

Student Handbook

(Edition 1.1)



1.0 ACADEMIC INFORMATION

1.1 GENERAL INFORMATION

Security Plus Academy's innovation and dedication to transforming and developing the Security industry in Malaysia, and Southeast Asia is what gives us the passion to provide the best learning experience for our students. We aim to push the boundaries of the industry, in areas such as Security Technology, CCTV Surveillance Analysis, Emergency Response, Security Investigation and ensuring our students will become the leaders that will lead this global change in a demand for better and professional Security and Protection Advisors.

1.2 OUR PROGRAM

1.2.1 DS-010-2:2013 (*OPERASI PERKHIDMATAN SEKURITI*)

Program Title	Operasi Perkhidmatan Sekuriti (Security Service Operation)
Level	2
Mode of Study	Full Time
Duration	1-year
Total Credits	35 credit hours

1.2.2 DS-010-3:2013 (*PENYELIAAN PERKHIDMATAN SEKURITI*)

Program Title	Penyeliaan Perkhidmatan Sekuriti (Security Service Supervision)
Level	3
Mode of Study	Full Time
Duration	1-year
Total Credits	39 credit hours

1.2.3 DS-010- 4:2013 (*PENGURUSAN OPERASI SEKURITI*)

Program Title	Pengurusan Operasi Sekuriti (Security Operation Management)
Level	4
Mode of Study	Full Time
Duration	1-year and 6 months
Total Credits	40 credit hours

2.0 MISSION AND VISION

VISION

“Our vision is to be the best accredited center that produces TVET students who are industry ready and are able to contribute to the development of the industry.”

MISSION

We will achieve this by:

- Creating a dynamic learning environment
- Partnering with industries, communities, civil organizations, government agencies and international partners
- Providing affordable and accessible education programs

3.0 ENTRY REQUIREMENTS

Listed below are the basic guidelines for entry into our program.

- Minimum of 1 subject credit in SPM

4.0 ACADEMIC SUBJECTS

4.1 DS-010-2:2013 (*OPERASI PERKHIDMATAN SEKURITI*)

CU Code	Module	Credit Hour
CORE ABILITIES	<i>*Refer to Core Abilities table below</i>	2
COCU 1	Premises access / exit control	6
COCU 2	Security patrolling	4
COCU 3	Workplace security and safety control	4
COCU 4	Security risk situation control	4
COCU 5	Unarmed escort	3
COCU 6	Armed protection	4
COCU 7	CVIT handling	3
COCU 8	Security transportation handling	4
MPU 1101	General Language Training	2
Total Credit Hour		35

4.2 DS-010-3:2013 (*PENYELIAAN PERKHIDMATAN SEKURITI*)

CU Code	Module	Credit Hour
CORE ABILITIES	<i>*Refer to Core Abilities table below</i>	2
COCU 1	Coordinate security administration	8
COCU 2	Security command and control	3
COCU 3	Emergency support coordination	4
COCU 4	Pilferage coordination	3
COCU 5	Close protection (bodyguard)	3
COCU 6	Armed protection coordination	5
COCU 7	Cash & CVIT coordination	3
MPU 2315	SMART-Cert	2
Industrial Training		6
Total Credit Hour		39

4.3 DS-010- 4:2013 (PENGURUSAN OPERASI SEKURITI)

CU Code	Module	Credit Hour
CORE ABILITIES	<i>*Refer to Core Abilities table below</i>	2
COCU 1	Security operation resource planning	5
COCU 2	Business development planning	4
COCU 3	Security service operation: Standard coordination	4
COCU 4	Firearms & Ammunition (FAA) security administration	3
COCU 5	CVIT administration	2
COCU 6	CMS administration	3
COCU 7	Customer service administration	2
COCU 8	Security staff management	3
MPU 2315	SMART-CERT	1
Industrial Training		8
Final Year Project		4
Total Credit Hour		40

4.4 CORE-ABILITIES

CORE ABILITIES GROUP	TAHAP				
	Level 1	Level 2	Level 3	Level 4	Level 5
	CA Title	CA Title	CA Title	CA Title	CA Title
Communication	<i>Basic Working Communication</i>	<i>Communication Application</i>	<i>Effective Communication</i>	<i>Effective Communication Collaboration</i>	<i>Communication Management Skill</i>
Interpersonal Skill	<i>Personal Behaviour Skill</i>	<i>Interpersonal Behaviour</i>	<i>Leadership Skill</i>	<i>Organization Behaviour Awareness</i>	<i>Organizational Management Skill</i>
Etiquette Management	<i>Work Place Ethics Awareness</i>	<i>Work Place Culture Behaviour</i>	<i>Work Place Ethics</i>	<i>Etiquette Practices</i>	<i>Etiquette Management Skill</i>
Health, Safety & Environment	<i>Health, Safety and Environmental Awareness</i>	<i>Health, Safety and Environment Adaptation</i>	<i>Health, Safety and Environment Consciousness</i>	<i>Health, Safety and Environment Monitoring</i>	<i>Health, Safety and Environment Cognition</i>
Using Technology			<i>Information Technology Awareness</i>	<i>Information Technology Application</i>	<i>Information Technology Management</i>
Management Skills			<i>Administrative Skill</i>	<i>Relationship Management CapAbilities</i>	<i>Networking Skill</i>
Change Management				<i>Change Management Awareness</i>	<i>Change Management Implementation</i>
Strategic Thinking				<i>Strategic Thinking Skill</i>	<i>Strategic Resolution</i>
JAM LATIHAN	40	40	80	80	80

5.0 STUDENT ASSESSMENT

The assessment component for each CU/Module is divided into two (2) namely *Penilaian Kerja Kursus (PKK)* and *Penilaian Akhir (PA)*.

