIVERY <ul style="list-style-type: none"> Keeps to allocated time & effective pacing 										
TEAM/INDIVIDUAL WORKING <ul style="list-style-type: none"> Cohesive/co-ordinated group Business-like style; rehearsed & smooth 										
DELIVERY <ul style="list-style-type: none"> Interesting Natural & confident /positive attitude Excellent use of memory/recall without over-reliance on reading cue cards Appropriate: volume/speed/eye-contact/animation & humour 										
APPROPRIATE DRESS <ul style="list-style-type: none"> Business-like 										
AUDIENCE <ul style="list-style-type: none"> Effective impression; useful/persuasive for/to the audience/client Rapport with the audience - their interest is well maintained 										
Q&A / GROUP VIVA <ul style="list-style-type: none"> Appropriate/convincing argument/responses to questions asked; confident Everyone ready to join in and make valid points 										
OTHER COMMENTS/OVERALL IMPRESSION										
Marks for Content		Peer	Tutor	Overall Agreed Mark		Tutor Signature:				
Marks for Presentation Skill		Peer	Tutor			Second Signature:				

For Group Work: a Group Log is likely to be used as part of the assessment grade (Available in 'Participating in Group Work' Guide: <http://www.studynet2.herts.ac.uk/ptl/common/asu.nsf/Teaching+Documents?Openview&count=9999&restricttcategory=Groupwork>)

