

Information for New International Students 2024-2025

A guide to help you prepare for University student life and make the most out of your time at the start of your study



www.hw.ac.uk/malaysia

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1.0 Welcome

Welcome to Heriot-Watt University Malaysia!

The Global Student Office (GSO) is delighted to welcome you to Heriot-Watt University Malaysia. About one fifth of the students on campus are from overseas, bringing a real international flavour to the student community. This guide is to help you prepare for coming to study and live in Malaysia.

We are located at No 1, Jalan Venna P5/2, Precinct 5, 62200 Putrajaya, Malaysia. The GSO provides information and advice to all international students on visa conditions and legal obligations including international student attendance requirements, medical insurance, renewal of student pass, cancellation of student pass and changes to student status. You may get in touch with GSO for general advice on living in Malaysia.

An orientation programme is organised by the University for new students. This programme is designed to help you settle into your new life.

We hope you will find this guide helpful. If you need more information and / or assistance, please email MYInternationalOffice@hw.ac.uk or telephone +603 8894 3888 or mobile +6012 667 7140 / +6012 632 2799 (WhatsApp).

We look forward to meeting you and wish you all the best in your studies.

This guide is also available on our website: www.hw.ac.uk/malaysia

Important note:

This is a general guide only and may not reflect the University policies and procedures. Further information can be found at www.hw.ac.uk/students.

2.0 Pre-arrival information

Getting ready to come for studies at a new place, whether for a short or long period of time can be daunting. This guide provides you with essential information and advice you need about what you should do, pack and check before leaving your home country.



Before you arrive: Checklist

Things to do before you arrive:

- ☐ Accept your university offer
- ☐ Ensure that you apply for your student pass early (12 weeks prior to the start of your programme)
- ☐ Apply if you wish to live in the campus-arranged accommodation. Please write to MYaccommodation@hw.ac.uk
- ☐ If you have a disability, ensure that you write to counsellinganddisability@hw.ac.uk and provide full details of your disability, so that we can discuss your needs with you
- ☐ Check the start date of your programme, what to do on your arrival, how to get to the University and the orientation programme schedule
- ☐ Ensure that you have received your electronic Visa Approval Letter (eVAL) from GSO
- ☐ Pay your first semester fees upon receiving your eVAL
- ☐ Do not make any travel arrangement without the eVAL
- ☐ Apply for a single entry visa (or eVISA), if you need one
- ☐ Undertake yellow fever vaccination, if required
- ☐ Complete the online [airport arrival form](#) and book for the airport pick up service
- ☐ Complete the [Malaysia Digital Arrival Card \(MDAC\)](#) as early as 3 days before arrival or at the latest upon arrival.
- ☐ Complete the online part-enrolment
- ☐ Ensure you read all sections of this guide

2.1 Applying for a student pass

It is a requirement by the Immigration Department of Malaysia that you apply and obtain the approval for a student pass before the start of your programme. Do not make any arrangements to enter Malaysia until you have obtained the approval of your visa application.

2.1.1 Documents required

- Soft copy of passport photo with pure white background. Please refer to [EMGS photo guidelines](#).
- Scanned copy of passport (the whole book including blank pages) with validity period of more than 18 months from the start date of your programme.
- Certified true copies of all relevant academic transcripts and examination results (in English)
- Certificate of yellow fever vaccination (if you are from sub-Saharan or African country)
- Any documented evidence, if you are on a scholarship or study loan.
- English translations of any documents, if applicable.
- Health Declaration Form

2.1.2 For campus transfer / mobility student

- Soft copy of passport photo with pure white background. Please refer to [EMGS photo guidelines](#).
- Scanned copy of passport (the whole book including blank pages) with validity period of more than 18 months from the start date of your programme.
- A copy of academic transcripts (in English).
- Health Declaration Form
- Certificate of yellow fever vaccination (sub-Saharan or African country)
- A confirmation letter from current Heriot-Watt campus.
- English translations of any documents, if applicable.

