



STUDENT SUCCESS • SAFETY • RESPONSIBILITY

ILC STUDENT HANDBOOK

A complete guide to school rules, policies and student conduct



Welcome to ILC



A LEARNING COMMUNITY BUILT FOR PROGRESS, SUPPORT AND BELONGING

Welcome to Inter-Link Language Centre, also known as ILC.

We are pleased to welcome you into a diverse learning community where students from different countries, cultures and backgrounds come together to develop their language skills, confidence and academic potential.

At ILC, education is more than attending classes. It is a partnership between students, teachers, staff and the wider school community. Every student is expected to participate actively, behave responsibly and contribute to a safe, respectful and supportive learning environment.

This Student Handbook explains the standards, rules, policies and responsibilities that apply throughout your studies with ILC. It also explains the support available to you and the procedures for addressing concerns, complaints and disputes.

Students must read this handbook carefully and ask Student Affairs for clarification whenever any part is unclear.

QUICK RULES TO REMEMBER

80% minimum attendance	3× late = one absence	45 days for refunds	7 days to appeal
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1. Purpose, Scope and Authority of the Handbook

1.1 Purpose

This handbook is designed to:

- Explain the rights and responsibilities of ILC students.
- Establish clear academic and behavioural expectations.
- Promote fairness, safety, inclusion and mutual respect.
- Protect the wellbeing of students, staff and visitors.
- Explain ILC's academic, administrative and disciplinary procedures.
- Provide guidance on attendance, assessment, progression and academic support.
- Explain the responsible use of technology, personal devices and online learning systems.
- Establish procedures for complaints, disputes, appeals and refunds.
- Explain the responsibilities of students living in ILC arranged accommodation.
- Support compliance with Malaysian laws, immigration requirements and Student Pass conditions.

1.2 Scope

This handbook applies to:

- Local and international students.
- Full time and part time students.
- On campus, live online and hybrid students.
- Students attending short courses, holiday programmes and study tours.
- Students participating in ILC activities, trips and events.
- Students living in accommodation owned, managed, arranged or supervised by ILC.
- Younger learners, subject to age appropriate adaptations and parental or guardian responsibilities.

1.3 Application of ILC Policies

By accepting an offer, registering for a course, attending a class or participating in an ILC activity, a student agrees to follow:

- This Student Handbook.
- The student's Offer Letter and enrolment agreement.
- The applicable fee schedule and invoice.
- Course and assessment requirements.
- Accommodation agreements and residence rules.
- Student Pass and immigration conditions.
- Reasonable instructions issued by authorised ILC staff.
- Applicable laws and regulations of Malaysia.

Where a course, activity or residence has additional written rules, those rules form part of the student's obligations.

Where provisions conflict, applicable law and regulatory requirements take priority, followed by the signed enrolment or accommodation agreement and this handbook.

2. Student Rights and Responsibilities

2.1 Student Rights

Every ILC student has the right to:

- Be treated with dignity, fairness and respect.
- Learn in an environment free from bullying, harassment, discrimination and violence.
- Receive accurate information about courses, fees and entry requirements.
- Receive teaching and academic support appropriate to the enrolled programme.
- Understand how attendance, assessments and progression are determined.
- Receive constructive feedback on academic progress.
- Ask questions and request reasonable assistance.
- Have personal information handled responsibly.
- Report concerns without retaliation.
- Receive a fair opportunity to respond to allegations of misconduct.
- Submit a complaint or appeal under the relevant ILC procedure.
- Request reasonable accessibility support where possible.
- Participate in ILC activities without unlawful discrimination.

2.2 Student Responsibilities

Every student is responsible for:

- Providing complete, truthful and accurate information.
- Attending classes regularly and arriving on time.
- Participating actively and completing assigned work.
- Treating students, staff, visitors and community members respectfully.

- Protecting ILC property and the property of others.
- Following safety, security and emergency instructions.
- Paying fees by the required deadlines.
- Keeping contact, passport, visa and emergency information current.
- Checking official ILC communications regularly.
- Following Malaysian laws and immigration conditions.
- Using technology, internet access and artificial intelligence responsibly.
- Reporting safety concerns, bullying, harassment and serious misconduct.
- Seeking assistance before a difficulty becomes more serious.

3. Admission, Enrolment and Student Records

3.1 Admission Documents

Students must provide all documents required for admission, registration and immigration. Depending on the programme, these may include:

- A valid passport or identity document.
- Academic qualifications or previous study records.
- Passport photographs.
- Medical and insurance information.
- Parent or guardian information for younger learners.
- Emergency contact information.
- Visa and immigration documents.
- Proof of payment.
- Any additional document requested by ILC or the relevant authorities.

3.2 Changes to Student Information

Students must promptly inform ILC of changes to their name, address, telephone number, WhatsApp number, email address, passport, visa or immigration status, emergency contact or any health information necessary for safety or support.

