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.

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 international students who have received the complete doses of COVID-19 vaccination that are allowed entry into Malaysia:
   i) All existing and new international students except those who come from countries listed in the banned list
   ii) International students who are citizens of the United Kingdom (UK)
   iii) International students participating in mobility and Edutourism programmes

   All international students will have to apply for permission to enter Malaysia via Education Malaysia Global Services (EMGS), subject to the approval of the Director General of the Malaysian Immigration Department.

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.

   Once the Malaysian Immigration Department has approved the Travel Authorisation will be auto-generated and made available for download through EMGS website. The Travel Authorisation can be downloaded from the following link below: https://visa.educationmalaysia.gov.my/student-visa/travel-authorisation-form-base.html

   Please ensure the validity of your passport must be at least 18 months.
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) Make sure you have received the complete doses of COVID-19 vaccination.
   c) All international students will only be allowed to enter Malaysia via KLIA or KLIA2 entry point.
   d) 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.
   e) 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.
   f) 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 costs 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 result 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/.
   h) Please bring your original COVID-19 vaccination certificate.
**POST-ARRIVAL**

1) **What happens once I arrive at the airport?**
   a) Please ensure that you always wear a face mask.
   b) Present the COVID-19 vaccination certificate and 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 and must be translated into English.
   d) You are subjected to 14 days of mandatory quarantine at a designated government quarantine station. The quarantine period of 14 days will be extended to 21 days (7 days extension), depending on the risk assessment conducted on the students on the 14th day of the quarantine. The quarantine extension period of 7 days will be done at the same quarantine station.
   e) 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.
   f) 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.
   g) 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.
   h) 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.
   i) 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 international students allowed to apply to undergo the mandatory quarantine at home or their residence via Home Surveillance Order (HSO)?**
   4) International students’ applications to undergo the mandatory quarantine at home or their residences via Home Surveillance Order (HSO) **may be considered** subject to the approval of Ministry of Health (MOH). The HSO application must be submitted [here](#) at least 1-2 weeks before the date of departure in order to get the approval from MOH. Please notify ISS via email if your application is approved. However, home quarantine is not applicable for students residing at HWUM accommodation.

5) **Are food and other necessities available at the quarantine station?**
   Breakfast, lunch and dinner will be provided as part of the quarantine package.
6) 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:
- 14 days quarantine period which will cost you RM5,200.
- 21 days quarantine period which will cost you RM6,250.

7) Is WiFi provided?
It is subject to the facilities at the quarantine station. We strongly suggest that you purchase the internet data in your home country and ensure the quota is sufficient during the quarantine period.

8) 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 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.

9) 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.

10) Can I proceed to study after completing the quarantine period?
   Yes. You can continue to study online after completing the quarantine. The campus is currently closed as a result of the MCO imposed by the government.
11) **How can international students verify their COVID-19 Vaccination Certificate obtained outside Malaysia?**

International students are required to verify their vaccination through the MySejahtera app. The students can select the Helpdesk function on the app and need to select N that reads “I have received my vaccination overseas and would like to obtain my digital certificate in MySejahtera”.

**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 from Student Service Centre (SSC) to enter campus. As the campus is currently closed, please look out for an update and further instructions via HW email before applying to enter the campus. 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). The refund process is expected to take 4-8 weeks upon receiving the exit stamp and refund form.