You may write to studywithus@hw.ac.uk for campus transfer / mobility application.

2.1.3 Additional documents required

- School leaving certificate or completion of studies certificate, if you have graduated from a high school in Malaysia.
- Release letter and attendance report, if you are transferring from another institution of higher education in Malaysia. Your attendance should not be less than 80%.
- China Students: to provide online verification report on academic transcript through China Credentials Verification (CSSD) / Academic Degrees and Graduate Education Development Center (CDGDC) (www.chsi.cn) / Chinese Service Center for Scholarly Exchange (www.cscse.edu.cn)

All student pass applications will be submitted to [Education Malaysia Global Services \(EMGS\)](#) upon receiving complete documents and payment. Special Pass is required for applicant in Malaysia with a Dependent Pass or Student Pass from other institution.

2.1.4 Check your student pass application status

You may check the status of your student pass application by visiting the [EMGS website](#).

You can only do this after the University has submitted an application to EMGS, which normally takes around ten (10) working days upon receiving complete documents and payment.

2.1.5 Electronic visa approval letter (eVAL)

After your student pass application is approved by the Immigration Department of Malaysia, GSO will send you a notification via email. You will also receive a softcopy of the student pass approval, also known as the electronic Visa Approval Letter (eVAL).

Students are then allowed to enter Malaysia, to endorse student pass and attend face to face lessons after receiving their eVAL.

2.1.6 eVISA (single entry visa) and yellow fever vaccination requirements

Depending on your nationality, you may be required to apply for a single entry visa (or eVISA) and/or undertake a yellow fever vaccination before entering Malaysia.

For information about countries that require single entry visa (or eVISA) and/or undertake a yellow fever vaccination, please click the link below for the latest update.

- 1) [SEV \(eVISA\) required countries](#)
- 2) [Countries at High Risk of Yellow Fever Transmission](#)

The eVISA application can be submitted [here](#).

If you need a single entry visa (SEV), the following documents are required when you apply at the nearest Malaysian Embassy/Consulate in your home country:

- IM47 form
- Letter of Offer issued by the University (all pages)
- eVAL issued by the Immigration Department of Malaysia

You are advised to contact the addressed [Malaysian Mission](#) in your eVAL to find more information on operation hours, payment and additional requirement for the SEV application.

2.2 Arrival information

You will need to provide complete arrival details to the University by completing the [airport arrival form](#) and submit the form to the GSO five (5) working days prior to the date of your arrival in Malaysia.

The University is providing a free airport pick-up service for new international students arriving in Malaysia for the first time. This service will take students either to the campus or campus-arranged accommodation (within Cyberjaya and Putrajaya areas) only.

2.3 What to pack?

2.3.1 Clothes and personal items

Malaysia is a tropical country and is situated near the equator. The average temperature ranges between 26°C and 38°C. Humidity is high and on the west coast of Peninsular Malaysia, the rainy season is towards the middle and end of the year.

Light clothing such as t-shirts, slacks, jeans, shorts, singlet and shirts are ideal and will be most comfortable. In addition, cool clothing materials such as cotton are best suited to the climate.

2.3.2 Electrical appliances

Make sure your laptop and other electrical appliances that you bring are compatible. The standard capacity is a 240-volt, 50-cycle system. You may purchase an adaptor with 3-square pins in order to use them. The adaptor is readily available at a reasonable price from convenience shops and supermarkets throughout Malaysia.

2.3.3 Money

The currency in Malaysia is Ringgit Malaysia (RM). You are advised to not carry a large amount of cash with you. Cashless payment is widely accepted in Malaysia. You should have sufficient funds for your expenses for the first 6 months of your studies. A credit/debit card will be useful.



2.4 Arriving in Malaysia

2.4.1 Immigration and passport control

When you arrive in Malaysia, ensure that you have the following documents with you in your hand luggage:

- Your original passport
- Your original University offer letter
- Your eVAL
- Your single entry visa (eVISA), if applicable
- The Malaysia Digital Arrival Card (MDAC)
- Certificate of Yellow Fever Vaccination, if applicable
- Accommodation address and contact details
- Your original academic qualifications and transcripts

It is unlikely that you will have any difficulties with the immigration officer if you have the required documents with you.