Penilaian Kerja Kursus (PKK) is an ongoing assessment for each CU in NOSS throughout the training period. The assessment is provided by the trainer or instructor to test and evaluate the trainee's skills to the effectiveness of the teaching and learning process for each CU/NOSS.

Penilaian Akhir (PA) is an assessment that includes both sections knowledge and performance. The assessment will be conducted by the trainer and one dominant module by *Pegawai Pengesah Luaran (PPL)* or called as examiners that appointed by JPK.

5.1 Course Assessment for Level 2 & Level 3

Method of Assessment:		
<i>Penilaian Kerja Kursus (PKK)</i>		
<i>Penilaian Kerja Kursus Pengetahuan</i> <ul style="list-style-type: none">• <i>Kertas Tugas</i>• <i>Ujian bertulis</i>	21%	70%
<i>Penilaian Kerja Kursus Prestasi</i> <ul style="list-style-type: none">• <i>Projek dan perbentangan</i>	49%	
<i>Penilaian Akhir (PA)</i>		
<i>Pengetahuan</i>	9%	30%
<i>Prestasi</i>	21%	
Total		100%

5.2 Course Assessment for Level 4

Method of Assessment:		
<i>Penilaian Kerja Kursus (PKK)</i>		
<i>Penilaian Kerja Kursus Pengetahuan</i> <ul style="list-style-type: none">• <i>Kertas Tugas</i>• <i>Ujian bertulis</i>	21%	60%
<i>Penilaian Kerja Kursus Prestasi</i> <ul style="list-style-type: none">• <i>Projek dan perbentangan</i>	36%	
<i>Penilaian Akhir (PA)</i>		
<i>Pengetahuan</i>	16%	40%
<i>Prestasi</i>	24%	
Total		100%

5.3 Grading Scale

Gred	Nilai Kredit	Julat Markah	Tahap Keterampilan
A	4.00	95.00 – 100.00	Terampil Cemerlang
A-	3.70	90.00 – 94.99	
B+	3.30	85.00 – 89.99	Terampil Baik
B	3.00	80.00 – 84.99	
B-	2.70	75.00 – 79.99	
C+	2.30	70.00 – 74.99	Terampil
C	2.00	60.00 – 69.99	
F	0	0 – 59.99	Belum Terampil

5.4 Minimum Scoring

Grading is an indicator to measure the achievement of competence of the students. The **minimum pass mark is 60%** which is at least **grade C**.

5.5 Calculation of the Grade Point Average

Grade Point Average – GPA

GPA refers to the average CU/module grade of a NOSS program, Core Abilities and Final Project.

The grade point average (GPA) is calculated as follows:

$$\text{GPA} = \frac{\text{Total Grade Value}}{\text{Sum of credit hour}}$$

Cumulative Grade Point Average – CGPA

CGPA is the average cumulative grade value for a program that is calculated for each student. It is calculated by dividing the total grade value for a divided level with the total number of credit hours for a level because the program follows levels only involve one level at a time. By thus the GPA and CGPA values are the same.

$$\text{CGPA} = \frac{\text{Cumulative (grade value x credit units)}}{\text{Cumulative credit units taken}}$$

6.0 RECORD ASSESSMENT

This assessments' record is a process of gathering the students result or marks based on the minimum requirement.

6.1 PORTFOLIO

Students should develop a portfolio containing a set of knowledge and performance assessment for NOSS programs and Performance Core Abilities assessment with *PP* guidance.

STUDENT GUIDE

1.0 ADMISSION

All applicants applying for admission to Security Plus Academy (SPA) must submit a duly completed Application Form obtained from the Enquiries & Admission or downloaded from the website. The application should be supported by relevant materials. Personal Data collected will be protected according to the terms stipulated by the Personal Data Protection Act 2010. Each student must meet the entry requirements of the academic program he or she wishes to enter. A full Acceptance Letter to a program of study will only be issued when the student meets the entry requirement(s) and has also provided all necessary documents as stipulated by SPA. Applicants may be denied admission on the ground of failing to meet the specific program entry requirement which may include preadmission test, interview, and/or health condition by program specific.

1.1 Documents/Particulars Required for Application

- Copy of SPM Results
- Copy of Identification Card - Student
- Copy of Identification Card - Parents
- Copy of School leaving certificate

1.2 Fee

1.2.1 Registration Fee

New learner(s) registered under SMART College are obligated to pay Registration Fee on the first day of Week 1. Learner(s) is prohibited to enter class if failure to make the payment.

