

FREQUENTLY ASKED QUESTIONS (FAQ)
THE OPERATION OF HIGHER EDUCATION INSTITUTIONS (HEI) DURING THE
MOVEMENT CONTROL ORDER (MCO), THE CONDITIONAL MOVEMENT CONTROL
ORDER (CMCO), AND THE RECOVERY MOVEMENT CONTROL ORDER (RMCO)

A. STUDENT ADMISSION TO CAMPUS

1. When are all students allowed to enter campus for teaching and learning (T&L) activities for the new semester 2021?

All existing and new international students from all countries except the United Kingdom are allowed to return to campus physically starting 1 January 2021. Meanwhile, all local HEI students are allowed to return to campus physically including the public universities (UA), IPTS, Polytechnics and Community Colleges starting March 2021.

Admission of students to campus will be implemented in phases according to the study program determined by the HEI to pursue hybrid T&L. Admission to campus is postponed for all local students in the MCO zones, except for those who are in need, and those who need to take international and professional examinations. Students will need to obtain a letter of permission from the HEI to travel between states or districts to return to campus. However, admission of students from the Enhanced Movement Control Order (EMCO) zone to campus will be postponed.

2. Will the cost of students' return to campus be borne by the government?

NO. The cost is to be borne by the students.

3. Does the physical re-entry of students involve all HEIs?

YES. All HEIs under KPT including UA, IPTS, polytechnics and community colleges will begin in March 2021.

4. What about the admission process for both existing and new students living on and off campus?

Careful planning by each HEI will be implemented to ensure that the admission of students is done in phases.

5. When will the admission in phases commence?

The admission of students to campus will commence as early as mid-February 2021.

6. Will the HEI issue a notification to the students involved before they are allowed to return to campus?

YES. The HEI will issue a letter of invitation or notification to the students to ensure that the process of returning to campus is smooth.

B. TEACHING AND LEARNING ACTIVITIES

7. Are face-to-face T&L activities allowed for students who have returned to campus?

YES. However, HEIs must ensure that SOPs are complied with.

8. How will learning be conducted during MCO?

Online learning for all study programmes will continue until the end of the MCO period. In the meantime, students who are on campus need to remain on campus grounds.

C. STUDENT ACTIVITIES

9. Are student activities including clubs, societies and co-curricular programmes allowed?

All student activities including clubs, societies and co-curricular programmes are not allowed to be implemented face-to-face, and in groups, for UAs which are in the MCO and CMCO areas.

However, all student activities for HEI students who are in the RMCO areas can be conducted provided that the SOPs are fully complied with.

Programs/activities conducted through online platforms are encouraged.

D. ISOLATION CENTRE

10. What is an isolation centre?

An isolation centre is a facility provided by the HEI as a monitoring zone to monitor the health/risk of students coming from the CMCO zone as a measure to control the spread of the COVID-19 pandemic.

11. Who will bear the cost of accommodation in the isolation centre?

The cost of accommodation in the isolation centre will be borne by the respective HEIs.

12. Do students from the restricted zones need to be present at the campus?

YES. However, students from the restricted zones need to be present earlier in order to undergo isolation for 10 days at an isolation centre provided by the respective HEIs.

E. SAFETY MEASURES

13. Do students in need and students taking international examinations, as well as professional bodies, need to undergo swab tests before returning to campus?

NO. Students in these categories are not required to undergo swab tests before returning to campus unless students have symptoms.

14. What if students who arrive on campus have high temperature readings or show symptoms?

The students will be referred to the University Health Centre / Clinic /nearby hospitals for further comprehensive health screening or undergo a COVID-19 test as the situation dictates.

15. What are the safety measures that students living off campus / in rental house should follow?

Off-campus students must comply with the SOPs enforced in the respective areas and always practice the new norms in culture to maintain personal health and prevent the spread of COVID-19.

16. Are students required to use the *MySejahtera* application on campus?

YES. Students need to use the *MySejahtera* application when returning to the campus for the purpose of contact tracing by the Ministry of Health, Malaysia. However, students also need to comply with the requirement to use contact tracing applications other than *MySejahtera* as provided by the respective University.