2.4.2 Arriving at the airport

Upon arrival at Kuala Lumpur International Airport (KLIA), you should find your way to EMGS International Student Arrival Centre (ISAC)

- KLIA Terminal 1 - Arrival Hall in the main terminal building at Level 3. Before the immigration clearance counters.
- KLIA Terminal 2 - Level 3a after the exit from the Skybridge. International students that arrive in Malaysia on Level 2 will be required to take the lift to Level 3a.

A University staff member will be there to assist you to go through the immigration clearance. You should look for someone with a **signage of Heriot-Watt University** at the restricted area before the immigration check-in counter. Prior notification of your arrival is important to ensure that a University staff member arrives on time to receive you at the immigration counter.

If there is no presence of Malaysian Embassy/Consulate in your home country and you require a visa to enter Malaysia, you are advised to check with officers at EMGS ISAC whether you are required to apply for a Visa on Arrival (VOA).

You may contact GSO 24/7 hotlines at +6012 667 7140 / +6012 632 2799 or +603-8894 3888, should you require any assistance.

2.4.3 Arriving at the University

You must report to GSO within the next working day after arriving in Malaysia. GSO is located at the Ground Floor of the University East Wing

2.4.4 Social visit pass

A social visit pass (also known as a tourist visa) is issued by the Immigration Department of Malaysia upon arrival and has a limited validity period. This pass does not allow you to study in the country.

You are not permitted to enter Malaysia on a social visit pass whilst your student pass application is in the process. If you have done so, you will be required to return to your home country until your student pass application is approved by the Immigration Department of Malaysia. As such, you are advised not to enter Malaysia until you obtain the eVAL.



3.0 Post-arrival information

You will find a friendly and warm community at Heriot-Watt University Malaysia campus. Our staff are helpful and the amenities are conveniently within reach. You will be well supported here.

There is a range of services available on campus to help you make the best of your time at the University. You can also obtain advice and support if you require any assistance.

Visit the [Heriot-Watt University Malaysia](#) website for an overview of student life on campus.



After you arrive: Checklist

Things to do in your first few weeks:

- ☐ report yourself at the GSO within the next working day from your arrival
- ☐ undertake the post-arrival medical screening at a panel clinic within 7 days upon arrival and find out when to submit your original passport to GSO for student pass endorsement
- ☐ attend orientation programme and complete your enrolment
- ☐ familiarise yourself with the immigration and student pass rules
- ☐ ensure that you get your student identity card from the Student Service Centre

Academic matters:

- ☐ meet your academic mentor and programme leader / head
- ☐ get to know your fellow students, lecturers and tutors
- ☐ familiarise yourself with your timetable and classroom venue, as well as computing and printing facilities
- ☐ find out the books and journals for your programme in the library
- ☐ find out about study skills workshop and learning support from the library
- ☐ log into the University computer system and student learning portal
- ☐ find out where you can get help and advice on academic and non-academic matters

Get involved and join the community:

- ☐ sign up and participate in societies and sports activities organized by clubs and societies
- ☐ find out where to eat, shop and see a doctor or a dentist
- ☐ familiarise yourself with the University policies

3.1 About Malaysia

Malaysia's population is multi-ethnic, mainly made up by Malays, Chinese and Indians. There are as many languages spoken in the community. Bahasa Malaysia or Malay language is the official language, but English is widely spoken as a second language. You can get to hear other Chinese dialects as well as Tamil.

Islam is the official religion in Malaysia. However, freedom of religion is allowed. Buddhists, Christians and Hindus are other big religious groups in Malaysia. Different religions holidays are observed across the country, including Hari Raya, Chinese New Year, Deepavali, Christmas and Thaipusam.

