



MAPS
College

MAPS College

Student Handbook

Table of Contents

1. Welcome message from the Rector	4
2. Introduction	5
2.1. Who we are.....	5
2.1.1. Vision.....	5
2.1.2. Mission.....	5
2.1.3. Senior Management and Head of Departments.....	6
2.1.4. Pillars of MAPS College	8
2.1.5. Values of MAPS College.....	8
2.2. Programmes / Progression Pathway.....	9
3. College layout	9
4. Additional facilities / services	10
4.1. Library	10
4.2. Collab Space	10
4.3. Wi-Fi.....	10
4.4. Prayer Room	11
4.5. Toilets	11
4.6. Drinking water	11
5. Contact us.....	11
5.1. Contact Information:	11
5.2. Course Coordinators:	12
5.3. Registrar's Office:.....	12
6. Enrolment and Registration Process	13
6.1. Enrolment Process:	13
6.2. Registration Process:.....	13
7. Payments and Finances	14
7.1. Payment Structure of Programmes*	14
7.1.1. Late fine & Penalties	14
7.2. Government Funding.....	14
7.3. Sponsorship.....	16
8. Orientation Sessions	16
9. Programme Delivery and Class Schedules	17
9.1. University Preparation Program (UPP) / Pre-Master's Program (PMP).....	17
9.2. MAPS Qualifications.....	17
9.3. University of Bedfordshire's Master of Business Administration (UoB MBA)	17
10. Academic Calendar	17
10.1. Semester Start Dates.....	17

10.2.	Study Breaks.....	17
10.3.	Exam Dates	18
10.4.	Graduation	18
11.	Learning Management.....	18
11.1.	MAPS Qualifications Delivered Online	18
11.2.	Microsoft Office Suite.....	18
11.3.	Microsoft Teams and Outlook.....	20
12.	Policies and Procedures	21
12.1.	Progression requirements.....	21
12.2.	Course Deferment / Recommencement	21
12.3.	Course Withdrawal / Readmission.....	22
12.4.	Results and Certificate Issuing Process.....	23
13.	Academic integrity	24
13.1.	Referencing.....	24
13.2.	Penalties for Plagiarism and Use of Artificial Intelligence	24
14.	Assessments, Examinations, and Grading	25
14.1.	Assessments and Examinations result weightage.....	25
14.2.	Responsibilities of students.....	25
14.3.	Extension of Time	25
14.4.	Overdue Assessments.....	26
14.5.	Grading Criteria	27
14.6.	Grade point Average (GPA)	28
14.7.	Passing and Failing a Unit.....	28
14.8.	Re-Marking of Assessments.....	28
14.9.	Grievances and Appeals of Assessment Process	29
14.10.	Attendance Requirements.....	29
14.11.	Alternative Examinations Arrangements.....	29
14.11.1.	Reasonable adjustment.....	30
14.11.2.	Deferred Examinations	30
14.12.	Unusual circumstances	30
15.	Student Life	31
15.1.	MAPS College Student Association (MCSA).....	31
15.2.	Co-curricular and Extracurricular Activities	31
16.	Code of Conduct.....	32
17.	Fire and Safety.....	32
18.	Complaints and Grievances	33
19.	Alumni	34

20. FAQs	35
20.1. How can I make a payment?	35
20.2. When will classes start?	35
20.3. Am I eligible for the Government's First-Degree Scheme?	35
20.4. What do I need to submit with the First-Degree application?.....	35
20.5. When is my payment due?	36
20.6. Can I get a payment extension?	36
20.7. I can't log in to Teams.....	36
20.8. How do I access the online library?	37
20.9. What if I miss a class?	37
20.10. I am unable to complete my assignment on time. What shall I do?	37
20.11. I missed an assessment / exam. What should I do?	38
20.12. What if I fail a module?	38
20.13. Can I take a break from studies?	38
20.14. Can I get a reference letter / completion letter?	39
20.15. When will I get my certificate?	39
20.16. I lost my certificate. Can I get a replacement?	39
20.17. When will I get my results?	39
20.18. When will the graduation be held?	39
20.19. What if I have a complaint / grievance?	39

1. Welcome message from the Rector

Dear Students,

It is my great pleasure to welcome you to MAPS College. As Rector of MAPS College, I am delighted that you have chosen to continue your educational journey with us. I am certain that your time with us will be transformative, not just as an academic endeavour, but as a personal journey as well.

As you will read in the forthcoming pages, the College aims to ensure that our students - including you - are at the heart of our activities and decisions, and we encourage you as a student of MAPS College to be active in your engagement with the College. Participate positively in your classes, join in with the co-curricular and extracurricular activities made available by the College and through the Student Association, and take advantage of the opportunities to collaborate and develop friendships with your peers.

Please take the time to look through this handbook. Within its pages is useful information and resources about the College, its functions and the qualifications being offered, as well as guides covering different aspects of your course commencement.

As you progress through your course, we hope you develop a passion for lifelong learning, and a passion for supporting and being supported by MAPS College. I hope that you truly enjoy your time at MAPS College, and go on to extoll the virtues and values of MAPS College within the wider community as future MAPS College graduates.

I wish you all the best for your studies,

Sincerely,

Ahmed Ali
Rector
MAPS College

2. Introduction

2.1. Who we are

Since its foundation in 1999, MAPS College has been at the forefront of higher education in the Maldives. We were the first institute in the Maldives to offer tutoring and assessment for ACCA Accounting examinations, and since then the College has expanded its offering of overseas qualifications to ABE qualifications, and later qualifications from Pearson, CTH, the Australian Institute of Business, the University of Bedfordshire and Oxford Brookes University.

As MAPS grew in size it also expanded the subject areas covered, whilst continuing to remain focused on business-related subjects to ensure it remained a true centre of excellence for business administration and management.

In 2011 MAPS was awarded College status, being one of the very first group of institutes to be awarded the status. Since 2011, the College has continued to expand and adapt to the changing world. It introduced the first international MBA to the Maldives in 2013 with the Australian Institute of Business; became one of the first institutes in the country to introduce online study options in 2019; and remains the only Maldivian institute offering dual accredited qualifications with ACCA since 2019.

As MAPS College celebrates its 26th anniversary this year, it continues to focus on developing innovative qualifications, teaching methods and student experiences to provide its students with the best learning experience in the Maldives.

2.1.1. Vision

To excel in the provision of educational services in the Maldives and become an internationally recognized education provider.

2.1.2. Mission

To impart and sustain the finest teaching and learning experiences in an inspiring and enriching environment for our students and teachers, to facilitate them to grow to be individuals who thrive and become professionals in their respective fields, thereby contributing to the society in a positive manner.

