FREQUENTLY ASKED QUESTIONS (FAQS)
EXISTING INTERNATIONAL STUDENTS (IN HOME COUNTRY AND/OR IN MALAYSIA DURING COVID-19)

PRE-ARRIVAL
1) What should I do if I intend to travel to Malaysia?
   You must ensure that you can 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.

   According to the latest announcement made by the Malaysian government on 22 December 2020, existing international students will be allowed entry into Malaysia to continue their studies, except for students from the United Kingdom which is currently barred from entry.

   Effective 28 April 2021, foreign nationals embarking on a journey from any destination in India either by direct flight or transit to Malaysia are prohibited from entering the country. This ban also applies to passengers who transit from Malaysia to a third country. The implementation of the entry restrictions for Indian citizens involves all long-term pass holders including international students.

   On 5 May 2021, the Malaysian government announced a temporary travel ban on citizens of Sri Lanka, Bangladesh, Pakistan and Nepal.

2) Will I be able to attend face-to-face classes?
   No face-to-face classes will be held during the Movement Control Order (MCO) period. These are the categories of new students who are currently allowed to enter Malaysia:
   - Students who have obtained the electronic Visa Approval Letter (eVAL) but expired due to Movement Control Order (MCO).
   - Students who have submitted application for eVAL but is yet to be approved.
   - Students who are not from the countries that are currently barred from entry.

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

4) Should I obtain 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 on 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 of 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 and you are not from the countries that are currently barred from entering Malaysia.
   b) All international students will only be allowed to enter Malaysia via KLIA or KLIA2 entry point.
   c) Ensure that you notify ISS of your travel intention. Take note that ISS is required to approve your application to return to Malaysia. EMGS will forward your application to the Malaysian Immigration Department for approval.
   d) Ensure that you have made a flight arrangement. Please allow ample time (suggested minimum of 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.
   e) 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?
   a) All foreign students who wish to enter Malaysia are required to make an online payment for quarantine cost before leaving for Malaysia. Go to https://safetravel.myeg.com.my/ to make the payment. This directive is effective from 15 November 2020. For more information, please read https://educationmalaysia.gov.my/news_update/update-on-the-standard-operating-procedures-during-and-after-covid-19-pandemic-movement-control-order-20-11/
   b) After successful payment, proceed to download the MyQR by MyEG mobile app and log in with your registered account. Present the QR code generated from the mobile app to the international port of entries counter. Once the QR code is verified, you will also receive an email with your receipt, which can be printed out for verification.
   c) For existing students with expired student pass and depending on your nationalities, you will be required to obtain a Single Entry Visa (SEV) before travelling to Malaysia. Please check with the Malaysian Mission in your country https://www.kln.gov.my/web/guest/malaysian-mission.
   d) After obtaining the SEV, please complete the HWUM Arrival Form During COVID-19 which can be found here: https://tinyurl.com/HWUM-Arrival-Form-IntlStudent.
   e) You need to download and print the Travel Authorisation as you will be required to present the document at the entry checkpoint upon arrival in Malaysia. You can download your Travel Authorisation here https://visa.educationmalaysia.gov.my/emgs/application/searchForm/.
   f) You must undergo an RT-PCR COVID-19 test 3 days before departure to Malaysia at your current location and the RT-PCR COVID-19 test results must be in English so that it can be verified by the respective authorities in Malaysia upon arrival.
   g) Ensure that you have downloaded the MySejahtera mobile application and complete the registration process at least 3 days before 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) Present the QR code generated from the MyQR by MyEG mobile app to the international port of entries counter or the email with your receipt, which can be printed out for verification.
c) Provide the RT-PCR COVID-19 test results upon arrival. If you are unable to provide the RT-PCR COVID-19 test result at the airport:
   
i) You will be subjected to a quarantine period of 10 days, instead of 7 days at the quarantine station. However, students arriving from certain countries will be required to undergo 14 days of quarantine upon their arrival in Malaysia.
ii) You will be required to undergo the RT-PCR COVID-19 test conducted by Malaysian Ministry of Health (MOH) upon arrival at the international gate. The cost of this test will be RM250 and you have to pay at the airport by cash or credit card.
d) If your RT-PCR COVID-19 screening 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 exhibits any COVID-19 symptoms, you will be referred to a hospital.
e) At the Immigration Counter, you must have your original passport and valid student pass. If your student pass has expired, you must have your Single Entry Visa (SEV) as a tourist. The student should print the proof of renewal application from EMGS website.
f) Upon completing the COVID-19 assessment, all students will be registered at the International Entry Point and this process is coordinated by the National Disaster Management Agency (NADMA) and the Malaysian Civil Defence (APM). You must present the Travel Authorisation during this process.
g) You will be taken to the quarantine station arranged by the government. You are required to undergo a mandatory quarantine and you do not have the option to choose the quarantine station. You will be fitted with a wristband that cannot be removed until you complete the 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 the cost of quarantine, transportation cost and COVID-19 tests. You will be required to pay for:
   
- *10 days quarantine period which will cost you RM4,600.*
- *14 days quarantine period which will cost you RM5,200.*

*If the number of quarantine days is reduced, any differential in amount will be refunded back to you by MyEG based on the determined quarantine period at the international arrival gate.*
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 during the quarantine period.

6) What happens during the quarantine period?
   a) Upon arrival at the quarantine station, you must register and show the proof of payment to the quarantine station management before you can check-in to your designated room.
   b) You are not allowed to leave the quarantine station and will not be able to meet anyone. You will remain in your room during the quarantine and 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 RM120 and you have to pay by cash or credit card.
   c) Upon completion of the quarantine period, 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 ISS 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.