3.1.1 Local customs and practice regarding dress

Malaysia is a multicultural but mainly Islamic country. You should respect local traditions, customs, laws and religions at all times and be aware of your actions to ensure that they don't offend, especially during the holy month of Ramadan or if you intend to visit religious areas. You should also dress modestly, particularly in conservative and rural areas and when visiting places of worship. Clothing which displays a lot of naked skin and in particular your back, chest, feet and stomach should be avoided. Any clothing that has words, terms, or pictures that may be offensive to others is considered unacceptable.

3.2 Post-arrival medical screening

All new international students are required to undertake a medical screening within seven (7) days after arriving in Malaysia. You will be provided with the information of a panel doctor when you report to GSO.

Please visit EMGS website for more information on [post-arrival medical screening](#)

3.3 Healthcare and medical insurance

General Practitioners (GP) operate walk-in clinics that can be easily found across the country. Some clinics offer emergency services, and they are open 24 hours - 7 days a week. For serious illness, you would normally require going to a hospital. You are advised to observe and look out for clinics and hospitals around your accommodation in case the need to visit one arises. Finding a suitable clinic or hospital when you are healthy is less exhausting than finding when you are feeling unwell.

As a requirement of the student pass approval, all international students must purchase a medical insurance that covers the period of their study in Malaysia. The University purchase the medical insurance for all international students through EMGS when applying for their student pass. For better benefits or premium coverage, you may purchase additional medical insurance plan on your own.

Upon endorsement of your student pass, you will be able to download the insurance app of the insurance provider.

For more information about your medical insurance premium, please click [here](#). The insurance company is Etiqa Family Takaful Berhad (EFTB). In case there is an emergency, and you need immediate medical attention, you should dial 999 (from a landline) or 112 (from a mobile phone). You may also speak with the GSO staff if you need assistance.

3.4 Welcome Week

The Welcome Week is the week before the start of your academic year at the University. It is sometimes known as Induction, depending on the duration of the programme.

During the Welcome Week, there will be various academic and social events to welcome and orientate new students. It is an excellent opportunity to meet fellow students, University staff and become familiar with the campus and surroundings before you start your study.

3.5 Personal safety

It is essential that you take precautions for your own personal safety.

Some useful tips:

- Be careful of pickpockets and snatch thieves especially when you are at a tourist and busy area.
- Do not leave your laptop and/or mobile devices in a vehicle.
- Always travel in a group rather than alone.
- Do not hail and enter a taxi if there is already another occupant in it.
- Be vigilant of your surroundings. Do not read or send text messages using a mobile device when walking in public.
- Avoid using ATMs at night.
- **Do not drink water from the tap.** It is safe to drink after it is boiled.

3.6 Bank account

You will find opening a bank account in Malaysia is an efficient way to manage your funds. In order to open a bank account, you will need the following:

- A University letter confirming your status as a student in Malaysia.
- Your original Passport with a **valid student pass**.
- A deposit - most banks require a deposit of RM250 for opening a new bank account.
- If you are under 18 years old, you will need to complete an indemnity form and get it signed by your parents.

You will normally be given an ATM debit card. The business hours of most banks in Malaysia is from Monday to Friday, 9.30am to 4pm.

3.7 Living cost and budgets

The cost of living in Malaysia is comparatively lower than living in a Western country. You may refer to the information given in the table below to budget your monthly expenses:

Item	Estimated cost (per month)
Accommodation	RM600-2,000, depending on accommodation type, location and facilities
Food	RM800-1,500
Mobile phone	RM50-250
Travel	RM100-500, depending on mode of transport, frequency and distance. Petrol and toll charges will incur when you possess your own transport.
Social	RM100-250, depending on your interests and how much you socialise.

