Information for New International Students 2018-19

A guide to help you prepare for University student life and make the most out of your time at the start of your study

www.hw.ac.uk/malaysia
1.0 Welcome

Welcome to Heriot-Watt University Malaysia!

The International Student Support Office (ISSO) is delighted to welcome you to Heriot-Watt University Malaysia. About one fifth of the students on campus are from overseas, bringing a real international flavour to the student community. This guide is to help you prepare for coming to study and live in Malaysia.

We are located at No 1, Jalan Venna P5/2, Precinct 5, 62200 Putrajaya, Malaysia. The ISSO provides information and advice to all international students on visa conditions and legal obligations including international student attendance requirements, medical insurance, renewal of student pass and changes to student status. You may get in touch with ISSO for general advice on living in Malaysia.

An orientation programme is organised by the University for new students. This programme is designed to help you settle into your new life.

We hope you will find this guide helpful. If you need more information and / or assistance, please email MYInternationalOffice@hw.ac.uk or telephone +603 8894 3888 or +6012 667 7140 / +6012 632 2799.

We look forward to meeting you and wish you all the best in your studies.

This guide is also available on our website: www.hw.ac.uk/malaysia

Important note:

This is a general guide only and may not reflect the University policies and procedures. Further information can be found at www.hw.ac.uk/students.
2.0 Pre-arrival information

Getting ready to come for studies at a new place, whether for a short or long period of time can be daunting. This guide provides you with essential information and advice you need about what you should do, pack and check before leaving your home country.

Before you arrive: Checklist

Things to do before you arrive:

- accept your university offer
- ensure that you apply for your student pass early (12 weeks prior to the start of your programme)
- apply if you wish to live in the campus-arranged accommodation. Please write to MYaccommodation@hw.ac.uk
- if you have a disability, ensure that you write to disability@hw.ac.uk and provide full details of your disability, so that we can discuss your needs with you
- check the start date of your programme, what to do on your arrival, how to get to the University and the orientation programme schedule
- ensure that you have received your electronic visa approval letter (eVAL) from ISSO
- settle your first semester fees upon receiving your eVAL
- do not make any travel arrangement without the eVAL
- apply for a single entry visa, if you need one
- undertake yellow fever vaccination, if required
- Complete the online airport arrival form and book for the airport pick up service, if you need help http://goo.gl/forms/mev2QE2bR2
- complete the online part-enrolment
- read all sections of this guide, it helps you to prepare
2.1 Applying for a student pass

It is a requirement by the Immigration Department of Malaysia that you apply and obtain the approval for a student pass before the start of your programme. Do not make any arrangements to enter Malaysia until you have obtained the approval of your visa application.

2.1.1 Documents required

- Four (4) recent passport-size photographs (4x5.5cm) - white background.
- Passport validity period of more than 15 months from the start date of your programme.
- Two (2) full copies of your passport, including blank pages.
- Certified true copies of all relevant academic transcripts and examination results (in English)
- Certificate of yellow fever vaccination (if you are from sub-Saharan or African country)
- Any documented evidence, if you are on a scholarship or study loan.
- English translations of any documents, if applicable.

2.1.2 Additional documents required

- School leaving certificate or completion of studies certificate, if you have graduated from a high school in Malaysia.
- Release letter and attendance report, if you are transferring from another institution of higher education in Malaysia. Your attendance should not be less than 80%.

The University will apply for your student pass upon receiving complete documents and payment of the application fees payable from you. Special Pass is required for applicant in Malaysia with dependent pass or student pass from other institution.

All student pass applications will be submitted to Education Malaysia Global Services (EMGS) - www.educationmalaysia.gov.my.

2.1.3 Check your student pass application status

From time to time, you may check the status of your student pass application by visiting EMGS website (https://educationmalaysia.gov.my/index.php/emgs/application/searchForm/) and choose the “Check Application Status” option.

You can only do this after the University has submitted an application to EMGS, which normally takes around ten (10) working days after receiving complete documents and payment from you.

