



# STUDENT HANDBOOK

Version 1.0



1. Welcome to Jeryk EC .....	3
2. About the School .....	3
3. Welcome Message .....	3
4. Vision, Mission .....	4
4.1 Vision .....	4
4.2 Mission .....	4
5. Simplicity & Transparency .....	4
6. Student Support Services .....	4-5
6.1 New Students .....	4
6.2 Current Students .....	4
6.3 Student Experience .....	5
6.4 Holistic Learning .....	5
7. Caring for Communities, Building a Better Tomorrow .....	5
7.1 Environment .....	5
7.2 Social .....	5
7.3 Economic .....	5
8. Refund Policy and Procedures .....	6
9. Course Transfer, Deferment and Withdrawal Policy .....	6
9.1 Overall Policy .....	6
9.2 Course Transfer .....	6
9.3 Course Withdrawal .....	6
9.4 Course Deferment .....	6
10. Student Code of Conduct – Academic Honesty Policy .....	7
11. Student Disciplinary Policy .....	7
12. Attendance Policy and Procedures .....	7
12.1 Attendance Policy .....	7
12.2 Attendance Procedure and Information .....	7
12.3 Intervention Measures for Poor Attendance .....	7
13. Learning Support Process .....	8
14. Examination/ Assessment Appeal Policy and Procedures .....	8
15. Dispute Resolution Policy and Procedure .....	8
16. Conclusion .....	8



## **1. Welcome to Jeryk EC**

At Jeryk EC, we believe that learning is more than acquiring knowledge. It's about unlocking your potential, building resilience, and preparing for the real world. Whether you are here to pursue higher education, develop professional skills, or take the first step toward career advancement, our goal is to support and guide you at every stage of your journey.

We are committed to providing a safe, inclusive, and engaging learning environment where every student can thrive. Our team of dedicated lecturers and administrators is here to ensure that you have the guidance, resources, and encouragement needed to succeed academically, personally, and professionally.

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## **2. About the School**

Jeryk EC Sdn. Bhd. provides high-quality learning pathways for students seeking academic advancement, professional development, or career progression. Founded in Malaysia, Jeryk EC was built on the simple belief that everyone deserves the chance to learn, grow, and achieve their dreams, regardless of their background.

We offer internationally recognised programmes, including flexible online UK qualifications, designed to open doors to higher education and career opportunities. Whether you aim to upskill for work or pursue a pathway to a UK degree, Jeryk EC provides structured, student-centred learning with practical knowledge, university-ready skills, and personalised guidance.

At Jeryk EC, education goes beyond textbooks. We focus on unlocking potential, building resilience, and preparing students for real-world challenges. With supportive lecturers, a dedicated administrative team, a conducive study environment, and accessible learning resources, every student is empowered to progress confidently in their educational journey.

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## **3. Welcome Message**

Dear students, Welcome to Jeryk EC. We are delighted to have you join our learning community. At Jeryk EC, we believe that education is a powerful stepping stone toward a better future, and we are honoured to be part of your growth. Our dedicated team is here to guide you through your studies, provide the support you need, and ensure that your learning experience is meaningful, enjoyable, and productive.

We encourage you to take full advantage of the resources and opportunities available to you. Participate actively in classes, stay committed to your goals, and do not hesitate to reach out whenever you need help. Together, we look forward to accompanying you on your academic journey and celebrating your achievements ahead.

Warm regards,  
Management Team, Jeryk EC



## **4. Vision, Mission**

### **4.1 Vision**

Empower learners to unlock their potential and succeed globally.

### **4.2 Mission**

Deliver flexible, quality UK qualifications for all backgrounds.

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## **5. Simplicity & Transparency**

At Jeryk EC, we believe that learning should be accessible, clear, and supportive for every student. We understand that starting a new course or pursuing further education can feel overwhelming, and that is why we are committed to guiding you through each step of your learning journey.

Our goal is to provide an environment where you feel confident, informed, and supported. Whether you are upgrading your skills, preparing for future career opportunities, or furthering your academic pathway, we are here to ensure you receive the guidance you need.

We value the power of education and the opportunities it creates. Through transparent processes, personalised support, and practical learning experiences, Jeryk EC is dedicated to helping you build a stronger foundation for your future with academically, professionally, and personally.

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## **6. Student Support Services**

Jeryk EC is committed to providing comprehensive support services that ensure students have a smooth, enriching, and fulfilling educational experience. Our approach focuses on guiding students at every stage of their journey, from orientation to graduation, while promoting personal growth, academic success, and holistic development.