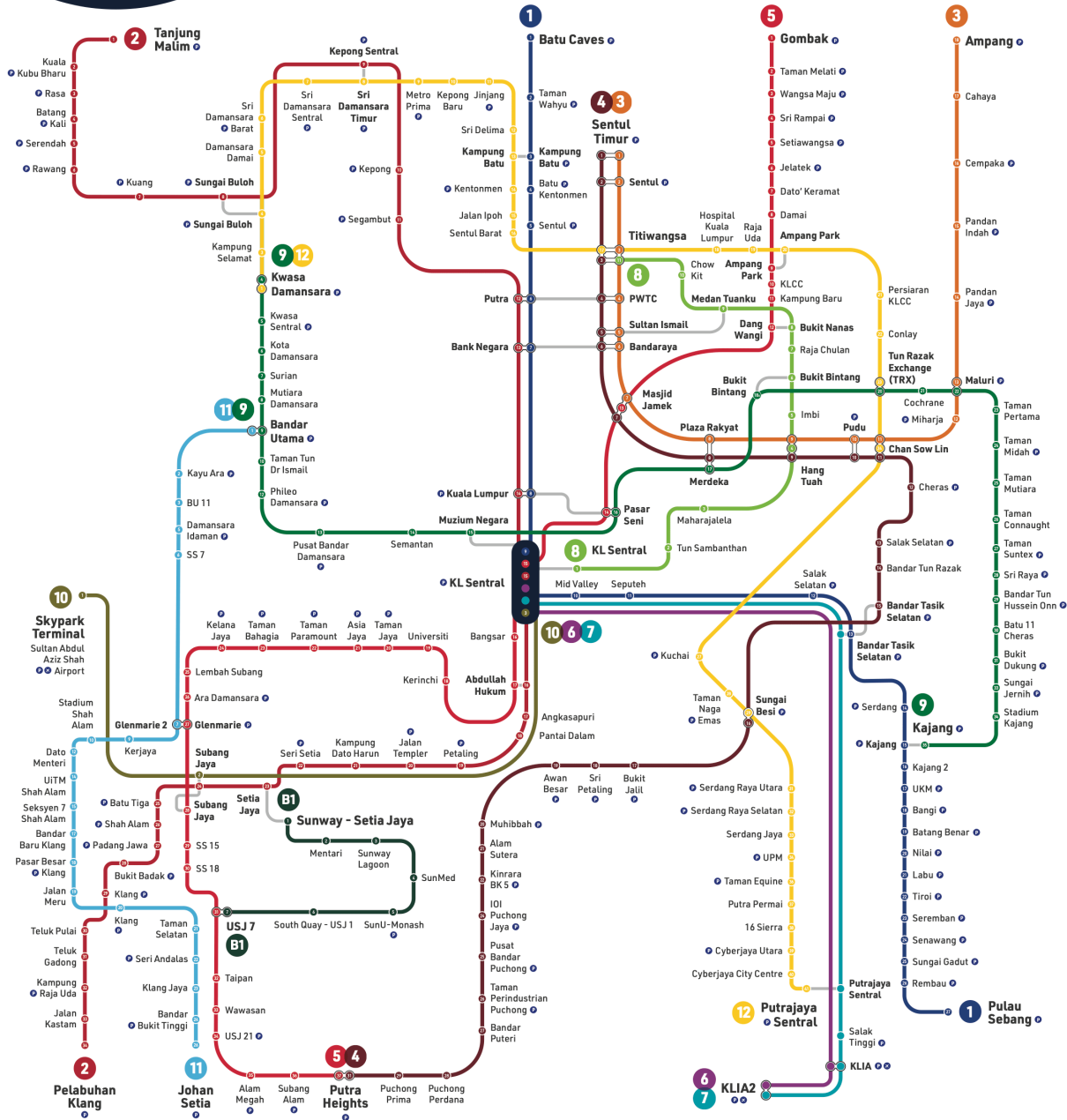
3.8 Travelling to the University

There are many ways to get to the University.

