

FAQ INDUSTRIAL TRAINING

PREPARED BY

**INDUSTRIAL TRAINING UNIT,
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UNIVERSITI UTARA MALAYSIA**

Centre For University-Industry Collaboration UUM

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A. General Questions About Industrial Training

1. **What is the purpose of Industrial Training?**
Industrial Training aims to provide students with practical experience in their respective industries, aligning with the theoretical knowledge learned.
2. **Who is eligible for Industrial Training?**
Final-year students with 8-12 remaining credit hours and no outstanding debts are eligible. If a student fails up to two courses, they can still proceed with Industrial Training and can return to UUM to retake those courses. However, if a student fails three courses, they are not permitted to continue with Industrial Training.
3. **When is Industrial Training scheduled?**
Industrial Training is scheduled according to the UUM academic calendar.
4. **How is the Industrial Training date communicated?**
CUIC will announce the approved dates to all parties.
5. **Can I start Industrial Training earlier than the stated date?**
No, students are not allowed to begin their Industrial Training earlier than the date set by the university and academic calendar. If a student wishes to start the industrial training period earlier, it will be considered voluntary work and will not be counted as part of the official industrial training period. Students are fully responsible for any activities outside the official industrial training dates.
6. **Can I extend my Industrial Training?**
You must complete the mandatory Industrial Training (4 or 6 months depending on the program). Any extension afterwards is voluntary, and CUIC is no longer responsible. Supporting documents for voluntary extensions will not be handled by CUIC.
7. **My company requests an extension due to my performance. What should I do?**
Both parties must understand the implications of extending Industrial Training. Students should consult with their UUM supervisor to ensure all academic and institutional requirements are met.
8. **Can I complete Industrial Training online?**
No, only face-to-face or hybrid Industrial Training is permitted.
9. **Why does my portal display "Not Applicable"?**
Please notify the Industrial Training Unit via email if your portal displays "Not Applicable." We will investigate the cause and inform you via email.
10. **Can I undergo Industrial Training in a field unrelated to my studies?**
You need to refer to and seek advice from your respective school (TD HEPA) regarding this matter.

B. Questions About Industrial Training Placement

11. **How do students choose an organization for their training?**
Students can choose from the list of organizations on the ONCE portal or apply to a new company by submitting the necessary documents, such as company registration details.

12. **What documents are required for the Industrial Training application?**
Students must submit an application letter, organization feedback form, and resume to their chosen organization.
13. **What happens if the organization does not respond to the placement application?**
If no response is received within 14 working days, students are allowed to reset their choice on the portal.
14. **Is there a deadline for confirming Industrial Training placements?**
Yes. The system will close one month before the start of Industrial Training. The Industrial Training Unit will announce the deadline to students.
15. **What happens if I fail to confirm my placement after the deadline?**
Your name will be removed from the Industrial Training program. You will need to apply for re-registration via email with a Re-registration Practicum Fee of RM100. Your name will be reactivated, and your ONCE system access will be restored.
16. **Is there a deadline after reactivating my name?**
Yes, students who reapply for name reactivation are given an additional 2 weeks to confirm their placement. The Industrial Training Unit will announce the deadline to students.
17. **What happens if I still fail to confirm my placement by the deadline?**
Your name will be dropped again, and you will not be allowed to undergo Industrial Training that semester. You will need to defer your studies through the portal and obtain an approval letter from U-Assist.
18. **What happens if I do not defer my studies?**
You will be charged tuition fees for that semester.

C. Questions About Company Registration

19. **How do I register a company for Industrial Training?**
Students can register a new company through the "Organizational Registration Form" menu on the student portal.
20. **What documents are required for company registration?**
Students need to obtain a copy of the company's SSM (Companies Commission of Malaysia) certificate or the company profile. This document must be uploaded when filling out the company registration application.
21. **How will the approval of company registration be communicated?**
Students will receive a notification of either "Approved" or "Not Approved" via their student email. Students can also check the approval status through the student portal.
22. **Why was my application rejected?**
A "Not Approved" means the company you registered is already in the database and listed in the portal's organization list, or the company you registered has been blacklisted by CUIC. Please contact the Industrial Training Unit for status confirmation.