   If you are tested positive for COVID-19, you will be taken to a hospital for treatment by MOH staff. Please contact ISS 24/7 hotlines at +6012-632 2799 or +6012-667 7140 to inform us of your result.

   You are required to report to ISS on the next working day. Please bring along your original passport.

8) Can I proceed to study after completing the quarantine period?
   You can continue to pursue your studies after completing the quarantine online. The campus is currently closed as a result of the MCO imposed by the government.

REPORTING TO ISS

1) When should I report to ISS?
   You are required to report to ISS on the next working day after being discharged from quarantine. Please bring along your original passport. Please make an appointment before you report in person at ISS. You can write to myinternationaloffice@hw.ac.uk.

   You are also required to apply for approval to enter campus. Application can be submitted here. Our office is located at Student Life, Ground Floor, East Wing. ISS office hours are 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 ISS?
   Please bring along your original passport when you report to ISS. 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?
   ISS will send an email reminder to existing students 3 months before the expiry of the student pass date. Student pass renewal application must be submitted through ISS. 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 ISS 3 months before the 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, ISS will submit an appeal to EMGS and the Malaysian Immigration Department. However, EMGS and the Malaysian Immigration Department 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 documentation and proof of payment, ISS will submit an online application to EMGS. Once the renewal application is supported by EMGS, ISS will submit the application to the Malaysian Immigration Department for endorsement of student pass. The processing time is 1 month.

   For the total fee for renewal of student pass, please consult ISS 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 the existing international student in home country
   Once your EMGS supporting letter is ready, ISS 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. Once you enter Malaysia and after completing the quarantine period, please make an appointment with ISS to submit your original passport via email myinternationaloffice@hw.ac.uk. You will be able to collect your passport from ISS within 3 working days after submission.

   For the existing international student in Malaysia
   ISS 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 ISS to submit your original passport via email myinternationaloffice@hw.ac.uk. You will be able to collect your passport from ISS 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 ISS to endorse your student pass. The renewal process is not complete until you submit your original passport to ISS.
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 ISS 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 the MCO, if you are not from the countries that are currently barred from entering Malaysia. You must ensure that you have submitted a renewal application to ISS and obtained the supporting letter from EMGS before travelling back to Malaysia.

Once you have the EMGS supporting letter, you must apply for Travel Authorisation through EMGS website. 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 the renewal of the 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 Malaysia before you decide to travel. The Malaysian Immigration Department will facilitate the endorsement of student pass once you have obtained the supporting letter from EMGS and can return to Malaysia.

Please contact ISS 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 ISS, you should produce the original copy of “Acknowledgement of Receipt – Passport”.

Please contact ISS 24/7 hotlines at +6012-632 2799 or +6012-667 7140 if the police officer requests 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 ISS 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 by the Immigration Department of Malaysia.
3) **When should I submit the personal bond refund form?**

Once you have arrived in your home country, please complete the online personal bond refund form [HWUM Online Forms - Home (sharepoint.com)](https://sharepoint.com). 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 existing students?**

Not at this moment. The campus is currently closed as a result of the MCO imposed by the government.

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.

Please contact our International Student Support at myinternationaloffice@hw.ac.uk should you need further clarification and the latest updates.

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 are 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 a face-to-face class?**

All students are requested not to return to campus and access classes online. The campus will be closed during this period. This includes final-year student or PhD students. Please liaise with your supervisor directly.

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 the in-country situation. The situation will be reviewed again to consider the next opportunity to transfer in September 2021.
6) I am currently in my home country. Will I be able to return to face-to-face classes?
The campus is currently closed as a result of the MCO imposed by the government and no face-to-face classes will be held during the MCO period.

Please refer to the information in the Pre-Arrival and Post-Arrival sections above. Before making your travel plans, please contact our International Student Support (ISS) 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 a face-to-face class?
No face-to-face classes will be held during the MCO period. The University is employing Responsive Blended Learning (RBL) to ensure that you are not disadvantaged in any way.

8) I am currently in Malaysia. Will I be able to return physically to campus to start my programme?
The campus is currently closed as a result of the MCO imposed by the government and no face-to-face classes will be held during the MCO period.

GENERAL CAMPUS ENQUIRIES
1) What are the procedures to enter the campus?
When the campus is open, 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 the 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% 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 services are suspended during the MCO extension when all classes are being held online.

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.

If you are using our shuttle buses, you are required to be scanned for your temperature upon entry and check-in with the MySejahtera app. We encourage that you sanitise your hands before entering the bus.
and upon exiting. A face mask is compulsory when you check-in, and as long as you are on the bus. Surfaces on our buses are cleaned 3 times a day, and once a week, the entire bus is deep cleaned.

In line with public transport Standard Operating Procedures issued by the government, there is no physical distancing on the bus. As such, you are encouraged to limit your interaction with other passengers on the bus.

4) Will I be able to eat at the cafeteria (Happy Café)?
The campus is currently closed.

Dine-in is allowed at the Happy Café. Note that physical distancing will be practiced and you are reminded to ensure adherence. Takeaway service will also be available for consumption in the open areas.

5) What precautions should I take while I am on campus?
The campus is currently closed.

The University is ensuring strict adherence to the SOP issued by the government. As of 1 August 2020, the Malaysian government has made it compulsory to wear a face mask in public places. On campus, you are required to wear one when you enter the premises, and to and from classes or office spaces. You have the option of removing them when you are in class or at your own office space.

All staff and students are encouraged to observe basic hand hygiene and wash their hands regularly. A no hand-shake policy is also currently in place. The campus 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 onto campus.