

Student Handbook

Global Leaders Academy · GL Education Group Sdn Bhd (202401016011)

E-10-20 Plaza Mont Kiara, No. 2 Jalan Kiara, 50480 Kuala Lumpur, Malaysia · +603-6461-2232 ·

hello@glacademy.com.my

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1. Welcome

Welcome to Global Leaders Academy (GL Academy). We're delighted to have you with us. Our mission is simple: learn with confidence, achieve without limits. This handbook explains how things work at GL Academy and what we expect of one another, so your learning experience is safe, positive and productive. Please read it together with our Terms & Conditions of Enrolment and Privacy Policy.

2. About GL Academy

GL Academy is a British Council–accredited language school and academic tuition centre in Mont Kiara, Kuala Lumpur, operated by GL Education Group Sdn Bhd (202401016011) and recognised by the Ministry of Education. We serve local and international students through two divisions: our Language School and our Academic Development Programme.

3. Campus, hours & contact

Class times vary by programme and are confirmed in your timetable. Public holidays and School-declared closures are communicated in advance.

4. Our programmes

Our Language School includes the Intensive English Programme (IEP), Junior IEP, Business English, IELTS/TOEFL preparation, the Daily Conversational Class, VIP classes and holiday camps. Our Academic Development Programme provides tuition for Primary, Lower Secondary, IGCSE, A-Level and IB Diploma students. Your teacher will explain the specific objectives, materials and assessment for your class.

5. Attendance & punctuality

Regular attendance is essential to your progress. Students in full programmes are expected to maintain a minimum attendance rate of 80%. Please arrive on time; latecomers may be asked to wait for a suitable break to avoid disrupting the class. If you will be absent, notify the front desk in advance. Absences for medical reasons should be supported by a medical certificate submitted within three (3) school days. International students on a Student Pass must note that attendance is monitored and may be reported to the immigration authorities.

6. Assessments & certificates

Learning is supported by continuous, formative assessment — teacher observation, class tasks, and where applicable a mid-course check and an end-of-course assessment. A certificate of completion is awarded to students who meet the attendance and assessment requirements of their programme. Progress feedback is shared regularly; parents of younger students receive updates through agreed channels.

7. Code of conduct

We ask every student to help keep GL Academy a respectful, focused and friendly place to learn. Students are expected to:

- Treat teachers, staff, fellow students and visitors with courtesy and respect;
- Arrive prepared, participate actively and allow others to learn;
- Look after the premises, equipment and learning materials; and
- Follow the reasonable instructions of teachers and staff.

The following is not permitted and may lead to disciplinary action up to and including suspension or termination of enrolment: harassment, bullying, intimidation or discrimination; damage to or theft of property; alcohol, illegal substances or prohibited items on the premises; unauthorised recording or photography of classes, materials or people; and any behaviour that disrupts learning or brings the School into disrepute.

8. Dress code

There is no uniform, but students are asked to dress neatly and modestly in a manner appropriate for a professional learning environment and respectful of Malaysia's multicultural setting. Please avoid offensive slogans or graphics.

9. Mobile phones & devices

Phones should be silent during class. Devices may be used only for learning activities when directed by the teacher. Recording or photographing classes, teachers or other students without permission is not allowed. GL Academy is not responsible for personal devices that are lost, damaged or left unattended.

10. Make-up & replacement classes

Where the School cancels a class for reasons within its control, we will endeavour to arrange a replacement at a mutually convenient time. Missed classes due to a student's own absence are generally not refundable or transferable; any make-up arrangement is at the School's discretion and subject to availability. Requests to transfer, defer or change class should be made to the front desk at least five (5) working days in advance.

11. Materials & facilities

Learning materials provided remain the property of GL Academy or its licensors and may not be copied or distributed without permission. Please help us keep classrooms and shared spaces clean and tidy, and report any faults or damage to staff.

12. Health, safety & emergencies

Your safety matters to us. Please disclose any medical condition, allergy or requirement that may affect your participation. If you are unwell with a communicable illness, stay home and return only when fit. Familiarise yourself with the emergency exits and follow staff instructions during any drill or emergency. In a medical emergency, staff will seek appropriate assistance and, for younger students, contact the parent or guardian as quickly as possible.

13. Respect & safeguarding

GL Academy is committed to a safe, inclusive environment free from bullying, harassment and discrimination of any kind. We take the wellbeing of young learners seriously. Any student who feels unsafe or unfairly treated — or who witnesses such behaviour — should speak to a teacher or staff member, who will handle the matter sensitively and promptly.

14. Fees & payment

Fees, payment schedules and refund terms are governed by our Terms & Conditions of Enrolment. Please settle fees on time to avoid interruption to your classes. If you have any difficulty, speak to the front desk early — we're happy to help where we can.

15. International students

If you study with us on a Student Pass, you are responsible for maintaining valid immigration status, meeting attendance requirements, and complying with all conditions of your pass (including any restrictions on employment). Keep your passport and contact details up to date with us, and tell us immediately of any change. Our team can guide you through Student Pass applications and renewals.

16. Communication with us

The front desk is your first point of contact for timetables, absences, payments and general questions. For academic matters, speak with your teacher or ask the front desk to arrange a meeting. Important announcements are shared by email, WhatsApp and, where relevant, on our website.

17. Feedback & grievances

We welcome your feedback. If something isn't right, please tell us so we can put it right: (1) raise it first with your teacher or the front desk; (2) if unresolved, ask for it to be escalated to Management in writing at hello@glacademy.com.my; and (3) Management will acknowledge your concern and aim to respond within a reasonable time. We treat all concerns respectfully and confidentially.

18. Data privacy

We handle your personal data in accordance with Malaysia's Personal Data Protection Act 2010 (as amended). Please see our Privacy Policy & PDPA Notice for full details of how we collect, use and protect your information and your rights.

We're here to help

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