

Welcome to Malaysia

Arrival of APU/APIIT International Students to Malaysia

Standard Operating Procedures (SOP)

Existing/Current Students with Student Pass

Students still studying (yet to complete their studies)

16th January 2021

* The SOPs stated are in accordance with guidelines of MOHE, MOH, NADMA, EMGS and can be revised at anytime.

▼
Before you make
a decision,
please ensure
that:



1. Your country **does not have a travel ban** for overseas travel.
2. The Malaysian Mission (High Commission, Embassy or Consulate) in your country is open for you to apply **Single Entry Visa (SEV)** - *for students whose Student Visa have expired and are required to have Single Entry Visa (SEV).*
3. You are **healthy and eligible to travel to Malaysia.**
4. You are **still studying** (yet to complete studies).
5. You are **willing to pay for the cost of Quarantine, Transportation, Covid-19 Tests and for any treatment** (if required).


01

Existing students with
valid Student Pass

02

Existing students with
expired Student Pass from
1st Feb 2020

Categories of students allowed to arrive in Malaysia
(except from United Kingdom)



IMPORTANT! Covid-19 Screening & Quarantine Period

Before your Travel to Malaysia

- You are required to undergo an RT-PCR Covid-19 test three (3) days before travelling to Malaysia. The result must be translated in ENGLISH.
- You are required to install MySejahtera application into your smartphone before arrival.
- You are required make an online payment for Covid-19 detection test charges and Quarantine cost before leaving for Malaysia.

On Arrival in Malaysia

- You are required to undergo mandatory quarantine period for seven (7) days for international students that furnish the RT-PCR Covid-19 test result at the international arrival gates. International Students that are not able to provide PR-PCR Covid-19 test result will be subjected to a quarantine period of ten (10) days.
- If your RT-PCR Covid-19 test result is dated more than three (3) days prior to the departure date, the result will not be accepted, and you must undergo the RT-PCR Covid-19 test at the international arrival gate once again. The international students will then be subjected to the quarantine period of ten (10) days.

Covid-19 Test on completion of Quarantine Period in Malaysia

- 2 days prior the completion of the quarantine period, all students will be required to undergo a Covid-19 Antibody test.
- International students who are tested negative will be issued with a **Release Order** by the Ministry of Health Malaysia.

BEFORE Arrival (Existing students with valid Student Pass)



Make an application for **Travel Authorisation** at **EMGS Website** at least 21 DAYS before your departure.



Purchase a **FLIGHT Ticket** (travel date should be minimum 21 days from application date) before your travel application, as you will need to attach a copy of your ticket with your application. Please be advised that you might be required to change the flight ticket if the Travel Authorisation is not obtained on time.

It is advisable to purchase a travel insurance from your airlines or travel agent.



Once your **Travel Authorisation** is **APPROVED**, download and complete a **Letter of Undertaking and Indemnity (LoU)**, which can be obtained from [here](#)



You are required to obtain a **Letter of Approval (Entry Permit) - Permission to Perform Journey to Malaysia** by submitting the following documents to Malaysian Mission (High Commission / Embassy / Consulate) at least three (3) working days before the date of departure:

- Travel Authorisation
- Letter of Undertaking and Indemnity (LoU)
- Flight tickets and copy of Passport



You are required to undergo the RT-PCR Covid-19 Test **three (3) days** before travelling to Malaysia. The RT-PCR Covid-19 test result must be translated in **ENGLISH** so that the respective authorities in Malaysia can inspect it.

BEFORE Arrival (Existing students with expired student pass from 1st Feb 2020)



Make an application for **Travel Authorisation** at **EMGS Website** at least 21 DAYS before your departure.



Purchase a **FLIGHT Ticket** (travel date should be minimum 21 days from application date) before your travel application, as you will need to attach a copy of your ticket with your application. Please be advised that you might be required to change the flight ticket if the Travel Authorisation is not obtained on time.

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- Letter of Undertaking and Indemnity (LoU)
- Flight tickets and copy of Passport

Single Entry Visa - For countries that require visa to enter Malaysia, you are required to apply for a Single Entry Visa (SEV) at the nearest Malaysian Embassy / High Commission / Consulate General together with Travel Authorisation.