2.1.3. Senior Management and Head of Departments



Rector
Mr. Ahmed Ali



Deputy Rector
Ms. Fathimath Rasheed



**Vice Rector -
Academic Affairs**
Mr. Matthew Street



**Vice Rector -
Administrative Affairs**
Ms. Aminath Abdul Wahid



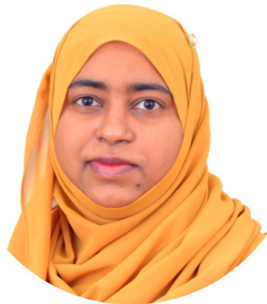
Registrar
Ms. Aminath Najwa



Dean
Mr. Abdul Aleem Hassan



Dean of Students
Mr. Anees Gilani



Controller of Examinations
Ms. Mariyam Yooma



Head of Student Support
Ms. Mariyam Leena Athif

2.1.4. Pillars of MAPS College

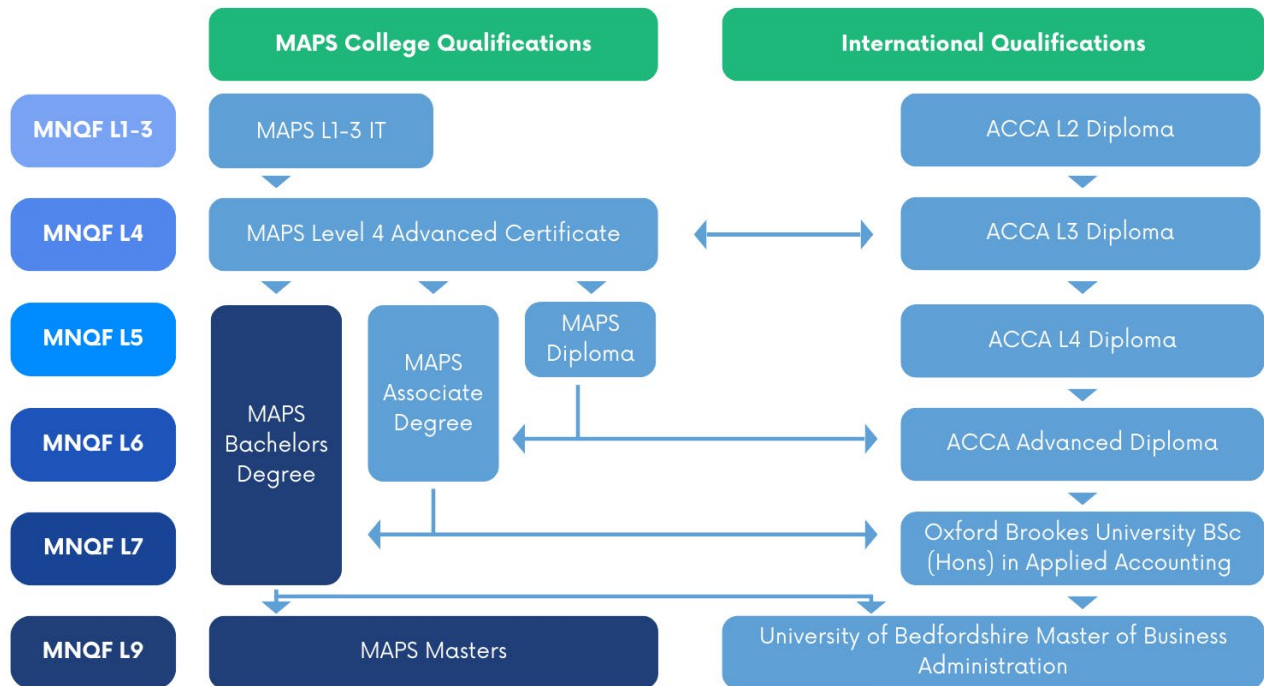
1 Excellence in Education	2 Access to Education	3 Commitment to Engagement	4 Societal Development
Embed excellence into all aspects of education provision.	Enhance access to higher education across the Maldives through the provision of relevant higher education opportunities delivered through effective modes of delivery.	Place stakeholder engagement at the heart of the College activities to ensure inclusivity and collaborative approaches to education are achieved.	Contribute to the development of responsible and knowledgeable citizens by embedding integrity and social awareness throughout our activities.

2.1.5. Values of MAPS College

Excellence	Integrity	Inclusiveness
MAPS College pursues and develops the highest educational standards by encouraging creativity and continuously assessing and improving our qualifications, policies and services.	MAPS College encourages an environment of honesty and transparency, in being answerable for our policies and actions and in demonstrating a high standard of integrity.	MAPS College promotes a culture that ensures acceptance and equity for all, and the respect of our diversity.
Empowerment	Collaboration	
MAPS College is dedicated to supporting students and staff as they develop the skills to progress on their paths to intellectual, professional and individual growth.	MAPS College encourages meaningful partnerships among students, colleagues and departments, as well as with local, regional and international stakeholders.	

2.2. Programmes / Progression Pathway

All programmes at MAPS College are approved by MQA, with programmes available from MNQF Level 1 to Level 9. The College offers a range of qualifications accredited by MAPS College, as well as qualifications from international affiliate institutions. The diagram below shows the progression pathway a student may follow across different MAPS and international qualifications.

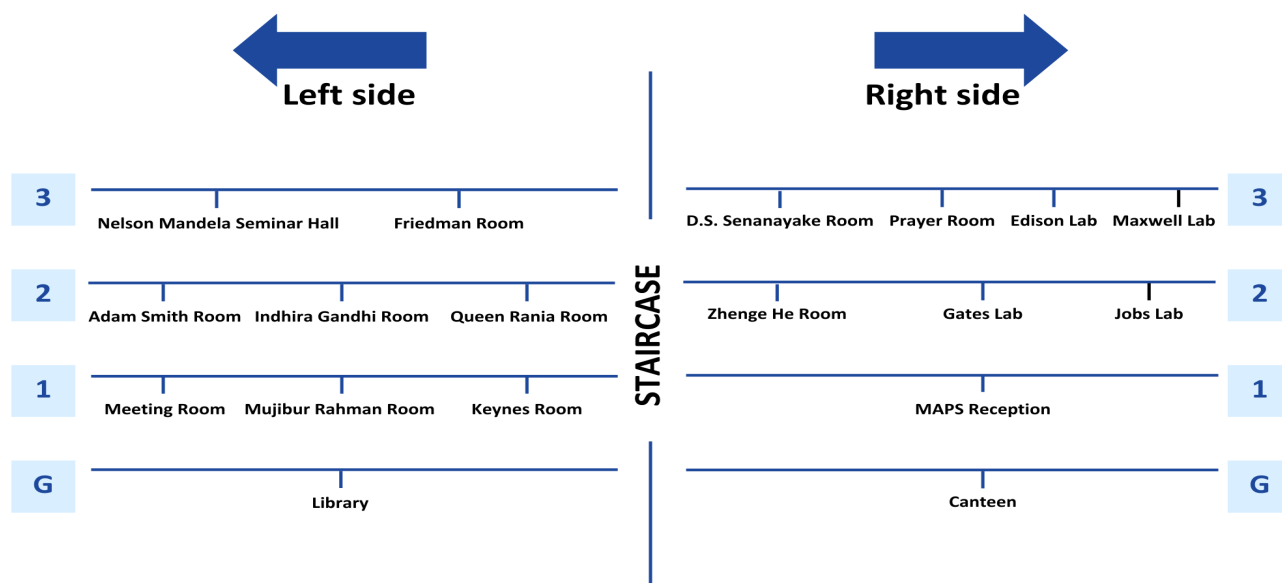


For more information on available programmes, you may browse through our full programme portfolio at <https://www.maps.edu.mv/>

3. College layout

The College premises are situated on the ground (G), first (1), second (2), and third (3) floors. Classrooms are situated on the first, second and third floors (please refer to below floor plan). Additionally, you will find the College Library and Canteen on the ground floor, the College Reception on the right-hand side of the first floor, the computer labs on the right-hand side of the second and third floors, along with the prayer room on the right-hand side of the third floor. Details of facilities available are outlined in the next section.

MAPS COLLEGE FLOOR PLAN



4. Additional facilities / services

4.1. Library

The MAPS Ibn Battuta Library is a valuable resource that warmly welcomes all students, offering them the opportunity to fully utilise its facilities. In addition to the opportunity for students to explore the available book collection and borrow books to support their academic endeavours, this dedicated space serves as the primary study area, allowing students to engage in group studies, work on assignments, or prepare for exams. Located on the ground floor of the college, the Ibn Battuta Library provides a quiet and comfortable setting for students to focus on their studies. The library is open for students use from Saturday through Thursday, from 8.00 AM to 11.00 PM, making it accessible to accommodate a wide range of study schedules and preferences.

Students are also provided with access to the online library EBSCOhost, which students are encouraged to familiarise with and use for their academic reading and research. The login details to the online library are shared with students with their welcome email from the course coordinator.

4.2. Collab Space

The MAPS College Collab Space is conveniently situated on the ground floor, just past the entry to the college premises, and is accessible for both students and staff. This strategic location offers convenience to students, who can meet and engage with each other during breaks, while waiting for classes to commence, or simply to socialise and engage in conversations with their peers.

4.3. Wi-Fi

MAPS College provides free Wi-Fi access to all its students, covering all floors of the campus. This internet connectivity is frequently utilised by students to participate in in-class activities to participate in various online quizzes, as well as to access information required for their coursework during independent study sessions. This widespread Wi-Fi availability ensures

that students can stay connected and make the most of online resources to support their academic progress.

4.4. Prayer Room

The prayer room at the college is accessible to both students and staff, providing a dedicated space to pray during college hours. This prayer room is situated on the **third floor** and includes an attached toilet, ensuring ease of use for those who need it.

4.5. Toilets

Toilet facilities are readily available for students on each floor of the college, with separate facilities designated for different genders. This arrangement ensures that students have convenient access to restroom facilities while respecting privacy. You may refer to Section 3 to identify the exact locations.

4.6. Drinking water

In an effort to promote sustainability and reduce plastic usage, students are encouraged and warmly welcomed to bring their own refillable water bottles. These bottles can be refilled from the filtered water source located in the MAPS Reception area or in the Collab Space. This initiative not only helps minimise plastic waste but also promotes responsible and eco-friendly practices among the student community.

