



TARUMT
TUNKU ABDUL RAHMAN UNIVERSITY OF
MANAGEMENT AND TECHNOLOGY

INTERNATIONAL STUDENT HANDBOOK



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1.0 WELCOME

Welcome to Tunku Abdul Rahman University of Management and Technology (TAR UMT) Kuala Lumpur Campus! This handbook is to help you adjust to a new environment and make your stay in the campus a pleasant experience.

The Campus is designed to create a conducive environment for study and relaxation. Students are able to enjoy various facilities which include a three-storey library, a sports complex, an Olympic-sized swimming pool, well-equipped tutorial rooms, lecture theatres, laboratories and workshops. Also, there is a myriad of student activities and events to participate in, and lots of opportunities to hone soft skills and develop enduring friendships with both locals and other international students.

We hope that our International students will make the most out of their experience here with us, and will take away with them a better understanding of the Malaysian people and their cultures.



2.0 DEPARTMENT OF INTERNATIONAL STUDENT OFFICE (DISO)

Department of International Student Office (DISO) serves as an on-campus centre for all international students. The Department has 2 offices located at Ground Floor, Tun Tan Siew Sin Building (TTSS) and Ground Floor, Tan Sri Khaw Kai Boh Building (KKB). The office located in TTSS Building mainly functions as the international marketing unit with an international student lounge. Whilst, the office located in the KKB Building is mainly to handle operation matters that are related to international students admission and visa matters.

Basically DISO's objective is to help you adjust and adapt to the TAR UMT environment. We also provide guidance on immigration regulations, culture sharing and adjustment to life in Malaysia. Do not hesitate to seek assistance and we will assist whenever we can within our capability.

The international student lounge located in DISO international marketing unit, TTSS Building is equipped with online facilities for international students to surf the internet, and comfortable chairs and table for students to relax, have discussion or to do their assignments. It is a space to promote better interaction between international students who come from different countries.

3.0 PRE-ARRIVAL

CHECKLIST

Things to do before you arrive:

- Accept the offer by making the payment as stated in the Proforma Invoice before the stipulated deadline. (refer to 3.1)
- Ensure that you submitted the compulsory required documents for student pass application early (10 weeks prior to the start of your programme). (refer to 3.2)
- Check the commence date of your programme, what to do on your arrival, how to get to the University and the orientation programme schedule.
- Ensure that you have received your electronic Visa Approval Letter (eVAL) from DISO.
- Do not make any travel arrangement without the eVAL.
- Apply for a Single Entry Visa (or eVISA), if you need one. (refer to 3.4)
- Apply if you wish to stay in the campus-arranged accommodation. Please write to intstudent@tarc.edu.my.
- Undertake yellow fever and COVID19 vaccination, if required. (refer to 3.4)
- Book for TAR UMT complimentary airport pick up before the deadline and/or make the necessary airport pick up arrangements.
- Download EMGS Hub (refer to 3.5)
- Apply for Malaysia Digital Arrival Card (MDAC). (refer to 3.6)
- Prepare the original documents for verification. (refer to 3.9)
- Ensure you read all sections of this guide.



3.1 Offer of Admissions

To accept the Offer of Admissions, you are to make the payment as stated in the Proforma Invoice, which is the admission bill comprises of the tuition fees, other fees/deposit and visa charges before the stipulated deadline as stated in the Offer of Admission. Please refer to the Proforma Invoice on the fee payment options and instructions. If you are unable to make the payment based on the available options given, kindly contact DISO for assistance. Please read and understand the [TAR UMT Refund Policy](#) before accepting the offer.

3.2 Student Pass Application - Documents Required

Kindly take note of the important actions to be taken as stated in the [Guideline for Student Visa Application and Arrival into Malaysia](#) attached in the Offer of Admissions email from DISO. Documents required for student pass application including but not limited to:

- softcopy of recent passport size colour **photograph** with WHITE background (35mm x 45mm). Please refer to EMGS Photo Requirements/Guidelines (<https://visa.educationmalaysia.gov.my/guidelines>)
- Scanned copy of **passport** (the whole book including blank pages) with validity period of more than 18 months from the start date of your programme
- softcopy of all relevant **academic** transcripts and examination results (both translated in English and non-translated version) and English language proficiency test result
- completed **Health Declaration Form**
- certificate of **yellow fever vaccination** (if applicable)
- **No Objection Certificate (NOC)** (Sudanese student)
- **Letter of Eligibility (LOE)** (Iranian student)
- Copy of **release letter**, latest transcript, attendance report and visa/pass cancellation page from passport (for applicants who are studying or have discontinued their studies in other institutions in Malaysia)
- Scanned copy of **online verification report of the academic certificate** (only applicable for Chinese students) from China Credentials Verification (CSSD) / Academic Degrees and Graduate Education Development Center (CDGDC) for the qualification (translated version). The applicant may apply for verification through www.chsi.com.cn.

Note: The processing of [Electronic Visa Approval Letter \(VAL\)](#) may take **between 6 to 8 weeks** from date of submission of complete documents with full payment being made to EMGS. TAR UMT bears no responsibility for late payment and/or submission of required documents.