You are required to undergo the RT-PCR Covid-19 Test **three (3) days** before travelling to Malaysia. The RT-PCR Covid-19 test result must be translated in **ENGLISH** so that the respective authorities in Malaysia can inspect it.

BEFORE YOU TRAVEL

Students are required to download the MySejahtera app from iOS App Store, Google Play Store or Huawei AppGallery to complete all the required information three (3) days prior to the arrival gate.




WISMA PUTRA

Returning Malaysians and
Non-Malaysians with entry permit

DOWNLOAD & ACTIVATE



Prior to your arrival in
MALAYSIA

 GET IT ON
Google Play

 Download on the
App Store

 Download on
AppGallery

Division of Communication and Public Diplomacy

Important for All - UPON Arrival



You can only enter Malaysia via these Authorised Entry points: KLIA / KLIA 2.



You are required to have the following documents: **Letter of Undertaking and Indemnity (LoU)**, **Letter of Approval (Entry Permit)**, **Travel Authorisation Approval Letter** & Single-Entry Visa (SEV) (where applicable).



If your RT-PCR Covid-19 test result is dated more than three (3) days prior to the departure date, the result will not be accepted, and you must undergo the RT-PCR Covid-19 test at the international arrival gate once again. The international students will then be subjected to the quarantine period of ten (10) days.



If you are tested **NEGATIVE**, you will be arranged for Mandatory Quarantine at the designated quarantine station (hotel). The quarantine period is **seven (7) days** for international students that furnish the RT-PCR Covid-19 test result at the international arrival gates.



Students that are not able to provide RT-PCR Covid-19 test result or if the test results are not valid/acceptable by Ministry of Health, will be subjected to a quarantine period of **ten (10) days**. You will have to make an **online payment** for Quarantine Cost RM 150/ per night and a fixed fee of RM 2,600 (Quarantine Station Operations). Kindly note that this amount does not include the cost for Covid-19 detection test.

Unfortunately, If you are tested POSTIVE, our Ministry of Health Officers will arrange for medical treatment at a hospital. The cost of the treatment will be borne by the students.

Important for All - AFTER Immigration Clearance



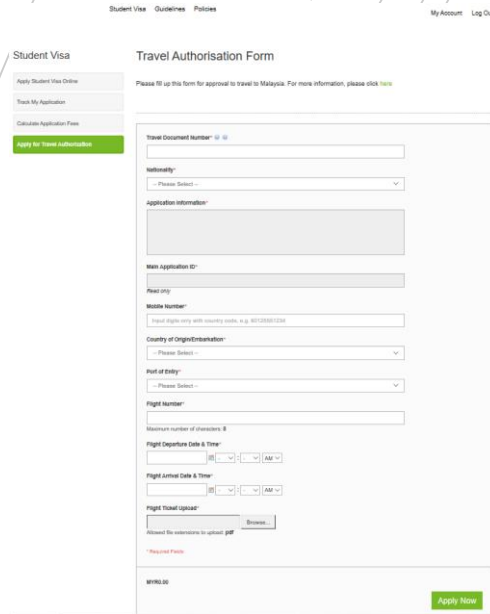
You will be transported to the Quarantine Station once you've cleared the Immigration and exited the Arrival Gate. You will undergo a **MANDATORY QUARANTINE** period of **7 days or 10 days** starting from your Arrival Date. All arrivals do not have the option to choose the quarantine stations. However, you may choose a premium hotel package at additional cost.



You are required to have MySejahtera application active at all times in your smartphone. You need to ensure your mobile phone, or the device is always with you and in active mode at all times during the surveillance and observation period. You shall ensure that all information provided in MySejahtera application is accurate and correct.

Submit Travel Authorisation Form at EMGS Website

01 Submit Travel Authorisation at EMGS Website



The screenshot shows the EMGS Travel Authorisation Form website. It includes a navigation menu with 'Student Visa', 'Guidelines', 'Policies', 'My Account', and 'Log Out'. The main content area is titled 'Travel Authorisation Form' and contains a form with various fields for personal and travel information, including 'Travel Document Number', 'Nationality', 'Application Information', 'Main Application ID', 'Passport Number', 'Country of Origin/Embarkation', 'Port of Entry', 'Flight Number', 'Maximum number of travellers', 'Flight Departure Date & Time', 'Flight Arrival Date & Time', and 'Flight Travel Operator'. There is an 'Apply Now' button at the bottom right.