3.3 Holds on Records or Services

ILC may place a student's registration, results, certificate, transcript, letter or administrative request on hold where required documents, property, fees or administrative obligations remain outstanding, subject to applicable law.

4. Deceptive Enrolment Policy

4.1 Purpose

ILC is committed to honest, transparent and lawful enrolment. Deceptive enrolment occurs when an applicant, student, representative or other person provides false, altered, incomplete or misleading information to obtain admission, a Student Pass, a refund, a financial benefit or another advantage.

4.2 Examples

- Providing false identity information.
- Submitting forged passports, certificates, bank records or payment evidence.
- Altering academic records.
- Providing false medical, insurance, sponsorship or residential information.
- Concealing information that must be disclosed.
- Misrepresenting language ability.

- Using another person to complete a placement test or interview.
- Claiming an intention to study when there is no genuine intention to participate.
- Making a false payment, withdrawal or refund claim.
- Providing false information through an education agent.

4.3 Student Responsibility

Students remain responsible for information submitted in their name, including information submitted by an agent. Students must review their applications, use only truthful documents, retain payment and agreement records, report agents who request false information, and inform ILC promptly when an error is discovered.

4.4 Investigation and Action

Where deceptive enrolment is suspected, ILC may:

- Request original documents.
- Verify information with the issuing organisation or relevant authority.
- Suspend application or enrolment processing.
- Interview the applicant or student.
- Cancel an offer or withdraw enrolment.
- Cancel accommodation or services.
- Adjust or refuse a refund where permitted by law and the applicable agreement.
- Report suspected fraud to the relevant authorities.
- Take disciplinary action.

A student who was genuinely misled by an agent should report the matter immediately and cooperate fully. ILC will consider the student's knowledge and involvement before deciding the appropriate action.

5. Orientation and Student Identification

5.1 Orientation

New students may be required to attend an orientation covering ILC facilities and services, programme structure, timetables, attendance, assessment, conduct, safety, immigration, medical screening, insurance, technology, accommodation and student support.

5.2 Student Identification

Students must carry or produce their ILC student identification when requested by authorised staff. Identification must not be altered, copied, transferred or used by another person. Loss must be reported immediately, and an authorised replacement charge may apply.

6. Academic Standards Policy



ACADEMIC SUCCESS IS A PARTNERSHIP BETWEEN STUDENTS, TEACHERS AND SUPPORT STAFF

6.1 Purpose

The Academic Standards Policy ensures that teaching, learning, assessment and progression are fair, consistent and academically credible.

6.2 Placement

Students may be required to complete a placement test or interview. Placement may consider grammar and vocabulary, reading, listening, writing, speaking, previous qualifications, teacher observations and the student's goals. ILC may move a student to a more suitable class or level when academic evidence shows that the original placement is inappropriate. Personal preference alone does not guarantee a change.

6.3 Official ILC Grading System

Numerical score	Letter grade	GPA value	Result
95–100%	A+	4.5	Distinction
80–94%	A	4.0	Very Good
70–79%	B	3.0	Good
60–69%	C	2.0	Credit
50–59%	D	1.0	Pass
0–49%	F	0.0	Fail

6.4 Minimum Academic Pass Mark

The minimum academic pass mark for an ILC programme is 50%, equivalent to Grade D and a GPA value of 1.0.

A passing academic score does not automatically guarantee progression or certification. Students must also:

- Maintain at least 80% attendance.
- Complete all compulsory assessments.
- Participate satisfactorily in the programme.
- Meet the learning outcomes of the course or level.
- Complete all administrative and financial obligations.
- Comply with the Student Code of Conduct.

ILC may require a student to repeat an assessment, module or level where the student has passed overall but has not demonstrated sufficient ability in an essential language skill. No score will be automatically increased or rounded to produce a passing grade unless authorised under an approved academic procedure.

6.5 External Examination Programmes

Students preparing for IELTS, TOEFL, MUET, Cambridge English or another external examination will receive academic guidance based on the requirements of the relevant examination body. Participation in an ILC preparation programme does not guarantee a particular external examination result.

6.6 Progression

Progression is based on academic results, attendance, assignment completion, participation, teacher observations, achievement of learning outcomes, readiness for the next level and academic integrity. A student who receives 50% or above but does not meet attendance or essential academic requirements may be required to complete additional work, repeat an assessment, receive academic support, repeat part or all of a level, remain at the current level or transfer to a more suitable programme.

A student achieving below 50% will receive Grade F and will not normally progress until the required academic standard has been achieved.

6.7 Certificates and Academic Records

An ILC completion certificate may be awarded only when the student has completed the required study period, achieved at least 50%, maintained at least 80% attendance, completed compulsory assessments, met learning outcomes, returned ILC property, settled outstanding fees, completed required immigration or administrative procedures and complied with the Student Code of Conduct.