3.3 Student Pass Application Status and Electronic Visa Approval Letter (eVAL)

Student may check the status of his/her student pass application through EMGS website at "Track My Application" via the EMGS official website. All international students intending to study in Malaysia must obtain a eVAL or a Student Pass issue by the Immigration Department of Malaysia before he/she can enter the country and study in Malaysia. TAR UMT will apply for the eVAL and Student Pass on behalf of the student. International students who are on social visit pass or those holding other passes (e.g. dependant pass, social visit pass, MM2H pass, student pass from other institutions) are still required to apply for a student pass through TAR UMT.

3.4 Single Entry Visa (SEV) Application - Immigration Requirements Before Enter Malaysia

Once eVAL is issued, DISO will notify you via email. Please apply for a [Single Entry Visa \(SEV\)](#) from the nearest Malaysian Embassy/Consulate or to apply via Immigration Department of Malaysia website for the eVISA (<https://malaysiavisa.imi.gov.my/evisa/evisa.jsp>) before enter into Malaysia. For information about countries that require SEV, please visit EMGS official website at "[SEV Required Countries](#)" under "Guidelines". Please check with the Embassy on the operating hours, documents required and additional charges for the SEV (or eVISA) application.

If you are coming from a country which is considered to be at a high risk of [yellow fever](#), you will be required to obtain the necessary inoculations before coming to Malaysia. You will be asked to provide your yellow fever vaccination booklet/card for immigration clearance.

3.5 EMGS Hub (Mobile App)

EMGS Hub provides a comprehensive guide for a smooth transition to Malaysia, allowing you to monitor the status of your student pass visa application. Upon arrival at KLIA terminal, please proceed to ISAC counter for on-arrival check-ins. Thereafter, check-in at EMGS appointed panel clinic to complete your post-arrival medical screening in 7 days upon arrival in Malaysia. You can download the **EMGS Hub** via [App Store](#) or [Google Play](#).

3.6 Malaysia Digital Arrival Card (MDAC)

Effective 1st January 2024, the Immigration Department of Malaysia requires all international student **MUST** complete the MDAC online through the Immigration Department website (<https://imigresen-online.imi.gov.my/mdac/main?register>) as early as three (3) days before arrival or at the latest upon arrival.

International students **MUST** present their completed MDAC at entry points for immigration clearance. Failure to do so may risk to be issued Not To Land (NTL) order by the Immigration Department of Malaysia and be deported to the origin of country.

3.7 Personal Bond Deposit

The Immigration Department of Malaysia requires all Institutions of Higher Learning in Malaysia to sign a Personal Bond on behalf of the international student, binding the institution for the said sum. To comply with this requirement, the University requires a candidate to lodge with the University the said sum for this purpose. The amount chargeable for the Personal Bond Deposit is vary by country as per Immigration Department of Malaysia's guidelines. This money is **refundable upon the receipt of the clear exit stamp copy on the passport with proper shorten or cancellation of student pass with check out processes, on condition that there is also no violation of any provision of the Immigration rules and regulations.**

3.8 Flight Arrangements

International students arriving from their home countries are to update DISO by email (intstudent@tarc.edu.my) or WhatsApp (+6011 1075 8573) on their travel itinerary details at least seven (7) days before their arrival date. For your information, EMGS has set up an International Student Arrival Centre (ISAC) in Kuala Lumpur International Airport Terminal 1 (KLIA) and Terminal 2 (KLIA2) to facilitate international students arrival. ISAC contact centre is open every day from 9am to 6pm including public holidays. As such, it is advisable that you book your flight to arrive in Malaysia within day time (i.e. 7.30am - 6.00pm).

ISAC is located at:



Arrival Hall in the main terminal building at Level 3. ISAC is located before the immigration clearance counters.



Level 3a after the exit from the Skybridge. International students that arrive in Malaysia on Level 2 will be required to take the passenger lifts to Level 3a.

3.9 Travelling

To facilitate a smooth travelling experience, you are advised to keep the following personal items in a carry-on luggage and keep it close to you:

- Fund that is sufficient for at least first 6-months stay in Malaysia for the payment of accommodation and other necessities. Funds can be brought into Malaysia using traveler cheques. An international credit card (Visa/Master) may be useful.
- Your international passport
- Original academic certificates and transcripts for confirmation of authenticity
- Important documents as stated in 3.10

On the plane, wear comfortable clothes and shoes. Your luggage should be locked and labeled with your full name and full address of your destination. You are strongly advised to put this information inside your luggage as well, in case the labels become torn or your luggage is mislaid.

If you are currently suffering from an illness, it is advisable to bring along the necessary medication and all documentation and written medical advice relating to the condition. This is especially crucial if the medication you have to take is a restricted drug in Malaysia.

3.10 Upon Arriving

Proceed to ISAC counter for check-in via EMGS Hub (Mobile App). Thereafter, proceed to the Immigration Counters for International Student.

Please tell the Immigration Officer you are an international student and present the following to the Immigration Officer for immigration custom clearance:

1. Passport
2. **Printed** copy of Visa Approval Letter (VAL)
3. **Printed** copy of Single Entry Visa (SEV), if applicable
4. **Printed** copy of Malaysia Digital Arrival Card (MDAC)
5. **Original** copy of Yellow Fever Vaccination Certificate, if applicable
6. Offer Letter from TAR UMT (to show upon request only)

Before leaving the Immigration Counter, make sure to check your passport. You should see a Special Pass stamped on it. **Sample:**



Important:

- a. **DO NOT** use Auto Gate.
- b. Please make sure you don't get a social visit stamp but a Special Pass (sample as above). Social visit pass will make you ineligible for a Student Pass endorsement.