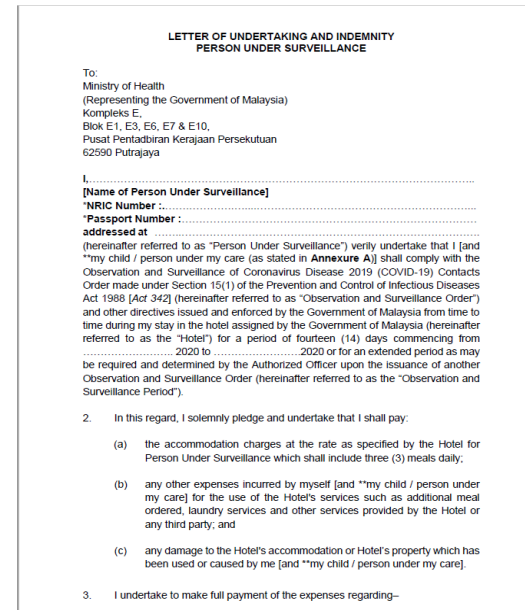
02 Receive Travel Authorisation Approval Letter



The image shows a sample of a Travel Authorisation Approval Letter from the Malaysian Ministry of Health. The letter is addressed to JAMALI RAMSHA, a student at Asia Pacific University of Technology and Innovation. It includes a 'SAMPLE ONLY' watermark and a barcode. The letter is dated 17 August 2020 and is signed by the Director General of Health Services, Malaysia.

Track Application Status:
<https://visa.educationmalaysia.gov.my/emgs/application/searchForm/>

03 Download and Complete a Letter of Undertaking and Indemnity (LoU)



The image shows a sample of a Letter of Undertaking and Indemnity (LoU) form. The form is titled 'LETTER OF UNDERTAKING AND INDEMNITY PERSON UNDER SURVEILLANCE' and is addressed to the Ministry of Health, Malaysia. It includes a 'SAMPLE ONLY' watermark and a list of conditions for the student's stay in Malaysia, including the requirement to pay for accommodation and other expenses, and to make full payment of expenses regarding the stay.

Download:
https://visa.educationmalaysia.gov.my/media/docs/Letter_of_Undertaking_and_Indemnity_v1.0.pdf

04 Obtain Letter of Approval (Entry Permit) relevant Malaysian Mission



The image shows a sample of a Letter of Approval (Entry Permit) from the Malaysian Mission in Colombo. The letter is addressed to the High Commission of Malaysia in Colombo, Sri Lanka. It includes a 'SAMPLE ONLY' watermark and a signature from the High Commissioner, KHALEED S. SHARIF AMAR SHAH. The letter is dated 17 August 2020 and grants permission for the student to travel to Malaysia for a period of one month from the date of issuance.

Submit via:
<https://visa.educationmalaysia.gov.my/student-visa/travel-authorisation-form-base.html>

Upon obtaining Letter of Approval (Entry Permit) :

1. Please email us at arrivals-control@apu.edu.my
2. Please fill up the **APU Students Arrival Form** at <http://tiny.cc/ArrivalsControl>

Letter of Undertaking and Indemnity (LoU)

Section to be filled up by student

LETTER OF UNDERTAKING AND INDEMNITY PERSON UNDER SURVEILLANCE

To:
Ministry of Health
(Representing the Government of Malaysia)
Kompleks E,
Blok E1, E3, E6, E7 & E10,
Pusat Pentadbiran Kerajaan Persekutuan
62590 Putrajaya

I,
[Name of Person Under Surveillance]
*NRIC Number :
*Passport Number :
addressed at

(hereinafter referred to as "Person Under Surveillance") verily undertake that I [and **my child / person under my care (as stated in Annexure A)] shall comply with the Observation and Surveillance of Coronavirus Disease 2019 (COVID-19) Contacts Order made under Section 15(1) of the Prevention and Control of Infectious Diseases Act 1988 [Act 342] (hereinafter referred to as "Observation and Surveillance Order") and other directives issued and enforced by the Government of Malaysia from time to time during my stay in the hotel assigned by the Government of Malaysia (hereinafter referred to as the "Hotel") for a period of fourteen (14) days commencing from 2020 to2020 or for an extended period as may be required and determined by the Authorized Officer upon the issuance of another Observation and Surveillance Order (hereinafter referred to as the "Observation and Surveillance Period").