5. Contact us

5.1. Contact Information:

Students have several options for getting in touch with us:

Phone	Email	Request a Service
3314621	info@maps.edu.mv	Visit www.maps.edu.mv and locate the details in the yellow box.
Saturday through Thursday from 8 am to 11 pm	Anytime	24/7
Call us regarding any issues or queries you have	Send an email regarding any issues or queries you have	• Submit a payment receipt • Apply for a Re-do / Re-sit • Apply for a nested certificate or replacement certificate • Apply for a letter • Request an invoice confirming a payment has been made • Book an ACCA Computer Based Exam • Submit a Medical Certificate / Official Document • Feedback and Suggestions

5.2. Course Coordinators:

Each programme at MAPS College has a dedicated Course Coordinator to assist students:

Details	Course Coordinator Name	Email address
University Preparation Program Coordinator	Ms. Mariyam Yooma	yooma@maps.edu.mv
MAPS Information Technology Coordinator	Mr. Mukesh Kanna	mukesh@maps.edu.mv
MAPS Qualifications Coordinator	Ms. Mariyam Shilna Ahmed	coordinator@maps.edu.mv
MAPS Qualifications Masters Level 9 Coordinator	Mr. Matthew Street	matthew@maps.edu.mv
MAPS Qualifications Administrative Executive	Ms. Sonali Abeysinghe	sonali@maps.edu.mv
ACCA (Association of Chartered Certified Accountants) Coordinator	Ms. Aminath Sheela	sheela@maps.edu.mv
University of Bedfordshire Coordinator	Mr. Abdul Aleem Hassan	aleem.h@maps.edu.mv

Course Coordinators are here to help and support students in their respective programmes. You can contact them for guidance and assistance related to your studies. You have the option to schedule a face-to-face or online meeting with your coordinators to address any educational concerns or issues you may encounter during your academic journey.

5.3. Registrar's Office:

MAPS College's Registrar's Office is a resource for various academic matters. Our devoted team is continuously at your service to give assistance and support throughout your educational experience, from enrolment to certificate details and graduation. Please do not hesitate to contact the Registrar's Office if you require assistance.

Designation	Name	Email Address
Registrar	Ms. Aminath Najwa	najwa@maps.edu.mv
Administrative Executive	Ms. Fathimath Sama	sama@maps.edu.mv

6. Enrolment and Registration Process

6.1. Enrolment Process:

Before starting your course, you should have completed the five steps below. If your payment has not been completed or Acceptance of Offer is not signed yet, kindly do so immediately.

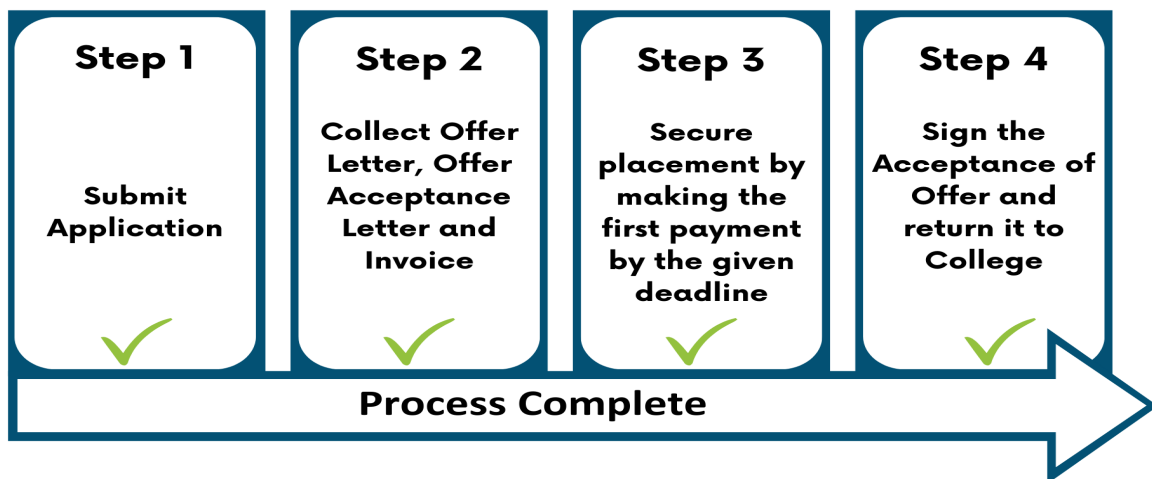
Step 1: Submit application

Step 2: Acknowledgement email from Registrar's Office

Step 3: Offer Letter, Acceptance of Offer, Invoice for Year 1 emailed from Registrar's Office

Step 4: Acceptance of Offer to be digitally signed by student

Step 5: First payment to be settled as per the invoice in the email



6.2. Registration Process:

Each student is required to register to the semester before the registration deadline set in the Academic Calendar. Students can register by completing the process from

<https://www.maps.edu.mv/semester-registration/> link.

7. Payments and Finances

7.1. Payment Structure of Programmes*

Students will be issued an invoice with the payment plans of the programme at the beginning of each academic year. An additional library fee of MVR 200 per academic year is charged from all students of MAPS College across all programmes. This fee is charged as an annual subscription fee to the EBSCO Host Library which is accessible to all students enrolled in all programmes at MAPS College.

All students will also be charged an MCSA Membership fee of MVR 50 per academic year. This is charged from all students of MAPS College to support the activities of the Student Association.

*Payment structures are subject to change upon review from the College Council. Please refer to the College website for the updated final structure of all courses:

<https://www.maps.edu.mv/course-fees-and-payment-plan/>

7.1.1. Late fine & Penalties

It is crucial for a student to make their monthly course fee payments in a timely manner. The due date for payments is shown on your Invoice, which is provided to you with your offer letter. Where payments are late without prior agreement from the College, late fines will be incurred as shown below:

- **Late fine for 1 month:** MVR 200
- **Late fine for 2 months:** MVR 400

The college will not accept delayed payments without the late fines unless there is a written document issued by the College indicating otherwise.

If students do not pay their monthly payment for two consecutive months, the College may apply further penalties, as shown below:

- Temporarily suspend a student or, in specific situations, expel a student without further notice.
- The College may also choose to prevent students from taking part in college examinations and withhold both examination records and course completion certificates.

These penalties will be applied until the student clears the pending payments. Students are obligated to meet all payment deadlines set by the College, and any failure to do so may lead to the student's expulsion from the institution.

Where students face any financial difficulties, they are requested to communicate with the College as early as possible, so possible solutions or alternative arrangements can be discussed.

7.2. Government Funding

The Government's First-Degree Scheme provides funded education to Maldivian citizens pursuing their first bachelor's degree. This initiative aims to enhance the country's future and

growth. All bachelor's degree qualifications at MAPS College are covered under the Government First Degree Scheme. The percentage covered has been detailed under section 7.1

Criteria for Government First Degree scheme:

- Maldivian citizenship
- No prior bachelor's degree
- Enrolment in a full-time bachelor's degree program.
- Meeting the minimum entry requirements for your chosen program.
- Maintaining good academic standing and a satisfactory academic record.

Students are to keep themselves updated with any amendments to the requirements by the Government to the eligibility requirements of the First-Degree Scheme.

Steps to apply to the Government's First-Degree Scheme:

- Visit the <https://www.mohe.gov.mv/> website.
- Create a login account on the website.
- Complete and submit all required personal details and documents specified in the application process.
- To apply for the Maldives First Degree Scheme, you need to submit the following documents:
 - Placement letter from the college
 - Fee structure

To streamline the process, the Placement Letter and Fee Structure have been combined into a single document known as the Offer Letter, which is emailed to students upon successful completion of the application process.

****It is important to note that students need to extract the Offer Letter section from the document, as it is separate from the Offer Acceptance Letter and the Rules and Regulations section. This Offer Letter needs to be submitted under both Fee Structure and Offer Letter.***

Payments: Students will be in direct contact with MOHE once the application for the First-Degree scheme is submitted. MOHE issues funds directly to students, after which students are required to pay the course fee to the college. MOHE issues funds in two parts per academic year. Therefore, students are responsible for submitting the payment slips issued by the College after each payment, to MOHE in order to be eligible to receive the next payment from MOHE.

Delays: Students must keep in mind that students are responsible for settling the payment amounts as outlined in the master invoice issued to the student with the offer letter. Hence even if there is a delay from MOHE in issuing payments to the students, students are required to settle the monthly fee to the College.

Fees not covered by the First-Degree Scheme: Even though the First-Degree Scheme covers the course fee for courses (refer to section 4.1), there are some fees that do not get covered under the scheme, such as:

- Application fee
- Online Library fee
- MCSA Membership fee

- Late fines
- Redo fee
- Resit fee
- CMI enrolment fee

For more recent information and details on the First-degree scheme please visit the Ministry of Higher Education website: <https://www.mohe.gov.mv/scholarship-loan/view/41>

7.3. Sponsorship

We welcome financing through sponsorships. However, in order to facilitate seamless communications between the sponsor and the college, the college needs to be informed of sponsor details if the college fees are paid directly by the sponsor. This can be done by the sponsor filling out the sponsor section in the MAPS Application form, page 2, or informing the college via an email or letter.

8. Orientation Sessions

The student orientation plays a vital role in the initiation of the students in MAPS College. It serves as an introduction to our campus, facilities, academic resources, and the values that define the MAPS College Community. During orientation, you'll receive essential information about your academic programme, policies, and support services.

Orientations are held in the last few days before classes start for each Semester/Course.

For Face-to-Face students, the Orientation is held at MAPS College. The time and day will be pre-informed to the students by the MAPS College Support Staff. Students can bring a notebook and a pen to note down any important information they need.