4.0 POST-ARRIVAL

CHECKLIST

Things to do in your first few weeks:

- notify your parents/guardian on your safe arrival in Malaysia
- report yourself at the DISO office located at Tan Sri Khaw Kai Boh Building (Block A) within the next working day from your arrival (Monday to Friday except public holidays). (refer to 4.2)
- undertake the post-arrival medical screening at the EMGS panel clinic within 7 days upon arrival in Malaysia. (refer to 4.1)
- attend orientation programme and familiarise with the University's Code of Conduct (refer to 4.5)
- familiarise yourself with the immigration and student pass rules and regulations
- ensure that you have uploaded your photo via Student Intranet for Student ID Card and collect your Student ID Card from the Cyber Centre (Ground Floor) once it is ready for collection (refer to 4.2.2)

Academic matters:

- arrange to meet your academic advisor or programme leader whenever academic support is required (refer to 4.2.5)
- familiarise yourself with your timetable and classroom venue, as well as computing and printing facilities
- find out about study skills workshop and learning support from the library
- log into the University Intranet system, TARC App and student learning portal
- find out where you can get help and advice on non-academic matters

Get involved and join the community:

- sign up and participate in societies and sports activities organized by clubs and societies
- find out where to eat, shop and clinics/hospital for medical consultation
- make sure that you have downloaded the necessary EMGS Insurance App on your mobile phone



4.1 Medical Screening

Effective from 1st June 2019, the Malaysian Ministry of Education has made it mandatory that all international students are required to submit the "Health Declaration Form" and to perform the compulsory Post-Arrival Health Examination at an EMGS appointed panel clinic within seven (7) days upon arrival. The Post-Arrival Health Examination Form will be given to students for the said purposes. Link to download or view EMGS panel clinics: <https://visa.educationmalaysia.gov.my/guidelines/registered-malaysian-clinic>

Note: Please ensure that you are fit for post-arrival medical screening before you proceed to the EMGS appointed panel clinic. If you were on medication in the past 7 days, please bring along the medication prescription issued by your medical practitioner (i.e. doctor) and declare it during the medical screening.

In the event that a student failed the health screening, an appeal must be made at the panel clinic that the student visited previously for health screening within seven (7) days from the receipt of EMGS notification. The examining doctor shall explain the confirmatory test(s) required and all costs relating to the appeal shall be borne by the student, payable directly to the panel clinic. The results of the confirmatory test(s) will be reviewed by the EMGS Medical Appeal Committee and the decision of the Committee is final and there is no further right of appeal if appeal is unsuccessful.

If the student is diagnosed with a medical condition that is deemed unsuitable for studies in Malaysia when undergoing the compulsory Post-Arrival Health Examination, they will be required to bear the cost of leaving Malaysia. The students are also required to exit Malaysia and will have to adhere to the immigration requirements on the visit pass and exit before the pass expiration, or any deadline given whichever is earlier.

Upon Arrival at Campus

4.2 Registration

You are required to report to DISO located at Tan Sri Khaw Kai Boh Building (Block A) within the next working day (Monday to Friday except public holidays) after your arrival in Malaysia for you to complete the following procedures:

4.2.1 Certification & Verification of Documents

A verification exercise of the qualifying results for admission (i.e. O Level/A Level/equivalent) will be carried out. You will have to produce your original academic certificates, academic transcripts and school leaving certificate for DISO officer's certification. Admission is based upon the authenticity of documents submitted and information contained in the application form. Discovery of false information or omission of relevant information subsequent to the Offer of Admission will lead to the immediate dismissal at any point of time during the student's programme of study. Such dismissal shall result in forfeiture of all fees paid and academic credits earned. Upon dismissal, students would NOT be able to gain re-admission into the University.

4.2.2 Making of TAR UMT Student ID Card

All new students are to make their student identification (ID) card upon commencement of the programme. Prior to making of the ID card, kindly upload the Student ID Card Photo at Student Intranet > Application > Student ID Card Photo. Upon approval of the student ID card photo, students may proceed to make their student ID card at Cyber Centre (Ground Floor). Your TAR UMT student ID card is an important and useful form of identification which you will use on and off campus. The ID card shows your picture, name and student number. On campus it enables you to take your exams, get into the library and borrow books from the library, etc. You must wear your student ID card at all times while in the campus. If you lose your student ID card, you may apply for a replacement card through the Department of Admission and Credit Evaluation.

4.2.3 Student Intranet

You are advised to log in to your intranet to download some important information, e.g. timetable for the programme, student semester bill, examination authorization slips, semester results, etc.

4.2.4 Online Verification of Student Particulars via Intranet

New students are to check, verify and update their personal particulars to ensure that their particulars are accurate in the University database.

4.2.5 Meeting with the Academic Advisor

You may arrange with your Academic Advisor to meet him/her physically. If you need assistance from DISO, please feel free to contact us for the arrangements. The contact details of your Academic Advisor is available in your Student Intranet.

4.2.6 On-Campus Tour

On-campus tour may be arranged upon request.

