



اونيورسيتي مليسيا فهغ السلطان عبد الله
UNIVERSITI MALAYSIA PAHANG
AL-SULTAN ABDULLAH

STUDENT FINANCIAL GUIDELINES AND REGULATIONS

(UMPSA POSTGRADUATE PROGRAMMES)

STUDENT FINANCE
DIVISION
BURSARY
DEPARTMENT

**STUDENT FINANCIAL GUIDELINES AND REGULATIONS
UMPSA POSTGRADUATE PROGRAMMES**

UNIVERSITI MALAYSIA PAHANG AL-SULTAN ABDULLAH

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**STUDENT FINANCIAL GUIDELINES AND REGULATIONS
UMPSA POSTGRADUATE PROGRAMMES**

2023 Revised Edition

In case of any differences in meaning in this Guidelines and Regulations, the Malay version will be used.

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**STUDENT FINANCIAL GUIDELINES AND REGULATIONS
UMPSA POSTGRADUATE PROGRAMMES**

UNIVERSITI MALAYSIA PAHANG AL-SULTAN ABDULLAH

STUDENT FINANCIAL GUIDELINES AND REGULATIONS

(Postgraduate Programmes)

PART I

1. DEFINITIONS

In this Guidelines and Regulations, unless the context requires a different meaning:

“Faculty” is the main academic entity and the University Authority established under Section 24 of the Constitution that carries out the teaching for certificate, diploma, degree or any other academic qualification programmes as determined by the Senate for producing graduates in any academic program and carrying out research, consultancy, and services for knowledge and professional excellence.

“Residential College” is the hostel provided by the University for Students.

“Course” is a curriculum component of a programme with its own code that contributes to the achievement of the students’ learning outcome approved by the Senate.

“Student Ledger” is a record of a Student’s transaction invoices, tuition fee payment and adjustment, hostel fee, charges and penalties, and other financial transactions throughout the Student’s study at the University.

“Board” is the Board of Directors of Universiti Malaysia Pahang Al-Sultan Abdullah.

“Mixed Mode” means graduate studies performed in combination with coursework and research. Research is usually carried out after the student has successfully completed all the components of the coursework specified in the curriculum of the study programmes yang ditetapkan dalam kurikulum program pengajian.

“Industry Mode” means graduate studies that are carried out entirely through research in industry or the research problem is the solution of an industrial problem.

“Coursework Mode” means the method of implementation of a graduate programme that requires students to attend lectures and/or undergo academic training in the form of assignments, projects and the like

“Research Mode” means a graduate study that is done completely on a research basis

“International Student” is a Student with permanent residency status and is not a Malaysian citizen.

“New Student” is a Student in the first semester of a study programme at the University.

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“Student” is a registered student, other than a student at an institution affiliated with the university, who enrolls in either a course of study, teaching, training or research in any capacity at the preparatory level, full-time, part-time or by correspondence by or from the university, including distance learning, off-campus and exchange Students.

“Senior Student” is a Student who has completed at least one semester of study at the University.

“Local Student” is a Student with Malaysian citizenship status.

“Sponsor” is a registered and recognized government institution/private institution/organization that funds the education expenses of an individual/group of Students at the University.

“Lecture” is all teaching and learning activities required for the determined learning outcomes in the teaching plan.

“Programme” is a field of study that is approved by the Senate as a full-time or part-time academic programme for the purpose of conferment.

"Postgraduate Program" means academic programs at the Master's and Doctor of Philosophy levels

“Regular Semester” means Semester I and Semester II including short semesters according to the duration specified by the Senate for an academic session.

“Short Semester” is a semester of study conducted during the final break of an academic session.

“Senate” is the Senate of Universiti Malaysia Pahang Al-Sultan Abdullah.

"Student Financial Information eComm System" is the Student eComm system containing sub-components of students' financial information throughout their study period.

"Full Sponsorship" is full tuition funding that includes Tuition Fees, Hostel Fees or any other fees stated.

“Thesis” means an academic work submitted by a student to qualify for the award of a Research Mode, Publishing Mode and Industry Mode

“University” is Universiti Malaysia Pahang Al-Sultan Abdullah.

"Enrollment Fee" is the fee charged to New Students in their first semester only.

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"**Miscellaneous Fee**" is the fee charged to Students each semester that is related to student facilities and services.

"**Recurrent Fee**" is the fee charged to Students that include Tuition Fees and Miscellaneous Fees each semester.

"**Hostel Fee**" is the fee charged to Students who stay in university hostels.

"**Tuition Fee**" is the fee charged to Students each semester of study that is related to teaching and learning activities or Courses taken for a semester.

