

## **Department of International Students Services (Kampar & Sungai Long)**

### **Standard Operating Procedure (SOP) for UTAR International Students Living Abroad and Wish to Return to Malaysia**

The Ministry of Higher Education (MOHE) announced that completely vaccinated international students from Public and Private Higher Education Institutions will be allowed to enter Malaysia. However, they must be registered with Education Malaysia Global Services (EMGS) before given permission to enter Malaysia by the Director General of the Immigration Department of Malaysia.

International students (**New and Existing Students**) may proceed to enter Malaysia to continue their studies. However, holders of dependant pass are still not allowed to enter Malaysia. The definition of the type of students can be described as below:

- 1) **New Students** that have been offered to pursue their studies in Malaysia and want to obtain the student pass:
  - Students who have obtained the electronic Visa Approval Letter (eVAL) but expired due to Movement Control Order (MCO).
  - Students who have submitted application for eVAL but is yet to be approved.
  - Students who have submitted application for new programme but yet to submit the eVAL application.
- 2) **Existing Students** are students who are still studying (yet to complete their studies):
  - Students who have valid student pass but are stranded at their home country due to the border closure and cannot enter Malaysia to continue their studies.
  - Students who does not have a valid student pass since it has expired and wishes to renew their student pass but cannot enter Malaysia due to the border closure.

All international students who intend to enter Malaysia will be subjected to relevant procedure, which has been determined by the Malaysian Government authorities prior to their entry (Pre-Arrival Process) and after they have entered Malaysia (Post-Arrival Process).

#### **Pre-Arrival Process**

1. The international students are required (compulsory) to discuss with the staff from the Department of International Students Services (DISS) and Faculty before purchasing their flight ticket to Kuala Lumpur International Airport (KLIA) or Kuala Lumpur International Airport 2 (KLIA2).
2. The international students need to purchase their flight ticket (at least 30 days before arrival).
3. The international students need to obtain the following documents before being able to travel to Malaysia:
  - a) Apply and download the approved Travel Authorization letter from EMGS website at <https://visa.educationmalaysia.gov.my/>.
  - b) New students need to download the eVAL from the EMGS website and students from countries that requires Single-Entry Visa (SEV) to enter Malaysia are required to submit their SEV application to the nearest Embassy of Malaysia, Malaysia High Commission or Consulate Office.

4. International students are required to download, register and activate MySejahtera mobile application and complete all the information three days prior to the arrival date. International students may download the application via [https://mysejahtera.malaysia.gov.my/intro\\_en/](https://mysejahtera.malaysia.gov.my/intro_en/).
5. International students are to complete the online payment for the quarantine and the COVID-19 Screening Test through MySafeTravel ([www.safetravel.myeg.com.my](http://www.safetravel.myeg.com.my)) / MyQr application by MyEG ([www.myeg.gov.my](http://www.myeg.gov.my)) and provide the payment slip at the international entry point upon arrival.
6. The international students who are allowed to enter must comply with the requirements of complete vaccination status, screening test procedures upon arrival and quarantine in Malaysia as required by the Ministry of Health Malaysia to curb the spread of new variants of COVID-19 in the country.
7. Complete vaccination status is defined as the international students who have received two doses of COVID-19 vaccines for more than 14 days, while students who have received single-dose vaccines would be considered fully inoculated after 28 days from receiving the vaccination that is recognised by the Ministry of Health Malaysia.
8. International students must undergo an RT-PCR COVID-19 three days prior to their departure to Malaysia. The test must show a “Negative” result and be translated in English.
9. Before the flight departure, the students must ensure that he/she has the Travel Authorization letter, Single Entry Visa (SEV), eVAL, confirmation of accommodation booking, COVID-19 vaccination card, hardcopy English RT-PCR COVID-19 test report and quarantine payment receipt/QR code.

### **Implementation of Online Payment for COVID-19 Test and Quarantine Charges**

1. The Ministry of Health Malaysia (MOH) had issued a directive that required all foreign students who wish to enter Malaysia to make an online payment for their COVID-19 screening test and quarantine cost charges with effective from 15<sup>th</sup> November 2020 before leaving for Malaysia. This system is created to reduce congestion at international port of entries and to ease the payment arrangements for individuals wishing to enter Malaysia.
2. This online payment system can be accessible through
  - a) MySafeTravel - [www.safetravel.myeg.com.my](http://www.safetravel.myeg.com.my)
  - b) MyQr application by MyEG - [www.myeg.gov.my](http://www.myeg.gov.my)
3. Upon successful payment, the student is required to retain the payment proof and submit it to the counter staff at the international port of entries before undergoing the COVID-19 detention test and subsequently being placed at the quarantine station.

### **Steps to Make Payment for COVID-19 Screening Test and Quarantine Charges**

1. Go to [www.safetravel.myeg.com.my](http://www.safetravel.myeg.com.my) for registration.
2. Once registered, kindly log in and continue to fill in the required personal and quarantine details. Kindly ensure all the details are accurate at the summary payment page before proceeding to make payment.

3. After successful payment, proceed to download the MYQR by MYEG mobile app and log in with the registration account.
4. Present the QR code generated from the mobile app to the international port of entries counter. Once the QR code is verified, kindly proceed to immigration.
5. Student will also receive an email with the receipt which can be printed out for verification.

### **Precautionary Measures at the Airport before Departure and During Flight**

#### **1. Travel Rules and Restrictions**

Students are reminded to be aware of the travel rules and restrictions of their departure and arrival country. Visit [iatatravelcentre.com](http://iatatravelcentre.com) for more detailed information.