APPENDIX 4

UG Grading Criteria for Team/Group Presentations

	Presentation & structure	Use & presentation of Harvard Referencing	Content/ Terms/ Findings/ Definitions/ Calculations/Log	Business Application & Integration of Data/Literature	Discussion /Analysis /Critical evaluation &/or Reflection	Team Work/ Group contract/ Log/Wiki
Task details	Follows logical structure & keeps to time	Follows Harvard style for in-text citation & Reference List Use a minimum of ... sources	Content included - specify task requirements as in module guide & coursework guidance	Integration & application of information - from coursework guidance /module guide	Line of argument, development of discussion add instructional verbs to suit the task & level	Evidence of preparation, team building, communications, team co-operation, contribution
80-100 Outstanding	Outstanding... Presentation, structure & visual aids. Articulate & fluent business style with ideas cross referenced. No grammatical / spelling errors.	Outstanding... Standard of referencing within work & consistent use of Harvard referencing system. Accuracy of references & full details shown in Reference list.	Outstanding... Exploration of topic showing excellent knowledge & understanding through thorough & appropriate research. Impressive choice and range of appropriate content.	Outstanding... Business insight & application. Breadth, depth & integration of literature/data into work.	Outstanding... Level of discussion/analysis/ critical evaluation &/or reflection. Highly developed/ focused work.	Outstanding... Contribution to every meeting. Resolved any weaknesses. Collaborated well. Listened effectively. Respected others' opinions & ideas. Demonstrated effective team management (contract, log, wiki etc.). Vital team member.
70-79 Excellent	Excellent ... Presentation, structure & visual aids. Articulate & fluent business style. Only a minor error.	Excellent... Standard of referencing within work & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Excellent ... Level of knowledge & understanding demonstrated. Evidence of appropriate reading. Covers all relevant points & issues.	Excellent ... Business insight & application. Breadth, depth & integration of literature/data into work.	Excellent... Level of discussion/analysis/ critical evaluation &/or reflection clearly developing points in the appropriate way with thorough consideration of all possibilities.	Excellent... Contribution to every meeting. Resolved weaknesses. Collaborated well. Listened effectively. Respected others' opinions & ideas. Demonstrated effective team management (contract, log, etc.)
60-69 Very Good	Very good... Presentation, structure & visual aids. Fluent business style. Very few grammatical errors & spelling mistakes.	Very good... Standard of referencing within work & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Very good... Level of knowledge & understanding demonstrated. Covers most relevant points & issues. Few errors / omissions in content/calculations.	Very good... Business insight & application. Breadth, depth & integration of literature/data into work.	Very good... Level of discussion/analysis/ critical evaluation &/or reflection & a few ideas/points could benefit from further development &/or evaluation/comparison.	Very good... Contribution to most meetings. Helped to resolve weaknesses. Listened to and respected others' opinions & ideas. A very good team player.
50-59 Good	Good... Clear presentation, structure & visual aids. Exposition is mainly clear but with some spelling &/ or grammatical errors.	Good... Standard of referencing within work & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Good... Grasp of the topic & some of its implications presented. Knowledge & understanding is demonstrated. Minor errors / omissions in content/ calculations.	Good... Business insight & application. Breadth, depth & integration of literature/data into work.	Good... Level of discussion/analysis/ critical evaluation &/or reflection but more ideas/points could be addressed /developed further.	Good... participation in meetings. Listened to others opinions & ideas. A good team player.
40-49 Satisfactory	Satisfactory... Basic delivery, structure &/or visual aids. Not always clear & with grammatical & / or spelling errors.	Satisfactory... Basic referencing within work & use of Harvard referencing system.	Satisfactory... Content / level of knowledge of the topic. Addresses part of the task. Some errors / omissions in content/ calculations. May benefit from further research.	Satisfactory... Business insight & application. Limited integration with literature/ data. Use of literature/data but limited in breadth OR depth.	Satisfactory... Basic evidence of discussion/analysis/ critical evaluation &/or reflection but some points superficially made so need further development.	Satisfactory... team member Generally attended meetings. Demonstrated some participation.
30-39 Marginal Fail	Weak... delivery, limited / poor structure. Inaudible. Inadequate timekeeping. Muddled work with many errors.	Weak... Use of Harvard referencing system with errors & inconsistently applied. Limited accuracy, in work &/or final Reference list.	Weak... Limited content / knowledge/ calculations. Limited or muddled understanding of the topic/question. Does not meet all the learning outcomes.	Weak... Unsatisfactory evidence of business application & insight Work needs to show better links between practical application and theory.	Weak... Limited evidence of discussion/analysis/ critical evaluation &/or reflection. More development & comment needed. May need to do more than describe.	Weak... Did not attend enough meetings. Rarely contributed and/or communicate effectively
20 – 29 Clear Fail	Inadequate... incoherent message, inaudible, muddled &/or inappropriate style. Poor delivery /timekeeping Must see CASE	Inadequate... Harvard referencing with many errors &/or inconsistencies. Must see CASE	Inadequate... Lacking in relevant content/ knowledge/calculations. Content irrelevant / inaccurate. Does not meet all the learning outcomes.	Inadequate... Lacks evidence of business application & insight. Some literature irrelevant to topic.	Inadequate... Lacking / inadequate level of discussion/ analysis/critical evaluation & /or reflection. Descriptive. Must see CASE	Inadequate... Appears disinterested, disengaged, uncommitted.
1 – 19 Little or Nothing of merit	Nothing of merit... Poor delivery, structure, inappropriate. Many errors. Must see CASE	Nothing of merit... No or little attempt to use the recommended Harvard referencing system. Must see CASE	Nothing of merit... Unsatisfactory level of knowledge demonstrated. Content used irrelevant / not appropriate/ to the topic. Does not meet the learning outcomes.	Nothing of merit... No evidence of appropriate business application & insight.	Nothing of merit... Unsatisfactory level of discussion/analysis/critical evaluation &/or reflection Must see CASE	Nothing of merit... Did not contribute or participate.