4.3 Student Pass Endorsement

You are also required to submit your passport to DISO to obtain the student pass sticker endorsement from the Immigration Department of Malaysia. DISO will inform you once your passport has been received from the Immigration Department of Malaysia. Students are advised not to make any travel arrangements regardless of international or domestic during this period.

4.4 iKad for International Students

All international students will receive iKad after arrival in Malaysia and once their student passed have been endorsed by the Immigration Department of Malaysia on the passport. i-Kad is a biometric residence permit which bears your photo and other information to verify your identity. A valid i-Kad is the only substitute identification document for foreign nationals recognized by the Immigration Department of Malaysia in Peninsular Malaysia. As such, it is important to keep it with you all the times. Any lost or damaged iKad must be reported to DISO. Damaged iKad will be returned to EMGS for replacement. Charges for replacement of iKad will have to be borne by the student.

4.5 TAR UMT Orientation

i. It is important for all new students to attend the University's Orientation. Students who have accepted the Offer of Admission via payment of fees and thus have registered for the programme are to log in to their Student Intranet nearer to the commencement of programmes to check on their semester timetable, etc.

ii. Students are to bring the Offer of Admissions (printed copy) and receipt of payment for the redemption of an orientation kit.

iii. Attending the orientation will enable you to:

- Learn more about the study programme and meet the academic staff from your Faculty/Centre.
- Meet your new course mates and make new friends.
- Find out about the services and facilities available on and off campus.
- Meet senior students from your programme.

There are many people who are willing to help you. Please feel free to talk to your academic lecturers or tutors, the student counsellor or DISO officers. The Student Counselling Services are located at the First Floor of Tan Sri Khaw Kai Boh Building.

4.6 Students' Clubs, Societies & Activities

- Student activities and organizations are an important part of a complete tertiary education and experience. Student are encouraged to participate in the numerous clubs, societies and activities available in campus.
- Your involvement in these clubs and societies depends on your interest and free time. Participation in these social and cultural activities helps to maximize the full potential of your tertiary experience in Malaysia. It is also one of the easiest way to meet new friends.

5.0 REQUIREMENTS

5.1 EMGS & Immigration Requirements

5.1.1 Student Pass and Visa

- All international students are required to have a valid student pass during the entire period of their study in Malaysia. The student pass will be a multiple entry visa which is endorsed in the form of a sticker or a piece of paper (ePass) in your passport by the Immigration Department of Malaysia. You are required to take responsibility of monitoring the EXPIRY DATES of your student pass and to renew it timely to avoid having the risk of overstayed, which violate the Immigration Department of Malaysia's rules and regulations.
- Application and renewal of student visa and student pass will be made to the Immigration Department of Malaysia via Education Malaysia Global Services (EMGS). EMGS is an agency appointed by the Ministry of Education to process student visa and student pass, and also handles the medical screening and the medical and health insurance for all international students pursuing their education in Malaysia. You can obtain more information on EMGS from the following EMGS website: <https://educationmalaysia.gov.my/>
- Where an extension/renewal of the Student Pass is required, students must submit their passports to DISO at least 6-8 weeks before the expiry of the pass in order to facilitate the extension. Please note that your passport validity must have at least 18 months and above before TAR UMT can process your student pass extension/renewal application. Kindly renew your passport if the validity is below 18 months.
- Please note that you must satisfy Immigration Department of Malaysia and TAR UMT programme requirements by attending at least 80% of all your scheduled classes (lectures and tutorials), and achieve satisfactory academic results (CGPA minimum 2.0000 and above). ATTENDANCE in classes is COMPULSORY at all times unless you are sick and submit a Medical Certificate (MC) from a certified doctor. You are advised to discuss with DISO about your traveling plans as early as possible to avoid possible time conflict with extension/renewal of your student pass.
- Please do not make any international or domestic travel arrangements during the period of student pass processing period.
- All charges and penalties imposed by the Immigration Department of Malaysia and EMGS in the application and/or renewal of Student Pass, Special Pass, Medical Screening, and Hospitalization and Surgical Insurance are to be borne by the student.
- International students are not allowed to apply for Deferment of Study, unless it is due to personal health issue which must be supported by a copy of medical report issued by the certified medical officer. The maximum duration of deferment allowed is 2 semesters during the whole duration of study.
- International students who are in Malaysia on a valid student pass have few opportunities to undertake paid employment during semester break. Please note that prior approval from the Immigration Department of Malaysia is required. If you are interested in undertaking part time employment at any stage during your studies, please consult DISO first. Under no circumstances should you undertake unofficial employment as this could result in your student pass being revoked.

5.1.2 Shorten/Cancellation of Student Pass

- Upon completion of your study, you are required to discuss with DISO at least 4 weeks before you leave Malaysia or TAR UMT. If you have completed your study and do not plan to continue your study to any other institution in Malaysia, you will have to return to your home country and a proper cancellation of student pass with check out memo is required. However, if you wish to change your pass to another type of pass (e.g. MM2H, long term social visit pass, employment pass, etc), kindly submit the supporting documents to DISO for shorten of student pass.
- For student who intend to withdraw from the University or transfer to another institution in Malaysia, you are advised to discuss with DISO at least 2 weeks before the decision is made as your student pass will have to be shortened/cancelled. Please note that if you have left Malaysia or TAR UMT without prior notice, your student pass will be cancelled by the University and this may affect your immigration record in the Immigration Department of Malaysia.
- A copy of the exit stamp or new pass shall be forwarded to DISO for refund of personal bond deposit.