### **6.1 New Students**

For new students, Jeryk EC provides orientation and course guidance to ensure students understand the module structure, learning schedule, and Centre policies. Students will be introduced to their lecturers and administrative support team and receive personalised guidance to help them begin their studies confidently. Our team is always available to answer questions and provide timely support, ensuring a smooth start to their learning journey.

### **6.2 Current Students**

Current students have access to a variety of support services to ensure their ongoing success. Academic consultations are available to help students address challenges, plan their studies, and improve their learning strategies. The administrative team is always available to assist with course-related queries, attendance matters, and any logistical concerns. Regular progress checks and feedback sessions provide students with opportunities to reflect on their learning and adjust where needed.



### **6.3 Student Experience**

Jeryk EC values the overall student learning experience and strives to create a safe, respectful, and inclusive environment. We have a dedicated support team committed to meeting students' learning needs and helping them successfully complete their courses. With guidance and continuous support, students can collaborate effectively, fully understand course content, and progress academically and personally.

### **6.4 Holistic Learning**

We believe education goes beyond academic knowledge. At Jeryk EC, through quizzes, case studies, and interactive classroom activities, students are supported in fully understanding their modules while developing critical thinking, independent learning, and soft skills. Our guidance ensures that students are well-prepared to face future professional challenges and graduate as competent, adaptable, and well-rounded individuals ready for the real working world.

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## **7. Caring for Communities, Building a Better Tomorrow**

### **7.1 Environment**

Jeryk EC recognises the importance of environmental responsibility in shaping a sustainable future. While our operations are modest, we are committed to adopting eco-conscious practices wherever possible, including efficient use of resources, minimising waste, and promoting digital learning to reduce paper usage. We aim to foster a positive and healthy learning environment that encourages students to reflect on their environmental footprint and develop awareness of sustainable practices. Through these efforts, we hope to instil in our students a sense of responsibility toward the environment that extends beyond the Centre.

### **7.2 Social**

Jeryk EC is committed to cultivating a supportive, inclusive, and respectful learning environment where every student feels valued. Our personalised guidance and attentive support help students navigate their learning journey with confidence, ensuring they can overcome challenges and maximise their potential. Beyond academic support, we encourage students to develop strong interpersonal and collaboration skills through group discussions, peer learning, and module activities. By nurturing these skills, we aim to empower students to contribute positively to society, demonstrate empathy and teamwork, and build the personal resilience necessary for success in their future professional and social lives.

### **7.3 Economic**

At Jeryk EC, we recognise that education should equip students not just with theoretical knowledge, but also with practical skills to succeed in the workforce. Our high-quality teaching, real-world case studies, and structured module activities are designed to give students hands-on experience and develop their professional competence. Through continuous guidance and feedback from our support team, students are encouraged to apply what they learn, solve problems, and think critically, skills that are directly transferable to the workplace. Our goal is to prepare students to confidently enter real working environments, enhance their career prospects, and contribute meaningfully to the workforce and broader community.



## **8. Refund Policy and Procedures**

Jeryk EC is committed to maintaining a transparent and fair refund process for all learners. Refunds are only considered when students submit a valid written request supported by the appropriate documentation. All refund applications will be reviewed case-by-case, and only approved refunds will be processed.

Where students choose to use loans or instalment schemes with third-party providers, refunds will be subjected to the terms and policies of the external financing institution. Approval of the refund request is fully dependent on the approval of the third-party financing provider.

To apply for a refund, students must submit the Refund Form to the Centre's administration. Once received, Jeryk EC will assess the request and inform the student of the outcome. Processing begins only upon receipt of all required documents, and approved refunds will be issued according to the Centre's payment schedule.

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## **9. Course Transfer, Deferment and Withdrawal Policy**

### **9.1 Overall Policy**

Jeryk EC allows students to transfer courses, withdraw, or request deferment, provided the request is made formally and with valid reasons. All requests must be submitted through the appropriate forms. Approval is not automatic and will depend on the student's academic standing, course availability, outstanding payments, and supporting documentation. Students under third-party financing must follow the financing provider's terms before any transfer, withdrawal, or deferment can be approved.

### **9.2 Course Transfer**

A course transfer refers to a student switching from one programme to another within the Centre. Students must complete the Course Transfer Form and provide their reasons and supporting documents. The Academic Department will review the student's suitability for the new course, while Finance will verify fee implications. Only upon final approval will the transfer be processed.

### **9.3 Course Withdrawal**

Withdrawal is defined as the student discontinuing their studies at the Centre. Students must submit the Withdrawal Form along with identification and any required supporting documents. All outstanding fees must be settled before a withdrawal is approved. The official withdrawal date will be the date the Centre receives the completed form.

