FREQUENTLY ASKED QUESTIONS (FAQs) EXISTING INTERNATIONAL STUDENTS DURING COVID-19 PANDEMIC
# Table of Contents

PRE-ARRIVAL........................................................................................................................................... 1
POST-ARRIVAL ......................................................................................................................................... 2
REPORTING TO ISSO .................................................................................................................................. 4
RENEWAL OF STUDENT PASS DURING COVID-19 ............................................................................. 4
CANCELLATION OF STUDENT PASS AND PERSONAL BOND REFUND DURING COVID-19 ............. 6
ACADEMIC MATTERS ............................................................................................................................. 6
GENERAL CAMPUS ENQUIRIES ............................................................................................................. 8
Frequently Asked Questions (FAQs)
For Returning International Students (in home country/in Malaysia During Covid-19)

PRE-ARRIVAL
1) What should I do if I intend to travel to Malaysia?
   You must ensure that you are able to travel out of the country and there is no travel ban imposed by your country. Please check with the airline company on the requirements to travel.

2) Will I be able to attend face-to-face classes?
   Yes. These are the categories of returning students who are currently allowed to enter Malaysia:
   - Students with a valid student pass who are outside Malaysia.
   - Returning students who are currently outside Malaysia and holds a student pass which has expired from 1st February 2020 onwards.

3) Should I inform International Student Support Office (ISSO) before travelling to Malaysia?
   Yes. You must inform ISSO of your intention before making any travel arrangements to Malaysia via email myinternationaloffice@hw.ac.uk.

4) Should I obtain an approval to enter Malaysia?
   Yes. Should you decide to enter Malaysia, you must submit your application to Education Malaysia Global Services (EMGS) through the Travel Authorisation form available in the EMGS website. The link can be found here: https://visa.educationmalaysia.gov.my/student-visa/travel-authorisation-form-base.html.

   You must purchase a flight ticket minimum 21 days before creating the application as you are required to update the flight details to Malaysia. Please ensure that there is ample time to travel as there are multiple layers of processing involved to approve the travel request by students.

5) What must I do before applying for a Travel Authorisation?
   a) Ensure that your country has not imposed a travel ban. All international students will only be allowed to enter Malaysia via KLIA or KLIA2 entry point.
   b) Ensure that you notify ISSO of your travel intention. Take note that ISSO is required to approve your application to return to Malaysia. EMGS will forward your application to Immigration department for approval.
   c) Ensure that you have made a flight arrangement. Please allow ample time (suggested minimum 21 days) for the processing of your travel authorisation as there are multiple layers of processing involved to determine if you are eligible to travel to Malaysia.
   d) Once approved, you will be able to download an approval letter through the EMGS website (Track My Application) https://visa.educationmalaysia.gov.my/emgs/application/searchForm/.
6) What happens after I obtain the Travel Authorisation?


b) You must submit the completed LoU, the Travel Authorisation, passport copy and flight ticket via email to the Malaysian Mission in your home country / neighbouring country at least 3 days before departure. The email address can be found here https://www.kln.gov.my/web/guest/malaysian-mission.

c) You will receive a Letter of Approval (Entry Permit) via email once the approval is given.

d) For returning students with expired student pass and depending on your nationalities, you will be required to obtain a Single Entry Visa (SEV) prior to travelling to Malaysia. Please check with the Malaysian Mission in your country https://www.kln.gov.my/web/guest/malaysian-mission.

e) After obtaining the SEV, please complete the Arrival Form (COVID-19) https://forms.gle/nTXQKnjN2ABjqnM68.

f) You need to download and print the Travel Authorisation, LoU and Letter of Approval (Entry Permit) as you will be required to present these documents at the entry check point upon arrival in Malaysia. You can download your Travel Authorisation here https://visa.educationmalaysia.gov.my/emgs/application/searchForm/.

g) Ensure that you have downloaded the MySejahtera mobile application and complete the registration process prior to arrival. MySejahtera is an application developed by the Government of Malaysia to assist in monitoring COVID-19 outbreak in the country. You can download the application via https://mysejahtera.malaysia.gov.my/intro_en/.