APPENDIX 5

UG Grading Criteria for HBS Coursework (Team/Group Report)

TEAM REPORT	Presentation & structure	Use & presentation of Harvard Referencing	Content/ Terms/ Findings/ Definitions/ Calculations/Log	Business Application & Integration of Data/Literature	Discussion /Analysis /Critical evaluation &/or Reflection	Team Work/ Group contract/ Log/Wiki
Task details	Follows report structure & keeps to word limit of ...	Follows Harvard style for in-text citation & Reference List Use a minimum of ... sources	Content included - specify task requirements as in module guide & coursework guidance	Integration & application of information - from coursework guidance /module guide	Line of argument, development of discussion add instructional verbs to suit the task & level	Evidence of preparation, team building, communications, team co-operation, contribution
80-100 Outstanding	Outstanding... Presentation & report structure, with numbered paragraphs, list of contents/figures & appendices. Articulate & fluent academic writing style with ideas cross referenced. No grammatical / spelling errors.	Outstanding... Standard of referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Outstanding... Exploration of topic showing excellent knowledge & understanding through thorough & appropriate research. Impressive choice and range of appropriate content.	Outstanding... Business insight & application. Breadth, depth & integration of literature/data into work.	Outstanding... Level of discussion/analysis/ critical evaluation &/or reflection. Highly developed/ focused work.	Outstanding... Contribution to every meeting. Resolved any weaknesses. Collaborated well. Listened effectively. Respected others' opinions & ideas. Demonstrated effective team management (contract, log, wiki etc.). Vital team member.
70-79 Excellent	Excellent ... Presentation & report structure, with numbered paragraphs, list of contents/figures, appendices & cross referencing. Articulate & fluent academic writing style. Only a minor error.	Excellent... Standard of referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Excellent ... Level of knowledge & understanding demonstrated. Evidence of appropriate reading. Covers all relevant points & issues.	Excellent ... Business insight & application. Breadth, depth & integration of literature/data into work.	Excellent... Level of discussion/analysis/ critical evaluation &/or reflection clearly developing points in the appropriate way with thorough consideration of all possibilities.	Excellent... Contribution to every meeting. Resolved weaknesses. Collaborated well. Listened effectively. Respected others' opinions & ideas. Demonstrated effective team management (contract, log, etc.)
60-69 Very Good	Very good... Presentation & report structure, paragraphing, use of numbering, list of contents/figures, appendices & cross referencing. Fluent academic writing style. Very few grammatical errors & spelling mistakes.	Very good... Standard of referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Very good... Level of knowledge & understanding demonstrated. Covers most relevant points & issues. Few errors / omissions in content/calculations.	Very good... Business insight & application. Breadth, depth & integration of literature/data into work.	Very good... Level of discussion/analysis/ critical evaluation &/or reflection & a few ideas/points could benefit from further development &/or evaluation/comparison.	Very good... Contribution to most meetings. Helped to resolve weaknesses. Listened to and respected others' opinions & ideas. A very good team player.
50-59 Good	Good... Clear presentation & report structure, use of numbering & appendices. Writing is mainly clear but some spelling &/ or grammatical errors.	Good... Standard of referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Good... Grasp of the topic & some of its implications presented. Knowledge & understanding is demonstrated. Minor errors / omissions in content/calculations.	Good... Business insight & application. Breadth, depth & integration of literature/data into work.	Good... Level of discussion/analysis/ critical evaluation &/or reflection but more ideas/points could be addressed /developed further.	Good... participation in meetings. Listened to others opinions & ideas. A good team player.
40-49 Satisfactory	Satisfactory... Basic report structure. Not always written clearly & has grammatical & / or spelling errors.	Satisfactory... Basic referencing within text & consistent use of Harvard referencing system. Accuracy of in-text references & full details shown in Reference list.	Satisfactory... Content / level of knowledge of the topic. Addresses part of the task. Some errors / omissions in content/ calculations. May benefit from further research.	Satisfactory... Business insight & application. Limited integration with literature/ data. Use of literature/data but limited in breadth OR depth.	Satisfactory... Basic evidence of discussion/analysis/ critical evaluation &/or reflection but some points superficially made so need further development.	Satisfactory... team member Generally attended meetings. Demonstrated some participation.
30-39 Marginal Fail	Weak... Report format, limited or poor structure. Muddled work with many spelling & / or grammatical errors.	Weak... Use of Harvard referencing system with errors & inconsistently applied. Limited referencing within the text. Limited accuracy of in-text references compared to those in the final Reference list.	Weak... Limited content / knowledge/ calculations. Limited or muddled understanding of the topic/question. Does not meet all the learning outcomes.	Weak... Unsatisfactory evidence of business application & insight Work needs to show better links between practical application and theory.	Weak... Limited evidence of discussion/analysis/ critical evaluation &/or reflection. More development & comment needed. May need to do more than describe.	Weak... Did not attend enough meetings. Rarely contributed and/or communicate effectively
20 – 29 Clear Fail	Inadequate... Report format and poor paragraphing / signposting. Inappropriate writing style Poorly written &/or poor spelling & grammar. Must see CASE	Inadequate... Use of Harvard referencing with many errors &/or inconsistencies. Must see CASE	Inadequate... Lacking in relevant content/ knowledge/calculations. Content irrelevant / inaccurate. Does not meet all the learning outcomes.	Inadequate... Lacks evidence of business application & insight. Some literature irrelevant to topic.	Inadequate... Lacking / inadequate level of discussion/ analysis/critical evaluation &/or reflection. Descriptive. Must see CASE	Inadequate... Appears disinterested, disengaged, uncommitted.
1 – 19 Little or Nothing of merit	Nothing of merit... Poorly written work, lacking structure, paragraphing / signposting. Many inaccuracies in spelling & grammar. Must see CASE	Nothing of merit... No or little attempt to use the recommended Harvard referencing system. Must see CASE	Nothing of merit... Unsatisfactory level of knowledge demonstrated. Content used irrelevant / not appropriate/ to the topic. Does not meet the learning outcomes.	Nothing of merit... No evidence of appropriate business application & insight.	Nothing of merit... Unsatisfactory level of discussion/analysis/critical evaluation &/or reflection Must see CASE	Nothing of merit... Did not contribute or participate.