### **9.4 Course Deferment**

Students may request to defer their course due to personal, medical, or other valid reasons. A deferment request must be submitted with documentation such as medical certificates or employer letters. Approval will be granted for a specified period only. If the student does not return by the agreed date, it may be treated as a withdrawal. Upon resuming, students may be required to repeat modules or assessments depending on syllabus changes.



## **10. Student Code of Conduct – Academic Honesty Policy**

All students of Jeryk EC are expected to uphold integrity, professionalism, and ethical behaviour. Academic honesty is the foundation of our learning environment, and students must ensure that all submitted work is original and properly referenced. Plagiarism, cheating, falsification of documents, or any form of academic misconduct is strictly prohibited.

Students are responsible for understanding what constitutes plagiarism and must seek clarification when unsure. Any student found to have breached academic honesty standards may face disciplinary action, including failing the assignment, suspension, or expulsion. The Centre promotes a culture of respect, personal responsibility, and accountability, and all students are expected to conduct themselves in a manner that reflects positively on the institution.

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## **11. Student Disciplinary Policy**

Jeryk EC maintains a safe and respectful learning environment. Students are required to adhere to Centre rules, maintain respectful behaviour towards peers and staff, and follow all academic and administrative procedures. Misconduct including harassment, disruptive behaviour, vandalism, cheating, breach of policies, or refusal to follow instructions may result in disciplinary action.

Disciplinary measures may include verbal warnings, written warnings, suspension, or dismissal, depending on the severity of the incident. Investigations will be carried out fairly and confidentially. Students will be given an opportunity to present their explanation before a decision is made. The Centre's priority is to uphold safety, respect, and integrity for all learners and staff.

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## **12. Attendance Policy and Procedures**

### **12.1 Attendance Policy**

Students are expected to attend all scheduled classes and meet the minimum attendance requirement. Consistent attendance is essential for learning progression and successful course completion. Students must inform the Centre promptly if they are unable to attend class due to illness, emergencies, or other valid reasons. Supporting documents such as medical certificates may be required.

### **12.2 Attendance Procedure and Information**

Attendance is recorded daily through the Centre's attendance tracking system. Students arriving late or leaving early must report to administration for proper recording. Absence without valid reason will be counted as unexcused. Students must ensure that all attendance records are accurate.

### **12.3 Intervention Measures for Poor Attendance**

Students who fall below the Centre's minimum attendance threshold will be contacted for an attendance review. The Centre may require the student to attend counselling, submit supporting documents, or attend makeup lessons. Continued poor attendance may lead to warnings, deferment, or course dismissal. Students under third-party financing may risk financing termination if attendance requirements are not met.



### **13. Learning Support Process**

Jeryk EC is committed to supporting students throughout their learning journey. Students who experience academic challenges, personal difficulties, or require additional support may approach the Centre for assistance. The support process includes academic consultations, study guidance, skill-building workshops, and referrals to external support services where appropriate.

The Centre strives to create an inclusive environment where every student feels supported. Students are encouraged to reach out early so that timely interventions can be arranged to help them progress smoothly in their studies.

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### **14. Examination/ Assessment Appeal Policy and Procedures**

Students have the right to appeal their examination or assessment results if they believe there has been an error in marking or recording. Appeals must be submitted in writing within the stipulated timeframe, accompanied by justification and any supporting evidence.

Once submitted, the Centre will conduct a re-marking or review process. The outcome of the appeal will be conveyed to the student in writing. All decisions made after the review are final. Appeals submitted after the deadline may not be accepted unless exceptional circumstances are proven.

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### **15. Dispute Resolution Policy and Procedure**

Jeryk EC is committed to addressing all student concerns in a fair, transparent, and timely manner. Students who encounter issues like academic, administrative, or personal, are encouraged to raise them with the relevant staff or department first.

If the issue remains unresolved, students may submit a formal written complaint to management. The Centre will investigate the matter thoroughly and provide a formal response. Where appropriate, mediation may be arranged to resolve the issue collaboratively.

All disputes will be handled confidentially and professionally. Students will not be penalised for submitting a genuine complaint.

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### **16. Conclusion**

At Jeryk EC, our goal is to support you in achieving your academic and professional aspirations. This handbook provides guidance on our policies, services, and expectations to help you navigate your learning journey with confidence.

We encourage you to make full use of the resources and support available. Education at Jeryk EC is not just about knowledge—it is about building skills, resilience, and confidence for the real world. Our team is always here to assist you.

We wish you a fulfilling and rewarding journey at Jeryk EC, and we look forward to celebrating your achievements as you progress academically and professionally.

**- THE END -**