2.1.4 Pre-arrival medical screening

All new international students will be required to undertake a pre-arrival medical screening. You must do this while you are still in your home country. You can submit your medical report to the University together with other documents for your student pass application. Alternatively, you will be asked by the University to submit your medical report at a later date.

For more information on the pre-arrival medical screening, visit EMGS website.

2.1.5 Electronic visa approval letter

After your student pass application is approved by the Immigration Department of Malaysia, ISSO will notify you via email. You will also receive a softcopy of the student pass approval, also known as Electronic Visa Approval Letter (eVAL).
2.1.6 Single entry visa and yellow fever vaccination requirements

Depending on your nationality, you may be required to apply for a single entry visa and/or undertake a yellow fever vaccination for entering Malaysia.


If you need a single entry visa (SEV), the following documents are required when you apply at the nearest Malaysian Embassy/Consulate in your home country:

- IM47 form
- Letter of Offer issued by the University (all pages)
- eVAL issued by the Immigration Department of Malaysia

You are advised to call the addressed Embassy in your eVAL to find more information on operation hours, payment and additional requirement for SEV application.

2.1.7 Arrival information

You will need to provide complete arrival details to the University by completing the airport arrival form and send it back to ISSO seven (7) days prior to the date of your arrival in Malaysia.

The University is providing a free airport pick-up service for new international students arriving in Malaysia for the first time. This service will take students either to the campus or campus-arranged accommodation (within Cyberjaya and Putrajaya areas) only.

Accompanying family members and/or friends may use the public transports available at the airport for transfer. You can request for more information from the information desk at the airport.

2.2 What to pack?

2.2.1 Clothes and personal items

Malaysia is a tropical country and is situated near the equator. The average temperature ranges between 26°C and 38°C. Humidity is high and on the west coast of Peninsular Malaysia, the rainy season is towards the middle and end of the year.

Light clothing such as t-shirts, slacks, jeans, shorts, singlet and shirts are ideal and will be most comfortable. In addition, cool clothing materials such as cotton are best suited to the climate.

2.2.2 Electrical appliances

Make sure your laptop and other electrical appliances that you bring are compatible. The standard capacity is a 240-volt, 50-cycle system. You may purchase an adaptor with 3-square pins in order to use them. The adaptor is readily available at a reasonable price from convenience shops and supermarkets throughout Malaysia.

2.2.3 Money

The currency in Malaysia is Ringgit Malaysia (RM). You are advised not to carry a large amount of cash with you. Funds can be brought into Malaysia using traveller cheques. You should have sufficient funds for your expenses for the first 6 months of your studies. A credit card will be useful.
2.3 Part-enrol online

It is essential that you part-enrol online before you arrive. You will receive an email from the University containing your HWU Person ID and PIN number. You will be asked to change your PIN when you log in for the first time.

Part-enrol online involves updating your personal details and uploading a photograph for your student identity card. Do not forget to enter your passport details when you part-enrol online.

How to part-enrol online?
1. Visit www.hw.ac.uk/onlineenrolment.
2. Read carefully and follow the instructions given in the webpage to complete your part-enrolment.

More information on part-enrol online is available at: www.hw.ac.uk/students/new-students/malaysia-campus-students

2.4 Pay your tuition fees

The amount of tuition fees you pay depends on the programme you are studying and/or your year of entry. You will be given a summary of the tuition fees payable, a document known as fee advice, that comes along with your offer letter.

Payment information
- You will normally be asked to pay for the first semester tuition fees, in full, when you receive your eVAL.
- The University accepts payment in US dollar. If there is a difference due to currency exchange rate, it will be refunded to you after the receipt from bank.
- Telegraphic transfers may take up to seven (7) working days to reach the University bank account. You should take this into consideration when remitting funds.
- If you are remitting funds to pay for tuition fees, you need to send to:

  Account name: Heriot-Watt University Malaysia Sdn Bhd
  Account No: 5140-1102-2817
  Bank Name: Malayan Banking Berhad (Maybank)
  Bank Address: Floor 8, Menara Maybank 100 Jalan Tun Perak 50050 Kuala Lumpur Malaysia
  Swift Code: MBBEMYKL
- You may be barred from accessing the University services, such as VISION, labs and study rooms, if you are in debt with the University.
- A penalty of RM100 per week will incur for late payment after the second week of a semester.