Registration fee is not refundable under any circumstances except Hostel and Utilities Deposit. All Refund must follow the procedures under Refund Policy.

1.2.2 Program Fee

Programme Fee for all levels under SPA must be paid in full within the time given. Learner(s) will be barred from entering the class if fail to make full payment of the program fee.

Exception is given to the learner(s) under scholarship or loan but submission of related documents as evidence is a must. Penalty per subject will be imposed for late enrolment on Week 3 or Week 4 with consent from the Non-Academic Director.

SPA Fee structure

Level	Tuition Fee
DS-010-2:2013	RM 11,250.00
DS-010-3:2013	RM 8000.00
DS-010- 4:2013	RM 7000.00

1.3 Payment

General Guidelines

Enrolment is not complete until all fees associated with enrolment have been paid, which include:

- Registration fees
- Subject enrolment or course/tuition fee
- Late fee if enrolling late.
- All other fees as payable unless exempted.

Mode of payment

SPA accepts the payment for program fee by way of cash, online transaction (FPX/Credit Card) or any other mode of payment acceptable.

2.0 STUDENT FINANCIAL AID

- Students' financial aids offer to cover for Tuition & registration fees.
- SPA will assist in your application process for your finance aid with relevant government and agencies. (PTPK, EPF, other funding agencies).
- SPA offers Scholarships and Bursaries to enable deserving students to pursue their tertiary education.

3.0 REFUND POLICY

Refund policy outlined the eligibility of learner(s) to refund and the amount that are entitled with. SMART College granted the refund of tuition fee subject to the period of such request made from registration date. The application and registration fee are not refunded under any circumstances. The refund process takes 14 working days after the request is made.

4.0 STUDENT WITHDRAWAL

Learner(s) shall inform the Registry Officer of their decision to withdraw from center and go for a counselling session with counsellor before submitting a withdrawal form.

The Bursary shall check on learner(s) record of payment which includes tuition fee, hostel rental fee and bill utilities to ensure there is no outstanding. If outstanding balance, learner(s) shall request to settle their outstanding payment to proceed further on their withdrawal application.

5.0 STUDENT DEFFERMENT

Any leave will have academic and/or financial repercussions, and should therefore not be undertaken without considerable thought, planning and communication with the Registry. All leaves request by learner(s) must be documented by using Short/Emergency Leave Application Form. SPA allows for the following types of leave:

- i. Personal
- ii. Medical
- iii. Emergency
- iv. Administrative

6.0 BARRING

- Learner (s) attendance shall be counted immediately from Week 1 of every semester. Any absence from class without valid reason and evidence shall be recorded and learner(s) who achieve C6 of the attendance would be barred.
- The attendance should be counted until the day of the submission of the barring list.

7.0 ADMINISTRATIVE

7.1 Student ID Card

The Student ID card will be issued upon the student's arrival and acceptance of the offer for the program registered. Students must always display the Student ID card when in the premises of the center and bring it in during the final examination.

7.2 Library

SPA Library is committed to maintaining the condition of materials and providing instruction to all library users through rules and regulations set by the center. The center will appoint a competent librarian as the guardian of the library and may be assisted by scholars if necessary. The library is accessible from 9.00 am to 5.00 daily, Monday to Friday except for public holidays. Students may enjoy the resources such as books for their reference in the library, however students are not allowed to borrow the book, and bring them outside from the library.

7.3 Hostel

SPA offers Hostel facility for learner(s) with the primary objective of instilling in every resident a spirit of self-confidence and self-discipline. Hostel accommodation, separately for men and women, will be provided solely based on availability. The guiding principle towards the formulation of the Hostel Policy for residents is to ensure a secure and comfortable environment which is conducive to learning, and all residents are required to strictly abide by the same.

The Hostel fees are collected on a semester basis at the beginning of each semester by the Finance department. Free accommodation shall be provided for ONLY Semester 1 learners. Existing learner(s) required to renew registration of Hostel accommodation at the latest by Week 14 before semester break starts. The Hostel fee must be paid in advance upon Hostel registration of a semester.

8.0 STUDENT FEEDBACK AND COMPLAINT

SPA is committed to providing the highest quality of service which aims to meet and preferably exceed the expectations of all customers. Stakeholders of SPA have the right to complain and provide any feedback if they are dissatisfied or satisfied with both academic and/or non-academic services and should expect it to be dealt with fairly and quickly.

Complaints should be submitted in written or electronic form via the QR Code located at the relevant floors, letters, or by completing a complaint form and post it in the suggestion box provided at designated place.

9.0 PERSONAL DATA PROTECTION

9.1 Disclosure of Personal Data

Pursuant to the Personal Data Protection Act 2010, the College shall not disclose any Personal Data to any party including parents and/or guardians without the approval of the student with the exception to those parties clearly stated in the Personal Data Protection Act 2010 or permitted with consent from the student.

9.2 Notices and Correspondences

All notices and official correspondences or otherwise shall, at all times, be strictly between the student and SPA, except for any matter which shall include but not limited to financial matters that the center may provide written notice in any form at the discretion.