



FREQUENTLY ASKED QUESTIONS (FAQ) ON STUDENT PASS & VISA

STUDENT PASS

1. What Should I Do When I Received My Visa Approval Letter (VAL)?

- Apply Single Entry Visa (SEV) at the nearest Malaysian Embassy or Consulate before making any travel arrangements.
- Book a flight a one (1) week prior to Orientation/ Registration day.
- Making arrangements for your accommodation.
- Email your arrival and flight details to international@umk.edu.my.
- Buy some local currency – Ringgit Malaysia, if available.

2. What Should I Do After Arrival in Malaysia?

You should report to UMK International at UMK City Campus and meet the person in charge for Visa and student pass:

3. What Is Visa Approval Letter (VAL)?

VAL is an official document issued by the Malaysia Immigration Department (JIM) confirming that the named person and program study / level of study has been approved to enter Malaysia for the purposes of study. The cost for VAL application varies between countries from RM1900-RM2200 that includes medical @ health insurance. Student must obtain a valid VAL before entering to study in Malaysia. After receiving a VAL, student must go to the nearest Malaysia Embassy at their home country to apply for Single Entry Visa (SER) to enter Malaysia.

4. How Can I Pay For My VAL?

There are three ways you can pay for Visa application:

- Pay through Institution** – make the payment to EMGS as follows and submit proof of payment to international@umk.edu.my:

Payable to: EMGS Escrow Account 1

Account Number: 514057662341

Swift Code: MBBEMYKLXXX

Bank: MALAYAN BANKING BERHAD (MAYBANK)

Bank Address: Ground & Mezzanine Floor, Bangunan UTMSPACE, 195A, Jalan Tun Razak, 50450 Kuala Lumpur

- ii. **Telegraphic Transfer** - Using this method will automatically convert the entire application fee to USD. You are then required to perform the telegraphic transfer with the USD amount stated at the end of the 'Application Review' section. Please note that there will be a USD50 Convenience fee added to the total amount if you select this option
- iii. **Online Credit Card payment** - Using a Visa or MasterCard on the visa.educationmalaysia.gov.my website. Please note that if you select this payment method, there will be a 3% Convenience Fee added to the total amount requested for your application.

5. How Long It Will Take To Get VAL?

It should take 4 – 6 weeks upon receipt of a complete application and payment to Education Malaysia Global Services (EMGS).

6. When Is VAL Expiry Date?

VAL validity is 6 months from the issuance date. Students must enter Malaysia during VAL's validity. Failing to do so, a new VAL application has to be made.

7. My VAL Is Expired But Your System Still Shows I Have An Active Pass, Why?

Even though the VAL has expired, it is still active in the Immigration system. Therefore, you are required to liaise with UMK International and request for current VAL cancellation.

8. What Should I Do When My VAL Is Expired / Going To Be Expired?

If your VAL is expired / going to be expired and you want to enter Malaysia to continue your studies, kindly email to international@umk.edu.my to request for previous VAL cancellation and state the reason. UMK International will notify you when your previous VAL is cancelled, and you can start to apply for new VAL.

9. What Should I Do When My VAL Is Closed?

If your VAL application is closed and you want to re-open it so that you can enter Malaysia to continue your studies, kindly email to international@umk.edu.my by submitting the following documents:

- i. Application Form to Enter Malaysia
- ii. Latest Progress Report Approval Letter
- iii. A Valid Passport Datapage
- iv. Health Declaration Form

UMK International will assist to request EMGS to re-open the VAL application. You can monitor your VAL application status through EMGS website <https://visa.educationmalaysia.gov.my/emgs/application/searchForm/>

10. I Renewed My Passport, But My VAL Is Under My Old Passport Number. What Should I Do?

Kindly email to UMK International to request for VAL correction and submit the new passport datapage. This is only available for a valid VAL and the students has not entered Malaysia yet.