2.5 Arriving in Malaysia

2.5.1 Immigration and passport control

When you arrive in Malaysia, ensure that you have the following documents with you in your hand luggage:
- Your original passport
- Your original University offer letter
- Your eVAL
- Your single entry visa (in your passport), if applicable
- Certificate of Yellow Fever Vaccination
- Accommodation address and contact details
- Your original academic qualifications and transcripts

It is unlikely that you have any difficulties with immigration, if you have complete documents with you.
2.5.2 Disembarkation card
You will need to fill up a disembarkation card, which is provided by the airline. The card can also be obtained in the airport arrival hall. Keep the card with you until you complete the process with immigration clearance.

2.5.3 Arriving at the airport
Upon arrival at the airport, you should find your way to the Immigration section. Approach an airport staff in uniform for assistance, if necessary.

A University staff member will be there to assist you to go through the immigration clearance.
You should look for someone with a **signage of the Heriot-Watt University** or **wearing a blue Heriot–Watt University T-shirt** at the restricted area before immigration check in counter. Prior notification of your arrival is important to ensure that a University staff member arrives on time to receive you at the immigration counter.

**Please check with the Immigration at the airport if you require for Visa on Arrival (VOA) for student.**

You may contact ISSO at +6012 667 7140 / +6012 632 2799 or +603-8894 3888, if you require any assistance.

2.5.4 Arriving at the University
You must report to ISSO within the next working day after arriving in Malaysia. The ISSO is located at the ground floor of the University East Wing, within Student Support Services office.

2.5.5 Social visit pass
A social visit pass (also known as a tourist visa) is issued by the Immigration Department of Malaysia upon arrival and has a limited validity period. This pass does not allow you to study in the country.

You are not permitted to enter Malaysia on a social visit pass whilst your student pass application is in the process. If you have done so, you will be required to return to your home country until your student pass application is approved by the Immigration Department of Malaysia. As such, you are advised not to enter Malaysia until you obtain the eVAL.
3.0 Post-arrival information

You will find a friendly and warm community at Heriot-Watt University Malaysia campus. Our staff are helpful and the amenities are conveniently within reach. You will be well supported here.

There are a range of services available on campus to help you make the best of your time at the University. You can also obtain advice and support, if you need any assistance.

Visit the Heriot-Watt University Malaysia website for an overview of student life on campus:

www.hw.ac.uk/malaysia

After you arrive: Checklist

Things to do in your first few weeks:

- report yourself at the ISSO within the next working day from your arrival
- undertake the post-arrival medical screening at a panel clinic within 7 days upon arrival and find out when to submit your original passport to ISSO for student pass endorsement
- attend orientation programme and complete your enrolment
- familiarise yourself with the immigration and student pass rules
- ensure that you get your student identity card from the Student Service Centre
- meet your academic mentor and programme leader/head
- get to know your fellow students, lecturers and tutors
- familiarise yourself with your timetable and locations, as well as computing and printing facilities
- find out the books and journals for your programme in the library
- find out about study skills workshop and learning support from the library
- log into the University computer system and student learning portal (VISION)
- sign up and participate in societies and sports activities organised by clubs and societies
- find out where to eat, shop and see a doctor or a dentist
- find out where you can get help and advice on academic and non-academic matters
- familiarise yourself with the University policies
3.1 Orientation week

Orientation week is the week before the start of your academic year at the University. It is sometimes known as Induction, depending on the duration of the programme.

During orientation week, there will be various academic and social events to welcome and orientate new students. It is an excellent opportunity to meet fellow students, University staff and become familiar with the campus and surroundings before you start your study.