APPENDIX 6

Assessment Verbs for Exams and Assignments

Term	Meaning
KNOWLEDGE	
Classify	Arrange into groups/divide according to class/type
Define	Explain precisely; state the meaning of; give details to show boundaries/distinguish it from others
Describe	State a detailed account; information showing what/why/when/where/how/who something/ one is
Identify	Name, specify, point out, pick out key facts, features, criteria, etc
List	Catalogue; name items in a sequence; mention briefly
Record	Register data, make accurate note of facts, evidence
State	Express main points carefully, completely, briefly and clearly; specify
Summarise	Give an account/overview of the topic /main points of; make a short general statement about

COMPREHENSION	
Calculate	Work out/find out using your judgement; determine; weigh reasons carefully
Compare	Examine two or more things / ideas in order to focus on their relationship/likeness/similarities & only mention/acknowledge differences
Discuss	Consider from several points of view & explore implications; put the case for and against a proposition & end with some statement of your own position
Explain	Make clear and understandable; give reasons for; interpret and account for
Express	Clearly state, show an opinion/a fact/a feeling
Indicate	Show; point out; draw attention to; give evidence of; make clear;
Prepare	Get ready, set up, practise and/or make something, e.g. a presentation
Present	To introduce & deliver/depict/portray/display/demonstrate/show, put forward arguments for and expound a case, to bring to notice
Quantify	Express/measure the amount or quantity of
Recognise	Identify, recall, recollect, acknowledge, spot, notice, endorse, accept as valid, appreciate, pick out
Relate	Show/establish how things are linked to & impact upon each other, and to what extent they are alike
Report	Give an account of, inform, recount, relate, record
Review	Make a survey of, examining the subject critically; consider and judge carefully
Translate	Interpret, convert, decode and explain