11. What Is Single Entry Visa (SEV)?

SEV is issued to foreign nationals who require a visa to enter Malaysia. It is valid for a single entry and valid for only 3 months from the issuance date. In order to apply for SEV, you are required to submit the following documents to the nearest Malaysia Embassy / Consulate in your home country:

- i. Original passport
- ii. a copy of UMK offer letter
- iii. A copy of a valid VAL

Kindly refer to the JIM's website for the SEV requirement by country.

12. What Is Student Pass?

Student Pass is the document, which is required for all international students when they undertake full-time study in Malaysia. Student pass will be endorsed on the student's passport to allow them to stay in Malaysia for studying purpose.

13. How Long Is Student Pass Valid?

Student Pass duration issued to the student is between 1 year to 3 years, depending on the country and JIM's approval

14. Can I Convert My Social Pass To A Student Pass?

No. JIM **DO NOT ALLOWED** the conversion from social pass to student pass. All international students (except Diplomatic pass holders, Malaysian Permanent Residents) are required to have a student pass while studying at UMK.

15. How Do I Apply For Student Pass Renewal?

Kindly complete the application form for student pass and submit the supporting document to international@umk.edu.my at least three months before the student pass expiry date.

16. What Document Required For Student Pass Renewal?

- i. Application Form For Student Pass
- ii. Latest Academic Result (UG and PG: Coursework) / Progress Report (PG: Research)
- iii. Attendance Record in Percentage (For UG Only)
- iv. Passport Datapage (Those with new passport need to attach the old passport and new passport with all pages)
- v. Student pass page
- vi. Latest Date of Entry to Malaysia
- vii. Latest passport size photo (White background)
- viii. Proof of payment for student pass application (EMGS)

17. How Long Is The Process For Student Pass Renewal?

The completed student pass renewal application will take a minimum of 30 days, subject to EMGS and JIM approval.

18. Can I Send Application For Renewal Of Student Pass Or Dependant Pass 1 Month Before The Expiry Date?

You are strongly advised not to do that. The student pass renewal application will take a minimum a month for processing. When the student has got the student pass endorsed, then only the dependent pass can be renewed.

19. Can I Travel Within Malaysia By Flight If My Passport Still In The Process For Student Pass?

No, student must have the original passport to travel within Malaysia.

20. I Would Like To Send A Passport And Will Return To Hometown. Can I Book Air Ticket Before My Passport Ready?

Students are not allowed to purchase any flight ticket before obtaining your student pass / passport from UMK International to avoid any problem arises afterwards.

21. Currently I Am At My Home Country. How Should I Apply For Student Pass Renewal?

Student may send all the documents for student pass by sending an email to international@umk.edu.my. UMK International will check and process your students pass accordingly. Only completed documents will be processed and the status can be checked within 7 days (working days) through EMGS website at <https://visa.educationmalaysia.gov.my/emgs/application/searchForm/> or EMGS mobile application.