POST-ARRIVAL

1) What happens once I arrive at the airport?

a) Please ensure that you wear a face mask at all time.

b) Upon arrival at KLIA or KLIA2, you will be required to undergo a mandatory COVID-19 screening (RT-PCR test). The cost of this test will be RM250 which will be borne by you. This screening will be conducted by Malaysian Ministry of Health (MOH) upon arrival at the international gate. You can make payment for this test only via cash or credit card.

c) If your test is negative and you do not exhibit any symptoms, you may proceed to the Immigration Counter for clearance to enter Malaysia. If your test result is positive or exhibit any COVID-19 symptoms, you will be referred to a hospital.

d) A receipt will be issued by the officials of MOH once the payment is made.

e) Upon completing the COVID-19 screening, all students will be registered at the International Entry Point and this process is co-ordinated by the National Disaster Management Agency (NADMA) and the Malaysian Civil-Defence (APM). You must present the Letter of Undertaking and Indemnity, along with the Travel Authorisation and Letter of Approval (Entry Permit) during this process.

f) Upon completion of the registration, you will proceed for Immigration clearance. During this process, you must show the receipt issued by MOH for the COVID-19 (RT-PCR) screening test together with evidence of financial proof to pay for the 14-day quarantine period and the COVID-19 antibody test (that will be conducted on the 13th day of the quarantine period). International students who are unable to provide the financial proof risk being deported to home country.
g) You will be taken to the quarantine station organised by the government. You are required to undergo a mandatory quarantine for 14 days and you do not have the option to choose the quarantine station. You will be fitted with a wristband which cannot be removed until you complete the 14 days mandatory quarantine period.

2) Do I have to undergo self-quarantine?
No. From 24th July 2020 onwards, mandatory quarantine at government quarantine stations will take place as self-quarantine has been revoked. The location of the station for each traveller will only be known upon arrival at KLIA or KLIA2.

3) Are food and other necessities available at the quarantine station?
The government will provide breakfast, lunch and dinner.

4) Who will bear the cost of quarantine?
All costs for your entry into Malaysia will be borne by you including cost of quarantine, transportation cost and COVID-19 tests. Estimated total cost is RM3600.

5) Is WiFi provided?
It is subject to the facilities at the quarantine station. We strongly suggest that you purchase the internet data in home country and ensure the quota is sufficient for 14 days.

6) What happens during quarantine period?
a) Upon arrival at the quarantine station, you must register and submit the LoU to the quarantine station management.
b) You must pay the deposit and/or full payment to the quarantine station management before you can check-in to your designated room.
c) You are not allowed to leave the quarantine station and will not be able to meet anyone. You will remain in your own room during quarantine. On the 13th day, you will be tested again for the COVID-19 virus. If your result shows as negative, you may proceed with your studies according to the study plan provided by the university. However, if your result is a positive, MOH guidelines will apply. The cost of this test will be RM60 which will be borne by you.
d) Upon completion of the quarantine period (14 days), the wristband will be removed if the test result is negative.

7) What happens after I have completed the quarantine period?
International students who are tested negative for Covid-19 will be issued with a Release Order upon completion of the quarantine period by the Ministry of Health (MOH) Malaysia. Please contact ISSO 24/7 hotlines at +6012-632 2799 or +6012-667 7140 to inform us if your test result is negative. Heriot-Watt University staff will pick you up at the quarantine station after being discharged. The staff will hold a Heriot-Watt University placard. You are required to report to ISSO on the next working day. Please bring along your original passport.
If you are tested positive for Covid-19, you will be taken to a hospital for treatment by MOH staff.
Please contact ISSO 24/7 hotlines at +6012-632 2799 or +6012-667 7140 to inform us of your result.
8)  Can I proceed to study after completing quarantine period?
    Yes. You can continue to pursue your studies after completing the quarantine.

REPORTING TO ISSO
1)  When should I report to ISSO?
    Please make an appointment before you report in person at ISSO after the quarantine period ends. You can write to myinternationaloffice@hw.ac.uk. Our office is located at Ground Floor, East Wing. ISSO office hours is 9am – 5pm from Monday to Friday. Please wear a face mask and ensure you show no symptoms of COVID-19 when you enter the campus.

2)  What documentation should I bring along when I report to ISSO?
    Please bring along your original passport when you report to ISSO. You are required to provide your address and contact number in Malaysia to be updated in our database.

RENEWAL OF STUDENT PASS DURING COVID-19
1)  What is the process for a student pass renewal?
    ISSO will send an email reminder to returning students 3 months prior to the expiry of student pass date. Student pass renewal application must be submitted through ISSO. You may be required to submit supporting documentation such as an explanation letter if the extension period exceeds the duration of the programme.

2)  What are the documents to be submitted for renewal of student pass?
    Please submit a copy of your passport including blank pages and proof of payment to ISSO 3 months before expiry date of student pass via email myinternationaloffice@hw.ac.uk.

3)  What happens if my attendance and academic result are not satisfactory?
    Your attendance must not fall below 80% and you must achieve a satisfactory academic result (Pass). Should you fail to meet these 2 requirements, ISSO will submit an appeal to EMGS and Immigration department. However, EMGS and the Immigration Department of Malaysia have the right to refuse your renewal application due to unsatisfactory attendance and academic results.