3.2 Clubs and societies

If you have a hobby or special interests, you may be able to find like-minded students in the University through the many clubs and societies. Through the clubs and societies, you are able to meet new people and make new friends as well as spending your leisure time more effectively.

For more information about the clubs and societies currently on campus, you may contact a Student Advisor at Student Support Services.

3.3 About Malaysia

Malaysia's population is multi-ethnic, mainly made up by Malays, Chinese and Indians. There are as many languages spoken in the community. Bahasa Malaysia or Malay language is the official language, but English is widely spoken as a second language. You can get to hear other Chinese dialects as well as Tamil.

Islam is the official religion in Malaysia. However, freedom of religion is allowed. Buddhists, Christians and Hindus are other big religious groups in Malaysia. Different religions holidays are observed across the country, including Hari Raya, Chinese New Year, Deepavali, Christmas and Thaipusam.

3.3.1 Local customs and practice regarding dress

Malaysia is a multicultural but mainly Islamic country. You should respect local traditions, customs, laws and religions at all times and be aware of your actions to ensure that they don’t offend, especially during the holy month of Ramadan or if you intend to visit religious areas. You should also dress modestly, particularly in conservative and rural areas and when visiting places of worship. Clothing which displays a lot of naked skin and in particular your back, chest, feet and stomach should be avoided. Any clothing that has words, terms, or pictures that may be offensive to others is considered unacceptable.

3.4 Personal safety

It is essential that you take precautions for your own personal safety.

Some useful tips:

- Be careful of pickpockets and snatch thieves especially when you are at a tourist and busy area.
- Do not leave your laptop and/or mobile devices in a vehicle.
- Always travel in a group rather than alone.
- Do not hail and enter a taxi if there is already another occupant in it.
- Be vigilant of your surroundings. Do not read or send text messages using a mobile device when walking in public.
- Avoid using ATMs at night.

3.5 Bank account

You will find opening a bank account in Malaysia is an efficient way to manage your funds. In order to open a bank account, you will need the following:

- A University letter confirming your status as a student in Malaysia.
- Your original Passport with a valid student pass.
- A deposit - most banks require a deposit of RM250 for opening a new bank account.
- If you are under 18 years old, you will need to complete an indemnity form and get it signed by your parents.

You will normally be given an ATM card. The business hours of most banks in Malaysia is from Monday to Friday, 9.30am to 4pm.
3.6 Post-arrival medical screening

All new international students are required to undertake a medical screening within seven (7) days after arriving in Malaysia. You will be provided with the information of a panel doctor when you report to ISSO.


3.7 Healthcare and medical insurance

General Practitioners (GP) operate walk-in clinics that can be easily found across the country. Some clinics offer emergency services and they are open 24 hours - 7 days a week. For more serious illness, you would normally require to go to a hospital. You should find out the clinics and hospitals near where you stay. Finding a suitable clinic or hospital when you are healthy is less exhausting than finding when you are feeling unwell.

As a requirement of the student pass approval, all International Students must purchase a medical insurance that covers the period of their study in Malaysia. The University purchase medical insurance for all international students through EMGS when applying for their student pass. For better benefits or premium coverage, you may purchase additional medical insurance plan on your own.

Upon endorsement of your student pass, you will be issued a medical insurance card by EMGS. You should carry your medical card at all times.

For more information about your medical insurance premium and how to use your medical card, visit EMGS website. In case there is an emergency and you need immediate medical attention, you should dial 999 (from a landline) or 112 (from a mobile phone). You may also speak with an officer at ISSO, if you need assistance.

3.8 Living cost and budgets

The cost of living in Malaysia is comparatively lower than living in a Western country. You may refer to the information given in the table below to budget your monthly expenses:

<table>
<thead>
<tr>
<th>Item</th>
<th>Estimated cost (per month)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation</td>
<td>RM600-2,000, depending on accommodation type, location and facilities</td>
</tr>
<tr>
<td>Food</td>
<td>RM800-1,500</td>
</tr>
<tr>
<td>Mobile phone</td>
<td>RM50-250</td>
</tr>
<tr>
<td>Travel</td>
<td>RM100-500, depending on mode of transport, frequency and distance. Petrol and toll charges will incur when you possess your own transport.</td>
</tr>
<tr>
<td>Social</td>
<td>RM100-250, depending on your interests and how much you socialise.</td>
</tr>
</tbody>
</table>

3.9 Travelling to the University

There are many ways to get to the University.