F. INTERNATIONAL STUDENTS

17. What are the steps that international students need to take before traveling to Malaysia?

- i. Submit an application for admission through the Education Malaysia Global Services (EMGS) system at the link: www.educationmalaysia.gov.my;
- ii. Receive an entry approval letter that has been approved by the Director General of Immigration (DGI);
- iii. Download, complete and sign the Letter of Undertaking and Indemnity (LOU) and get a Notice of Travel from an accredited Malaysian Representative;
- iv. Undergo the RT-PCR COVID-19 detection test three (3) days before leaving for Malaysia;
- v. Download the *MySejahtera* app on smartphones and complete all required information three (3) days in advance before arrival;
- vi. Students pay in full for the COVID-19 quarantine and test charges through the online system MySafeTravel / MyQr application by MyEG at the link www.myeg.gov.my and submit the payment slip at the International Admission Entrance; and
- vii. Show Travel Notices to Airlines upon check-in.

18. What information is needed before submitting an application for admission?

Students are required to submit the following information:

- i. Full name;
- ii. Citizenship;
- iii. Passport Number;
- iv. Higher Education Institution;
- v. Details of Study;
- vi. Phone number;
- vii. Email;
- viii. Student's Present Location (current country);
- ix. Flight Dates and Information;
- x. Consent form to bear the cost of treatment and other related costs if found positive of COVID-19; and
- xi. Other relevant information required from time to time.

19. Are students allowed to apply for admission to Malaysia directly to the Malaysian Immigration Department (MID)?

NO. All applications for admission to Malaysia must be obtained from HEIs through EMGS.

20. Are students allowed to enter Malaysia without signing a Letter of Undertaking (LOU)?

NO. Only students who sign the LOU and receive the Notice of Travel are allowed to enter.

21. Are students' dependents allowed to enter Malaysia if the Dependent Pass is still valid?

Only students are allowed. **All Dependent Pass holders are still not allowed to enter Malaysia.**

22. Do international students need to get a confirmation letter from the Embassy if they wish to leave Malaysia?

NO. Students only need to get a letter of permission for cross-district / state travel from the nearest Police Station. HEIs are asked to assist students in this matter.

F (i) COVID-19 SCREENING TEST

23. Do students need to undergo the COVID-19 Screening Test in their country of origin before entering Malaysia?

It is **compulsory** for students to take the COVID-19 Screening Test **three (3) days before the departure date** to Malaysia and the test report should be shown to the officers on duty at the PMA upon arrival.

24. Does the COVID-19 Screening Test Report need to be translated to English?

YES. Only the COVID-19 Screening Test Report that is translated into English is accepted for the purpose of inspection by the authorities upon arrival in Malaysia.

25. Are COVID-19 Screening Test Results exceeding three (3) days before the departure date received at the International Entrance?

NO. COVID-19 Screening Test results exceeding three (3) days before the departure date are **invalid**. Students **must** undergo the COVID-19 Screening Test **again** at PMA and undergo **compulsory quarantine for ten (10) days** at the designated quarantine station.

26. When will the COVID-19 Screening Test be implemented?

Students must undergo the RT-PCR COVID-19 Screening Test three (3) days before arriving in Malaysia and undergo a health screening once again at the Screening Counter, Ministry of Health Malaysia (MOH) at PMA upon arrival at the Airport. Students are only allowed to enter the Malaysian Immigration Department Inspection Counter upon completion of the COVID-19 Screening Test and if they do not show symptoms.

- 27. Is the cost implication of the COVID-19 Screening Test borne by government?**
NO. All cost implications of the COVID-19 Screening Test during the admission process to Malaysia and until the quarantine ends are borne by the student.

F (ii) QUARANTINE

- 28. Do students returning from abroad need to undergo mandatory quarantine before returning to campus?**

YES. All students from abroad are required to undergo mandatory quarantine at the designated Quarantine Station, i.e., **seven (7) days** for international students who present the **RT-PCR COVID-19 test report** while at PMA and **ten (10) days** for those who **do not present the RT-PCR COVID-19 report.**

- 29. Are students allowed to choose a Quarantine Station?**

NO. Quarantine stations will be determined by NADMA.