A student who does not satisfy academic or attendance requirements may receive a statement of attendance or academic transcript instead of a completion certificate. A result sheet, progress report or statement of attendance must not be represented as an ILC completion certificate.

7. Attendance and Punctuality Policy

7.1 Minimum Attendance

All ILC students must maintain an overall attendance rate of at least 80%, regardless of programme, nationality or mode of study. Students are strongly encouraged to maintain attendance considerably higher than 80%, because regular attendance is essential for academic progress and successful completion.

Attendance below 80% may result in:

- An attendance warning and academic counselling.
- Placement on an Attendance Improvement Plan.
- Ineligibility to complete an assessment.
- Repetition of a course or level.
- Withholding of a completion certificate.
- Suspension or termination of studies.
- Notification to a parent, guardian or sponsor where appropriate.
- Notification to EMGS or the relevant Malaysian authority.

- Cancellation or non-renewal of an international student's Student Pass by the relevant authorities.

ILC may be required to report unsatisfactory attendance. The relevant Malaysian authorities make the final decision regarding Student Pass cancellation or renewal.

7.2 Recording Attendance

Attendance may be recorded for every lesson, teaching session or scheduled academic activity. A student may be marked absent when the student does not attend, arrives after attendance has closed, leaves without permission, misses a substantial part of a lesson, refuses to participate without an acceptable reason or leaves the campus during teaching hours without permission.

7.3 Lateness

Students must arrive before the scheduled beginning of every lesson. Three recorded late arrivals will be counted as one absence, and the accumulated absence will be included in the overall attendance rate. Repeated lateness may also lead to a meeting, warning, referral to Student Affairs, an Attendance Improvement Plan or disciplinary action.

7.4 Absence and Supporting Evidence

Students who cannot attend must notify ILC as soon as possible and provide their full name, student identification number, course, date and reason. Supporting evidence may include a medical certificate, official government or immigration documentation, evidence of a serious family emergency, written approval for an ILC activity or other evidence accepted by Student Affairs.

Providing evidence allows ILC to consider and record the reason for absence. It does not automatically remove the absence from the attendance calculation. Repeated absence, even with explanations, may prevent achievement of the programme outcomes.

8. Assessment, Academic Integrity and Artificial Intelligence

8.1 Assessment

Assessment may include class participation, homework, quizzes, tests, speaking presentations, listening activities, reading tasks, writing assignments, projects, monthly assessments, mid course and final assessments, teacher observations and external examinations.

Students must complete assessments at the scheduled time unless an authorised alternative arrangement has been approved.

8.2 Academic Integrity

Students must submit honest and original work. Academic misconduct includes:

- Cheating during an assessment.
- Copying or allowing another student to copy work.
- Plagiarism.
- Purchasing or commissioning assignments.
- Submitting work completed by another person.
- Using unauthorised notes, software or devices.
- Impersonating another student.
- Falsifying results, sources or references.
- Sharing protected examination material.
- Using translation or artificial intelligence tools when prohibited.
- Presenting artificial intelligence generated work as entirely personal work without permission or acknowledgement.

8.3 Artificial Intelligence

Students may use artificial intelligence tools only when permitted by the teacher. When permitted, students must use the tool as learning support, check information for accuracy, protect personal and confidential information, acknowledge its use when required and remain responsible for submitted work.

Students must not use artificial intelligence to complete prohibited assessments, impersonate another person, create deceptive media, bully, defraud, upload confidential assessments or process another person's personal information, image or voice without permission.

8.4 Academic Misconduct Outcomes

Consequences may include a warning, repetition of work, a reduced mark or zero, failure of an assessment, academic probation, suspension or dismissal in serious or repeated cases.

9. Academic Support Policy

9.1 Available Support

ILC is committed to helping students make meaningful progress. Support may include placement guidance, teacher feedback, individual academic counselling, progress reviews, additional learning resources, study skills guidance, conversation practice, examination preparation, language learning strategies, reasonable accessibility support and referral to an appropriate external service.

9.2 Academic Improvement Plan

A student may be placed on an Academic Improvement Plan where the student is not making satisfactory progress, has poor attendance or punctuality, frequently fails to complete assignments, experiences difficulty with a key skill or is at risk of failing or repeating a level.

The plan may identify areas requiring improvement, specific targets, attendance expectations, support sessions, assignments, a review date and possible consequences if improvement does not occur.

9.3 Student Responsibility

Students should request support as soon as they experience difficulty. Students may approach their teacher, academic staff, programme coordinator, Student Affairs or an authorised counsellor or support officer.

10. Accessible Customer Service Policy

10.1 Commitment

ILC is committed to providing respectful and inclusive educational services to students and visitors with disabilities, health conditions or accessibility needs. ILC will make reasonable efforts to identify barriers, communicate respectfully, consider reasonable adjustments, protect dignity and independence, provide equitable access where practicable and maintain appropriate confidentiality.

