Guidelines on Entering Malaysia During COVID-19 Pandemic

1. New International Students
2. Returning/Existing International Students (In Home Countries)
3. Returning/Existing International Students (In Malaysia)
4. Recent Graduates/Completed Studies
Guidelines on New* International Students Not-(yet-able-to) Entering Malaysia During COVID-19 Pandemic

This guidelines apply to the following group of international students: -

1. All new international students, who are outside Malaysia or in home countries, applying to study in Malaysia for the first time
2. International student who has completed study, and currently outside Malaysia, and subsequently wants to progress to further study to a higher level degree (either within the same institution, or to another institution
3. All international students who want to change study programme, within the same level of study, either within the same institution or to another institution
4. For item 2 & 3, if the said international student is currently residing in Malaysia, the processing of new eVAL MAY BE considered, subject to Immigration Malaysia final decision
Enrolled and Studying with Heriot-Watt University Malaysia & HWU Global Communities

- Enrolled with Heriot-Watt University Malaysia (HWUM)
- Received EMGS Approval Letter
- 2-week Fully Online Orientation Programme
  - 1 – 11 Sep 2020
- Welcome Weeks
  - Responsive Blended Learning (RBL) with HWUM & Global Communities
- Start Studying
  - Electronic Visa Approval Letter (eVAL)
  - Student Pass

Crossing Border: Entering Malaysia

- ISSO is monitoring the Immigration Malaysia updates daily
- ISSO will update you once Immigration re-opens the processing of new eVAL
- Sufficient time will be given to you to plan your travel to Malaysia
- As at 5 Aug 2020, the processing of all NEW eVAL is halted by Immigration Malaysia until further notice.

Stay Safe and Stay Connected with us at myinternationaloffice@hw.ac.uk
Guidelines on Returning International Students Entering Malaysia During COVID-19 Pandemic
FLOW CHART FOR RETURNING INTERNATIONAL STUDENTS ENTERING MALAYSIA (PRE-ARRIVAL) updated 2 AUGUST 2020 5PM

Ensure No-Travel-Ban
• Before making any arrangement, please make sure there is no travel ban wherever you are
• You may check with the airlines or local authorities on the requirements to travel

Eligible to enter Malaysia / cross border
• Due to the fluid nature of COVID-19 pandemic and changing guidelines from local authorities, please contact ISSO at myinternationaloffice@hw.ac.uk for the latest updates

Inform your institution
• Inform ISSO your intention to travel via email myinternationaloffice@hw.ac.uk
• Your institution must approve your application prior to EMGS processing your application

Travel & Flight Arrangement
• Purchase your flight ticket to Malaysia
• Please allocate ample time for the processing of your application (recommendation: minimum 21 days prior to your flight)
• Point of entry: KLIA & KLIA2 ONLY

Inform your institution
• Inform ISSO your intention to travel via email myinternationaloffice@hw.ac.uk
• Your institution must approve your application prior to EMGS processing your application

Apply for Travel Authorisation
• You will need to provide your flight details i.e. flight number, date and time and upload your flight ticket online

Obtain Approval on Travel Authorisation
• The application will be forwarded by EMGS to obtain the approval of the Director General of the Malaysian Immigration Department.
• You may check your application status at Track My Application https://visa.educationmalaysia.gov.my/emgs/application/search Form/

Travel to Malaysia
• Print the LoU, Travel Authorisation and Letter of Approval (Entry Permit)
• Keep the documents in your hand luggage
• Download MySejahtera https://mysejahtera.malaysia.gov.my/intro_en/ application in mobile phone and complete the registration process at least 1 day before departure
• Please ensure that you adhere to the COVID-19 safety procedures required by the airlines & local authorities

Complete HWUM Arrival Form (COVID-19)
• After obtaining the SEV, if required, please complete the Arrival Form (COVID-19) at https://forms.gle/nTXQKnjN2ABqnm68

Name List of International Students
• Once the application has been approved by the Malaysian Mission department, EMGS will provide a name list of international students to NADMA

Apply for SEV
• For existing students with expired student pass, depending on your nationality, you may be required to obtain a Single Entry Visa (SEV) prior to entering Malaysia
• The list of countries requiring SEV can be obtained at https://visa.educationmalaysia.gov.my/guidelines/sev-required-countries.html

Submit LoU to the Malaysian Mission
• Upon receiving your Travel Authorisation, download and complete the Letter of Undertaking and Indemnity (LoU) at http://www.nadma.gov.my/images/nadma/documents/garispan duan/LATEST_LOU.pdf
• Next, minimum 3 day before your flight, email the following:
  • Completed LoU
  • Travel Authorisation
  • passport copy
  • flight ticket to the Malaysian Mission in your home country/neighbouring country
• The email address (of Malaysian Mission) is listed at https://www.kln.gov.my/web/guest/malaysian-mission
• If your application is approved, you will receive a Letter of Approval (Entry Permit) via email

