

SOP FOR THE **PROOFING FOR FORMAT SERVICE**

Student contacts iumc_hne@ium.edu.my to indicate his intention to engage IUM 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 IUM 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 indicating where corrections should be done. (No actual corrections will be made, only signs where the standard format has not been followed).

Academy's formatter returns the document (with the markings) to Academy's PIC.

Academy's PIC returns the document (with the markings) to the student for him to do the corrections.

Student re-submits the document after correction of formatting to Academy's PIC.

Academy's PIC requests the formatter to verify the corrections.

- If the formatter confirms that the formatting is now acceptable, Academy's PIC will issue the endorsement letter for the student.
- If the formatter finds the formatting still unacceptable, the student will need to do the corrections again. If this happens, the student must request for the Formatting Review for the document to be checked again.

Academy's PIC will inform the student whose formatting is still unacceptable to do the Formatting Review for his next submission.