10.2 Requesting an Adjustment

A student requiring an adjustment should contact Student Affairs as early as possible and explain the barrier, requested support and any relevant medical or professional information reasonably necessary to evaluate the request.

Possible adjustments may include accessible seating, additional assessment time, rest breaks, alternative document formats, assistive technology, classroom relocation, modified communication, approved support persons or practical assistance with facilities.

10.3 Limits

An adjustment must not remove essential academic requirements, create an unacceptable safety risk, cause unreasonable operational difficulty, compromise assessment integrity or conflict with applicable law or regulation.

10.4 Temporary Service Disruption and Complaints

When an accessible facility or service is temporarily unavailable, ILC will make reasonable efforts to notify affected students and offer an alternative. Accessibility complaints may be submitted under the Dispute Resolution and Complaints Policy.

11. Anti Bullying, Harassment and Discrimination Policy



RESPECT, SAFETY, INCLUSION AND RESPONSIBLE DIGITAL CITIZENSHIP

11.1 Prohibited Conduct

ILC does not tolerate bullying, cyberbullying, harassment, sexual harassment, intimidation, unlawful discrimination, victimisation or retaliation. This policy applies on ILC premises, in accommodation, during trips and events, in online classes and digital groups, on social media where conduct affects the ILC community, and during travel connected with ILC.

11.2 Bullying

Bullying is repeated or serious behaviour intended or reasonably likely to humiliate, frighten, isolate, threaten or harm another person. Examples include insults, mocking, threats, rumours, deliberate exclusion, aggressive gestures, property damage, unwanted physical contact, demands for money or favours, and targeting a person because of nationality, race, language, religion, sex, disability or another protected or personal characteristic.

11.3 Cyberbullying

Cyberbullying includes abusive or threatening messages, humiliating images or videos, sharing private information without consent, impersonation, ridicule in group chats, repeated unwanted contact and editing or distributing recordings to embarrass someone.

11.4 Harassment and Sexual Harassment

Harassment is unwelcome conduct that creates an intimidating, hostile, degrading or offensive environment. Sexual harassment may include unwanted sexual comments, repeated requests after refusal, unwanted touching, sexual messages or gestures, invasive questions, sharing intimate material, offering benefits for sexual attention or threatening consequences after rejection.

11.5 Reporting and Response

A student may report a concern to a teacher, Student Affairs, programme coordinator or authorised senior officer. ILC may provide immediate safety support, separate individuals, preserve evidence, interview relevant persons, apply temporary restrictions, contact a parent or guardian, begin disciplinary action or refer a serious matter to the relevant authority.

11.6 Confidentiality and Retaliation

ILC will handle reports as confidentially as reasonably possible but cannot promise complete confidentiality where disclosure is necessary for safety, fairness, investigation or legal compliance. Retaliation is prohibited. A report made honestly will not result in punishment merely because it cannot be proven. Deliberately false or malicious allegations may constitute misconduct.

12. Bring Your Own Device Policy

12.1 Permitted Use

Students may use personal laptops, tablets and mobile devices to support learning, subject to teacher approval. Students must keep devices secure, charged and updated, use authorised networks and software, protect personal information, follow instructions and keep devices silent unless sound is required.

12.2 Prohibited Use

Students must not:

- Use a device to disrupt a lesson.
- Record a person without permission.
- Photograph confidential information or assessments.
- Access or distribute illegal, violent, hateful, discriminatory or sexually explicit material.
- Bully, threaten or harass.
- Access another person's account or bypass security.
- Install malicious or unauthorised software.
- Share passwords.
- Use a device to cheat.
- Use social media, gaming or entertainment during lessons without permission.
- Use artificial intelligence contrary to instructions.
- Upload another person's work, image, voice or personal information without permission.

12.3 Privacy, Monitoring and Liability

Students should not expect complete privacy when using ILC networks, systems or accounts. ILC may monitor or restrict use where reasonably necessary for security, legal compliance or investigation. Personal devices are brought at the student's risk, except where liability is established under applicable law. Device privileges may be restricted or withdrawn following misuse.

13. Student Code of Conduct

13.1 Expected Conduct

Students must:

- Respect different cultures, religions, languages and backgrounds.
- Follow reasonable instructions from authorised staff.
- Use polite and appropriate language.
- Respect personal boundaries.
- Dress neatly and appropriately for an educational environment.
- Maintain appropriate personal hygiene.
- Keep classrooms and common areas clean.
- Respect queues and shared facilities.
- Avoid unnecessary noise.
- Protect school and personal property.
- Follow health and safety rules.
- Use the language being studied during class when instructed.
- Represent ILC responsibly during activities and trips.
- Comply with Malaysian law.

