

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.

Effective 27th November 2021, all international students (**New and Existing Students**) may proceed to enter Malaysia to continue their studies, except from Botswana, Eswatini, Lesotho, Malawi, Mozambique, Namibia, South Africa, and Zimbabwe until further notice. Holders of dependant pass are allowed to enter Malaysia and the decision is made under the discretion of immigration. 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. 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.
 5. 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.
 6. 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/.
 7. International students who received COVID-19 vaccination abroad may apply for digital certificate via the MySejahtera application. International students need to login MySejahtera, click “Helpdesk” icon, select "(N) I have received my vaccination overseas and would like to obtain my digital certificate in MySejahtera" and provide the information as required. The overseas vaccination digital certificate in MySejahtera will be updated within five working days after it is verified by the authorities.
 8. International students are to complete the online payment for the quarantine and the COVID-19 Screening Test through MySafeTravel (<https://safetravel.myeg.com.my/>) / MyQr application by MyEG (www.myeg.gov.my) and provide the payment slip at the international entry point upon arrival.
 9. International students with complete vaccination may be considered to serve mandatory quarantine at home/residence with the approval from the Ministry of Health. The risk assessment will be evaluated based on vaccination status, COVID-19 transmission risk, and home/residence suitability as quarantine premise.
 10. International students who wish to apply for home quarantine, kindly seek permission from the landlord or hostel management before submitting the home quarantine application. The application must be made 7 days before departure and the website links as listed below:
 - a) Information: <https://ecovid19.moh.gov.my/outbreak-portal-hqa/index>
 - b) Application: <https://ecovid19.moh.gov.my/outbreak-portal-hqa/traveller/hqareg>
 - c) Check application status: <https://ecovid19.moh.gov.my/outbreak-portal-hqa/hqa/downloadLetter>
 11. The Approval of Home Quarantine Letter issued by the Ministry of Health Malaysia is valid for one month from the date of approval.

12. If the home quarantine is not approved by the Ministry of Health, students are required to serve mandatory quarantine at the hotel and complete the online payment through MySafeTravel.
13. International students must undergo an RT-PCR COVID-19 within 72 hours prior to their departure to Malaysia. The test must show a “Negative” result and be translated in English. International students travel from the high risk countries with reported spread of Omicron variant in the community are required to do RT-PCR COVID-19 test 2 days before departure. The high risk countries listed by the Malaysia authorities are Australia, Canada, Denmark, France, India, Nigeria, Norway, United Kingdom and United States as of 16th December 2021.
14. Before the flight departure, the new international students must ensure that he/she has the valid 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.
15. Existing international students with valid student pass may enter Malaysia with COVID-19 vaccination card, hardcopy English RT-PCR COVID-19 test report and quarantine payment receipt/QR code.
16. Existing international students with expired student pass, kindly contact DISS to apply for student pass renewal. DISS will email the EMGS proforma invoice to the student. The student is required to make online payment to EMGS and send the receipt to DISS to follow up with the renewal application. Once the renewal application is supported by EMGS, DISS will email the EMGS supporting letter to the student and arrange the return to Malaysia. The existing students must ensure that he/she has the valid Travel Authorisation Letter, Single Entry Visa (SEV), EMGS supporting letter for renewal of student pass, 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 15th 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 - <https://safetravel.myeg.com.my/>
 - b) MyQr application by MyEG - 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 <https://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 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. Wearing of double mask (a 3-ply mask covered with a fabric mask) or equivalent mask i.e. N95, K95 or KN94 is encouraged.

Post-Arrival Process

1. Effective from 18th October 2021, all completely vaccinated international students must undergo mandatory quarantine for 7 days at a quarantine station. The quarantine period may extend depending on the risk assessment conducted on the student by the Ministry of Health.
2. Use the MySejahtera application to scan the QR code upon arrival at the international entry point.
3. International students are to undergo a RT-PCR COVID-19 screening test upon arrival at the international airport entry point. The authorities will send the students to the hospital for treatment if COVID-19 test reports are positive, and students must inform DISS for further arrangement.
4. 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.
5. 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).
6. After the registration, students will then proceed to immigration for clearance. At this point, students are required to submit documentations and passport to the immigration officer at the clearance counter. Students may seek assistance at the EMGS counter if they encounter problems at the immigration clearance counter and contact DISS if necessary.
7. After the immigration clearance, students will then be sent to the designated quarantine hotel and the transportation from airport to hotel is arranged by the hotel as booked and paid on MySafeTravel / MyEG before arrival. Student may contact the hotel for confirmation before arrival.
8. For approved home quarantine, the students may take public transports from the airport to the home quarantine as registered. International students must inform DISS when they arrived at the hostel/home.
9. International students travelling from the United Kingdom are required to do daily RTK-Ag self-test during the quarantine period and report the test result on MySejahtera application daily as set by the Ministry of Health and the cost of RTK-Ag self-tests are to be borne by the students.

Charges of Quarantine Fees and COVID-19 Test

1. The quarantine charge rate is subject to the charges imposed by the hotel appointed by the authorities. The charges cover the airport transfer from airport to the hotel, lodging room, food and drinks, health assessment and monitoring, and COVID-19 test screening before end of quarantine.
2. The list of the appointed hotels and the hotel services can be search and book at MySafeTravel (<https://safetravel.myeg.com.my/>). From the MySafeTravel website, students may choose standard hotel package or luxury hotel package based on the students' preference and budget.

- Food and drinks will be provided three times a day at the quarantine hotel and most of the hotels provide free Wi-Fi.
- The estimated full cost for the standard hotel package for seven days of quarantine period is RM1775.

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

No.	Category	Fees
1.	Accommodation Cost - Hotel Room (RM175 x 7 days = RM1225)	RM1225
2.	Transportation (from airport to the hotel) Bus Shuttle (RM50)	RM50
3.	RT-PCR Test (Upon Entry)	RM250
4.	RT-PCR Test (Test on the 5 th day)	RM250
TOTAL		RM1775

Note: the information given is correct when login to MySafeTravel website on 23th Nov 2021. The hotel package might be different from time to time depending on the availability and the latest updates at MySafeTravel.

- If the result of the RT-PCR/RTK Ag COVID-19 swab test on day 5th (a quarantine period of seven 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.
- 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

- Students must liaise with DISS for transportation arrangement before being released from the quarantine station.
- UTAR transport and staff will fetch the students to respective campus/hostel.
- 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

- 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.
- 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 allow the university to appeal for extending the expired eVAL and Travel Authorisation Letter for new international students. The decision of eVAL extension is made under the discretion of immigration. If the eVAL extension appeal is unsuccessful, the student is required to pay and apply as a new application at EMGS STAR System.
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.