APPLICATION	
Apply	Explain something, e.g. theory, with links, evidence and examples, e.g. from the real business world so shows something is understood
Demonstrate	Show clearly by giving evidence/proof/examples. Develop the idea by reasoning and example
Derive	Obtain results/draw from/ develop
Find	Discover something, e.g. information, reveal meaning, locate, obtain
Forecast	Predict, estimate or calculate possible results linked to criteria, complete or incomplete facts or reasoning
Highlight	Emphasise, stress, underline, show up, focus, attention on, give prominence to
Illustrate	Make clear by using examples; use figures or diagrams to explain; show the meaning of something by giving related examples
Implement	Put into practice or action a plan, apply, employ, instigate
Plan	Arrange something or event; with aims, times, stages, sequence, outcomes
Produce	Make, create, construct something or make clear case for
Reconcile	Bring together, settle/resolve issues, e.g. levels of acceptance of a statement/proposition
Schedule	Plan and identify the order of actions or events within a set timescale, agenda, calendar, rota, list
Solve	Unravel the issues, work out the answer, decipher and explain
Tabulate	Put things in a table or chart to show clear results/information
Use	Employ, apply something, apply and draw on experience, knowledge
Validate	Confirm, authenticate, certify, endorse, support with evidence
Verify	Make sure that something is accurate/true; check; prove that with evidence...

ANALYSIS	
Analyse	'Take apart' an idea or statement; 'unpack'; deconstruct; examine in depth & consider how the parts interrelate, give reasons & answers to questions (e.g. Who? What? Where? When? Which? Why? How?)
Argue	Make a case based on appropriate evidence to support a point of view
Compare & contrast	Compare two or more objects/things/people to focus on their similarities and their differences
Debate	Question/dispute/deliberate/argue a view or case
Differentiate	Explain/show how something is different from something else
Distinguish	Identify the differences between/separate/discriminate
Examine	Consider; look closely at a question to find out
Interpret	Give an account of the meaning; use your judgement indicating relationships to others or way of looking at
Propose	To offer or put forward for consideration or acceptance, something to be undertaken
Question	Query subject matter; make enquiries to identify and address issues/problems, to consider and doubt facts and possibilities, complete and incomplete knowledge/understanding
Test	Question and check out material/views; investigate and experiment to assess evidence, try to prove

SYNTHESIS	
Create	Generate/construct/design/invent some original thought/idea/thing/product
Design	Devise/plan/invent/draw up plans/propose/formulate
Determine	Find out something exactly; establish/decide
Explore	Discover more about; look carefully for; investigate; seek for/after; attain by search
Formulate	Express/compose/devise something by means of a formula or model or specific words/definitions
Integrate	Incorporate, put together things; combining ideas, theories and /or practices
Justify	Argue/defend/support an issue or case; provide explanations and reasons/facts/information/ strong evidence and examples
Organise	Put in some order, sort out people, plans, facts, issues; arrange/systemise
Structure	Organise and arrange ideas/things in a clearly formulated way; construct obvious shape, by a plan with organisation/ composition
Synthesise	Consider different materials/views to bring common points together

EVALUATION	
Advise	Give suggestions based on your judgement/views about future actions, with explanations /evidence/ reasons
Appraise/ Assess	Judge the importance/value/ quality/worth of something and give reasons
Conclude	Give an answer/ summary, a final account, reach a decision about something showing the key steps/points/ reasons/judgements that assisted you in reaching your view/answer
Critically.../ Critique	Comment on the merit of data/theories/opinions/relevance; judge evidence; weigh up strengths / benefits and faults/weaknesses
Estimate	Predict; form an opinion as to the degree/nature/ value/size/amount of
Evaluate	Make an appraisal as to the worth of; judge effectiveness/value/quality/nature/use of/amount of
Judge	State opinion/view based on evidence/examples; ascertain to what distance/amount; to what extent; to what degree
Recommend	Suggest possible actions/routes/outcomes; linked to and based on previously shown knowledge and understanding, may include your views and advise
Reflect	Consider and assess strengths & weaknesses/usefulness/quality/ performance and draw conclusions