4)  How long does it take to renew my student pass?
    Upon receiving complete documentations and proof of payment, ISSO will submit an online application to EMGS. Once the renewal application is supported by EMGS, ISSO will submit the application to the Immigration Department of Malaysia for endorsement of student pass. The processing time is 1 month.

    For the total fee for renewal of student pass, please consult ISSO as the fee is subject to your remaining duration to complete your studies.

5)  When do I need to submit my original passport for endorsement of student pass?
    For returning international student in home country and will be returning to Malaysia
    Once your EMGS supporting letter is ready, ISSO will send a notification to your Heriot-Watt email account with a request for you to submit your original passport for endorsement of student pass.
you enter Malaysia and after completing the quarantine period, please make an appointment with ISSO to submit your original passport via email myinternationaloffice@hw.ac.uk. You will be able to collect your passport from ISSO within 3 working days after submission.

For returning international student in Malaysia
ISSO will send a notification to your Heriot-Watt email account with a request for you to submit your original passport for endorsement of student pass. Please book an appointment with ISSO to submit your original passport via email myinternationaloffice@hw.ac.uk. You will be able to collect your passport from ISSO within 3 working days after submission.

6) Can I endorse my student pass from my home country?
No. You must be physically present in Malaysia to submit your original passport to ISSO to endorse your student pass. The renewal process is not complete until you submit your original passport to ISSO.

7) Do I still need to renew my student pass even though I am not able to return to Malaysia?
Yes. You are required to submit the renewal documentations to ISSO at least 3 months before the expiry date of student pass to ensure your student pass is valid.

8) Am I allowed to return to Malaysia with an expired student pass?
Yes. You are allowed to return to Malaysia with the expired student pass during RMCO. You must ensure that you have submitted a renewal application to ISSO and obtained the supporting letter from EMGS prior to travelling back to Malaysia.

Once you have the supporting letter, you must apply for Travel Authorisation through EMGS website and Letter of Approval (Entry Permit) through the Malaysian Mission. You will be required to enter Malaysia on a social visit pass and subsequently obtain the renewed student pass.

9) Can I remain in my home country after renewal of student pass application is approved by EMGS?
(Reason: Due to border closure, increase in COVID-19 cases in Malaysia or/and home country, opt for online learning)
We urge you to monitor the current situation in your home country and in Malaysia before you decide to travel. The Immigration Department of Malaysia will facilitate the endorsement of student pass once you have obtained the supporting letter from EMGS and are able to return to Malaysia.

Please contact ISSO for the latest information as the above information is subject to change.

10) What should I do if I am stopped by the police officer while in Malaysia?
You are advised to remain calm and seek clarification from the police officer. You may present your original passport and Heriot-Watt University student ID if you are asked to do so. If you have already submitted your original passport to ISSO, you should produce the original copy of “Acknowledgement of Receipt – Passport”.

Please contact ISSO 24/7 hotlines at +6012-632 2799 or +6012-667 7140 if the police officer requests for further proof of identification / verification.
CANCELLATION OF STUDENT PASS AND PERSONAL BOND REFUND DURING COVID-19

1) I am leaving Malaysia. What do I need to do to cancel my student pass?
   If you have completed your studies, you must cancel your student pass before leaving Malaysia for
   good. You are required to submit your original passport and confirmed flight ticket to ISSO within 14
   working days before leaving Malaysia.

2) How long does it take to cancel my student pass?
   The processing time is expected to be around 5 working days. This is subject to the process required in
   the Immigration Department of Malaysia.

3) I left Malaysia without cancelling of student pass during MCO. What happens to my student pass?
   Given this is an unprecedented circumstance, there is no penalty for leaving Malaysia without proper
   cancellation of student pass. However, upon arriving at your home country, you must provide a copy of
   the exit stamp and submit the personal bond refund form to ISSO at myinternationaloffice@hw.ac.uk
   You are advised to not travel to Malaysia with your student pass even though it has not expired.

4) When should I submit the personal bond refund form?
   Once you have arrived in your home country, please send an email of the exit stamp and personal bond
   refund form to ISSO at myinternationaloffice@hw.ac.uk. The refund process is expected to take 4-8
   weeks upon receiving the exit stamp and refund form.

ACADEMIC MATTERS

1) When will face-to-face classes begin for returning undergraduate students?
   As announced by the Malaysian Ministry of Higher Education (MOHE), we are required to restrict
   capacity on campus to 30% and to prepare for full return to campus in October 2020. We are awaiting
   the release of the SOPs.