5.1.3 Transfer of Student Pass

- Please note that once your passport is renewed due to any valid reason, your student pass in the old passport will no longer be valid. Please submit both new and old passport along with the supporting letter issued by the concerned authorities to DISO within 7 working days in order for DISO to apply for student pass transfer for you.
- Please note that all charges by the Immigration Department of Malaysia and EMGS in the application of shorten/cancellation/transfer of student pass is to be borne by the student.

5.2 TAR UMT Requirements

5.2.1 Student Code of Conduct

- Student Code of Conduct is available for download from the TAR UMT official website under “Campus Life”. All students are expected to abide by them at all times. The Student Code of Conduct is to be kept throughout the duration of the programme. Any violation of regulations may result in expulsion and cancellation of the student pass. Fees will not be refunded in such cases.

5.2.2 English Language Requirements

- During your studies in TAR UMT, it is important that you find out the English Language entry requirement for the next level of studies. DISO advises students who wish to pursue the next level of studies or another programme of study to plan ahead and acquire the required English Language qualification before the intake date.
- If you are currently doing Bachelor Degree Programmes, English Language competency is also an exit requirement for Bachelor Degree programmes. You are advised to check with your Faculty/Centre on this requirement.

5.2.3 Examination Rules & Regulations

- Students are required to **print the examination authorization slips** from TAR UMT Intranet at least one (1) week before the commencement of examination.
- Any student who is found cheating, attempting to cheat, assisting others to cheat, being dishonest or disobeying any instructions given by the Invigilator during the Examination shall be subject to disciplinary action. Disciplinary action may include immediate suspension from the whole Examination or remainder of that Examination.

- The student may also be expelled by TAR UMT which subsequently may result in your Student Pass being revoked.
- Students who are unable to take the examination due to illness or any other reasons, e.g. late for examination, miss sitting an examination, etc. should submit a written letter together with relevant evidence to the Department of Examinations and Credit Accumulation with a copy of letter from the Dean of Faculty/Head of Centre within a period of 48 hours after the end of examination for that paper. In the case of illness, the letter must include a Medical Certificate (MC).

5.2.4 Withdrawal from Programme

- International students who wish to terminate their studies with the University must complete and submit the Notification of Withdrawal form with the student ID card to DISO; failure to do so will render them liable to all fees due to the University. Kindly refer to **Page 14 on Refund of Fees Policy**. **The date the University receives the student's withdrawal notification is the official date of withdrawal.**

6.0 MONEY MATTERS

6.1 Fees & Other Charges

- Fees Payable at the Time of Registration : Please refer to the Proforma Invoice enclosed with the Offer of Admission for the total amount of fees payable for the first semester of study, at the time of registration. Kindly check the fees details for the duration of your programme from TAR UMT website.
- EMGS Fee and Immigration Expenses : Charges for EMGS, Student Pass, Visa, Personal Bond and any other processing fees and charges related to medical screening and medical insurance will be borne and paid by the international student.

6.2 Payment of Fees

- New students to pay their fees in full at the time of registration before or on the date stipulated in the Offer of Admissions.
- Full fees payable at the beginning of each subsequent semester, unless otherwise specified, must be paid before the stipulated deadlines, failing which the international student may be withdrawn without further notification and the Student Pass is liable to be revoked. Such fees paid are strictly non-refundable and non-transferable. For withdrawal due to non-payment of fees, the withdrawal date shall be the commencement date of the semester.
- Such students will have to pay a reinstatement of study fee of RM150 in addition to programme fees by end of week 8 (for long semester)/ week 4 (for short semester).
- International students will be advised on the total fees payable through the University Intranet on the first day of the second week of the semester.
- Fees payable for each subsequent semester must be made on or before the due date stated in the "Proforma Invoice" or "Student Bill" by one of the following methods:-
 1. Online payment via Public Bank Internet banking, JomPAY via internet OR Mobile Banking Service (Current or Savings accounts), FPX Internet Banking (Current or Savings accounts), or Flywire at tarc.flywire.com.
 2. Cash payment at Public Bank Branches, Malaysia
 3. Payment Counter, Department of Finance, TAR UMT through Public Bank debit card/credit card

- International students who wish to terminate their studies with the University must complete and submit the Notification of Withdrawal form with the student ID card to DISO; failure to do so will render them liable to all fees due to the University.
- Fees paid are STRICTLY non-refundable and non-transferable.

6.3 Refund of Fees for Registered International Students

- The University shall not refund any amount of the following fees or charges paid by the international students:
 - Processing fee
 - International Student Administration fee and
 - Any other fees or charges not stated as refundable in this refund policy.
 - All fees paid are strictly non-refundable and non-transferable after commencement date of the programme.

6.4 Refund of Fees for Registered International Students Who Have Paid All Fees Due for the Semester

6.4.1 If Notification of Withdrawal and/or Disqualification* is Received BEFORE the Commencement Date of the Programme

Refund of FIFTY PERCENT (50%) of the following fees paid (where applicable):

- Tuition Fee
- Special Administration Fee
- Laboratory/Workshop Fee
- Facilities & Resource Fee
- Research
- Examination & Service Fee

Registration Fee and Orientation & Activity Fee are **STRICTLY** non-refundable

6.4.2 In the event that the relevant Student Pass/VISA application is rejected by the Immigration authorities of Malaysia (and not attributable to the student's fault)

Refund of ONE HUNDRED PERCENT (100%) of the following fees paid (where applicable):

- Tuition Fee
- Special Administrative Fee
- Laboratory/Workshop Fee
- Facilities & Resource Fee
- Research
- Examination & Service Fee
- Orientation & Activity Fee

Registration Fee is **STRICTLY** non-refundable.