13.2 Prohibited Conduct

- Violence, threats or intimidation.
- Possession of weapons or dangerous objects.
- Possession, use, distribution or sale of illegal drugs.
- Attending class while impaired by alcohol or drugs.
- Theft, deliberate damage or misuse of property.
- Fraud, forgery or impersonation.
- Bullying, harassment or discrimination.
- Abusive, obscene or threatening language.
- Disrupting teaching or preventing others from learning.
- Smoking or vaping in prohibited areas.
- Gambling on ILC premises.
- Indecent or unlawful conduct.
- Unauthorised recording or publication.
- Misuse of ILC's name, logo, documents or social media.
- Unauthorised commercial solicitation.
- False information to ILC or government authorities.
- Assisting another person to breach ILC rules.
- Bringing unauthorised visitors into restricted areas.

13.3 Classroom Conduct

Students must arrive prepared, bring required materials, participate respectfully, complete assigned work, avoid disruptive private conversations, follow food and drink rules, seek permission before leaving, store devices when instructed and respect the teacher's management of the class.

13.4 Social Media Conduct

Students must not use social media to bully, publish confidential information, share assessments, falsely claim to represent ILC, knowingly spread false information, use the ILC name or logo for unauthorised business, or publish images or recordings without permission. Respectful criticism and genuine complaints made through appropriate channels will not be treated as misconduct.

14. Discipline Policy

14.1 Principles

Disciplinary decisions will be guided by fairness, proportionality, safety, available evidence, seriousness, the student's response, previous conduct, impact on others and legal or regulatory obligations.

14.2 Informal Resolution

Minor concerns may first be addressed through advice, a reminder, a teacher conference, an informal behavioural agreement or a restorative discussion where appropriate.

14.3 Formal Measures

- Recorded verbal warning.
- Written warning.
- Final written warning.
- Behavioural or academic probation.
- Requirement to repair or pay for damage.
- Restriction from an activity, service or facility.
- Class transfer.
- Temporary suspension.
- Termination of accommodation.
- Dismissal from ILC.
- Referral to immigration, police or another authority.

ILC may proceed directly to a serious measure where conduct involves violence, dangerous behaviour, fraud, serious harassment, illegal drugs, weapons, major property damage or a significant safety threat.

14.4 Investigation

A student accused of misconduct will normally be informed of the concern, given an opportunity to respond, allowed to provide relevant evidence, informed of the decision and told about any appeal. ILC may interview witnesses and review lawfully available CCTV, messages, attendance records, documents or digital information.

14.5 Interim Suspension

ILC may temporarily suspend a student or restrict access while investigating when necessary to protect safety, evidence, witnesses, the learning environment or regulatory compliance. Interim suspension is not itself a final finding.

14.6 Appeal

A formal disciplinary appeal must be filed within seven days of the written decision. The appeal must identify the decision, grounds, relevant new evidence and requested outcome. Valid grounds may include significant procedural error, overlooked evidence, important new evidence, disproportionate action or conflict of interest.

The final appeal will be reviewed by the Student Affairs Director or an authorised independent senior officer when necessary. An appeal does not automatically suspend a disciplinary measure, and immediate safety restrictions may remain in place.

15. Dispute Resolution and Complaints Policy

24 HOURS	3 DAYS	10 DAYS	7 DAYS
Complaint acknowledgement on working days	Acknowledgement on weekends or public holidays	Target complaint resolution period	Deadline for a disciplinary appeal

15.1 Commitment

ILC encourages concerns to be raised early. Complaints will be handled respectfully, objectively and as confidentially as reasonably possible. A complaint may concern teaching, assessment, services, behaviour, accessibility, fees, refunds, accommodation, bullying, discipline, misleading information, privacy, health or safety.

15.2 Informal Resolution

Where appropriate and safe, a student should first discuss the matter with the relevant person or department. Informal resolution is not required where the matter involves harassment, violence, discrimination, serious misconduct, conflict of interest or a reasonable fear of retaliation.

15.3 Formal Complaint

A formal complaint should be submitted in writing to Student Affairs and include the student's name, identification number, contact details, course, description, dates, persons involved, supporting evidence, steps already taken and requested outcome.

15.4 Acknowledgement and Resolution

ILC will normally acknowledge a complaint within 24 hours when received on a working day, or within three days when received during a weekend or public holiday. A working day means Monday to Friday, excluding Malaysian public holidays and official ILC closure days.

ILC will aim to resolve a complaint within 10 days after receiving sufficient information. If a complex matter cannot reasonably be resolved within 10 days, ILC will explain the delay, identify any additional investigation, provide an updated expected date and consider temporary support or protection where necessary.

15.5 Review and Outcome

ILC may request information, interview relevant persons, review records, refer the matter to an appropriate department or arrange mediation by agreement. The written outcome will normally explain what was reviewed, the conclusion, action and any available review.