Mode	Details
Flight	Search for a flight online. The closest airports to the University are KLIA Terminal 1 and 2. A budget taxi from KLIA will take approximately 30 minutes to reach the University and it will cost around RM60. Alternatively, you can take the KLIA Transit train to Putrajaya Sentral and transfer to a taxi.
KLIA transit train	The KLIA transit train stops at 3 other locations: KLIA → Salak Tinggi → Putrajaya → Bandar Tasik Selatan → KL Sentral The nearest station to the University is located at Putrajaya Sentral. Monthly travel packages are available for frequent travelers.
Taxi	If you hail a taxi, the meter should start at RM4 the moment you step in. Taxi coupons are available at KL Sentral.
Grab (ride-hailing)	Download the application and you can book your ride.

Peta Transit Berintegrasi Lembah Klang

Klang Valley Integrated Transit Map



Informasi Peta | Map Information

1 KTM Laluan Batu Caves - Pulau Sebang
 2 KTM Laluan Tanjung Malin - Pelabuhan Klang
 3 LRT Laluan Ampang
 4 LRT Laluan Sri Petaling
 5 LRT Laluan Kelana Jaya
 6 ERL Laluan KLIA Ekspres
 7 ERL Laluan KLIA Transit
 8 LRT Laluan Kajang
 9 LRT Laluan Shah Alam (Akan Datang)
 10 LRT Laluan Putrajaya
 11 LRT Laluan Sunway
 12 BRT Laluan Sunway

Stesen Sambungan Connecting Station
 Stesen Pertukaran Transfer Station
 Stesen Terminal Terminal Station



Waktu Operasi Perkhidmatan/Service Operating Hours
 Isnin - Sabtu/ Monday - Saturday: 6:00 pagi/ am - 12:00 tengah malam/ am
 Ahad dan Cuti Umum/ Sunday and Public Holidays: 6:00 pagi/ am - 11:30 malam/ pm
 *Waktu operasi perkhidmatan adalah tertakluk kepada keadaan dan keperluan semasa/ Service operating hours are subject to current situation and needs.

03 7865 2585 myrapid.com.my suggest@rapidkl.com.my MyRapidKL AskRapidKL

For more information about public transportation in Klang Valley, you may refer here :

Rapid KL : <https://myrapid.com.my/bus-train/rapid-kl/>

KTM Komuter : <https://www.ktmb.com.my/>

KLIA Transit : <https://www.kliaekspres.com/products-fares/klia-transit/>

Best of Putrajaya:

You can take a tour of Putrajaya during weekends. This tour starts at 11:30am and 3pm. The duration of the tour is between 90 minutes and 2 hours.

You will be able to see the Prime Minister's residence and office, [Taman Warisan Pertanian](#), Putra Mosque, PICC, [Botanical Garden](#) and Seri Bakti Bridge. You can take photos at [Taman Putra Perdana](#), Seri Wawasan Bridge and the Boulevard

Mobile phones:

Malaysia has a number of mobile telephone service providers. The 3 largest providers include Digi, Maxis and Celcom. To call a mobile number:

- **From overseas:** Dial the country code for Malaysia, the mobile telephone provider's code and then the telephone number. For example +6012 1234 5678
- **From within Malaysia:** Dial the provider's code and then the telephone number. For example 012 1234 5678

3.9 Telecommunication Services

The country code for Malaysia is +60 or 006.

Landline:

The area codes for landline are:

- 02 – Singapore (You can omit the Singapore country code when calling from Malaysia)
- 03 – Kuala Lumpur, Putrajaya and Selangor
- 04 – Kedah, Penang and Perlis
- 05 – Perak
- 06 – Melaka, Muar district of Johor and Negeri Sembilan
- 07 – Johor (all districts except for Muar)
- 08x – Sarawak and Sabah
- 09 – Kelantan, Pahang and Terengganu

To call a Malaysia number:

- **From overseas:** dial the country code for Malaysia, followed by the area code and lastly the phone number. For example: +603 1234 5678 or 00603 1234 5678
- **From outside local area:** Dial the full area code, followed by the phone number. For example: 03 1234 5678
- **From within local area:** Direct dial the phone number. For example 1234 5678

4.0 Immigration rules and regulations

As an international student, you must be aware of and adhere to all rules and regulations, including requirements set by the Immigration Department of Malaysia and Ministry of Education (Malaysia).