- Students are encouraged to check-in via web or mobile.
- Students with symptoms of fever, cough, and breathlessness are strongly advised to postpone their travel to prevent from being denied boarding and entry into countries that impose specific restrictions.

#### **2. Physical Distancing**

- a) Students should maintain physical distancing by following the floor markers which provide guidance for maintaining a safe distance at related airports.
- b) Students are encouraged to apply physical distancing rules in accordance with a destination country's regulations on the matter.

#### **3. Face Covering and Mask**

- a) Students are required to wear face coverings or protective masks, aligned with the applicable public health guidelines at the following touch points:
  - Check-in
  - Boarding
  - In the aircraft cabin
  - Disembarkation
  - Collection of baggage on arrival
- b) Students are reminded to comply with other health and safety measures during the pre-departure and arrival processes to ensure a safe journey. Please respect the personal space of others and observe physical distancing where required.
- c) Additionally, students are advised to bring extra masks and hand sanitizers limited to 100ml for personal usage.

### **Post-Arrival Process**

1. Effective from 24<sup>th</sup> May 2021, all international students must undergo mandatory quarantine for 14 days at a quarantine station designated by the Malaysian Government.
2. 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 14<sup>th</sup> day of the quarantine. The quarantine extension period of 7 days will be done at the same quarantine station.

3. Use the MySejahtera application to scan the QR code upon arrival at the international entry point.
4. International students are to undergo a screening for fever and other symptoms at the international airport entry point. If the student shows COVID-19 symptoms, he/she will be referred to the hospital for further investigation and treatment by the authorities.
5. International students, whose RT-PCR COVID-19 test results prior to the departure date are invalid will not be accepted, and the international students must undergo another RT-PCR COVID-19 test at the international arrival gate.
6. Students must present the QR code generated from the MYQR by MYEG mobile app or a printed receipt to the international port of entries counter in order to be verified.
7. After the screening, students will be registered at the International Entry Point coordinated by the National Disaster Management Agency (NADMA) and Malaysian Civil-Defense (APM).
8. After the registration, students will then proceed to immigration for clearance. At this point, students are required to submit the Travel Authorization letter, eVAL, SEV, and passport to the immigration officer at the clearance counter.
9. After immigration clearance, students will then be sent to the designated quarantine station, and students do not have the option to choose the quarantine stations.

### **Charges of Quarantine Fees and COVID-19 Test**

1. The required payment for quarantine fees and COVID-19 test fees are set by the authorities. The estimated full cost of quarantine for the quarantine period of:
  - a) 14 days is RM4,700
  - b) 21 days is RM5,750

The cost of the quarantine fees, COVID-19 detection test, and hospital admittance fee (if required) will be borne solely by the students.

2. Food and drinks will be provided three times a day at the quarantine station.

Please refer to the estimated breakdown of the costs as below:

- a) **COVID-19 Identification Screening Test**

<b>Type of Test</b>	<b>Fees (RM)</b>
RT-PCR	250
RTK ANTIGEN	120

b) **Quarantine Cost Charges with cost breakdown**

International students will be required to pay the full cost of quarantine, which amounts to RM4,700 for a quarantine period of 14 days, and RM5,750 for a quarantine period of 21 days (7 days extension) depending on the risk assessment conducted on the students on the 14<sup>th</sup> day of the quarantine by the authorities.

The cost breakdown includes:

No.	Category	Quarantine Station Fee
1.	Fix Fee (Quarantine Station Operations)	RM2,600
2.	Accommodation Cost (Hotel/ Public Training Institutes) (RM150 per days)	RM2,100 (14 days) RM3,150 (21 days)

3. If the result of the RT-PCR/RTK Ag COVID-19 swab test on day 10<sup>th</sup> (a quarantine period of fourteen days) or day 18<sup>th</sup> (a quarantine period of twenty one days) is found to be negative, the Ministry of Health will issue a Release Order upon completion of the quarantine period. UTAR will arrange transportation for students to travel to their campus/hostel.
4. The authorities will send the students to the hospital for treatment if COVID-19 test reports are positive, and students must inform DISS. DISS will then follow up with the students' condition at the hospital and update UTAR management accordingly.

**End of Quarantine Period**

1. Students must liaise with DISS for transportation arrangement before being released from the quarantine station.
2. UTAR transport and staff will fetch the students to respective campus/hostel.
3. DISS will then inform related faculties that students have ended their self-quarantine and are able to resume their studies.

**e-Visa Approval Letter (eVAL) Application Process**

1. Upon student's confirmation to DISS on having found and booked an accommodation in Malaysia, DISS will then submit the **Declaration of Accommodation** to the Immigration Department of Malaysia to process the e-Visa Approval Letter (eVAL). The reason for this declaration is to enable the health authorities to locate student if the need arises.
2. Submit the **Declaration for Commencement of Online Classes** if a student has been pursuing his/her course of study online. In the event that a student will only commence his/her studies upon arrival in Malaysia, UTAR are required to submit a new offer letter indicating the revised intake registration date.
3. International students and DISS must ensure that there is a remaining validity of 18 months on student's passport.

### **e-Visa Approval Letter (eVAL) Extension**

1. The Immigration Department of Malaysia will allow to extend eVALs that have expired during the Movement Control Order (MCO) period.
2. DISS must submit the application for eVAL Extension by submitting a new eVAL Amendment Form (Extension) through the EMGS STAR System. Documents that are required for the eVAL Extension are:
  - Cover Letter from the Education Institution
  - Offer Letter
  - Deferment Letter (if applicable)

***Remarks: Any changes or updates on the above information will be announced from time to time, depending on the latest directives from EMGS and relevant authorities. All international students are advised to keep themselves updated on all announcements issued by EMGS and university, and to practice safety and health precautionary measures.***