For Online students, Orientation is held Online via Microsoft Teams. Students will be added to a separate classroom in Microsoft Teams for Orientation. The time and day will be pre-informed to the students by the MAPS College Support Staff.

In addition to the general orientation, MAPS College organises Academic Writing and Referencing Support sessions every semester for students enrolled on MAPS college qualifications. These sessions are designed to provide essential guidance to students, aiding them not only in crafting assignments but also in effectively approaching examinations. The focus will be on refining writing skills, mastering academic referencing, and fostering a deeper understanding of effective communication in academic contexts. These valuable sessions aim to empower students with the tools necessary for success in both their coursework and assessments.

9. Programme Delivery and Class Schedules

9.1. University Preparation Program (UPP) / Pre-Master's Program (PMP)

Programme duration: 3 months

Class hours 4 classes x 3 hours per module

Mode of Study: Face to Face or Online

9.2. MAPS Qualifications

Programme duration:

Level 4: 1 Academic Year

Level 5: 1 Academic Year

Level 6: 2 Academic Years

Level 7: 3 Academic Years

Level 9: 1 Academic Year

Class hours:

4 classes x 3 hours per week

Level 4 to 7 – classes scheduled from 5.00 PM - 8.00 PM and 8.00 PM - 11.00 PM

Level 9 – classes scheduled between 5.30 PM - 10.30 PM

Mode of Study: Face to Face or Online

9.3. University of Bedfordshire's Master of Business Administration (UoB MBA)

Programme duration: 12 months

Class hours:

Saturdays: 9.00 AM to 6.00 PM

Sundays: 5.30 PM to 10.30 PM

Mode of Study: Face to Face

10. Academic Calendar

The academic calendar can be found under the Downloads section of the College website: <https://www.maps.edu.mv/downloads/>. The calendar includes all key dates, such as the semester start dates, break weeks, assessment dates and exam weeks.

10.1. Semester Start Dates

The semester start dates varies from programme to programme. For Level 1-7 programmes, including ACCA programmes, the semesters start in January and July of each year. For the MAPS Masters degree programmes, the semester start dates are September and April each year.

10.2. Study Breaks

In each semester, a study break is given prior to the examinations, usually of 1 week duration. An additional break may be included as a mid-semester break depending on the intake and/or programme. You may access the most recent academic calendar under the Downloads section of the College website: <https://www.maps.edu.mv/downloads/>

10.3. Exam Dates

The examination dates at MAPS College vary depending on the specific course a student is enrolled in. Examinations of MAPS Qualifications programmes for January semester are usually held in June, and for July semester in December. Exact weeks are identified on the timetables issued for the semester at the beginning of the semester. Final exam timetable will be issued weeks prior to the exam start date.

To access the examination dates for their respective courses, students can refer to the academic calendar under the Downloads section of the College website: <https://www.maps.edu.mv/downloads/>.

10.4. Graduation

MAPS College Graduation Ceremony is usually held mid-year in June or July. Eligible students will be contacted via SMS / email to register for the ceremony 4-5 months before the ceremony date. The college will reach out to every eligible student and provide a detailed explanation of the procedure.

11. Learning Management

11.1. MAPS Qualifications Delivered Online

All MAPS Qualifications from Level 5 to Level 9 are delivered online, in addition to Level 4 Advanced Certificate in Business Administration.

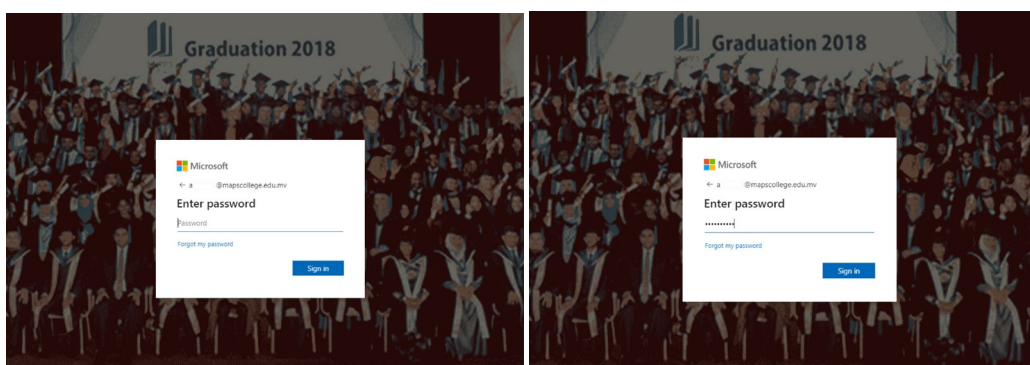
Additionally, face-to-face students are also required to familiarise themselves with Microsoft Office Suite as it will be used to share learning material and as an interactive platform between students and faculty.

11.2. Microsoft Office Suite

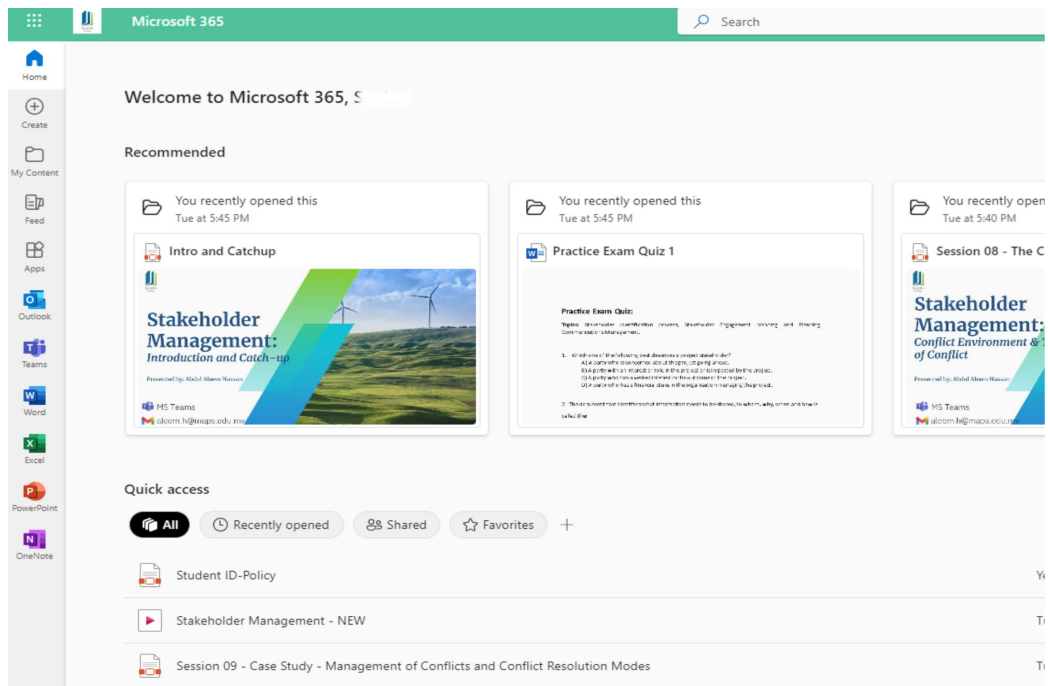
The College utilises the Microsoft Office Suite to provide students and lecturers with the required tools and platform for online content delivery and engagement.

A login ID and password for each student are provided via email along with the offer letter. This enables access to a variety of software available under the Microsoft Office Suite for students.

- Students can log in using their Office 365 accounts shared by the coordinators.



- Once you Login to your student Account, students can see their Office 365 Suite.



11.3. Microsoft Teams and Outlook

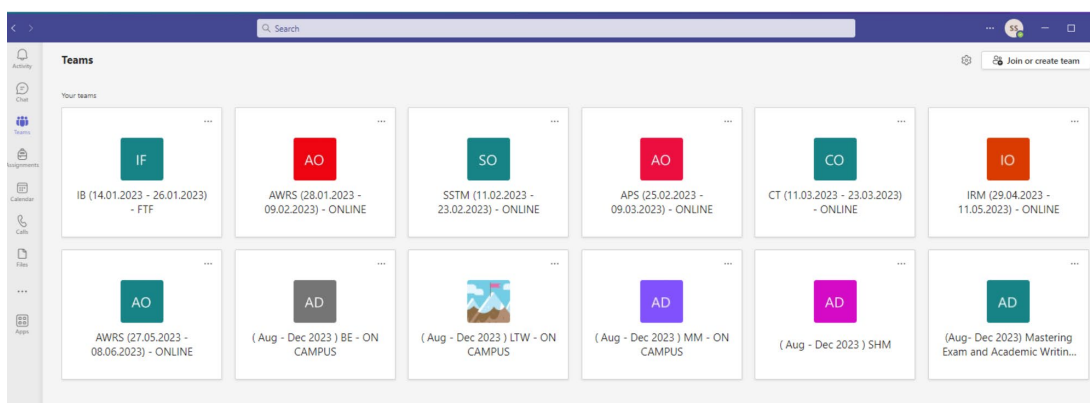
For all face-to-face and online students, the two most important software to familiarise with under the Microsoft Office Suite are Teams and Outlook.