4.1 Student pass and visa

All international students are required to have a valid student pass during the entire period of study in Malaysia. You will be issued a student pass in the form of a sticker endorsement by the Immigration Department of Malaysia. Your student pass comes along with a multiple entry visa that allows you to exit and re-enter the country as a student. You are not permitted to travel out of Malaysia using your eVAL.

You must ensure that you have a valid student pass and renew your student pass on time to avoid having the need to temporarily suspending your study and returning to your home country whilst waiting for your new student pass approval.

4.1.1 Validity of your student pass

Your student pass and visa will be endorsed onto your passport. The endorsement indicates your visa type, the length of stay in Malaysia, the number of entries permitted and the validity of your Student Pass.

It is mandatory for you to **submit your application for student pass renewal to GSO at least twelve (12) weeks prior to the expiry date** in order to either extend your current student pass or apply for a new student pass. Set a reminder in your mobile device(s) to alert you when it is time to do so.

Students who fail to renew their student pass on time will have a risk in overstaying in the country. **Overstaying is a federal offence and therefore prosecutable by a Malaysian court.** The punishment imposed will vary from prison sentence to caning followed by immediate deportation back to the country of origin depending on the severity of the case. It is strongly encouraged for all international students to stay vigilant and wary of their student pass expiry date in order to avoid this.

4.1.2 Payment for student pass and visa

EMGS charges students a fee for processing student pass application - for both new application and renewal of student pass. In addition to this, there may be other charges that you may need to pay, for instances when you need to apply directly to the Immigration Department of Malaysia for other types of pass or visa.

4.1.3 Personal bond

All international students (except Diplomatic Pass, Permanent Resident and Malaysia My Second Home (MM2H), Dependant Pass holders) are required to pay for a personal bond. The amount you need to pay is determined by the Immigration Department of Malaysia and varies from country to country.

Personal bond is refundable upon the receipt of exit stamp copy on the passport with proper shorten/cancellation check out processes, and students must not violate any immigration rules and regulations.

If you do not request for a refund, your personal bond will be forfeited 3 months from your exit date or from the date you withdraw from the university. You can find the personal bond rate [here](#).

4.1.4 If you are a dependant pass holder

If you are a dependant pass holder and you are 18 years old and above, you will need to convert your pass to a student pass in order to study full-time in Malaysia.

4.1.5 Working part-time

The Immigration Department of Malaysia has set very strict rules on allowing international students to work part-time in the country.

- You are allowed to work during semester breaks or public holidays, which are more than seven (7) days duration.
- You are not allowed to work more than 20 hours per week.
- You are only allowed to work in any of these places:
 - Hotel
 - Petrol station
 - Mini-mart
 - Restaurant
- You are not allowed to work as a:
 - Cashier;
 - Singer;
 - Masseur;
 - Musician; or
 - Guest Relations Officer; and
 - involved in any activity deemed to be immoral by the Malaysian government.
- Applications must be made to the Immigration Department of Malaysia in person together with a staff from GSO.
- All travel costs to be borne by the student.
- Approval from the Immigration Department of Malaysia is required before any students are allowed to start work.

The University recommends that you have sufficient funds to support your study and living costs in Malaysia.

4.1.6 Transferring to another institution in Malaysia

If you intend to withdraw from the University, you will need to cancel your current student pass. Upon cancellation of your student pass, you would normally require to apply for a special pass to allow time for you to transfer to another institution. The number of special pass depends on how long it takes to get your new student pass approved. You will be required to pay for your special pass(es).

A release letter will be issued by the University in order for the new institution to apply for your new student pass.

4.1.7 Withdrawing from the University or completing/deferring your study

Cancellation of your current student pass must be made before you leave the University. You should ensure that:

- You have obtained the necessary approvals from the University and/or successfully met all the academic requirements for completion of the study.
- You must report to GSO at least one (1) month prior to the date of joining the new institution or return to your home country.
- You must bring along an offer letter from your new institution or a confirmed flight ticket

Important:

Failure to comply with this procedure will necessitate the University to notify the Immigration Department of Malaysia and the Ministry of Higher Education Malaysia that you have left the University without prior notice. This may affect your future application for a new student pass or visa with Immigration Department of Malaysia.