- 30. What are the responsibilities of students during the quarantine period?**

Students need to ensure the following:

- i. Students undergo a second (2nd) swab test:
 - (a) Students who **have shown evidence of the RT-PCR COVID-19 test report** at PMA upon arrival in Malaysia undergo an RT-PCR / RTK Ag COVID-19 swab test on the **5th day of the quarantine period**; and
 - (b) Students who **do not show proof of RT-PCR COVID-19 test report** at PMA upon arrival in Malaysia undergo a RT-PCR / RTK Ag COVID-19 swab test on the **8th day of the quarantine period**; and
- ii. Students need to carry out a **daily self-assessment** through the Home Assessment Tool in *MySejahtera* application **for 14 days from the arrival date.**

31. What are the responsibilities of the HEIs during the student's quarantine period?

HEIs need to ensure the following:

- i. HEIs need to identify the location of each student's Quarantine Station through EMGS; and
- ii. HEIs need to make careful planning to ensure that the matter of taking students from Quarantine Stations to the respective HEIs goes smoothly and in an orderly manner.

32. Is the cost of quarantine borne by the government?

NO. All financial implications are borne by the student.

33. What are the expected costs that students have to pay?

CHARGES FOR COVID-19 DETECTION TEST AT INTERNATIONAL ENTRANCE AND MOH FACILITIES	
COVID-19 CONFIRMATION TEST	FEE
RT-PCR	RM250.00
RTK Ag	RM120.00
QUARANTINE COSTS	
ACCOMMODATION / OPERATION COSTS	FEE
Cost of accommodation (RM150.00 / day)	RM1,500.00 (10 days of quarantine) RM1,050.00 (7 days of quarantine)
Fixed charge (Quarantine Station Operation)	RM2,600.00

34. When should the COVID-19 Screening Test payment and Quarantine Costs be settled?

The COVID-19 Screening Test Fees and Quarantine Costs need to be settled online before entering Malaysia, and the payment slip should be submitted to the Officer at PMA. However, payment in cash at PMA upon arrival is still allowed until further notice.

35. Are students allowed to proceed to HEIs on their own after the quarantine period?

NO. Students are not allowed to proceed to HEIs after the quarantine period without the supervision and monitoring from the HEIs.

36. Do international students who have completed the quarantine period need to get a letter of permission from the police to cross Regions / Borders?

NO. NADMA will provide a confirmation letter for quarantine release (Release Order) to students which can be shown to Roadblock officers when crossing the District / State to proceed to their respective HEIs.

37. What action should be taken after international students have completed the mandatory quarantine set by NADMA?

HEIs need to admit students who have completed the mandatory quarantine period for them to continue their studies on campus. A confirmation letter for quarantine release (Release Order) can be used to travel across Regions and States.

38. Do international students need to undergo isolation in the HEI?

NO. International students only need to undergo compulsory quarantine at the Quarantine Station designated by NADMA. Students need to undergo self-quarantine until the 14th day before being allowed to attend class.

F (iii) STUDENTS ON TRANSIT TO SABAH AND SARAWAK

39. Do students in transit to Sabah or Sarawak need to undergo the COVID-19 Screening Test at PMA?

YES. Students who transit at KLIA / KLIA2 and will board a plane to Sabah or Sarawak need to undergo the COVID-19 Screening Test at the International Entrance at KLIA / KLIA2.

40. Are students transiting to Sabah and Sarawak allowed to undergo quarantine at the Quarantine Station upon arrival at Sabah or Sarawak or need to undergo quarantine at the Quarantine Station in Peninsular Malaysia?

If the period of students' arrival from abroad to KLIA / KLIA2 and the flight scheduled to Sabah or Sarawak is **less than 24 hours**, they are allowed to board the plane and undergo quarantine at the Quarantine Stations in Sabah or Sarawak.

However, if the period of time the student arrives from overseas and the flight scheduled to Sabah or Sarawak **exceeds 24 hours**, students are then required to undergo mandatory quarantine at the Quarantine Station set by NADMA in Peninsular Malaysia (Kuala Lumpur / Selangor / Negeri Sembilan) for 7 or 10 days before they are allowed to continue their journey to Sabah or Sarawak.

MINISTRY OF HIGHER EDUCATION

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