15.6 Final Internal Review

A student dissatisfied with the initial outcome may request final internal review within seven days, identifying procedural error, overlooked evidence, new evidence or a clearly disproportionate outcome. The Student Affairs Director will handle the final review, or an authorised senior officer where the Director has a conflict of interest or is unavailable.

15.7 External Options and No Retaliation

After completing ILC's internal process, a student may approach an appropriate regulator, consumer body, government department, legal adviser or law enforcement agency where applicable. Honest complaints will not result in punishment. Retaliation, threats or pressure connected with a complaint are prohibited.

16. Fee Payment and Refund Policy

16.1 Fee Responsibility

Students must pay all fees according to the Offer Letter, invoice, fee schedule, enrolment agreement, accommodation agreement and any approved payment plan. Payments must not be made to an unauthorised person or personal bank account. Official receipts should be retained.

16.2 Late or Outstanding Fees

Where fees are overdue, ILC may issue reminders, apply an authorised late charge, restrict access to classes or services, withhold results or certificates, cancel accommodation, suspend or terminate enrolment, notify a sponsor, take recovery action or notify relevant authorities where required. Students experiencing genuine financial difficulty should contact Finance before the deadline. A payment arrangement is valid only when approved in writing.

16.3 Case by Case Assessment

ILC does not apply one fixed refund percentage to every request. Each request is assessed individually. A request does not automatically create a right to receive a refund.

ILC may consider:

- The reason for withdrawal and the date of the written request.
- The course commencement date and number of classes attended.
- Tuition, academic support and administrative services already used.
- Visa, EMGS, insurance, medical and government charges.
- Accommodation occupied or reserved.
- Books, materials and digital licences supplied.
- Promotional discounts or package prices.
- Bank, currency conversion and transfer costs.
- Disciplinary action, fraud, deceptive enrolment or breach of agreement.
- Exceptional medical or compassionate circumstances.
- Applicable Malaysian law and third party rules.

16.4 Generally Non Refundable Charges

Charges already paid to, used by or committed to third parties may not be refundable. These may include application, registration and administration charges; EMGS and immigration charges; medical screening; insurance; bank and payment processing; courier; agent related charges; textbooks and digital licences; accommodation booking charges; and services already provided.

16.5 Withdrawal Before or After Commencement

A student seeking to withdraw before commencement must submit a written request. Any approved amount will be calculated after relevant deductions. After commencement, used tuition is not refundable, a partial study period may be treated as used where stated in the agreement, absence does not create a refund right, and voluntary departure from Malaysia does not automatically create an entitlement.

16.6 Fraud and Disciplinary Termination

A student who submits false documents, information or payment evidence may have the application or enrolment cancelled, become ineligible for some or all of a requested refund subject to law, remain responsible for incurred costs and be reported to authorities.

Where enrolment is terminated for serious or repeated misconduct, ILC may deduct used tuition, administrative expenses, costs resulting from the misconduct, third party charges, accommodation charges and other lawful amounts. Disciplinary action will be considered as part of the case, but the calculation must follow the applicable agreement and Malaysian law.

16.7 Visa Refusal

A visa refusal refund request must include the official refusal notice, proof of payment, identity evidence, a completed request and any other reasonably required document. A refund may be reduced or refused where false information was provided, the student failed to cooperate, required documents were omitted, the application was withdrawn, the refusal resulted from the student's actions or third party charges were already incurred.

16.8 Course Cancellation by ILC

If ILC cancels a course and cannot offer a reasonable alternative, the student may be offered transfer, credit toward a future intake or a refund of unused refundable tuition.

16.9 Postponement or Transfer

Postponement or transfer requires written approval and may be subject to availability, immigration approval, administrative charges, time limits, current tuition rates and revised accommodation arrangements. Fees and places cannot be transferred to another person without written approval.

16.10 Refund Decision and Processing

The student will receive a written decision stating whether the request is approved, the approved amount, main deductions, payment method and any additional information required.

An approved refund will be processed within 45 days after ILC receives a complete request, all supporting documents are provided, approval is issued, and required withdrawal, immigration and accommodation procedures are completed. Refunds will normally be made to the original payer or payment source. Incorrect bank details, international restrictions or delayed student responses may extend the transfer period.

16.11 Promotional Fees

Where a scholarship, promotion, package price or long term discount applied, the refund may be recalculated using the standard price for the portion already used.

17. Hostel and Student Accommodation Policy

7 PM–9 AM

Quiet hours

9 AM–7 PM

Visitor hours

30 DAYS

Deposit refund period, subject to checkout conditions



SAFE, RESPECTFUL AND RESPONSIBLE STUDENT LIVING

17.1 Application

This policy applies to accommodation owned, managed, arranged or supervised by ILC. Residence specific and building management rules also apply.