6.4.3 If Notification of Withdrawal and/or Disqualification* is Received AFTER the Commencement Date of the Programme

- There is STRICTLY no refund of all fees paid after the commencement date of the programme.

6.4.4 International Students Who Paid and Registered After the Commencement Date of the Programme

- There is STRICTLY no refund of all fees paid upon withdrawal and/or disqualification* from the programme.

6.4.5 Save and except for Clauses 6.4.1, 6.4.2, 6.5 and 6.6 (where applicable); there shall be no refund of any other fees paid.

6.4.6 All notification of withdrawal must be made in writing.

6.5 Caution Money

- Caution Money (less any liability) may only be refunded on application after the international student has graduated or withdrawn from his/her last programme of study at the University. The application for the refund shall be made within one year from the date of graduation or withdrawal from the University, failing which, the said caution money shall be transferred and donated to TARC Education Foundation.

6.6 Personal Bond

- The University shall refund the Personal Bond paid by the international student within a reasonable period of time after the expiry or cancellation date of the student pass of the international student provided that there is no violation of any rules and regulations issued by the Immigration authorities.
- Personal bond refund are subject to rules and regulations under the Immigration Ordinance 1959, Immigration of Malaysia Regulation 1963. If a student does not comply with the regulation above, the Personal Bond amount will be forfeited. This includes not applying for student pass cancellation (Checkout Memo) upon withdrawal/termination/completed studies, and having enforcement records in Immigration.

Any amount refunded as stated in this refund policy shall be either in Malaysian Ringgit or its equivalent amount in foreign currency based on the prevailing official exchange rate.

*Disqualification shall include but not limited to situations where a student is unable or prevented from joining/proceeding with the programme by way of operation of law, regulations and/or policies.

6.7 Banking Facilities

- It may be important to have credit/debit cards from your home country for use in Malaysia. Please check with your banks in your home country for further information. If your credit card is lost or stolen, notify the company that issued the card immediately.
- Malaysian Banking Account – Some Malaysian banks allow international student to open a bank account and/or provide a credit/debit card. You are strongly advised to open a bank account with Public Bank Berhad.
- Most banks in Malaysia operate from Monday to Friday, 9.30am to 4.00pm. Only certain branches of banks are opened on Saturdays. The opening times may differ from one bank to another. It is best to check with the respective banks on their operating hours.
- Automated Teller Machines (ATM) – You may use debit cards to withdraw money from your account instantly from conveniently located machines. Please check with your banks in your home country for further information. Note that there may be a small fee for using ATM's. You are advised not to share your Personal Identification Number (PIN) code with anyone, and take care not to lose your card. If you do, notify your bank immediately.

6.8 Estimated Cost of Living

- **Living Expenses** – The living expenses depend on the needs and lifestyle of students. An estimated cost of accommodation, food, books, clothes, and other expenses is approximately **MYR1,200 to MYR2,700 per month** (USD300–USD675 based on the exchange of USD 1 = MYR4.00) for a student.
- **Financial Support** – Please ensure that you have sufficient financial resources to support both your academic fees and living expenses throughout the duration of your studies here in the University.

- Housing/Accommodation – Be clear about all other costs that you might incur in your housing arrangements. For off-campus accommodation, water and electricity bills are usually not included in the rent and have to be paid separately. Also, be prepared to pay deposits for utilities and rentals, which may be one or two month’s rent in advance. There may be other charges that you may incur, such as, documentation fees for your tenancy agreement.

Estimated Cost of Living (in Malaysian Ringgit [MYR])

	On-Campus (University Hostel)	Off-Campus (Teratai Residency)
Accommodation	243 (twin sharing basis)	450 - 700 (single/twin sharing, air-conditioned/non air- conditioned)
Monthly Expenses (including food, utilities, books, transportation & miscellaneous expenditure)	1,000 - 2,000	1,000 - 2,000
Total Cost (estimated), MYR	1,243 - 2,243	1,450 - 2,700

Note: Personal living expenses vary from person to person.

On-Campus



Off-Campus



7.0 HEALTH AND SAFETY

7.1 Medical Insurance Coverage

The medical and health insurance is procured through EMGS and is mandatory for international students who intend to apply for a student pass. The international student is covered by this medical and health insurance throughout his/her studies in Malaysia. The commencement date of the insurance policy for new international students is from the date of entry into Malaysia.

The insurance premium for your first year of studies has been included as part of the EMGS charges upon your acceptance of our offer letter. Subsequent year's insurance premium will be payable upon renewal of your student pass annually. We encourage international students to go to the EMGS website link to obtain the latest information on the list of coverage and benefits of your Medical Insurance. International students who subscribed to EMGS insurance package will be issued a Healthcare Card on which will be stated the insurance provider and the type of insurance plan. The website link is: <https://educationmalaysia.gov.my/how-to-apply/insurance.html/>.