Once enrolled, students are expected to send any communication to the College from their student emails via Outlook. Information regarding class schedules, results, etc. will also be communicated from the faculties to the students' outlook accounts.

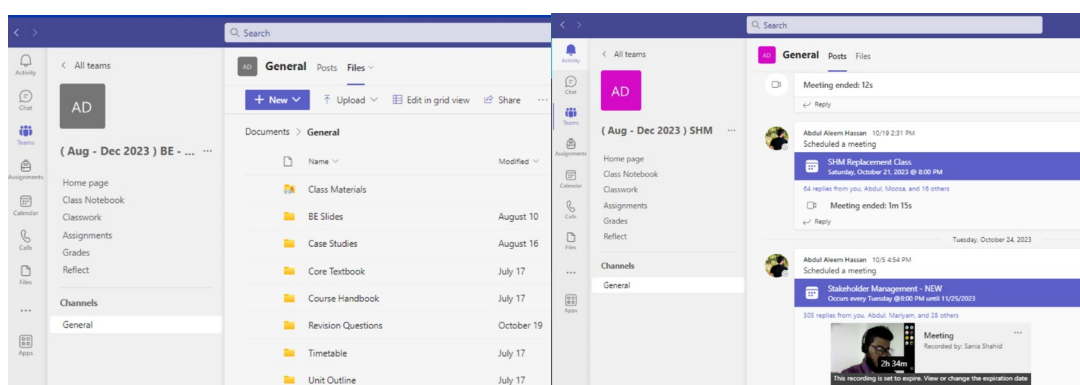
On Teams, each current module being undertaken will be added as separate channel. For online students, classes will be scheduled under the channel for each module, and students are required to join the classes on time and interact with the lecturers and other students during class time via Teams using the College login provided.

This enables lecturers and students to collaborate on the platform to share module content and manage assessments.

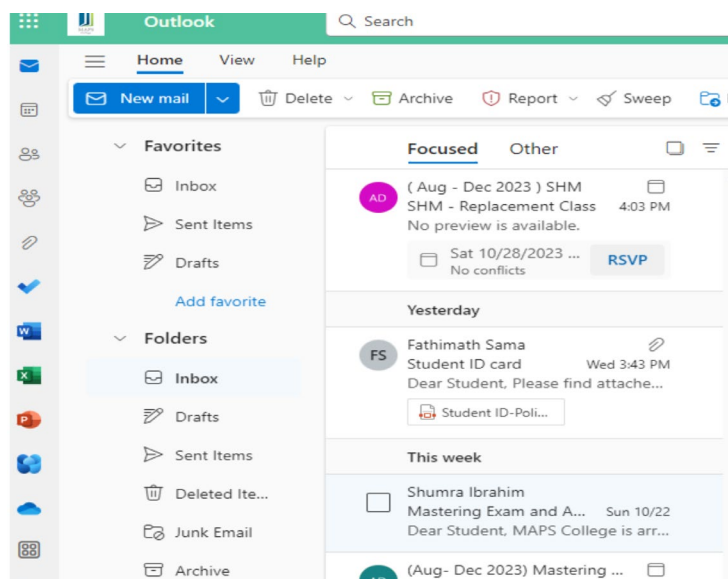
- In Microsoft Teams, you will find a comprehensive list of all the classes scheduled for the current and previous semester.



- In the individual class Team, you'll find class materials, shared documents, and chat logs for easy reference.



- Students should use their Outlook accounts for all written communication with the college.



For more detailed information on the Microsoft 365 office, Outlook and Teams, please refer to the MAPS College Guidelines for Online Studies from the MAPS website: <https://www.maps.edu.mv/maps-college-guidelines-for-online-studies/>

12. Policies and Procedures

Students are encouraged to read through all the policies and procedures of the College in order to familiarise yourselves with the expectations and processes of the College. This section will be useful in understanding your progression pathway until your programme completion, and any action required from students in case of an event where a student needs to interrupt their studies.

12.1. Progression requirements

The main requirements to progress from one year to the next within a qualification, or complete the qualification, are;

- Passed from 50% of the credits at the lower level to progress to the next level
- Settling of payments as scheduled and invoiced
- Total duration should not exceed maximum course duration (The maximum study duration is twice the enrolled programme length, plus one year).

To progress from / between one qualification to another, requirements set out in the Admission Policy will be followed: <https://www.maps.edu.mv/admission-policy/>

For more detailed information on the above requirements, please read through the Progression Policy: <https://www.maps.edu.mv/progression-policy/>

12.2. Course Deferment / Recommencement

A deferment of studies is an intermediate break from all studies awarded to students. It is neither intended to cover short-term absences of less than 1-semester, nor an option to defer or drop one or more modules from the ongoing semester.

The following requirements apply to students taking a deferment:

- The maximum duration of deferment is 12 months (If the period exceeds 12 months, the student is considered as withdrawn).
- Students may take multiple deferments within the same programme.
- Deferments will not extend the maximum course duration (The maximum study duration of twice the enrolled programme length, plus one year, applies to all students whether a deferment is taken or not).
- If the period of deferment is 3 months or longer, the student's course fees will be temporarily suspended until their recommencement of studies. If the deferment period is less than 3 months, students will be required to continue paying the course fees as scheduled and invoiced.
- Students need to request for a deferment within the first half of the semester (e.g. during a 15-week semester, deferment requests will be accepted until week 7). After this duration, deferments will not be accepted unless there is a compelling case to be considered; which will be reviewed and a decision made by the Academic Board.
- Students are required to complete the *Application for Deferment from a Programme* form, and email it to info@maps.edu.mv, before the first half of a semester is over. The form is available from: <https://www.maps.edu.mv/v1/wp-content/uploads/securepdfs/Application-for-Deferment-from-a-Program.pdf>
- Students will receive a confirmation of deferment letter from the Registrar's Office once the request is finalised.

Once the deferment period is over, in order to recommence their programme, it is the student's responsibility to request for recommencement:

- Students are required to complete the *Application for Recommencement of Studies* form, and email it to info@maps.edu.mv at least two weeks before the semester commencement date. The form is available from: <https://www.maps.edu.mv/v1/wp-content/uploads/securepdfs/Application-for-Recommencement-of-Studies.pdf>
- A fee of MVR 200 is charged to cover the administrative costs of processing the recommencement request.
- Once processed, students will receive a recommencement letter from the Registrar's Office, along with an invoice for any pending payments to be settled for the academic year.

**Taking a deferment from studies may have implications to the First Degree Scheme funding. For more information, please refer to the MOHE Regulations relevant to the First Degree Scheme.*

12.3. Course Withdrawal / Readmission

A student may submit to withdraw from a programme, if they wish to permanently leave a programme.

- Students are required to complete the *Application for Withdrawal from a Programme* form and email it to info@maps.edu.mv. The form is available from: <https://www.maps.edu.mv/v1/wp-content/uploads/securepdfs/Application-for-Withdrawal-from-a-Program.pdf>

- Students will be issued a confirmation of withdrawal letter, along with a statement of results, if at least one unit of study has been attempted.

If a student wishes to re-enrol after they have withdrawn from a programme, they will be required to submit a new application, along with the application fees. Readmission to the same programme or equivalent programme will be at the discretion of the College and subject to availability of units/subjects of the programme.

For more information on deferment, withdrawal, recommencement and re-admission process, please read through: <https://www.maps.edu.mv/admission-policy/>

12.4. Results and Certificate Issuing Process

For MAPS qualifications, results are emailed to the student email addresses provided by the College.

The process of marking student assessments can be time consuming, given the number of students, the need to ensure consistency and accuracy in marking, and the moderation processes applied by the College which are used to ensure students results are as accurate and fair as possible. Because of this, results can take some time to be released.

Results for both the 0% assessment and end of unit examination assessment are sent out 6-8 weeks after the end of the semester, but will be released earlier by the College if at all possible. For external qualifications, the process will be subject to the practice by the awarding institute, which will be informed during the orientation to the programme by the coordinator.

Upon course completion or application for a nested certificate, students will receive their certificates and transcripts after it undergoes a processing procedure. This process involves:

- Verification by the MAPS Registrar.
- Submission to the MQA for Program Audit.
- Review by the Certificate Awarding Committee to ensure policy compliance.

Following this process, students will be notified to collect their certificates at the MAPS reception during the following hours (except for public holidays)*:

Sunday to Thursday: 8 am to 4 pm

Saturday: 8 am to 12 pm

* Hours will change during Ramadan. Students who are scheduled for certificate issuing during Ramadan will be informed of the specific timings via SMS.

Certificates are issued four times a year. Students who become eligible for their certificates one month before the issuing dates will receive them on the next issuing

date. Students will be notified when certificates and transcripts are ready for collection.