1

Name of next of kin / representative including sponsor:

.....
*NRIC Number / Passport Number:
Address:
H/Phone / Contact Number:

2

Signed by:

Name:
NRIC Number / Passport Number:
Address:
H/Phone Number :

Date:

3



Mandatory Quarantine

7 Days / 10 days



7 days or 10 days
Mandatory Quarantine
borne by the student



Transport is provided
to Quarantine Station
and for Covid-19 test



Undergo RT-PCR/RTK Ag
Covid-19 test 2 days on
completion of the
quarantine period



If tested negative,
Release Order will be
issued by the Ministry
of Health, Malaysia

Important Notice : All costs (COVID-19 PCR test and expenses during quarantine shall be borne by the applicant. Failure to bear the quarantine costs or any monies due to the Government of Malaysia, the applicant's active pass will be cancelled, blacklisted in Immigration system and issued with Notice of 'Not To Land' (NTL) for deportation.

Mandatory Quarantine at Designated Quarantine Station

International students that are allowed entry into Malaysia will be subjected to:

- 7-day or 10-day compulsory quarantine at designated Quarantine Station stipulated by the National Disaster Management Agency (NADMA) and Ministry of Health (MOH).
- The cost of the quarantine will be borne by the international students.
- The cost for quarantine will be minimum **RM 3,650 for 7 days** and **RM 4,100 for 10 days** excluding the cost of Covid-19 test.
- All arrivals do not have the option to choose the quarantine station.
- **Students must make an online payment for Quarantine cost before leaving for Malaysia**

Covid-19 Test	Amount (RM)
PCR	RM 250
RTK Antigen	RM 120
TOTAL	RM 370

Estimated Quarantine Cost	Amount (RM)
Accommodation Cost (RM 150/day)	1,500 (10 days of quarantine) OR 1,050 (7 days of quarantine)
Fixed Charges (Quarantine Station Operations)	2,600
Total	RM 3,650 (7 days) or RM 4,100 (10 days)

Quarantine and Covid-19 Screening Test - Online Payment Facility

Below are **3 Steps** to make payment for Covid-19 Screening Test and Quarantine Charges:

Step
1

Go to <https://safetravel.myeg.com.my/> for registration

Step
2

Once registered, log in and fill in the personal and quarantine details. You may choose the standard quarantine hotel or premium packages at additional cost. Kindly ensure all your details are accurate at the summary payment page before proceeding to make payment.

Step
3

After payment, proceed to download the **MyQR by MyEG** mobile app and log in with your registered account. 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. You will also receive an email with your receipt, which can be printed out for verification.



Payment of COVID-19 Screening Tests and Quarantine Charges for Travellers coming into Malaysia

1 pax

Select Mode of Transport

Select Entry Point

Select Preferred Arrival Date

Login



MyQR by MyEG

During Mandatory Quarantine

You are strictly required to adhere to the following while you are under Mandatory Quarantine:

- ✓ Be contactable at ALL times.
- ✓ Do keep in touch with your family using your Smartphone, and keep in touch with your University Welfare officer at all times.
- ✓ Remain only in the quarantine room during the entire period.
- ✓ No visitors are allowed in the room. Do not share utensils, tableware and personal hygiene items with anyone.
- ✓ Wear a face mask during your transportation at all times.
- ✓ You can attend your classes online using *Microsoft Teams*.
- ✓ You may order food by *Grab Food* and *Food Panda* at certain times as allowed by the Quarantine Station.
- ✓ In case of any emergency, immediately alert your Quarantine Station personnel.
- ✓ You are required to have the *MySejahtera* App downloaded and active on your smartphone at all times.