<table>
<thead>
<tr>
<th>Mode</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flight</td>
<td>Search for a flight online. The closest airports to the University are KLIA and KLIA2. A budget taxi from KLIA will take approximately 30 minutes to reach the University and it will cost around RM60. Alternatively, you can take the KLIA Transit train from the KLIA/KLIA2 to Putrajaya station and transfer to a taxi.</td>
</tr>
</tbody>
</table>
| KLIA transit train | The KLIA transit train stops at 3 other locations:  
  KLIA → Salak Tinggi → Putrajaya → Bandar Tasik Selatan → KL Sentral  
  The nearest station to the University is located at Putrajaya Sentral. Monthly travel packages are available for frequent travelers. |
| Taxi            | If you hail a taxi, the meter should start at RM4 the moment you step in. Taxi coupons are available at KL Sentral. |
| Grab/Uber       | Download the application and you can book                                                 |
For more information about public transportation in Malaysia, you may refer here:


Best of Putrajaya:
You can take a tour of Putrajaya during weekends. This tour is starts at 11:30am and 3pm. The duration of the tour is between 90 minutes and 2 hours.
You will be able to see the Prime Minister's residence and office, Taman Warisan Pertanian, Putra Mosque, PICC, Botanical Garden and Seri Bakti Bridge. You can take photos at Taman Putra Perdana, Seri Wawasan Bridge and the Boulevard.

3.10 Telecommunication Services
The country code for Malaysia is +60 or 006.

Landline:
The area codes for landline are:
- 02 – Singapore (You can omit the Singapore country code when calling from Malaysia)
- 03 – Kuala Lumpur, Putrajaya and Selangor
- 04 – Kedah, Penang and Perlis
- 05 – Perak
- 06 – Melaka, Muar district of Johor and Negeri Sembilan
- 07 – Johor (all districts except for Muar)
- 08x – Sarawak and Sabah
- 09 – Kelantan, Pahang and Terengganu
To call a Malaysia number:
- From overseas: dial the country code for Malaysia, followed by the area code and lastly the phone number. For example: +6012 1234 5678
- From outside local area: Dial the full area code, followed by the phone number. For example: 03 1234 5678
- From within local area: Direct dial the phone number. For example 1234 5678

Mobile phones:
Malaysia has a number of mobile telephone service providers. The 3 largest providers include Digi, Maxis and Celcom. To call a mobile number:
- From overseas: Dial the country code for Malaysia, the mobile telephone provider’s code and then the telephone number. For example +6012 1234 5678
- From within Malaysia: Dial the provider’s code and then the telephone number. For example 012 1234 5678

4.0 Immigration rules and regulations
As an international student, you will need to be aware of and adhere to the all rules and regulations, including requirements, set by the Immigration Department of Malaysia and Ministry of Education (Malaysia).

4.1 Student pass and visa
All international students are required to have a valid student pass during their entire period of study in Malaysia. You will be issued a student pass in the form of a sticker endorsement by the Immigration Department of Malaysia. Your student pass comes along with a multiple-entry visa that allows you to exit and re-enter the country as a student. You are not permitted to travel out of Malaysia using your eVAL.
You must ensure that you have a valid student pass and renew your student pass on time to avoid having the need to temporarily suspending your study and returning to your home country whilst waiting for your new student pass approval.
4.1.1 Validity of your student pass

Your student pass and visa will be endorsed onto your passport. The endorsement indicates your visa type, the length of stay in Malaysia, the number of entries permitted and the validity of your Student Pass.