Abbreviation:
ISSO : International Student Support Office
EMGS : Education Malaysia Global Services
LoU : Letter of Undertaking
SEV : Single Entry Visa
NADMA : National Disaster Management Agency
KLIA : Kuala Lumpur International Airport
FLOW CHART FOR RETURNING INTERNATIONAL STUDENTS ENTERING MALAYSIA (ARRIVAL & POST-ARRIVAL) update 2 AUGUST 2020 5PM

Arrival at KLIA or KLIA2

COVID-19 Test at the Entry Point
• Upon arrival, you will undergo a COVID-19 antigen test
• You will be required to pay RM250 at the airport (cash/credit card)
• If your test result is negative and you do not exhibit any symptoms, you may proceed to meet NADMA and APM staff
• If you are tested positive, you will be referred to the hospital immediately for treatment

Meet NADMA and APM Staff
• Upon completing the COVID-19 antigen test, you are required to present the LoU, Travel Authorisation and Letter of Approval (Entry Permit) to the NADMA/APM officer

Proceed to Immigration
• Present the receipt for the COVID-19 antigen test and the evidence of financial proof to pay for the 14-day quarantine and COVID-19 antibody test
• Failing to provide the financial proof, you may be subject to immediate deportation to your home country

Undergo Mandatory Quarantine for 14 days at Quarantine Station
• Upon Immigration clearance, NADMA staff will bring you to the quarantine station
• You are required to pay the quarantine cost at the quarantine station (RM150 per day)
• The details of quarantine station will only be made available upon arrival at KLIA or KLIA2
• Important note:
  • You are not allowed to leave the quarantine station during quarantine period
  • A wristband will be provided. DO NOT REMOVE IT
  • You will be served 3 meals a day

Returning to Your Accommodation
• With the Release Order, you are allowed to leave the quarantine station and return to your accommodation
• Please contact ISSO assigned transporter at 016-211 0838 or 016-322 2052 for your transport to your accommodation
• You are required to pay for your transportation cost (RM130/student)

Removal of the Wristband on the 14th day
• If the test is negative, your wristband will be removed by the officer and you will be given a Release Order

Undergo COVID-19 Test on the 13th day
• You will be required to undergo a COVID-19 antibody test at the quarantine station to determine if you are infected
• The cost of the test is RM60, to be paid at the quarantine station
• If you are tested positive, you will be referred to the hospital immediately for treatment

Abbreviation
NADMA: National Disaster Management Agency
APM: Malaysian Civil-Defense
KLIA: Kuala Lumpur International Airport
ISSO: International Student Support Office
### FINANCIAL IMPLICATIONS

**updated on 2 AUGUST 2020 5PM**

ALL EXPENSES RELATED TO ENTRY INTO MALAYSIA ARE TO BE BORNE BY STUDENT. PLEASE ENSURE YOU HAVE SUFFICIENT CASH (IN RINGGIT MALAYSIA [RM]) OR CREDIT (CREDIT CARD) BEFORE ENTERING MALAYSIA.

<table>
<thead>
<tr>
<th>No</th>
<th>TYPE OF EXPENSES</th>
<th>AMOUNT (RM)</th>
<th>PAYMENT MODE AND METHOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>COVID-19 ANTIGEN TEST (Conducted at the airport)</td>
<td>250</td>
<td>Pay at airport (KLIA/KLIA 2) (Credit Card/Cash)</td>
</tr>
<tr>
<td>2</td>
<td>COVID-19 ANTIBODY TEST (Conducted on Day 13 at Quarantine Station)</td>
<td>60</td>
<td>Pay at Quarantine Station (Credit Card/Cash)</td>
</tr>
<tr>
<td>3</td>
<td>COST OF ACCOMMODATION AT QUARANTINE STATION</td>
<td>2,100</td>
<td>*estimated amount subject to availability at Quarantine Station and Charges</td>
</tr>
<tr>
<td>4</td>
<td>LAUNDRY / ROOM SERVICE*</td>
<td>560</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>MISCELLANEOUS (WiFi, PHONE BILL)*</td>
<td>500</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>TRANSPORTATION upon Release from Quarantine Station (Pick up from Quarantine Station to student’s accommodation within Klang Valley only)</td>
<td>130</td>
<td>Pay to ISSO Assigned Transporter (Cash only)</td>
</tr>
</tbody>
</table>

**TOTAL** 3,600
Countries Requiring Single Entry Visa (SEV)
List as at 5 August 2020

- Algeria
- Argentina
- Austria
- Bahrain
- Bangladesh
- Belgium
- Bosnia and Herzegovina
- Brazil
- Cambodia
- Cameroon
- Chile
- China
- Croatia
- Cuba
- Czech Republic
- Egypt
- Finland
- France
- Germany
- Ghana
- Guinea
- Hong Kong SAR China
- Hungary
- India
- Indonesia
- Iran
- Ireland
- Italy
- Japan
- Jordan
- Kazakhstan
- Kosovo
- Kuwait
- Laos
- Lebanon
- Malta
- Mexico
- Mozambique
- Myanmar (Burma)
- Nepal
- Netherlands
- Nigeria
- North Korea
- Oman
- Pakistan
- Peru
- Philippines
- Poland
- Qatar
- Republic of Korea
- Romania
- Russia
- Rwanda
- Samoa
- Saudi Arabia
- Senegal
- Serbia
- Sierra Leone
- South Sudan
- Spain
- Sri Lanka
- Sudan
- Sweden
- Taiwan
- Thailand
- Timor-Leste
- Turkey
- Turkmenistan
- Ukraine
- United Arab Emirates
- Uzbekistan
- Venezuela
- Vietnam