The definitions used are according to the definitions of the Bursary Department

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PART II

2. ENROLLMENT FEE

- (1) New Students must make payment for the Enrollment Fee before registration day.
- (2) New sponsored Students must upload a copy of the sponsorship letter in the student verification system and inform the Bursary Department through the official email collection1@ump.edu.my. Only Sponsored Students are allowed to register for studies without making payment.

PART III

3. RECURRENT FEE

- (1) General Information

Recurrent Fee consists of:

- i. Tuition Fee
- ii. Miscellaneous Fees including Insurance, Welfare Fee, Health Fee, Student Activity Fee and Service Fee

- (2) Payment Period

- i. The Fee must be paid each semester within the period as stated in Table I.

Table I: Fee Payment Period

ACTIVITY	NON-SPONSORED STUDENT		SPONSORED STUDENT	
	NEW STUDENT	SENIOR STUDENT	NEW STUDENT	SENIOR STUDENT
Minimum payment (for nonsponsored student only)	Before registration	Before registration	Not applicable	
Full fee payment	7th week of lecture		7th week of lecture	
RESTRICTIONS for those with outstanding fees (NON-SPONSORED STUDENT)	8th week of lecture		Not applicable	
Final date to settle all outstanding Fees	10th week of lectures		10th week of lectures	
SUSPENSION OF STUDY for those still with outstanding Fees	11th week of lectures		Not applicable	
RESTRICTIONS for those with outstanding fees (SPONSORED STUDENT)	Not applicable		18th week of lectures	

- ii. Sponsored Students must fill in their sponsorship information and upload a copy of the sponsorship letter online on the student eComm. Students who do not do so will be considered as self-sponsored students, i.e., non-sponsored Students.
- iii. Students are responsible for checking the status of their sponsorship information in the Student Financial Information eComm System.
- iv. For sponsored Students, updating the Student Ledger is subject to payment receipt from the Sponsor.

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- v. The student fee rate can be found on the Bursary Department portal.

(3) Short Semester Fee

- i. Short Semester Studies course work mode and mixed mode usually start after semester II. If the student's study structure includes studies during the Short Semester, Tuition Fees and Miscellaneous Fees will be charged according to the predetermined rates.
- ii. Students must pay at least the minimum payment of the Short Semester fee charged. Only students who have paid all minimum fees will be allowed to make semester registration

PART IV

4. HOSTEL FEE

- (1) Hostel Fees are imposed on Students who are offered accomodation in the Residential College according to the rates set by the University.
- (2) Hostel Fees are based on the category of Student (Local or International Student), type of housing, type of college and type of room occupied.
- (3) Hostel Fees during Regular Semesters:
 - i. The Regular Semester hostel fee is for one regular semester
 - ii. Hostel fees for postgraduate students are for a period of 6 months per semester
 - iii. Students who have agreed to accept the accommodation offer are required to make hostel fee payment before being allowed to check in.
 - iv. Students who have agreed to accept the accommodation offer but withdraw from staying in the hostel are not eligible for any refund and the University is entitled to claim any outstanding fees.
 - v. Students who check in online but then do not physically check in and do not complete the check-out process will be charged full hostel fees
 - vi. Hostel fees for fully sponsored Students are processed by the University Bursary Department through sponsorship deductions, while Students who are not sponsored are responsible for their own accommodation payments
 - vii. Students who apply for temporary accomodation in the regular semester (subject to availability and hostel terms and conditions) will be charged a daily rate according to/as per external (commercial) agency rates and must be paid before being allowed to check in
- (4) Any postgraduate students (local students and international students) who are selected as one of Student Representative Council (SRC) Exco can get a reduction in hostel fees limited to RM650.00 / semester.
- (5) Students who have graduated but still want to stay in Residential Colleges (subject to availability and hostel terms and conditions) will be charged a daily rate according to/as per external (commercial) agency rates and must be paid before being allowed to check in.
- (6) Students who neglect, ignore, or fail to pay hostel Fees are considered to be in debt to the University and will be subject to restrictions and actions enforced by the University.

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PART V

5. CONVOCAATION FEE

(1) Convocation Fees that have been paid will not be refunded.