17.2 Agreement and Occupancy

Students must sign the accommodation agreement, pay rent and deposits on time, complete an inventory or condition report, occupy only the assigned space, follow building rules, provide emergency contacts and return keys and access cards at checkout.

17.3 Respectful Community Living

Residents must respect roommates and neighbours, maintain cleanliness, dispose of rubbish, use utilities responsibly, respect cultural and religious differences and request assistance with unresolved conflicts.

17.4 Quiet Hours

Quiet hours are from 7:00 p.m. until 9:00 a.m. During quiet hours, residents must keep music, television, conversations and calls at low volume; avoid noisy activities and gatherings; and respect residents who are studying, sleeping or observing religious practices.

17.5 Visitor Hours

Visitor hours are from 9:00 a.m. until 7:00 p.m. Visitors must leave before quiet hours unless ILC gives written permission. Residents must not allow unauthorised overnight guests, give visitors keys or access cards, permit visitors to live in the accommodation or leave visitors unattended. Residents are responsible for visitor conduct and damage.

17.6 Cleanliness, Safety and Security

Residents must maintain hygiene, store food properly, prevent pests, clean cooking equipment, keep exits clear, lock doors and windows, protect access items, avoid admitting unknown persons, follow fire instructions, report hazards and avoid unsafe appliances or overloaded sockets.

17.7 Prohibited Items and Conduct

- Illegal drugs and weapons.
- Violence, threats, harassment or illegal activity.
- Gambling.
- Smoking or vaping in prohibited areas.
- Open flames, candles or unsafe cooking.
- Tampering with safety equipment.
- Serious noise or repeated disturbance.
- Animals without written permission.
- Hazardous or flammable substances.
- Deliberate property damage.

17.8 Inspections and Entry

Authorised personnel may enter accommodation in an emergency, for health or safety, repairs, scheduled inspection, investigation of a suspected serious breach or where required by building management or law. Reasonable notice will normally be provided except in urgent circumstances.

17.9 Damage and Responsibility

Residents are responsible for deliberate or negligent damage, missing items, lost keys, excessive cleaning, unpaid rent or utilities and damage caused by visitors. Normal wear and tear will not be treated as student caused damage.

17.10 Maintenance and Room Changes

Maintenance concerns must be reported promptly, and students must not attempt dangerous repairs. Students must not change rooms without written approval. A change may be considered for safety, serious conflict, accessibility, maintenance or operational needs, subject to availability.

17.11 Checkout and Deposit Refund

At checkout, the student must provide required notice, settle amounts, remove belongings and rubbish, return the room in satisfactory condition, return keys and attend an inspection if requested.

An accommodation deposit refund will be processed within 30 days after the student vacates, completes checkout, returns keys, removes belongings, settles charges and returns the property in satisfactory condition.

ILC may deduct repair or replacement costs, excessive cleaning, missing property, lost access items, unpaid rent or utilities and other lawful charges. The student should receive an explanation of main deductions. If costs exceed the deposit, the student remains responsible for the balance.

17.12 Termination of Accommodation

ILC may terminate accommodation for non payment, serious or repeated misconduct, illegal activity, safety violations, unauthorised occupants, significant damage, harassment, violence, repeated disturbance or termination of enrolment. Termination does not automatically create a refund entitlement.

18. International Student and Immigration Responsibilities

International students must:

- Maintain a valid passport and Student Pass.
- Follow all conditions imposed by Malaysian authorities.
- Maintain at least 80% attendance and satisfactory academic progress.
- Complete required medical screening and maintain required insurance.
- Provide a passport when lawfully required for processing.
- Inform ILC before travelling outside Malaysia.
- Obtain necessary approval before changing programme or institution.
- Avoid unauthorised employment.
- Report a lost passport immediately.
- Inform ILC of an arrest, immigration issue or change in status.
- Cooperate with Student Pass renewal, shortening, transfer or cancellation.
- Leave Malaysia or regularise status when studies end.

ILC may report attendance, academic status, withdrawal, dismissal or other required information to EMGS, immigration or another authority. Students remain responsible for monitoring passport and Student Pass expiry dates. ILC assistance does not remove the student's personal immigration responsibility.

19. Health, Safety and Emergency Policy

Students must take reasonable care of their own health and safety and that of others. Students must follow emergency instructions, participate in drills, report accidents and hazards, avoid unsafe behaviour, use facilities correctly, maintain required insurance, provide essential health information where necessary and seek medical treatment when required.

Students should not attend class when suffering from a serious contagious illness. ILC may contact emergency services, a parent, guardian, sponsor or emergency contact where reasonably necessary to protect a person. ILC staff do not replace qualified medical professionals and may refer students to appropriate services.