22. Where Should I Check My Application Progress?

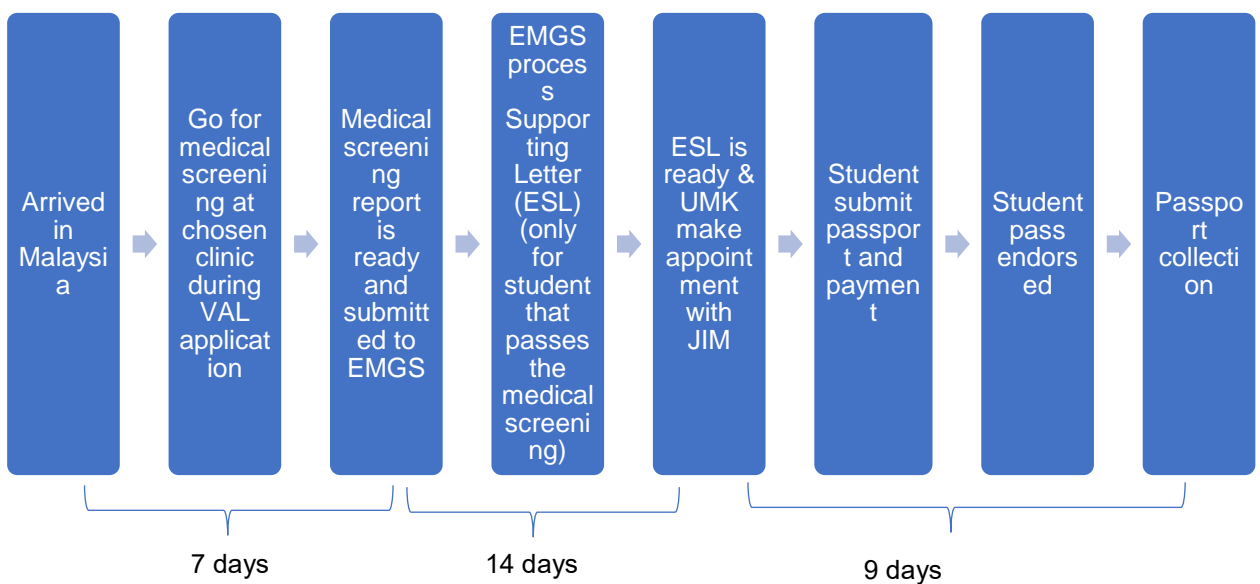
You may check your application progress via EMGS website at <https://visa.educationmalaysia.gov.my/emgs/application/searchForm/>. Please enter your Passport Number, Nationality and Application Type to track your visa application or student may download the EMGS Mobile App.

23. What Should I Do Once My EMGS Application Status Is 90% Completed?

Kindly inform UMK International so that we can make appointment with the JIM Kelantan State for student pass endorsement. We will notify you the date for submission of passport and payment for student pass endorsement.

24. When Do I Get A Student Pass Endorsement From JIM After Registration?

The student pass endorsement at UMK is done at JIM Kelantan State. The process for student pass endorsement will take minimum 30 days, starts from the date of your arrival until your student pass is endorsed as shown below:



Please take note that delayed in undergone medical screening will cause a delay in student pass endorsement process.

25. Where Should I Collect My Passport?

You may collect your passport from UMK International office within 7 days from the submission date. Please collect your passport yourself to prevent any unfortunate cases.

26. I Lost My Passport, What Do I Do Now?

You need to obtain a police report and apply for new passport from your embassy. Inform UMK International for new student pass endorsement once you have received the new passport.

27. If I Have Any Enquiry Regarding VAL Application, Which Email Should I Refer?

Students are advised to contact UMK International via email international@umk.edu.my. UMK International will be advised if the student may refer to EMGS on the issues / enquiries. EMGS contact number is +603-2782 5888 or email enquiry@emgs.com.my. Kindly provide your passport number/application/email case number for better explanation to EMGS staff.

28. What Is Multiple Entry Visa (MEV)?

International students with a student pass will be given a MEV which allows the students to go in and out of Malaysia multiple times as long as their passport and student pass are valid.

29. I am graduating / withdrawal from my studies. Should I cancel my student pass?

Yes, all students that have completed their studies / withdrawn from the university are compulsory to cancel their student pass. Kindly refer to UMKI for the GUIDELINES ON STUDENT / DEPENDENT PASS CANCELLATION (CHECK OUT MEMO)

30. Can I bring my dependent with me when I come for student pass endorsement?

You are not allowed to bring your dependent when you enter Malaysia for student pass endorsement as a new student. Kindly refer to next page on Dependent for details.

31. Is it compulsory to pay for Personal Bond? How should I apply for refund of personal bond?

All international students studying in Malaysia are compulsory to deposit a sum of money as a security deposit as a guarantee that the student to whom such a pass is issued will comply with the provisions of the Ordinance and of any regulations, as prescribed under Regulation 18 of the Immigration Regulations 1963. Personal bond will be refunded to the students upon completion of the studies / withdrawn from the studies. Kindly refer to UMKI for the guidelines.