Certificate Issuing Date	Expected Date of course completion / application for nested qualification
31 January	30 November (previous year)
30 April	28 February
31 July	31 May
31 October	31 August

Students who are applying for nested awards should apply via Request a Service <https://www.maps.edu.mv/request-a-service/>

For more information on the certificate issuing process, please read through: <https://www.maps.edu.mv/guidelines-for-certificate-and-transcript-release-dates/>

13. Academic integrity

All students are expected to maintain academic integrity in their coursework. This means upholding honesty, ethical conduct, and proper citation practices throughout their academic journey.

13.1. Referencing

All students at the College must maintain academic integrity while completing their assessment tasks. To avoid unintentional plagiarism, and as a part of academic integrity, it is essential for all students to grasp the concept of plagiarism and academic misconduct. MAPS College adheres to the Harvard referencing system for all assignments. In all module assignments, students are required to correctly utilise the Harvard referencing method to avoid any penalisation. The College conducts additional sessions on referencing and academic writing, which students are strongly recommended to attend each semester, until students are completely familiar and confident in their skills.

13.2. Penalties for Plagiarism and Use of Artificial Intelligence

If a student is found to have plagiarised their assignment or misuse AI in any form, depending on the degree of their misconduct of academic integrity, they will be penalised in accordance with the Academic Integrity Policy of MAPS College. <https://www.maps.edu.mv/academic-integrity-policy/>

14. Assessments, Examinations, and Grading

14.1. Assessments and Examinations result weightage

The different courses offered at MAPS college may have varying weightage in their assessments. You will find detailed information about the assessment weightage for your course in your Course Handbook, as well as the Unit Outline for each module shared at the beginning of each module. The Course Handbook will be shared with students at the beginning of your studies, after your enrolment is completed.

14.2. Responsibilities of students

As a student, you have your own set of responsibilities to uphold as you navigate your academic journey.

- **Understanding Learning Objectives:** Students should be aware of the learning objectives for each subject and understand how assessment is structured to demonstrate their achievement of these objectives.
- **Awareness of Assessment Requirements:** Students must be aware of the requirements and due dates for each piece of assessment, including examination times.
- **Availability for Additional Assessment:** Students should make themselves available for any additional assessment during specified periods as required, such as presentations, redo examinations, etc.
- **Time Commitment:** Students should consider recommendations regarding the total learning hours required for successful completion of each subject, which is different from the teaching contact hours. Details of learning hours will also be stated in the Course Handbook and Unit Outlines.
- **Attendance:** It is important for students to attend all classes, regardless of any minimum attendance requirement. Minimum attendance requirement mandated by MQA is 80% of the total scheduled teaching hours. For modules with examinations, students will not be eligible for the examination if the attendance requirement is not met.
- **Seeking Assistance:** If students encounter difficulties with assessments, they are encouraged to seek assistance. The first point of contact should be the lecturer. If further assistance is needed, students are welcome to contact your course coordinator in order to resolve any issues.

14.3. Extension of Time

For MAPS College awarded qualifications, students who need more time to complete an assessment must seek approval from the Course Coordinator. Extension requests are subject to case by case review. Extensions are granted only for compassionate or compelling circumstances that are generally beyond the student's control and affect course progress or well-being. These may include:

- Serious illness or injury evidenced by a medical certificate.
- Bereavement of close family members.
- Natural disasters requiring emergency travel affecting studies.
- Traumatic experiences such as being a victim of a serious accident or crime.

Request Process: For MAPS College awarded qualifications, students must submit extension requests in writing to the course coordinator using the MAPS College Mitigating Circumstances Form.

Extension requests should be made at least 24 hours before the assessment due date, unless there is a compelling reason why this is not possible. After consideration, approved requests will be notified in writing by the course coordinator, specifying the extension due date. For more information on extensions, please read through the MAPS College Assessment Policy <https://www.maps.edu.mv/assessment-policy/>

14.4. Overdue Assessments

For MAPS College awarded qualifications, an assessment is considered 'overdue' if it is not submitted by the due date and time or the agreed-upon extension date. If an assessment is submitted within 24 hours after the original deadline has passed, a penalty of 10% deduction of the maximum marks available for the assignment will be levied. Failure to submit an assessment 24 hours after the deadline, or after the agreed upon extension date, will result in a mark of zero and the grade will be recorded as 'Did Not Submit' (DNS) in your academic record.

14.5. Grading Criteria

For MAPS College awarded qualifications, grades are awarded based on the cumulative weighted total for each subject or unit. The grading criteria for Higher Education units are as follows:

Code	Grade	Mark	Mark	GPA Value
HD	High Distinction	85 - 100	High Distinction: Denotes work of outstanding quality. This grade may be awarded to recognize particular originality or creativity in performance.	4
DN	Distinction	75- 84	Distinction: Denotes work of predominantly excellent quality, demonstrating a sound grasp of content together with efficient organization, selectivity and use of techniques.	3
CR	Credit	65 - 74	Credit: Denotes a clear pass and satisfactory achievement of unit objectives.	2
PP	Pass	50 - 64	Pass: Denotes a clear pass.	1
FF	Fail	0 - 49	Denotes that the candidate has failed to complete the unit satisfactorily	0
DNS	Did Not Submit/Sit	0	Denotes that a candidate did not attempt an assessment or unit.	0
I	Incomplete	0-100	Denotes that due to unusual circumstances or ill health a small portion of a course, such as an assessment or semester examination has not been completed.	-
DF	Deferred	0-100	Assessment task(s) have been deferred	-
WD	Withdrawn		Withdrawn refers to the withdrawal of the student from a unit/subject of study or an entire course.	-
EX	Exempt		Demotes credits awarded based on completed prior studies.	-

14.6. Grade point Average (GPA)

The measure of academic achievement for a student is denoted as GPA, which reflects the overall grades obtained in subjects/units. GPA is calculated using the following formula:

$$\text{GPA} = \frac{\text{Sum of (Grade point value x Credit Point)}}{\text{Sum of Credit points}}$$

14.7. Passing and Failing a Unit

Students must achieve a cumulative grade of at least 50% to pass a unit and score at least 50% in any controlled assessment (final examinations). Passing all parts of a unit is not mandatory unless specified.

Students who fail are given opportunities to attempt the failed unit assessment or resit the full unit again.

- **Re-do of Failed Assessments:** Students can re-do assessments with grades below 50%. The maximum grade achievable in the redo opportunity is 50%. Re-do assessments must be completed at the next earliest opportunity offered. Failure to do so will result in an automatic failure for the re-do.
- **Re-sit of Unit:** After failing a unit and re-do assessment, students can re-sit the unit entirely when it is next offered, with no grade cap.
- **Re-sit Limits:** Students can attempt a unit three times (first attempt, first re-sit, second re-sit).

When applying for re-do assessments, a fee of MVR 750 per assessment applies. For re-sitting a unit, the fee is MVR 3,500 per unit. Students can apply for a re-do or re-sit via the MAPS Request a Service Portal in the MAPS website: <https://www.maps.edu.mv/request-a-service/>

Academic Suspension: Failing all three attempts results in a 12-month suspension, during which no new units can be taken. Afterward, students can rejoin the course with three more attempts.

Termination: Receiving multiple academic suspensions may lead to course termination.

14.8. Re-Marking of Assessments

If a student is dissatisfied with an assessment result, they should first approach the Course Coordinator to discuss and/or request a formal re-mark. The re-mark request must be made within 10 working days of the assessment results being released.

A charge will be levied for formal re-marking. To apply for formal re-marking, students should pay the re-mark fee and complete the Assessment Grade Appeal Form and submit it to MAPS College. Students can find the Assessment Grade Appeal Form in the downloads section of the MAPS College website: <https://www.maps.edu.mv/downloads/>. More detailed information on the re-marking process can be found in the MAPS College Assessment Policy.

14.9. Grievances and Appeals of Assessment Process

If a student is dissatisfied with the assessment process or believes it was unfair, they should first approach the Course Coordinator to discuss and request a formal appeal related to a specific assessment. The appeal request must be submitted within 10 working days of the release of academic results.

More detailed information on the grievance and appeals process can be found in the MAPS College Assessment Policy <https://www.maps.edu.mv/assessment-policy/>.

14.10. Attendance Requirements

For the students sitting for their examinations, in addition to any attendance requirement administered by the MQA, students must meet the MAPS College attendance requirement as well. This mandates a minimum of 50% classes to be attended physically (excluding any adjustments by submitting medical certificates or work letters), to be eligible to sit for any examination. No exemptions to the 50% attendance are allowed, including medical certificates or official letters.

Students who fail to meet the minimum 50% attendance will not be eligible to sit for any final examination, and they will be informed of their exclusion by the College in advance of the examination. Excluded students will be required to re-sit the unit at a later date, and a 'Did Not Sit' grade will be awarded.

