FREQUENTLY ASKED QUESTIONS (FAQS)

NEW INTERNATIONAL STUDENTS (IN HOME COUNTRY 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 announcement made by the Malaysian government on 22 December 2020, new 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 an 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](mailto:myinternationaloffice@hw.ac.uk). All international students will only be allowed to enter Malaysia via KLIA or KLIA2 entry point.

4) **Should I obtain approval to enter Malaysia?**

   Yes. Should you decide to enter Malaysia during COVID-19, you must complete the online Declaration Form: [https://forms.office.com/Pages/ResponsePage.aspx?id=8l9CbGVo30Kk245q9jSBPUOQUODt-gRKuXjVjXQyIImpUMjU2T0VUNTFRjJ4N09CTUQ1TVg5SkIzRi4u](https://forms.office.com/Pages/ResponsePage.aspx?id=8l9CbGVo30Kk245q9jSBPUOQUODt-gRKuXjVjXQyIImpUMjU2T0VUNTFRjJ4N09CTUQ1TVg5SkIzRi4u)

   ISS will submit the ‘Declaration of Accommodation’ and ‘Declaration for Commencement of Online Classes’ to Education Malaysia Global Services (EMGS) as part of the eVAL documentation requested by the Malaysian Immigration Department.
Once the Malaysian Immigration Department has approved the eVAL and 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:


*Please ensure the validity of your passport must be at least 18 months.*

5) **What happens after I obtain the eVAL and Travel Authorisation?**

a) For new students 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](https://www.kln.gov.my/web/guest/malaysian-mission). 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](https://tinyurl.com/HWUM-Arrival-Form-IntlStudent).


c) 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.

d) You need to download and print the eVAL and Travel Authorisation as you will be required to present these documents at the entry checkpoint upon arrival in Malaysia. You can download your Travel Authorisation here [https://visa.educationmalaysia.gov.my/emgs/application/searchForm/](https://visa.educationmalaysia.gov.my/emgs/application/searchForm/).

e) You must **undergo an RT-PCR COVID-19 test 3 days prior to 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.

f) 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/](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, eVAL and SEV (if applicable) for Immigration clearance.

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 and eVAL 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 which 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 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, the Ministry of Health Malaysia (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 MOH. 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.

POST-ARRIVAL MEDICAL SCREENING

1) Am I required to undergo medical screening?
Yes. You will need to undergo the post-arrival medical screening at an Education Malaysia Global Services (EMGS) panel clinic within 7 days after being discharged from the quarantine centre. You can refer to the list of panel clinic in this link: https://visa.educationmalaysia.gov.my/guidelines/registered-malaysian-clinic.html/
The nearest and preferred EMGS panel clinic to the campus is:  
Selcare Clinic, Putrajaya  
Address: No.11, Jalan P9, B/1 Presint 9, 62250, Putrajaya  
Phone Number: +603 8888 0268  
Opening hours: Daily Including Public Holiday 8.00 am - 5.00 pm

2) What are the documents required for post-arrival medical screening?  
You must download, print and complete the Health Examination Report Form. The form can be downloaded here: [https://visa.educationmalaysia.gov.my/media/docs/Health-Examination-Report.pdf](https://visa.educationmalaysia.gov.my/media/docs/Health-Examination-Report.pdf)

You are required to bring along your original passport to the panel clinic for medical screening. There is no fee required for the medical screening. It is recommended that you contact the appointed panel clinic to make an appointment.

3) What happens at the medical screening?  
The examining doctor will request that you sign a consent letter before you undergo the medical screening.  
The medical screening includes:  
i. Blood test  
ii. Urine test  
iii. Chest X-ray

4) What happens after completing the medical screening?  
You will be given a medical slip after the medical screening. Please submit the medical slip to ISS for the university record. ISS will notify you via Heriot-Watt University email to submit your original passport once your medical screening result is successful.

5) i) What should I do if I have failed the medical screening?  
The clinic will inform you via telephone call if you have failed the post-arrival medical screening. Please contact ISS 24/7 hotlines at +6012-632 2799 or +6012-667 7140 to inform us of the result.

ii) How do I appeal?  
An appeal must be made at the same panel clinic you visited previously for medical screening. This should be done within 7 days of receipt of the notification that you have failed your medical screening.