MEDICAL SCREENING

32. What Is Medical Screening?

Medical screening comprises general health examination and several tests by a certified medical doctor including blood and urine tests. All new international students are required to do a post-arrival medical screening within 7 days from the arrival. In the event that the students are diagnosed with any health condition that seems UNSUITABLE for studies, they will have to leave Malaysia and adhere to the immigration requirements on the visit pass and exit before the pass expiration, or any deadline given, whichever earlier.

33. Where Should I Go For Medical Screening?

Kindly refer to the VAL that you have made during application. If you have chosen for medical screening at Qualitas Panel Clinics, please go to the nearest EMGS panel clinics as listed here <https://visa.educationmalaysia.gov.my/guidelines/registered-malaysian-clinic.html>. If you choose public university clinics, please make an appointment with the University clinics for the medical check-up. Medical screening must be performed within 7 days from the arrival. Please be reminded that students with agents are required to choose medical screening at Qualitas Panel Clinics.

i-Kad

34. What Is i-Kad?

i-Kad is a biometric residence permit (the size of a credit card) which bears your photo and other information to verify your identity. A valid i-Kad 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. Please take note that i-Kad is not a replacement document for international travel or travels between West Malaysia (Peninsular Malaysia) and East Malaysia (Sabah and Sarawak).

35. Where And When Can I Collect The i-Kad?

EMGS will courier the i-Kad and insurance card to the student through institution after the student pass is endorsed. It is expected to arrive at UMK International within a month from the student pass endorsement date. The students are advised to contact UMK International for i-Kad and insurance card availability.

MEDICAL INSURANCE

36. Do I Need To Have A Medical Insurance?

All international students studying in Malaysia are compulsory to purchase medical insurance throughout their studies from the insurance provider registered with Ministry of Finance Malaysia.

37. When Should I Purchased The Medical Insurance?

Currently, medical insurance for UMK International students is purchased through EMGS during VAL application / student pass renewal. Insurance coverage is only for a year. Hence student with one off student pass need to apply for insurance renewal 3 months before the student pass expiry date.

38. What Are The Options For Medical Insurance?

There are few medical insurance packages available for students to choose, depending on their budget and preferences. Kindly refer here for the medical insurance types <https://visa.educationmalaysia.gov.my/guidelines/insurance-new.html>.

39. What Should I Do If I Need To Get The Medical Assistance?

Please check the medical benefits that you have purchased as mentioned above.

DEPENDENT

40. What Is Dependent?

Dependant is referring to your immediate family members such as parents, spouse and children only.

All postgraduate students enrolled in public and private universities are eligible to apply for dependant passes on behalf of their families. Undergraduate students who are studying for their Bachelor's Degree will only be eligible to apply for dependant passes on behalf of their families if they are citizens of the following countries:

Saudi Arabia	Palestinian Territories	Jordan
Bahrain	Kuwait	Lebanon
United Arab Emirates (UAE)	Yemen	Iraq
Turkey	Iran	Libya
Qatar	Syria	Maldives
Azerbaijan	Oman	

Children of international students aged 18 years and above must apply separately for a student pass in the event that they wish to study in Malaysia.

Each dependant who enters Malaysia on a social pass will be subject to a 'Journey Performed' processing fee of RM500, dependent pass of RM90.00, Multiple Entry Visa and journey performed visa according to nationality). Please contact UMKI for the application form.

41. Can I Bring My Dependent To Stay With Me?

Yes, you can bring your dependent to stay with you in Malaysia only after you have received the student pass. You are advised to submit the application for dependent pass as soon as possible once your dependent has arrived since the application will take around 14 – 21 days for approval.

