

## SOP FOR THE **FORMATTING SERVICE**

Student contacts [iiumc\\_hne@iium.edu.my](mailto:iiumc_hne@iium.edu.my) to indicate his intention to engage IIUM Academy for a specific service.

Academy's PIC contacts the student to guide him on the SOP such as filling up the form, agreeing on the timeline and payment to IIUM Academy's account. (Details in Attachment 1)

Student submits the completed form together with the required documents and proof of payment.

Academy's PIC receives the completed form and softcopy of the document (in Word format) from student.

Academy's PIC submits the document to the PETF service provider.

Academy's formatter works on the document by correcting the parts that do not follow the standard format of IIUM.

Academy's formatter returns the corrected document to Academy's PIC.

Academy's PIC issues the endorsement letter to the student and returns the corrected document to the student.