Keep Connected
Be Positive
Stay Happy

Important Links

- 1. How to submit Travel Authorisation Form at EMGS Website**
<https://visa.educationmalaysia.gov.my/student-visa/travel-authorisation-form-base.html>
- 2. Where to obtain the Letter of Undertaking and Indemnity (LoU)**
https://visa.educationmalaysia.gov.my/media/docs/Letter_of_Undertaking_and_Indemnity_v1.0.pdf
- 3. How to check the status of my Travel Authorisation application**
<https://visa.educationmalaysia.gov.my/emgs/application/searchForm/>
- 4. Where to download MySejahtera mobile application**
https://mysejahtera.malaysia.gov.my/intro_en/
- 5. Where to fill up & submit Students Arrival Details Form**
<http://tiny.cc/ArrivalsControl>
- 6. Quarantine and Covid-19 Screening Test Online Payment Facility**
<https://safetravel.myeg.com.my/>
- 6. Where to download MyQR by MyEG mobile app**
Go to Play Store or Apple Store to download “MyQr by MEG”

FAQs from EMGS (1/4)

1.0 Notice to international students traveling to Malaysia

The Malaysian Government announced on 8th of July 2020 that International Students attending public universities or private universities may enter the country to resume their studies.

In order to return to Malaysia, all international students are required to obtain an approval by the Malaysian Immigration Department Director General. To obtain the approval, students are required to submit the [Travel Authorisation Form](#). To apply, please ensure that you have registered an account with us.

2.0 What is the Travel Authorisation Form for?

International Students intending to return to Malaysia are required to fill in the Travel Authorisation Form. Your application will be vetted by the Malaysian Immigration Department before you are allowed to travel to Malaysia.

3.0 Who can apply to return to Malaysia?

1. Student who has a valid student pass
2. Student who has a student pass that has expired from the 1st of February 2020 onwards.

FAQs from EMGS (2/4)

4.0 What must i do before applying for a Travel Authorisation?

1. Ensure that your country has not imposed a travel ban.
2. Ensure that your institution is well aware of your travel intention. Note that prior to us submitting your application to the Malaysian Immigration Department, your institution is first required to approve your application to return to Malaysia.
3. Ensure that you have made flight arrangements. Please allow ample time (Suggested 21 days) for the processing of your travel authorisation as there are multiple layers of processing involved to determine if you are eligible to travel to Malaysia
4. Ensure that you have fulfilled the requirement as mentioned under *Item 3.0*. Failure to adhere to these requirements may result in your application to be rejected.
5. Ensure that you have downloaded the [MySejahtera](#) mobile application. *MySejahtera* is an application developed by the Government of Malaysia to assist in monitoring COVID-19 outbreak in the country.

FAQs from EMGS (3/4)

5.0 How will I know the status of my Travel Authorisation application?

1. You may use the [Track My Application](#) feature .You are only required to enter your travel document number and nationality in order to obtain the following:
 - a. Your current Travel Authorisation application status
 - b. If your application is approved by the Malaysian Immigration Department Director General, you will receive your Travel Authorisation approval letter and if your application is rejected, you will receive the Travel Authorisation rejection letter.
2. An email notification will also be sent to you once we have received the approval status by the Malaysian Immigration Department.

6.0 What should I do once my Travel Authorisation is approved?

1. Fill in the Letter of Undertaking which can be obtained from [here](#). You are not required to fill in the 'Child' section
2. Check with your airline if you are required to undergo a COVID-19 test prior to your departure.
3. Be very careful with your surroundings. Practice social distancing and good hygiene. Do your best to avoid any occasion that might expose you further to the COVID19 virus.

FAQs from EMGS (4/4)

7.0 What will happen once I arrive in Malaysia?

1. Upon arrival, you will be carefully escorted by the relevant authorities to the Ministry of Health (MOH) personnel.
2. Once you have obtained clearance from the Immigration Department, you will be assigned to a quarantine station. Our EMGS representatives will be obtaining this information from you to be furnished to your institution.

Welcome to your Campus!

Returning to Classes / Campus



You can return to campus, if:

- You're tested **NEGATIVE** upon completion of the Quarantine period.
- Release Order is issued by the Ministry of Health, Malaysia.

APU/APIIT Students Arrivals Control Centre

Email : Arrivals-Control@apu.edu.my

Arrival Control Centre Hotline : +6017-2831300

 **Stay Safe
Together**