PART VI

6. PAYMENT OF FEES

(1) Payment of Fees

- i. Students are required to pay the fee before being allowed to register.
- ii. Students need to pay a minimum payment before being allowed to register but subject to the type of fee and student category as in Table II and Table III

Table II: Payment of New Student Fees Before Allowed to register

TYPE OF FEE	NEW STUDENT RESEARCH MODE		NEW STUDENT COURSE WORK MODE AND MIX MODE	
	LOCAL STUDENTS	INTERNATIONAL STUDENT	LOCAL STUDENTS	INTERNATIONAL STUDENT
Enrollment Fee Payment	Full	Full	Full	Full
Tuition Fees Payment	Minimum: half	Full	Minimum: 5 credit hours	Minimum: 5 credit hours
Miscellaneous Fees Payment	Minimum: half	Full	Full	Full

Table III : Payment of Senior Student Fees Before Allowed to Register

TYPE OF FEE	NEW STUDENT RESEARCH MODE		NEW STUDENT COURSE WORK MODE AND MIX MODE	
	LOCAL STUDENTS	INTERNATIONAL STUDENT	LOCAL STUDENTS	INTERNATIONAL STUDENT
Tuition Fees Payment	Minimum: half	Minimum: half	Minimum: 5 credit hours	Minimum: 5 credit hours
Miscellaneous Fees Payment	Minimum: half	Minimum: half	Full	Full

- iii. The remaining fee must be paid in full before the 7th week of lecture.
- iv. Restriction will be imposed on students who fail to make payments within the specified period.

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- v. Installment payment facility is available for new local and international research mode students. Administrative fee charges according to the shariah concept are applicable. The administrative fee is RM100 for local students and RM300 for international students.
- vi. Students need to fill in the Installment Payment Application Form and the form should be sent to the Student Finance Division, Bursary Department
- vii. The payment schedule in installments is as in Tables V and VI below:

Table V: Schedule of Installment Payments – Local New Students

NO	DESCRIPTION	TYPE OF FEE	PAYMENT PERIOD
1	First Installment Payment	Full amount of enrollment fee	During registration
2	Second Installment Payment	Full amount of recurring fee + administrative fee charge (RM100)	Before the 7th week of lecture

Table VI: Schedule of Installment Payments – International New Students

NO	DESCRIPTION	TYPE OF FEE	PAYMENT PERIOD
1	First Installment Payment	Full amount of enrollment fee (excluding personal bond)	During registration
2	Second Installment Payment	Half of the full amount of recurring fees + half of the personal bond fee + half of the administrative fee charge (RM150)	Before the 7th week of lecture
3	Third Installment Payment	Half of the full amount of recurring fees + half of the personal bond fee + half of the administrative fee charge (RM150)	Before the 10th week of lecture

** Recurring fees are tuition fees and miscellaneous fees*

- (2) Fees must be paid within the specified deadline and only through online methods. Cash and personal check payments are not accepted.
- (3) The online payment method is as listed in Table IV.

Table IV: Table of Payment Methods

NO	METHODS	DESCRIPTION
1	Payment through FPX	<ul style="list-style-type: none"> a. Click on the e-payment link https://epayment.ump.edu.my/efee/eFee.jsp?action=main b. Follow the instructions on the page. A User Guide is included.
2	Payment through MAYBANK2U	<ul style="list-style-type: none"> a. Login to Maybank2u >> Pay & Transfer >> Pay >> Pay to payee>> select new payment and choose Universiti Malaysia Pahang - Student
3	Telegraphic Transfer (Electronic Fund Transfer)	For control and monitoring purposes of the deposit, please email collection1@ump.edu.my to obtain UMPSA bank account information. Please specify student's name, student number, and phone number to be contacted when sending the email

- (4) Students need to keep the bank slip for reference and proof of payment.

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- (5) Receipt will be generated within one (1) working day after the payment is made.
- (6) The university only issues official receipts for tax auditing purposes (upon request). Students can check the receipt online in the student eComm system after successful payment.

7. CHECKING STUDENT LEDGER

- (1) Students should periodically check their Student Ledger and ensure that all transactions are accurate through the Student Financial Information eComm System or any official Student ledger checking medium provided by the University.
- (2) If the Student or Sponsor pays using foreign currency and the exchange to Malaysian Ringgit cannot fully settle the fees and charges set, the University reserves the right to claim the difference.
- (3) Any excess payment will be returned to the Student or Sponsor after taking into account University fees. The University does not keep any excess payment unless approved by the University or instructed by the Sponsor or upon the student's request.
- (4) For Students who are eligible for a refund, the refund process is between fourteen (14) working days to thirty (30) working days (excluding the day the application was received by the University Bursary Department), provided that all Student records or data are complete and correct.
- (5) Students should ensure that their bank information is updated in the student system (only for banks operating in Malaysia). This is to facilitate any credit transactions to the bank.
- (6) For Students who have returned to their home country, refund or repayments will be made through Telegraphic Transfer. Students must submit complete bank information for transferring purposes.
- (7) If Students fail to submit their bank account information, any payment to the Students will be deferred until the bank account information is submitted.
- (8) Any bank charges from refunds or payments through telegraphic transfer will be borne by the Student.
- (9) Any enquiries should be channelled to the Bursary Department via email to collection1@ump.edu.my (please include Name, Matric No./ID No./Passport No. and contact number). The University will provide a response within five (5) working days. Emails that do not include student information will not be processed.