EMGS has informed that there is a 24/7 medical and insurance helpline available to provide assistance to international students. The insurance 24 hour Call Centre number is printed at the back of your HealthCare card.

7.2 Safety Tips

In order to enjoy your Campus life experience to the fullest, and take home happy memories of your studies in TAR UMT, there are some safety precautions that you may need to take. These include:

- Protect yourself from scam – Never send money or personal information to someone whose identity are not able to be verified. The scammer may approach you via phone calls, emails or in-person and may claim themselves as an officer from the authorities, government institutions, embassy, etc. Scammers will often try to rush you into making decisions or providing information. Always be cautious and stay alert.
- Avoid being a victim of theft – do not carry valuables and large amount of money. Pickpockets and snatch-and-run thieves ply their trade in many large cities, and you are advised to be wary of your surroundings and take extra care of your belongings.
- Travel documents and valuables are best deposited in a safe or locked away carefully, as there is potential for theft while you are away.
- For your personal safety you are recommended not to go out alone, especially at night.
- Students traveling alone should be wary of opening their doors to strangers. In such situations, common sense judgment should prevail.
- Take care when crossing the roads, cars drive fast and motorbikes can appear without warning!
- If using a taxi or e-hailing services after midnight or before dawn, it is best to use the concerned e-hailing mobile app or dial-a-taxi service as the cab companies would have a record of the taxi's registration number.
- Do not accept drinks from strangers in any pub or club as there is a risk the drinks might be spiked.
- Drunk driving is a serious offence.
- Credit card fraud can be a problem, so use them only at large, reputable retailers, and do not let your card out of sight.
- Never bring any recreational drugs into Malaysia, even if you are only here for transit. Possession and/or trafficking of even minute amounts can lead to a mandatory death sentence.

The above precautions are not meant to scare you as Malaysia is no more dangerous than any other country but are simply listed as sensible common sense precautions that you should take anywhere.

8.0 COMMUNICATION SERVICES

8.1 Landlines

Malaysian landline telephone numbers have either seven or eight digits. The country is divided up into areas which have been assigned two or three digit area codes, which have to be dialed when calling from outside the area. The country code for Malaysia is 60.

8.2 Courier services

Many international courier services like FedEx, DHL and UPS are available in towns and cities but the main postal service provider is Pos Malaysia which provides affordable postal services to most countries in the world. Non-urgent letters and postcards can be dropped in post boxes inside post offices or red/yellow post boxes found outside post offices or along main roads.

8.3 Mobile phones Subscriber Identity Module Card (SIM card)

Mobile phones used in Malaysia requires a Subscriber Identity Module Card (SIM card) to operate. You are strongly advice to get a local SIM card which will allow you to launch most of the essential applications, such as Grab, Touch and Go, Google Map, etc. The prepaid starter pack usually cost about MYR10 with a preloaded MYR5 credit. You can top up your account with a prepaid top up card once the credits expired or finished. Prepaid top up cards are available in most grocery stores, convenience stores or shopping centres. Most commonly used mobile network in Malaysia includes Digi, Maxis, Celcom, U mobile, etc. The cost may vary according to the mobile plan selected, for example the mobile data plan, speed, etc.

9.0 TRANSPORTATION

9.1 Moving Around

- The location of TAR UMT is convenient as it is near to shopping complexes, hospitals, medical clinics, shops, food outlets, banks and entertainment outlets. Buses, taxis and a Light Rail Transit (LRT) system are available providing easy access to and from the city center and within the vicinity of the University.
- Buses are the most common form of public transport in Malaysia. Note that buses can get quite packed during peak hours, which is usually in the mornings and evenings. There are many bus routes, and as such it is advisable to enquire with the bus drivers on the exact route of the bus or inform them of your preferred destination to ensure you are boarding the right bus.
- Taxi services are available within the vicinity of the Campus. While there are certain spots with taxi stands, most will stop at bus stops as well as by the side of the road, if safe to do so. There are separate charges if three or more passengers go on board, and also for storing luggage or items in the boot. You are also able to call for taxis although additional charges will apply. There are also different charges after midnight.
- The Main Campus and Kuala Lumpur City Center are well-connected via the LRT. The Mass Rapid Transport (MRT), Monorail or LRT rail lines operates separately but at certain interchange locations, the stops are next to each other. The Monorail line will bring you past several shopping destinations as well as to the central business district of the city. Do make sure of your destination before hopping on.
- E-hailing services in Malaysia offer a convenient and accessible way to get around. Grab is one of the most popular e-hailing apps offering a comprehensive platform for ride-hailing, taxi booking, food delivery, and digital payments. It boasts a vast network of drivers and diverse vehicle types, catering to various needs and budgets. Apart from Grab, other most commonly used e-hailing services in Malaysia includes inDrive, Maxim, AirAsia Move, EzCab. You may download Grab App via the link: <https://www.grab.com/my/download/>

10.0 DISCOVER MALAYSIA



Malaysia, a captivating blend of diverse cultures and modern aspirations, offers a unique experience. As one of Asia's most dynamic nations, it seamlessly merges tradition with contemporary living.

A Gateway to Asia

Strategically located, Kuala Lumpur, the nation's vibrant capital, serves as a gateway to Asia. This bustling metropolis boasts iconic landmarks, world-class shopping malls, and a thriving culinary scene. Its efficient international airport connects you to destinations across the globe, making it an ideal starting point for your Asian adventures.