Students who do not meet the MQA attendance requirements are required to submit documents to the College to ensure the minimum attendance requirements are met. **Medical Certificates must be submitted within 3 days of any absence, and work-related documents outlining important, one-off work requirements must be submitted within 7 days of any absence to be accepted.** Documents submitted after the deadlines will not be accepted unless there are significant extenuating circumstances that make it impossible to meet the deadline. Students who do not submit documentation to meet the MQA attendance requirements may not receive their certificate on completion should MQA restrict the College from releasing the certificate.

14.11. Alternative Examinations Arrangements

Students may request for alternative examination arrangements under specific circumstances by completing and submitting a "Request for Alternative Examination Arrangements" form within the specific time periods set out in the form.

When considering alternative examination arrangements, the College will take into account the following factors:

- The student's circumstances.
- The impact of these arrangements on achieving learning outcomes.
- The impact of these arrangements on the College, staff, and other students.
- Maintaining the academic requirements of the program that are essential to its nature.

Alternative examination arrangements can only be implemented if the request is approved by the Academic Board.

14.11.1. Reasonable adjustment

Reasonable adjustments will be made, wherever possible, for students who have temporary or long-term disabilities that would put them at a disadvantage when sitting a scheduled examination under normal conditions. These adjustments may include, but are not limited to:

- Large print papers
- Additional reading/writing time
- Use of a computer
- Rest breaks
- Ergonomic furniture
- A separate venue
- Scheduling of examinations

Students wishing to apply for reasonable adjustments must submit a 'Request for Alternative Examination Arrangements' form at least 14 days before the examination date. The application must be supported by appropriate evidence.

14.11.2. Deferred Examinations

Students can apply to defer examinations if their reasons align with those outlined in the MAPS College Assessment Policy for Extension of Time. The deferment application must be accompanied by supporting documentation, such as medical certificates, death notices, or police certificates. Applications may be rejected if there's a pattern of repeat deferred examination requests. Previous history of deferment requests will be checked.

Application Deadline: Students must submit a 'Request for Alternative Examination Arrangements' form at least 3 working days before the examination. In exceptional cases, students must still submit the form no later than 7 days after the examination date. The application must be supported by appropriate evidence.

Deferred Examination Date: Deferred examinations will typically be scheduled for the next examination date for the specific unit.

For more information, please refer to the MAPS College Examinations Policy <https://www.maps.edu.mv/maps-college-examination-policy/>

14.12. Unusual circumstances

MAPS College will ensure a fair and transparent process for students if any unusual circumstances may arise in the assessment and examinations process. The Academic Board will review any unusual circumstances reported by the invigilator within 7 working days of a set of examinations. The Academic Board will examine unusual circumstances and decide on appropriate actions individually. These actions may include providing students with additional opportunities to sit the examination or

adjusting examination marks in exceptional circumstances. Cases of potential academic misconduct will be handled according to the Academic Integrity Policy.

For more detailed information on the MAPS College Assessment Policy and the MAPS College Examination Policy please refer to the Policies and Procedures section of the MAPS College website: <https://www.maps.edu.mv/assessment-policy/> and <https://www.maps.edu.mv/maps-college-examination-policy/> respectively.

15. Student Life

MAPS College has an active student community engaged in extra-curricular and co-curricular activities throughout the year. These activities are organised by MAPS College and the MAPS College Student Association (MCSA) as well as competitions organised by other institutions.

15.1. MAPS College Student Association (MCSA)

The purpose of MAPS College Student Association (MCSA) is to:

- To foster and make provision for the cultural, recreational, social and sporting activities of the membership.
- To promote the well-being of the membership.
- To make provision for the representation of the opinions of the membership to the appropriate bodies both within and outside the College.
- To receive the funds allocated by the College for the purpose of fulfilling the objective of MCSA, and administer them in accordance with objectives of the Association.

The MCSA Executive Committee is comprised of the following posts, who are elected for a 1-year term:

President
 Vice President for Administrative Affairs
 Vice President for Academic Affairs
 Financial Executive
 Sports & Recreation Executive
 Secretary

MCSA members are expected to be actively engaged in initiating and organising events at the College, as well as participation in events organised by other institutions.

15.2. Co-curricular and Extracurricular Activities

Students are provided with a variety of co-curricular and extracurricular activities during their period of study at MAPS College.

These activities are designed and implemented to be inclusive of both the face-to-face student community studying at the Male' campus, as well as the large online student body of the College, with students registered to programmes from different islands across the country.

16. Code of Conduct

Students are to stick to a code of conduct, which is shared with all the students in their Offer Letters. In the code of conduct the following discipline must be upheld as a student.

- As the college is a smoke free environment, smoking or the abuse of any illegal substances are not allowed on the College premises.
- Students must maintain decency while communicating with other students or staff, and not use and must not engage in any activities that are disrespectful or are in violation of the laws of Maldives.
- Students are not allowed to use their phones in the classroom (face to face or online) and should not leave the class to answer phone calls while the class is in session.
- Students are welcome to share constructive feedback to the college and hold discussions amongst students and staff. Students must conduct these activities in a non-destructive manner and must not engage in activities with intent to create harm.
- All students are required to dress decently while attending classes and college activities. If the student is representing the college in a function or event, they are expected to dress and behave in a professional manner.
- If a student does not maintain the dress code when attending classes, activities for college functions, the staff of MAPS College has the right to send the student out of the class, and dismiss them from the college activity or function.

The College Disciplinary Committee will take disciplinary action against students who are found guilty of misconduct.

17. Fire and Safety

Fire and safety instructions are prominently displayed in all hallways of MAPS College for the awareness of both students and visitors. These instructions provide essential guidance on what to do in case of a fire or other safety-related incidents. It is vital for all individuals on campus to familiarise themselves with these instructions and follow them in the event of an emergency. Your safety is our priority, and adherence to these guidelines helps ensure a secure and prepared environment.

Fire instructions for Students and visitors



The main fire alarm is a *continuous* ringing bell or *continuous* siren in all floors.
When a *continuous* alarm sounds you must leave the building immediately.

There will be no other warning messages!

If you hear a continuous fire alarm.

1. Leave the building immediately by the front exit. Do not delay to collect your belongings.
2. Do not use the lifts or the phone.
3. Follow the instructions of your tutor, course leader and/or Building Attendant.
4. Report the location of anyone unable to evacuate due to a disability to the Building Attendant or the Fire Brigade.
5. Move well away (100 metres) from the exits once outside.
6. Do not stand in the road/street.
7. Do not re-enter the building unless told it is safe to do so.

If you discover a fire

1. Operate the nearest fire alarm (red "break-glass" boxes on walls)
2. The Building Attendant will immediately call the Fire Brigade.
3. Do not try to fight a fire unless you have been trained to use fire extinguishers.
4. Leave the building by the front exit.

H. Vattika Ange Campus, Janavare: magu, Male' T: +960 3314621 E: info@maps.edu.mv W: www.maps.edu.mv

18. Complaints and Grievances

Complaints are any forms of dissatisfaction a student may have regarding the daily operations of the college and the standard of service the college provides.

If a student is unhappy with any service of the College, the grievance procedure can be found in the MAPS College Complaints policy.

If a student wants to submit an informal complaint, they should communicate the issue to their Course Coordinator first, as they are best suited to resolve the issue.

If a student wants to submit a formal complaint, it should be submitted in written format addressing the Student Support Manager. However, if the complaint is regarding the Student Support Manager, then it should be addressed to the Dean.

For more detailed information about the procedures and options available please read the MAPS College Complaints Policy from the MAPS Website:

<https://www.maps.edu.mv/complaints-policy/>

19. Alumni

Our commitment to your education at MAPS College goes well beyond your time as a student. We value our ongoing bonds with our alumni and actively encourage you to be an active member of our campus community. We are really proud of our alumni's achievements. MAPS College alumni currently hold prestigious positions in both the government and private sectors, making major contributions to the Maldives' growth and advancement. We welcome Alumni to stay in contact with MAPS College via their coordinators, staff, MAPS College social media or the MAPS College contact portals.

20. FAQs

20.1. How can I make a payment?

Students have the flexibility to make payments through various convenient channels.

Online Payment:

- Bank transfers are one of the most convenient channels available to make payments now. The Account details are shared below.
 - Account Name: MAPS Maldives Private Limited
 - Account Number: 7701152497001

Once the transaction has been completed, students must share the payment receipt with the college. Student can send the receipt via:

- Request a Service: Students can submit the receipt through the MAPS College Request a Service system (<https://www.maps.edu.mv/request-a-service/>)
- Email: Students can also send the payment receipt via the MAPS College email to: info@maps.edu.mv

Cash or Card Payment:

- Students can pay in Cash or Card from the MAPS College reception between 8 am and 10 pm.

Cheque Payment:

- Cheque payments are available only for organisations making payments of their sponsored students. These transaction details are usually conducted between the sponsors and the College directly.

20.2. When will classes start?

The MAPS Courses intake dates will be shared in the MAPS College website: <https://www.maps.edu.mv/>. Students starting their courses with us can also check these details from the Academic Calendar. Please refer to Section 10: Academic Calendar, for more details on the Academic Calendar.