PART VII

8. WITHDRAWAL FROM STUDIES

- (1) New Students who are approved to withdraw from (terminate) their studies
 - i. Within 14 days from the registration date
 - a. Students will only be charged the Enrollment and Hostel Fees based on the duration of stay
 - b. Students are exempted from Tuition and Miscellaneous Fees
 - ii. After 14 days from the registration date but before/on week 15 of lectures or before the final exam week begins, whichever is earlier:
 - a. Students will only be charged the Enrollment, Miscellaneous and Hostel Fees
 - b. Students are exempted from paying the Tuition Fee
 - iii. On / After the week 16 of lectures or after the final exam week begins, whichever is earlier
 - a. Students have to pay the full fee. No fee waivers are granted.
 - iv. The university reserves the right to claim any remaining Fees that have not been paid.

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- (2) Senior Students who withdraw from or terminate their studies
- i. Within 14 days from the registration date
 - a. Students will only be charged the Miscellaneous and Hostel Fees
 - b. Students are exempted from paying the Tuition and Miscellaneous Fees
 - ii. After 14 days from the registration date but before/on week 15 of lectures or before the final exam week begins, whichever is earlier:
 - a. Students will only be charged the Miscellaneous and Hostel Fees
 - b. Students are exempted from paying the Tuition Fee
 - iii. On / After the week 16 of lectures or after the final exam week begins, whichever is earlier
 - a. Students have to pay the full fee. No fee waivers are granted.
 - iv. The university reserves the right to claim any remaining Fees that have not been paid.

9. DEFERMENT OF STUDIES

(1) Students who are approved for deferment of studies by the University Authority, whether they defer their studies, or their studies are deferred for a certain semester including deferment due to Medical Leave, Fees will only be charged as follows:

- i. Within 14 days from the registration date
 - a. Students will only be charged the Hostel Fee
 - b. Students are exempted from paying the Tuition and Miscellaneous Fees
- ii. After 14 days from the registration date
 - a. Students will only be charged the Miscellaneous and Hostel Fees
 - b. Students are exempted from paying the Tuition Fee
- iii. The University reserves the right to claim any remaining Fees that have not been paid.

10. TERMINATION OF STUDIES NOT DUE TO DISCIPLINARY ACTION

(1) Senior Students who are terminated by the University Authority not due to disciplinary action are required to pay Fees as follows:

- i. Within 14 days from the registration date
 - a. Students will only be charged the Hostel Fee
 - b. Students are exempted from paying the Tuition and Miscellaneous Fees
- ii. After 14 days from the registration date but before/on week 15 of lectures or before the final exam week begins, whichever is earlier:
 - a. Students will only be charged the Miscellaneous and Hostel Fees
 - b. Students are exempted from paying the Tuition Fee
- iii. On / After the week 16 of lectures or after the final exam week begins, whichever is earlier
 - a. Students have to pay the full fee. No fee waivers are granted.
- iv. The University reserves the right to claim any remaining Fees that have not been paid.

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11. DISCIPLINARY ACTION

- i. Students who are subject to disciplinary action, whether suspended or expelled, are required to settle all payments for the semester which the punishment takes effect.
- ii. The Students are also not eligible to receive any refunds and the University has the right to make claims for outstanding fees and charges.

PART VIII

12. SPONSORSHIP / SCHOLARSHIP / LOAN / FINANCING / BURSARY

- (1) Students who receive sponsorship/scholarship/loan/financing/bursary must enter the details and upload the relevant documents in the Student Financial Information eComm System.
- (2) Failure or delay in uploading the documents will result in a delay in processing claims by the Bursary Department to the Sponsor and the University will not be responsible for any issues that arise.
- (3) Payments will be processed after the allocation from the Sponsor is received and the Student's information is complete.
- (4) All sponsorship/scholarship or loan payments from the Sponsor that are deposited into the University's account (via the Bursary Department) will be offset against any unpaid or other outstanding Fees before the surplus payment are made to the Students.
- (5) If the payment deposited into the University's account is insufficient, Students must settle the difference not paid by the Sponsor. Failure to pay the balance not paid or sponsored by the Sponsor will result in action being taken against the students as stated in this document.
- (6) Students who have their sponsorship terminated or are applying for sponsorship renewal must upload a letter of renewal of sponsorship or confirmation from the sponsor before or on registration day.
- (7) If the confirmation of sponsorship renewal status from the Sponsor is not received, the Students will be classified as Students without sponsorship and is required to settle all fees themselves.
- (8) The University reserves the right to take action as per Part XIII to sponsored Students if the Sponsor does not settle the outstanding debt beyond the semester.