It is mandatory for you to submit your application for student pass renewal to ISSO at least twelve (12) weeks prior to expiry date in order to either extend your current student pass or apply for a new student pass. You set a reminder in your mobile device(s) to alert you when it is time to do so.

Students who fail to renew their student pass on time will have a risk in overstaying in the country. Overstaying is a federal offence and therefore prosecutable by Malaysian court. Punishment imposed will vary from prison sentence to caning followed by immediate deportation back to country of origin depending on the severity of the case. It is strongly encouraged for all international students to be alert and wary of their student pass expiry date in order to avoid this.

4.1.2 Payment for student pass and visa

EMGS charges students a fee for processing student pass application - for both new application and renewal of student pass. In addition to this, there may be other charges that you need to pay for instances when you need to apply directly at the Immigration Department of Malaysia for other types of pass or visa.

4.1.3 Personal bond

All international students (except Diplomatic Pass, Permanent Resident and Malaysia My Second Home (MM2H) holders) are required to pay for a personal bond. The amount you need to pay is determined by the Immigration Department of Malaysia and varies from country to country.

Personal bond is refundable upon the receipt of exit stamp copy on the passport with proper shorten/cancellation check out processes, and students must not violate any Immigration rules and regulations.

If you do not request for a refund, your personal bond will be forfeited 3 months after the date that you exited Malaysia or withdrawn from your programme, whichever comes first.

4.1.4 If you are a dependant pass holder

If you are a dependant pass holder, you will need to convert it to a student pass in order to study full-time in Malaysia.

4.1.5 Working part-time

The Immigration Department of Malaysia has set very strict rules on allowing international students to work part-time in the country.

- You are allowed to work during semester breaks or public holidays, which are more than seven(7) days duration.
- You are not allowed to work more than 20 hours per week.
- You are only allowed to work in any of these places:
  - Hotel
  - Petrol station
  - Mini-mart
  - Restaurant
- You are not allowed to work as a:
  - Cashier;
  - Singer;
  - Masseur;
  - Musician; or
  - Guest Relations Officer; and
  - involved in any activity deemed to be immoral by the Malaysian government.
- Applications must be made to the Immigration Department of Malaysia in person together with a staff from ISSO.
- All travel costs to be borne by the student.
- Approval from the Immigration Department of Malaysia is required before any students are allowed to start work.

The University recommends that you have sufficient funds to support your study and living costs in Malaysia, and do not rely on part-time employment whilst you are in Malaysia.
4.1.6 Transferring to another institution in Malaysia

If you intend to withdraw from the University, you will need to cancel your current student pass. Upon cancellation of your student pass, you would normally require to apply for a special pass to allow time for you to transfer to another institution. The number of special pass depends on how long it takes to get your new student pass approved. You will be required to pay for your special pass(es).

A release letter will be issued by the University in order for the new institution to apply for your new student pass.

4.1.7 Withdrawing from the University or completing/deferring your study

A cancellation of your current student pass must be made before you leave the University. You should ensure that:

• You have obtained the necessary approvals from the University and/or successfully met all the academic requirements for completion of study.
• You report to ISSO at least one (1) month prior to the date of joining the new institution or return to your home country.
• You must bring along an offer letter from your new institution or a confirmed flight ticket.

Important:
Failure to comply with this procedure will necessitate the University to notify the Immigration Department of Malaysia and the Ministry of Education (Malaysia) that you have left the University without prior notice. Thereafter, the University will cancel your student pass without your original passport. This may affect your future application for a new student pass or visa with Immigration Department of Malaysia.

4.1.8 Returning home during semester breaks

If you plan to return to your home country during semester breaks or holidays, you should inform ISSO and obtain advice on your next Student Pass renewal.

4.1.9 Dependant pass for family members

If you are a postgraduate student and has a valid student pass, your immediate family members may apply for a dependant pass to stay in Malaysia. The approval is sole discretion of the Immigration Department of Malaysia.