42. What are documents required for dependent pass application?

Original documents as follows are required for dependent pass application:

1. A Copy Of Student's Passport (Data & visa page)
2. Latest Student's Confirmation Letter
3. A Copy Of Dependent Passport All Pages (including empty pages)
4. Latest Passport Size Photo (blue background) 3 copies
5. Personal bond stamped (prepared by UMKI)
6. Latest 3 Months Bank Statement (local bank) (minimum balance of RM8,000.00/dependant)
7. Dependant's Birth Certificate (in English and native language endorsed by student Embassy in Malaysia)
8. Marriage Certificate (in English and native language endorsed by student Embassy in Malaysia)
9. Family Letter with latest date and current years issued by student Embassy in Malaysia
10. Medical Insurance Policy (in Malaysia)
11. Declaration of Oath (for children age 7 – 17 years old who are not attending school)

UNIVERSITY HOSTEL ACCOMMODATION

43. Who Are Eligible To Apply For University Hostel Accommodation?

University only provides accommodation for undergraduate students for the first year. Postgraduate students who wish to stay at the hostel accommodation will have to apply by submitting the Hostel Application Form as in **Appendix A** and send to pengurusan.asrama@umk.edu.my.

44. When Should I Made Application For Hostel Accommodation?

Students are advised to make the application 3 weeks before the expected check-in date as it will takes some time to receive the application result from hostel management and it is solely under hostel management approval, depending on the room availability.

45. What Are The Facilities Provided In Hostel Accommodation?

Facilities in hostel accommodation are shared toilet (situated outside the room), quad sharing room with single bed and mattress, cupboard, study table and chair. Kettle is provided in air-condition room while for standard room, it is available for rental. No water heater is provided and cooking is not allowed. Please refer to the hostel application form for the accommodation type and cost.

46. Can I Bring My Family To Stay With Me At The Hostel?

No. Students with families are not allowed to stay at hostel because the rooms are quad sharing which is unsuitable for family.

BANK ACCOUNT

47. Can I Open Local Bank Account?

Yes, you can open the local bank account only when you have received your student pass. You are required to close the bank account once you have completed your study to avoid any problem arises afterwards.

48. WHAT ARE THE DOCUMENTS REQUIRED FOR BANK'S ACCOUNT OPENING?

- i. Passport with student pass
- ii. Visa Approval Letter
- iii. Offer Letter
- iv. Student's Confirmation Letter**
- v. Student's matric card
- vi. Deposit RM250.00

*Documents required to open a bank account will depends on each banks respectively.

**Kindly fill in PPS 10: Application for Official Letter that is downloadable at <https://cps.umk.edu.my/repository-forms.cfm> & email it to siswazah@umk.edu.my to apply for student's confirmation letter. You may write down the purpose of the application, eg: to open the bank account.

WORK PART-TIME

49. CAN I WORK PART TIME?

All International student studying in Malaysia 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 at restaurants, petrol kiosks, mini markets and hotel as long as their student passes remain valid. Please note that prior approval from Department of Immigration is required.

International students are not permitted to work as cashiers. In addition, in the hotel sector, International students are NOT allowed to work as singer, masseur, musicians, or Guest

Relation Officer (GRO). International students are not allowed to engage in job seemed to be immoral. Please contact UMK International if you required further information.

INFORMATION ABOUT UMK

50. WHERE CAN I ACCESS TO THE INFORMATION ABOUT UMK?

You may visit the following website for information about UMK:

URL	Note
https://www.umk.edu.my/en/	General information about UMK, including faculty's website.
https://www.facebook.com/OfficialUMK/	FB UMK
https://hea.umk.edu.my/ppa/en/	Academic matters for UG (Undergraduate) Student
https://cps.umk.edu.my/	Academic matters for PG (Postgraduate) Student, including form at https://cps.umk.edu.my/repository-forms.cfm
https://mgseb.umk.edu.my/about.cfm	Academic matters for MBA / DBA
https://umki.umk.edu.my/en/index.cfm	Promotion, student's recruitment, student pass & visa
https://www.facebook.com/UmkInternational/	FB UMK International

For any enquiries, please email us at international@umk.edu.my.

**International Students Affairs Division
UMK International
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