13. PAYMENT OF FEES THROUGH EMPLOYEES PROVIDENT FUND (EPF)

- (1) Parents / Student guardians / Students may make withdrawals from the EPF for education purposes to pay for fees. The EPF withdrawal application can be made online through the EPF's e-withdrawal for education (i-Akaun) portal on www.kwsp.gov.my.
- (2) Approved withdrawal funds from the EPF will be credited to the university account for the purpose of fee payment.
- (3) Payment of fees through the Employees Provident Fund Scheme (EPF) is as follows:-
 - a. In accordance with the provisions of the Employees Provident Fund Act 1991, Section 58(a)(2), the University's Bursary Department will return any unused or partially unused amount to the EPF board in the event that a Student:
 - i. Has passed away prior to registration;
 - ii. Cancels his/her studies;
 - iii. Fails and is unable to continue his/her studies;
 - iv. Obtains other financial resources such as scholarships or student loans, etc.

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- b. In addition, any excess payment from the EPF is not allowed for any reason to be returned to any Student, and the excess will be carried over to the next semester to be offset against fees or any other charges.
- (4) Parents / Student guardians / Students must carry out the EPF withdrawal application process at the beginning of the semester to ensure that student fees can be paid within the period stipulated by the university. The University will not be responsible if the student is subject to restrictions when the credited amount to the University account is received after the fee payment deadline.

PART IX

14. VISA, STUDENT PASS AND PERSONAL BOND

- (1) All International student visa and passport matters are managed by Education Malaysia Global Services (EMGS).
- (2) The personal bond must be paid in full before registering as a New Student.
- (3) The Personal Bond Fee for international students will be returned after students complete their studies / withdraw / are terminated from their studies / fail their studies.
- (4) The University has the right to offset personal bonds with outstanding debts (if any).

PART X

15. DETERMINATION OF FEES

- (1) The determination of fees for postgraduate programs is under the authority of the University.
- (2) Information on programmes and Fees can be found on the Bursary Department's official website.
- (3) The fee/charge rate above is subject to change from time to time.

PART XI

16. REDUCTION OF FEES

- (1) Applications for Tuition Fee reductions are subject to the eligibility and conditions set by the University.
- (2) Application for fee reduction is as follows:
 - i. All research mode students who have submitted a thesis draft at the Institute of Graduate Studies and have passed the minimum semester set in the student academic regulations are eligible for exemption from tuition fees and miscellaneous fees except for service fees. Students will be charged a service fee as long as the student has not submitted the final thesis at the Institute of Graduate Studies.
 - ii. Students who are UMPSA staff and continue their studies in part-time mode and do not have a record of study leave are eligible for a reduced tuition fee. Students must meet the application requirements set by the Institute of Graduate Studies/University.
- (3) If the Student is eligible for more than one fee reduction, only one reduction will be given.

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PART XII

17. CHARGES / PENALTIES ASIDE FROM TUITION FEES

- (1) Aside from Tuition Fees, the University may also impose charges/penalties on Students throughout their course of study that may be carried out with the approval of the University.
- (2) The list of charge rates can be found on the Bursary Department's official website.
- (3) Charge/penalty rates are subject to change from time to time.

PART XIII

18. ACTION AGAINST STUDENTS WHO FAIL TO PAY FEES

- (1) Students who fail to pay all fees within the specified period are subject to the following actions:
 - i. Sponsored Students
 - a. Students' result and examination transcript are withheld
 - b. Students are not allowed access to eComm, Notice of thesis submission, progress report submission, ePat system and other related academic system in the new semester
 - c. Students are not allowed to attend graduation
 - ii. Students without Sponsors
 - a. Students are withheld from pre-registration and actual course registration
 - b. Students are not allowed access to eComm, Notice of thesis submission, progress report submission, ePat system and other related academic system in the current and new semester
 - c. Students' deferment of studies are counted
 - d. Students are barred from exams
 - e. Students' result and examination transcript are withheld
 - f. Students are not allowed to attend graduation
- (2) If fees and other claims by the University are still not paid, the University has the right to make a claim or take legal action even if the Students have withdrawn from their studies / completed their studies from the University.

PART XIV

19. GENERAL PROVISIONS

- (1) The regulations in this document should be read together with other regulations of the university that are in place.
- (2) The university reserves the right to amend any provision in the Student Financial Guidelines and Regulations from time to time.