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.

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. 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/r/99L6GNm1v8

   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 result 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/).
   g) 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)?**

   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.

4) **Are food and other necessities available at the quarantine station?**

   Breakfast, lunch and dinner will be provided as part of the quarantine package.

5) **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.

6) **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.

7) **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.

8) 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.

9) 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.

10) 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.
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 clinics in this link: https://visa.educationmalaysia.gov.my/guidelines/registered-malaysian-clinic.html/

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

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 on 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.