23. **Why haven't I received any feedback on my company registration application?**
Ensure that your application status changes to "Review." If it remains "Pending," it means the application did not reach the Industrial Training Unit. You need to press the "Submit" button again or refill the application until the status changes to "Review."

D. Questions About Confirmation of Reporting for Duty

24. **I have confirmed my placement, but the status in the "Confirmation of Report Duty" menu still shows "N." Why?**
The status in the "Confirmation of Report Duty" menu will change to "Y" after you upload the Report Duty Form.
25. **When should I upload the Report Duty Form?**
Students must upload the reporting form to the portal at any time within 4 weeks after starting their training.
26. **What happens if I fail to upload the Report Duty Form within the stipulated time?**
You will be recorded as not reporting to the organization.
27. **What documents should I prepare when reporting to the organization?**
Please refer to the list of documents provided in the Report Duty Form.
28. **How can I obtain all the required documents?**
All documents can be downloaded from the CUIC website.

E. Questions About Changing Organizations

29. **Can students change organizations after confirming their placement?**
No. Students are not allowed to change organizations once placement confirmation has been made. If a student still wishes to change placement, they must follow the established procedure for requesting a transfer.
30. **What is the procedure for changing organizations?**
Students must submit an application letter to the Director of CUIC, a new offer letter, an apology letter to the original organization, a release letter from the original organization, and proof of payment for the processing fee of RM 500.
31. **Is there a specific deadline for requesting a placement change?**
Yes. Students are given up to one month after the reporting date to apply for a placement change.
32. **What should a student do if they want to change their placement after the deadline has passed?**
Only special cases with valid proof will be considered for transfer after the one-month deadline, subject to the approval of the CUIC Director. Upon approval, students will be notified to proceed with the processing fee.
33. **I was terminated by my employer before completing my Industrial Training. Can I apply for a placement change?**
Yes, you can. You must follow the procedure for transferring organizations.

34. Can I apply for an exemption from the RM500 processing fee?

No, exemptions are only granted in special cases after a detailed investigation.

F. Questions About Overseas Industrial Training

35. Can students undergo Industrial Training abroad?

Yes, both local and international students can apply for abroad Industrial Training through the ONCE portal.

36. What documents are required for abroad Industrial Training?

Students must submit the abroad industrial training form, an offer letter, a company profile, a passport copy, insurance (personal accident and medical coverage), and a visa (for Malaysian students only).

37. Do Malaysian students need special approval for abroad industrial training?

CUIC will review the application and submit it for final approval by the Deputy Vice-Chancellor (Academic & International).

38. What happens if the application is not approved by the Deputy Vice-Chancellor (A&A)?

The student will not be allowed to undergo Industrial Training abroad and will need to find a new placement within the country.

39. I was sent by my employer during my Industrial Training in Malaysia to continue training at their overseas branch. What should I do?

You need to apply for Overseas Industrial Training following the Overseas Industrial Training Application procedure. You can refer to items 36-38 for guidance.

G. Questions About Leave and Hospitalization

40. Can I apply for leave during Industrial Training?

No. There is no leave provision for industrial training students. However, for health reasons and emergencies due to disasters, students are allowed to take sick leave and emergency leave. For a 4-month industrial training period, students are allowed a maximum of 2 days of emergency or sick leave, and for a 6-month period, a maximum of 3 days. For sick leave related to hospital admission, it must not exceed 20% of the total working days (a maximum of 24 days for 4 months and 36 days for 6 months).

41. What should I do if I am hospitalized during Industrial Training?

If you are hospitalized, you must immediately inform the company and your UUM supervisor. Your supervisor will notify your school (TD HEPA), which will contact the Student Support and Services Division (SSSD) at UUM. Your school will also seek advice from CUIC, as this may affect the required number of working days for training. It is important to maintain active communication with both the company and your supervisor to ensure smooth training.

42. What if I exceed the allowed emergency leave?

If you exceed the permitted emergency leave, you must replace it with working days. This may affect the completion date of your Industrial Training. Ensure that all required documents are submitted to your UUM supervisor on time to avoid delays or complications in completing your training.