20.3. Am I eligible for the Government's First-Degree Scheme?

Students studying their first Bachelor's Degree are able to use the opportunity provided by the Government and study under the First-Degree Scheme.

Please refer to section 7.2 Government Funding of the student handbook for more details.

20.4. What do I need to submit with the First-Degree application?

A student interested in applying to the Government's First-Degree scheme would need to fill the application process through the <https://www.mohe.gov.mv/>

The student will need to create a login on the website and fill in and submit all personal details and documents mentioned in the application process.

To apply for the Maldives First Degree Scheme, from the College you will need to submit the following documents:

- Placement letter from the college
- Fee structure

Students should refer to Section 7.2 Government Funding of the Student Handbook to clarify more information.

20.5. When is my payment due?

Once the Application has been submitted all students will receive an email from the Registrar's office containing a Master Invoice, which will be delivered concurrently with the Offer Letter. This Master Invoice provides a comprehensive breakdown of the student's payments for the entire academic year or for the duration of the course if it is shorter than a year.

Normally, all payments are due by the 10th of each month. However, it is crucial to note that the first and second-month's payments may differ based on the start date of the course. If a student commences studies at the end of a month, the first payment required to confirm enrolment will be collected before the commencement date, and the second payment may be set for a date later than 10th of the next month; this adjustment acts as a grace period, shifting the payment deadlines to the 10th of each month by the third month, after which they will remain set.

It is essential to be aware that students who make payments after the designated due date will incur a late fee of MVR 200 in addition to the monthly course fee. For subsequent delays in course fee payments, late fines will be applied as follows:

1 month: MVR 200

2 months: MVR 400

3 months: The college will temporarily remove the student from classes until due payments along with the fine payments are settled.

20.6. Can I get a payment extension?

Yes, if students are experiencing financial difficulties in a particular month, they have the option to request a payment extension. This request needs to be submitted before the payment deadline, and will undergo an approval process. Once approved, students will be notified of a new deadline for that month's course fees. To initiate the extension request, students should send an email to info@maps.edu.mv for processing. It is important to note that an extension to a payment, applies to that particular payment or payments only, and does not automatically delay the remainder of the payments.

We strongly encourage students to proactively communicate with the college if they encounter challenges during their academic journey. By doing so, we can offer the most appropriate support to help them overcome these difficulties.

20.7. I can't log in to Teams

If students are having any issues with logging into Teams students must promptly notify their designated Course Coordinator. Please refer to Section 5 to find ways to get in contact with both the College or if preferred, their Coordinator directly. Students will be informed of their new password once it has been reset.

We recommend that students change their passwords and make a note of them for future reference to ensure a seamless experience.

20.8. How do I access the online library?

Upon successful enrolment in MAPS College courses, students will be issued their student email accounts. Your course coordinators will extend a warm welcome via email to your student email address, officially introducing you to MAPS College.

In this welcoming email, you will receive the login details to EBSCOhost, an online library resource provided by the college. EBSCOhost is a versatile online research platform that provides students with access to a vast collection of academic journals, e-books, and other academic resources. It is designed to support and enhance your learning experience by offering a wealth of materials that can aid in your coursework, research, and academic pursuits. With EBSCOhost, you have a valuable tool at your disposal to explore and access a wide range of scholarly content to assist you in your studies at MAPS College.

20.9. What if I miss a class?

If a student misses a class, it's important to follow specific documentation rules to meet the attendance requirements. For health-related absences, you must submit a medical certificate within 3 days of the absence. If you miss class due to important, one-time work commitments, relevant documents should be submitted within 7 days to be considered valid. Keep in mind that submitting documents after these deadlines won't be accepted unless there are very compelling reasons that make it impossible to meet the deadline.

For more detailed information on the student attendance please read through the Examination Policy: <https://www.maps.edu.mv/maps-college-examination-policy/>

20.10. I am unable to complete my assignment on time. What shall I do?

For students enrolled to programmes of our affiliated partners such as University of Bedfordshire or ACCA, please refer to the instructions received from your coordinators relevant to the specific programme.

For students enrolled onto MAPS College awarded qualifications, students must request approval from the Course Coordinator. This extra time is typically granted for compassionate or compelling reasons that are beyond the student's control and affect their course progress or well-being. These reasons can include:

- Severe illness or injury, backed by a medical certificate showing the student couldn't attend classes or complete assessments.
- The loss of close family members, like parents or grandparents.
- Natural disasters in the student's hometown or island that require emergency travel and affect their studies.
- Traumatic experiences, like being involved in or witnessing serious accidents, or being the victim of a serious crime.

For more detailed information please refer to Section 14 of the student handbook. You may also read the MAPS College Examination Policy on the MAPS college website:

<https://www.maps.edu.mv/maps-college-examination-policy/>

20.11. I missed an assessment / exam. What should I do?

For students enrolled to programmes of our affiliated partners such as University of Bedfordshire or ACCA, please refer to the instructions received from your coordinators relevant to the specific programme.

If you miss submitting an assignment or are absent from an examination, you will be awarded a zero mark for the module component, and will be given an opportunity to submit the assignment or attend the exam in the redo session. This will have an impact on your module outcome, which is detailed in section 14.7 of this document.

20.12. What if I fail a module?

For students enrolled to programmes of our affiliated partners such as University of Bedfordshire or ACCA, please refer to the instructions received from your coordinators relevant to the specific programme.

Students need to attain a cumulative grade of at least 50% to pass a unit. Passing all parts of a unit's assessment is not required, unless otherwise specified in the course handbook/guide.

Students who fail a unit have these opportunities:

- **Redo of Failed Assessment(s):** Students may redo individual assessments in which they scored below 50%, including cases of non-attendance or non-submission. Redo grades are capped at a pass (50%) for the unit, and the redo must occur at the next available opportunity. Failure to attempt the redo, regardless of reasons, forfeits further opportunities to redo assessments. Original grades are retained for parts of the unit not re-submitted.
- **Resit of Unit:** Failing after a redo results in a fail grade, and students may resit the entire unit when it is next offered. All assessments must be attempted again, with no grade caps. Previous assessment grades are not carried over.

For more detailed information please refer to section 14.7 of the student handbook. You may also read the MAPS College Examination Policy on the MAPS college website: <https://www.maps.edu.mv/maps-college-examination-policy/>

20.13. Can I take a break from studies?

Yes, multiple periods of deferment may be awarded within a single course, but periods of deferment will not extend the maximum course duration applied to courses. That is, the maximum course duration applies to all students, regardless of whether periods of deferments have been awarded.

Taking a deferment from studies may have implications to the First-Degree Scheme funding. For more information, please refer to the MOHE Regulations relevant to the First-Degree Scheme.

For more detailed information please refer to the Section 12.2 Course Deferment / Recommencement of the student handbook.

20.14. Can I get a reference letter / completion letter?

Yes. You can request for both a reference letter and completion letter from the MAPS College website Request a Service Portal: <https://www.maps.edu.mv/request-a-service/> .

- Reference Letters: Students may get their reference letters within 3 days.
- Completion Letters: Under MQA regulations, Higher Education Institutes in the Maldives Higher Education Institutes are not allowed to provide completion letters until the MQA Programme Audit process has been completed. Therefore, even if a request for the completion letter is sent by the student, the College will be able to issue the letter only once the MQA Programme Audit process has been completed.

20.15. When will I get my certificate?

The time it takes for students to receive their certificates depends on the specific course they are enrolled in. It is important to note that MQA Programme Audit confirmation needs to be received prior to issuing of any certificates by the College. Consequently, there are defined durations for certificate release for MAPS Qualifications.

For additional information, please refer to Section 14.4, "Results/Certificate Issuing Process," in the Student Handbook.

20.16. I lost my certificate. Can I get a replacement?

Yes, students may apply to get a replacement certificate and transcript via the Request service link in the Website <https://www.maps.edu.mv/request-a-service/> . There is a payment that students need to clear applying for the replacement certificate, which is listed on the College website and request a service form:

20.17. When will I get my results?

Students will get results of their assessments and examinations via email to their student email for MAPS qualifications. This may be different to external qualifications, and the process would have been shared with the students by the course coordinator during the orientation process. As there is a process to mark the assessments and examinations, students are expected to get the results approximately 6-8 weeks after the completion of examinations.

20.18. When will the graduation be held?

Students become eligible for graduation upon successful completion of their courses. The timing of their graduation is determined by when they finish their course within the academic year. Usually, the MAPS Graduation ceremony is conducted in the middle of the year, in June or July.

For detailed information, please refer to section 10.4 Graduation in the Student Handbook.

20.19. What if I have a complaint / grievance?

Should a student have any complaints, they can initially discuss the matter with their course coordinator. If this step proves ineffective or if the issue is of a serious nature, the student may proceed to submit a formal, written complaint to the relevant staff.

For more clarification, please refer to the Section 18 Complaints and Grievances