   As you are aware, our semester will commence in September 2020 and we are making the necessary
   arrangements for the students to return to campus. This is again, subject to the restrictions in place and
   changing circumstances.

   We are planning for our academic session to commence with the usual face to face classes as per the
   academic calendar on our website through Responsive Blended Learning (RBL). You will be able to
   access all materials on Vision even if you are unable to attend.

2) I have heard that the University will employ Responsive Blended Learning. What does this mean?
   Responsive Blended Learning or RBL combines active, supported online learning with contextually
   appropriate face-to-face learning opportunities, responding dynamically to the changing external
   context. This approach enables students to proceed with their studies alongside their peers, whatever
   pandemic-related restrictions are lifted or imposed in specific contexts.
The RBL approach will allow students to begin the academic year on schedule, wherever they may be in the world. As conditions change, some students may be able to access face to face learning whilst others may continue to access learning online. Wherever students access their learning, they will remain part of the same core cohort of learners, sharing and developing their learning together. At the heart of this approach is our Heriot-Watt global learning community, our students and our staff collaborating to inspire learning. More information on RBL can be found here.

3) Can I use the University facilities even though I do not attend face to face classes?
At this point, only students with scheduled classes or students approved to return for use of facilities may be allowed to use the university facilities.
If you are a returning student, you will only be allowed to use the university facilities on the days you return to campus as there is a maximum limited to the number of students on campus as per MOHE SOP. Any requests to use university facilities on campus require the approval of your Associate Head of School with valid reasons. Students need to be aware however, that their request may be rejected as the University is obligated to adhere to the MOHE SOP to limit the number of students on campus at any given time. However, your request will be given due consideration depending on your situation or need.

4) What are the arrangements like for tests, assessments and examinations?
The University will have no in person assessments in the first semester. All assessments will be either online or through course works.

5) I have applied to transfer to another campus under Go Global. Can I go?
No, you will not be able to transfer this year due to the uncertainty in the reopening of borders and in country situation. Your next opportunity to transfer will be in Semester 2, January 2021.

6) I am currently in my home country. Will I be able to return to face to face classes?
Yes. Please refer to the information in the Pre-Arrival and Post-Arrival sections above. Prior to making your travel plans, please contact our International Student Support Office at myinternationaloffice@hw.ac.uk for the latest updates to ensure that you comply with all the requirements set by the Malaysian government.

7) How will my studies continue if I cannot attend face to face classes?
The University is employing Responsive Blended Learning (RBL) to ensure that you are not disadvantaged in any way if you are unable to be physically present on campus.

8) I am currently in Malaysia. Will I be able to return physically to campus to start my programme?
Yes, you can return to the campus as scheduled in your timetable.
GENERAL CAMPUS ENQUIRIES

1) What are the procedures to enter the campus?
   All staff, students and visitors will have to be masked on arrival and will need to register at the designated campus entrance. Registration is compulsory as outlined by a government directive to enable contact tracing. Your temperature will also be taken by staff members. You will not be allowed to enter the campus if your recorded temperature is above 37.5 Celsius or you show any symptoms. You will be required to sanitize your hands before you enter the campus. Please ensure you give your full cooperation to the staff members who are required to ensure strict adherence to the requirements for the health and safety of the campus community.

2) How will physical distancing be applied across the campus?
   The University will be employing thorough physical distancing rules across all areas at the campus, including elevators, working spaces, study spaces, classrooms and lecture halls. We are required to restrict capacity on campus to 30% (until 1st October 2020) and ensure that the 1 metre physical distancing is adhered to. The University has also invested in the installation of hand sanitisers across the campus.

3) Will bus services be affected when students are allowed to return to campus?
   Bus service will resume at minimal service when students can return to campus. However, bus services may be subject to the number of students requiring the service. We will update and release the bus timetable from time to time. You may contact Student Support Services at mystudentexperience@hw.ac.uk for the latest bus timetable.

   For new students, the bus schedule will be given together with the welcome week programme.

4) Will I be able to eat at the cafeteria (Happy Café)?
   Dine in is allowed at the Happy Café. Note that physical distancing will be practised and you are reminded to ensure adherence. Takeaway service will also be available for consumption at the open areas.

5) What precautions should I take while I am on campus?
   The University is ensuring strict adherence to the SOP issued by the government of Malaysia. Please wear a face mask while you are on campus or in public area.

   All staff and students are encouraged to observe basic hand hygiene and wash your hands regularly. A no hand-shake policy is also currently in place. The University has also installed hand sanitisers across the campus. If you are exhibiting any symptoms such as fever, cough or flu, you are strictly not allowed to come on to campus.