43. Can I apply for leave for personal reasons such as weddings, long vacations, religious activities, volunteering, etc.?

No, personal events like these are not considered emergencies and should not interfere with your Industrial Training. Completing your training should be your priority, and such leave requests are typically not allowed.

44. What if the company provides leave to Industrial Training students?

If the company grants leave, it can be used to replace emergency leave. The university allows only 2 days for a 4-month period and 3 days for a 6-month period.

45. My company has given me 7 days of leave. Can I take all 7 days?

Approval for leave is at the discretion of the employer. However, the university has specific guidelines for leave allowance. For a 4-month period, you are allowed 2 days of leave, and for a 6-month period, you are allowed 3 days of leave. If you take more leave than allowed, you will need to make up for the extra days by working. Failing to do so could affect your grade for the Industrial Training course.

H. Questions About Incomplete Grade (TL: Incomplete Grade)

46. What is an Incomplete Grade (TL)?

An Incomplete Grade (TL) is an extension of time granted to students who are unable to complete their Industrial Training report within the specified period.

47. How can students apply for TL?

Students can apply for TL within 2 weeks before their training ends by submitting an application form, with support from their supervisor and the CUIC Director.

48. What is the deadline for submitting all documents (reports, employer evaluation forms, etc.) for TL applicants?

All required documents must be submitted according to the Industrial Training academic calendar. The deadline is usually extended by one month after the official report submission date.

49. What are the implications of applying for TL?

Students may not be able to graduate in the same year, depending on the convocation date set by the Academic Affairs Department.

50. Can students withdraw their TL application once it has been granted?

No, once the TL application is granted, students cannot withdraw or cancel it.

51. What happens if students fail to submit the required documents on time?

Failure to submit within the extended timeframe will result in a failing grade.

52. Where can students obtain the TL form?

Students can download the TL form from the CUIC website.

I. Questions About Complaints from Students or Employers

53. How can students submit complaints about their Industrial Training?

Students can submit complaints to CUIC if they encounter any issues during their Industrial Training, such as workplace harassment, discrimination, or other challenges. CUIC will also forward the complaint to the respective School for further investigation.

54. How can employers submit complaints about students during Industrial Training?

Employers can report any student-related issues to CUIC via email at internship@uum.edu.my. CUIC will investigate the matter and collaborate with the student and employer to resolve the issue, involving the School of Studies as well.

55. What are the consequences if an employer submits a complaint against a student?

Depending on the investigation and consultation process, the student may face disciplinary action. In serious cases, the student may be subject to action by the Student Disciplinary Committee.

J. Questions About Extension and Deferment of Industrial Training

56. Can students defer their Industrial Training?

Yes, students can apply for deferment through the student portal, with valid reasons. U-Assist will issue a deferment letter to the student.

57. What happens after a deferment is approved?

The student's name will be removed from the system until they are ready to reapply for the next session.

58. I deferred my Industrial Training last semester and want to continue this semester, but my portal is inaccessible.

Students who have deferred must inform their respective school to reactivate their name. The name will only be activated once the semester begins. You will not be able to access the portal until your name is reactivated.

59. How do I apply for an Industrial Training placement after deferment?

You can contact CUIC to request a manual application letter. The offer letter must be emailed to CUIC along with the deferment notification. We will help confirm your placement once the respective school reactivates your name.

60. How do I know when my name has been reactivated?

You can refer to the activation date in the deferment approval letter issued by U-Assist or contact your School for confirmation.

K. Questions About PALAPES Accreditation and Hajj Leave

61. Is there an exemption given to PALAPES students who wish to attend the PALAPES Cadet Commissioning during their Industrial Training period?

No. PALAPES students who wish to attend the cadet commissioning during the industrial training period are advised to defer their studies for that semester.

62. What happens if I undergo Industrial Training but receive leave from my employer to attend the PALAPES Cadet Commissioning ceremony?

Employer-granted leave is not recognized during the Industrial Training period. Such leave will result in insufficient Industrial Training duration, and you will need to repeat the Industrial Training course in the following semester.

63. I have received an invitation for the Hajj during my Industrial Training. Am I eligible for leave?

No, you are advised to defer your studies for that semester.