The following documents are required for a dependant pass application:

• Two (2) certified photocopies of passport (inclusive of the front page, hard cover and all used pages)
• For spouse, your original marriage certificate and translated (if not in English) & endorsed (by Embassy) copy of marriage certificate
• For children, original birth certificate and translated (if not in English) & endorsed (by Embassy) copy of birth certificate
• A passport-size photographs of yourself and each dependent application(s)
• A valid medical insurance for dependent application(s) throughout the stay in Malaysia
• Verification letter from the embassy
• Minimum RM5000 saving in Malaysian bank account
• Personal bond

Your dependants can apply from your home country or after they have entered Malaysia. The Immigration Department of Malaysia charges a Journey Performed fee of RM500, if your dependant applies from within Malaysia.

4.1.10 Renewing your student pass and/or dependant pass

All international students and/or dependants are responsible to renew their pass on time. An application for the renewal of a student pass or dependant pass must be made at least twelve (12) weeks before the expiry date of your current pass.
The Immigration Department of Malaysia may reject your application if you have poor attendance record or academic performance.

4.1.11 Immigration requirements
As an international student, you must be aware of and adhere to the following requirements:

- You must maintain a minimum of 80% attendance in all scheduled classes and achieve satisfactory academic performance. Failing to meet this requirement may result in your student pass being revoked.
- International students who are absent from classes for three (3) consecutive days will be reported to the Immigration Department of Malaysia.
- International students whose attendance record is below 80% will be reported for non-attendance in accordance with Malaysian Government requirements and their student pass may not be renewed.
- You are responsible for monitoring the expiry dates of your passport and student pass.
- Fines may be imposed by the Immigration Department of Malaysia in the event of late submission for renewal or your student pass has expired. All costs will be borne by you.
- Upon completion of study, you are required to inform ISSO four (4) weeks before you leave the country or University. This is to ensure that your current student pass with the University is cancelled and for the return of your personal bond.

4.2 What to do when you have a new passport?
If you renew or change your passport for any reason, you need to apply for a transfer of your student pass from your old passport to the new passport as soon as possible. When you have a new passport, your student pass (in your old passport) is no longer valid.

You should bring your old and new passports to ISSO for transfer of student pass. You will be advised on the charges.

The duration for transferring student pass will normally take fourteen (14) working days upon submission to the Immigration Department of Malaysia.

4.3 What to do when you lose your passport?
In the event that you lose your passport, you must:

- Lodge a police report immediately.
- Apply for a new passport at your embassy or high commission office by bringing along the police report.
- Upon obtaining a new passport, submit a copy of the police report and a letter from your embassy or high commission to ISSO as the supporting documents to obtain a replacement for your student pass. Your new student pass will be placed in the new passport.

You are required to carry your passport at all times when travelling in Malaysia.

5.0 Medical insurance
Medical insurance is mandatory for the issuance of a student pass. The University procures medical insurance for all international students through EMGS. You will be required to extend your medical insurance when renewing your student pass.

Visit EMGS website for information on:

- General terms and conditions of your medical insurance.
- Listing of panel clinics.
- Listing of panel hospitals.

A medical card will be issued to you by insurance provider and ISSO will notify when it is available.
6.0 iKad

The iKad is an identification card for international students and can be used as a means of identification in Peninsular Malaysia. The iKad will only be issued after the student pass is endorsed in the passport. The iKad is not a replacement travel document.

Each iKad will contain the following information:

- Student photograph
- Passport number
- Nationality
- Name of institution
- Duration of the student pass

In the event that the iKad is lost or damaged, the following fees will apply:

- For Lost/Damaged iKad (1st request) – RM150
- For Lost/Damaged iKad (2nd request for the same student) – RM300
- For Lost/Damaged iKad (3rd request for the same student) – MYR 500
- Every subsequent loss/damage of iKad (after damaging/losing it 3 times) for the same student – MYR500 each request

For more info on iKad, visit EMGS website [https://educationmalaysia.gov.my/how-to-apply/ikad.html/](https://educationmalaysia.gov.my/how-to-apply/ikad.html/)