All costs relating to the appeal shall be borne by you and are directly payable to the panel clinic. The panel clinic will submit an Appeal Letter to EMGS. The result of the confirmatory tests will be sent directly to EMGS by the panel clinic and reviewed by the EMGS Appeal Committee. The decision of the Appeal Committee is final and there is no further right of appeal if you are unsuccessful. ISS will inform you of the outcome of the appeal within 2 to 4 weeks.

iii) What if my appeal is unsuccessful?  
If your appeal is unsuccessful, you are required to return to your home country. ISS will provide further advice on the procedure to leave Malaysia.
ENDORSEMENT OF STUDENT PASS

1) When should I submit my original passport to ISS for endorsement of student pass?
You must submit your original passport to ISS upon completing the post-arrival medical screening. ISS will submit your passport and relevant documents to the Malaysian Immigration Department and you will receive your original passport with endorsed student pass within 3 working days. Please contact ISS 24/7 hotlines at +6012-632 2799 or +6012-667 7140 for appointment.

2) What is the validity of a student pass?
The Malaysian Immigration Department will issue a student pass for a maximum of 12 months or if the course duration is less than 12 months, the student pass will be for the duration of the course. For Indonesian students pursuing a degree programme, the validity of student pass is 24 months. Your student pass is a Multiple Entry Visa (MEV).

WORKING IN MALAYSIA

1) Can I work part-time whilst studying in Malaysia?
All international students studying at public or private higher education institutions are allowed to work part-time for a maximum of 20 hours per week ONLY during semester breaks or holidays of more than 7 days. You may work at restaurants, petrol kiosks, mini markets and hotels as long as their student passes remain valid. Please be informed that prior approval from the Department of Immigration is required.

   International students are NOT permitted to work as cashiers. In addition, international students are NOT allowed to work as singers, masseurs, musicians or GROs (Guest Relation Officers) in the hotel sector. International students are not allowed to engage in any job or activity deemed to be immoral.

   Applications to work part-time must be made through the educational institution at which the international students are enrolled. The international student needs to be present with the representative of the educational institution at the Immigration Department of Malaysia to apply for part-time work.

MEDICAL INSURANCE, IKAD AND BANK ACCOUNT

1) i) Am I covered by medical insurance whilst studying in Malaysia?
   It is compulsory for every student entering Malaysia to have medical insurance. You will be insured from the date you enter Malaysia. Please inform ISS staff of your arrival date. All international students must be covered by a locally purchased medical health insurance policy.

ii) Is there a medical insurance card?
   Yes, you will receive a medical insurance card within 1 month after you arrive in Malaysia. ISS will send a notification to your Heriot-Watt email to collect the card from ISS.
iii) How do I use the medical insurance card?
For outpatient treatment, you may visit the nearest panel clinic registered under the insurance policy. You are required to bring along your original passport, iKad and medical insurance card. Please take note that specialist treatment will not be covered under outpatient treatment.

For inpatient treatment, you may visit the nearest panel hospital under the insurance policy. You are required to bring along your original passport, iKad and medical insurance card. Register your name at the hospital for admission and you are required to pay a deposit of RM500 or RM1000 which is refundable upon discharge. The hospital will contact the insurance company to obtain a Guarantee Letter.

2) I require immediate medical assistance. Where is the nearest hospital?
You are advised to seek medical assistance from a panel hospital under the insurance policy. Where possible, please inform ISS via the 24/7 hotlines at +6012-632 2799 or +6012-667 7140 of your medical situations immediately.

3) i) What is an iKad?
Once your student pass has been endorsed on your passport, you will be issued an iKad, a biometric residence permit (the size of a credit card) that bears your photo and other information to verify your identity. A valid iKad is the only substitute identification document for foreign nationals recognised by the Department of Immigration in Peninsular Malaysia and MUST BE KEPT WITH YOU ALL THE TIMES. With an iKad, your passport can now be kept away at a secure place. However, iKad is not a replacement document for international travel or travels between West Malaysia (Peninsular Malaysia) and East Malaysia (Sabah and Sarawak).

For more information of the iKad, please refer to: https://connect.emgs.com.my/ikad-for-international-students/

ii) When will I receive the iKad?
The iKad will be ready within a month after your student pass is endorsed. ISS will send a notification to your Heriot-Watt email to collect the iKad from ISS.

4) I wish to open a bank account. What should I do?
You can open a bank account once your student pass is endorsed. Please request a verification letter from ISS to open a bank account in Malaysia.

ACADEMIC MATTERS
1) When will face-to-face classes begin for new students?
Not at this moment. The campus is currently closed as a result of the RMCO 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 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 practised 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 your 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.