4.1.8 Returning home during semester breaks

If you plan to return to your home country during semester breaks or holidays, you should inform GSO before leaving Malaysia. Please monitor your expiry date of your student pass and seek advice from GSO on your renewal of the student pass.

4.1.9 Dependant pass for family members

If you are a postgraduate student and has a valid student pass, your immediate family members may apply for a dependant pass to stay in Malaysia. The approval is in the sole discretion of the Immigration Department of Malaysia.

Please contact the GSO to get more information.

4.1.10 Renewing your student pass and/or dependant pass

All international students and/or dependants are responsible to renew their student pass or dependant pass on time. An application for the renewal must be made at least twelve (12) weeks before the expiry date of your current pass.

The Immigration Department of Malaysia may reject your application if you have poor attendance record or academic performance.

4.1.11 Immigration requirements

As an international student, you must be aware of and adhere to the following requirements.

- You must maintain a minimum of **80% attendance** in all scheduled classes and achieve **satisfactory academic performance**. Failing to meet this requirement may result in your student pass being revoked.
- International students who are **absent from classes for three (3) consecutive days** will be reported to the Immigration Department of Malaysia.
- International students whose attendance record is below 80% will be reported for non-attendance in accordance with Malaysian Government requirements and their student pass may not be renewed.
- You are responsible for monitoring the expiry dates of your passport and student pass.
- Fines may be imposed by the Immigration Department of Malaysia in the event of late submission for renewal or your student pass has expired. All costs will be borne by you.
- Upon completion of the study, you are required to inform GSO four (4) weeks before you leave the country or University. This is to ensure that your current student pass with the University is cancelled and for the return of your personal bond.

4.1.12 What to do when you have a new passport?

If you renew or change your passport for any reason, you need to apply for a transfer of your student pass from your old passport to the new passport as soon as possible. When you have a new passport, your student pass (in your old passport) is no longer valid.

You should bring your old passport, new passport, and a confirmation letter from your embassy or high commission to GSO for transfer of student pass. You will be advised on the charges.

The duration for transferring student pass will normally take five (5) working days upon submission to the Immigration Department of Malaysia.

4.1.13 What to do when you lose your passport?

In the event that you lose your passport, you must:

- Lodge a police report immediately.
- Apply for a new passport at your embassy or high commission office by bringing along the police report.
- Upon obtaining a new passport, submit a copy of the police report and a letter from your embassy or high commission to GSO as the supporting documents to obtain a replacement for your student pass. Your new student pass will be placed in the new passport.

5.0 Medical insurance

Medical insurance is mandatory for the issuance of a student pass. The University procures medical insurance for all international students through EMGS. You will be required to extend your medical insurance when renewing your student pass.

Visit

<https://educationmalaysia.gov.my/healthcare/>

for information on:

- General terms and conditions of your medical insurance.
- Listing of panel clinics and panel hospitals

An app will need to be downloaded in order to access to use the insurance and the GSO will notify when it is available.

6.0 iKad

The iKad is an identification card for international students and can be used as a means of identification in Peninsular Malaysia. The iKad will only be issued after the student pass is endorsed in the passport. The iKad is not a replacement travel document. It must be kept with you at all times.

Each iKad will contain the following information:

- Student photograph
- Passport number
- Nationality
- Name of institution
- Duration of the student pass

In the event that the iKad is lost or damaged, the following fees will apply:

For Lost/Damaged iKad (1st request) – RM150

For Lost/Damaged iKad (2nd request for the same student) – RM300

For Lost/Damaged iKad (3rd request for the same student) – MYR 500

Every subsequent loss/damage of iKad (after damaging/losing it 3 times) for the same student – MYR500 each request

For more information on the iKad, please visit the [EMGS website](#).



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