20. Safeguarding Younger Learners

ILC will take reasonable measures to protect children and younger learners. Students and community members must not harm, exploit or intimidate a younger learner; engage in inappropriate contact; request or share sexual images; communicate secretly for an inappropriate purpose; transport a minor without authorisation; invite a minor to private accommodation without approval; or provide alcohol, tobacco, vaping products or illegal substances.

Parents and guardians must provide accurate emergency and medical information, follow arrival and collection arrangements, identify authorised persons, maintain current contact details and cooperate with safeguarding procedures. Suspected abuse or exploitation may be reported to the relevant authorities.

21. Privacy and Personal Data

21.1 Use of Information

ILC may collect and process information necessary for admission, teaching, assessment, student support, attendance, finance, refunds, accommodation, insurance, healthcare administration, immigration, safety, regulatory reporting and authorised communication with sponsors, parents or guardians.

21.2 Protection and Student Responsibilities

ILC will take reasonable measures to keep personal information accurate, secure and limited to legitimate purposes. Students must not access, photograph, copy or distribute another person's private information without authority. Separate consent should be obtained for optional marketing photographs, testimonials and promotional recordings.

21.3 Confidentiality Limits

ILC may disclose information where authorised, legally required or reasonably necessary for safety, education, immigration processing, insurance, investigation or protection of rights. Personal information will not be disclosed for unrelated purposes without an appropriate legal or consent basis.

22. School Property and Facilities

Students must use ILC property carefully and may be required to pay for deliberate or negligent damage, lost books or equipment, unreturned keys, unauthorised use, specialist cleaning or damage caused by visitors.

Students must not remove property without permission, write on walls or furniture, enter restricted areas, alter computers or networks, block exits, post notices without approval or use facilities for unauthorised commercial activity.

23. Activities, Trips and Transport

Students participating in ILC activities must follow staff instructions, arrive on time, remain with the group where required, behave respectfully, follow venue and transport rules, disclose relevant medical needs, avoid unsafe behaviour and pay applicable charges. ILC may remove a student from an activity for unsafe or disruptive conduct, and serious conduct may lead to discipline.

24. Communication With Students

Official communication may be sent through email, WhatsApp, student portal, learning platform, written letter, noticeboard or direct communication from authorised staff.

Students must provide correct contact information, check messages regularly, respond by deadlines, retain important communications and seek clarification when needed. Failure to read an official message does not automatically excuse non compliance.

25. Withdrawal, Deferral and Termination

25.1 Student Request

A student wishing to withdraw or defer must contact ILC in writing and provide the student's name, identification number, course, reason, proposed final attendance date, supporting documents and relevant immigration or accommodation information. The request is effective only when confirmed in writing by ILC.

25.2 Termination by ILC

ILC may terminate enrolment because of serious or repeated misconduct, attendance below requirements, failure to make academic progress, non payment, deceptive enrolment, immigration non compliance, missing documents, serious safety risk or breach of an agreement.

25.3 International Students

International students must cooperate with Student Pass cancellation, shortening, transfer or departure procedures. Withdrawal or termination may affect immigration status immediately.

26. Important Contacts

Student Affairs

Email: studentaffairs@interlink.edu.my

Website: www.interlink.edu.my

Telephone: +603 8740 4800

WhatsApp: +6011 6302 4840

Students should contact Student Affairs for welfare, academic concerns, attendance, complaints, bullying, accessibility, accommodation, visa guidance, insurance, emergency referrals and questions about school policies.

27. Policy Administration

27.1 Effective Date

This Student Handbook takes effect on 1 November 2026.

27.2 Annual Review

ILC will review this handbook every November and may conduct an earlier review where required by law, regulatory changes, safety concerns or operational needs.

27.3 Policy Changes

Students will be informed of material policy changes through an official ILC communication channel. Updated requirements take effect on the stated date, subject to applicable law and existing contractual rights.

27.4 Interpretation

Questions about the interpretation of this handbook should be referred to Student Affairs. The Student Affairs Director is responsible for final internal appeals under the procedures described in this handbook.

28. Student Acknowledgement

I confirm that:

- I have received or been given access to the ILC Student Handbook.
- I am responsible for reading and following its policies.
- I understand the attendance and academic requirements of my programme.
- I agree to behave respectfully and responsibly.
- I agree to comply with Malaysian law and, where applicable, Student Pass requirements.
- I understand that misconduct may result in disciplinary action.
- I understand that refund decisions are governed by the applicable agreement, invoice, policy, circumstances and law.
- I understand that I may contact Student Affairs for clarification or support.

Student name: _____

Student identification number: _____

Course: _____

Student signature: _____

Date: _____

Parent or guardian name, where applicable: _____

Parent or guardian signature: _____

Date: _____



YOUR ILC JOURNEY

**Learn with confidence.
Act with responsibility.
Belong with respect.**



STUDENT AFFAIRS

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