Source: https://visa.educationmalaysia.gov.my/guidelines/sev-required-countries.html
Things to Pack before Entering Malaysia

- Laptop
- Laptop Charger
- Mobile Phone
- Charger
- Power Bank
- Cables
- Extra Clothes
- Extra Towels
- WIFI / Internet

- Face Masks
- Hand Sanitiser or wipes
- Toiletries
- Slippers

Your are strongly advised to bring all essential items with you as you will not be able to leave the Quarantine Stations (i.e. your room) nor having any visitors during the quarantine period
- Please counter check with your airlines on items allowed on flight & luggages
- For emergency matters, please contact ISSO 24/7 Hotline on +6012-667 7140 or +6012-632 2799
Useful Links & Resources

GUIDELINES ENTRY AND QUARANTINE PROCESS PERSON UNDER SURVEILLANCE (PUS) ARRIVING FROM ABROAD (24 JULY 2020)


SINGLE ENTRY VISA INFORMATION AND LIST OF COUNTRIES


MYSEJAHTERA APPLICATION

• [https://mysejahtera.malaysia.gov.my/intro_en/](https://mysejahtera.malaysia.gov.my/intro_en/)

Heriot-Watt University Malaysia (HWUM) International Student Support Office (ISSO) 24/7 HOTLINES

• +6012 - 667 7140
• +6012 - 632 2799
Guidelines on Returning International Students Currently In Malaysia During COVID-19 Pandemic
Advance Notice
- ISSO will send an email to remind you to renew your student pass 3 months prior to expiry date (of your student pass).
- Please check your HW email regularly and respond to the email promptly.

Submit Documents for Renewal
- You are required to also monitor the expiry date of your student pass.
- You must submit a copy of your passport (all pages) and proof of payment to ISSO 3 months before the expiry date via myinternationaloffice@hw.ac.uk.

Renewal of Student Pass
- Upon receiving your passport copy and proof of payment, ISSO will submit the application online through EMGS system, STARS.

EMGS Supporting Letter
- EMGS will process your renewal application.
- If the renewal application is supported, EMGS will issue a supporting letter.
- If it is rejected, ISSO will notify you via email and submit an appeal to EMGS.

Passport Submission
- Upon receiving the notice on your supporting letter from EMGS, ISSO will notify you via HW email.
- You will need to submit your original passport to ISSO.

Return the Passport to Student
- Before returning to campus, please ensure that you adhere to the procedures set out here: https://www.hw.ac.uk/coronavirus/malaysia.htm
- After receiving the email from ISSO, you can collect your original passport at ISSO office from 9am – 5pm (Monday – Friday).
- Please bring along the Acknowledgement of Receipt – Passport slip.

MySejahtera Application
- Before returning to campus, please download MySejahtera application in your mobile phone and complete the registration process.

Passport Collection
- ISSO will collect your original passport from Immigration Malaysia after the endorsement process is completed.
- ISSO will inform you via HW email when your passport is ready for collection.

Submission to Immigration
- Upon receiving the original passport, ISSO will submit your passport and relevant documents to Immigration Malaysia for endorsement of your student pass.

Abbreviation:
ISSO: International Student Support Office
EMGS: Education Malaysia Global Services
STARS: Student Application Registration System
Guidelines on Completed-Studies (Recent) International Students During COVID-19 Pandemic
**FLOW CHART FOR EXISTING INTERNATIONAL STUDENTS (COMPLETED STUDIES) updated 2 AUGUST 2020 5PM**

**If You are Now In M’sia**

1. **Planning Your Departure**
   - You are required to cancel your Student Pass before leaving Malaysia.
   - Please submit a confirmed flight ticket and original passport to ISSO within 14 working days before your departure date.

2. **Cancellation of Student Pass**
   - Upon receiving your original passport and confirmed flight ticket, ISSO staff will submit the documents to Immigration Malaysia.

3. **Submission to Immigration**
   - Immigration will process the cancellation of student pass upon receiving the original passport and confirmed flight ticket.
   - The student pass validity will be shortened as per your flight ticket.

4. **Passport Collection from Immigration**
   - ISSO will collect your original passport from Immigration after cancellation process is completed.
   - ISSO will inform you via email when your passport is ready for collection.

**If You are In Home Country**

5. **If Your Student Pass is Still Valid**
   - If you have left Malaysia during the recent Movement Control Order period, and have not officially cancel your Student Pass, you are strongly advised to remain in your home country. Please do not enter Malaysia until your student pass has expired.
   - However, if you need to enter Malaysia, please contact ISSO at myinternationaloffice@hw.ac.uk prior to planning your travel.
   - ISSO will seek advice from Immigration Malaysia and update you on the latest requirements.

6. **If Your Student Pass has expired**
   - If your student pass has expired, you may enter Malaysia as a tourist.