A Multicultural Melting Pot

Malaysia's rich cultural tapestry is woven from the threads of Malay, Chinese, Indian, and indigenous communities. This diversity is reflected in its languages, religions, and traditions. The country's festivals, such as Chinese New Year, Hari Raya Aidilfitri, Diwali, and Christmas, are celebrated with great enthusiasm, showcasing the nation's unity in diversity.

A Tropical Climate

Malaysia's tropical climate ensures year-round warmth and sunshine. While the weather can be hot and humid, the country's diverse landscapes, from rainforests to beaches, offer respite from the heat.

A Gastronomic Paradise

Malaysian cuisine is a delightful fusion of flavors, influenced by Malay, Chinese, Indian, and indigenous culinary traditions. From aromatic curries and spicy noodles to delectable desserts, there's something to satisfy every palate. The affordable and diverse food scene, ranging from street food to fine dining, is a culinary adventure waiting to be explored. Most Malaysian food is halal, as the majority of Malaysians are Muslims and follow halal dietary laws.

A Thriving Campus Life

Our university campus, located just a short drive from Kuala Lumpur, offers a vibrant and inspiring environment for learning and growth. State-of-the-art facilities, lush green spaces, and a supportive community create the perfect setting for academic and personal development.

Embrace the Malaysian Experience

Experience the warmth and hospitality of the Malaysian people. Immerse yourself in the country's rich culture, savor its delectable cuisine, and explore its stunning landscapes. Malaysia offers a unique and unforgettable journey.



11.0 USEFUL INFORMATION

EMGS Appointed Panel Clinics for Post Arrival/eVAL Health Medical Screening

Kumpulan Medic Menara Boustead (CC101) 5th Floor, Wisma Boustead 71, Jalan Raja Chulan, 50200, KL Tel: +603 2022 4141	Klinik Ng Dan Lee (CC105) 377, Jalan Ampang 4th Mile 50450, KL Tel: +603 4256 0764	KLINIK NG DAN LEE, JALAN PUDU (CC102) 462 & 464 ., Jalan Pudu, 55100 Kuala Lumpur. Tel: +603 9222 5989 / +603 9222 6591 Near to KL Sentral LRT Station
Please refer to the EMGS Official Website at https://visa.educationmalaysia.gov.my/ > Guidelines > Registered Malaysian Clinic		

EMGS Etiqa Family Takaful Berhad EFTB Panel Clinics

Klinik Kita (Wangsa Maju) 14, Jalan 4/27F Off Jalan Genting Klang, Wangsa Maju 53300 Setapak Tel: +603 4131 4244	Klinik Setapak Dan Surgeri 179, Jalan Genting Kelang, 53300 Setapak Tel: +603 4025 1799	Klinik Chew No. 3, Jalan Metro Wangsa, Seksyen 2, Wangsa Maju, 53300 Setapak, KL Tel: +603 4149 4590
Klinik Danau Kota 22 Jalan 7/23E, Taman Danau Kota, 53300, Setapak, KL Tel: +603 4031 1976	Klinik Mediviron (Setapak) 7 & 7-1, Ground and First Floor, Jalan 14/27B, Taman Desa Setapak 53300, Setapak, KL Tel: +603 4142 8968	Klinik Keluarga (Wangsa Maju) 28 Jalan 1A/27A, Seksyen 1, 53300, Wangsa Maju, KL Tel: +603 4131 8529
Please refer to the EMGS Official Website at https://visa.educationmalaysia.gov.my/ > Guidelines > Insurance New > Downloads > Etiqa Family Takaful Berhad > List of panel clinics for outpatient GP visits		

EMGS Etiqa Family Takaful Berhad EFTB Panel Hospitals

COLUMBIA ASIA HOSPITAL SETAPAK No. 1, Jalan Danau Saujana, Off Jalan Genting Klang, 53300 Kuala Lumpur Tel: +603 4145 9999	PANTAI HOSPITAL AMPANG Jalan Perubatan 1, Pandan Indah, 55100 Kuala Lumpur Tel: +603 4289 2828	KPJ SENTOSA KL SPECIALIST CENTRE Kompleks Damai, 36, Jalan Cemur, 50400, Kuala Lumpur Tel: +603 4043 7166
Please refer to the EMGS Official Website at https://visa.educationmalaysia.gov.my/ > Guidelines > Insurance New > Downloads > Etiqa Family Takaful Berhad > List of Panel Hospitals <i>Alternatively, please call Etiqa Online at 1-300-13-8888 for assistance.</i>		

12.0 USEFUL CONTACT NUMBERS

Emergency Contact Numbers (24 hours)

TAR UMT (KL Campus) Emergency Hotline No. : +603 4145 0250 / +603 4145 0278
Wangsa Maju Police Station : +603 4149 2222 / +603 4149 4829
Setapak Police Station: +60 4023 2222
Police & Ambulance : 999
National Scam Response Centre (NSRC) : 997
Fire Department : 994
Civil Defence : 991
Emergency & Trauma Hospital Kuala Lumpur : +603 6145 4333
Columbia Asia Hospital Setapak (General Line) : +603 4145 9999
Wangsa Maju Fire & Rescue Station : +603 4108 5729
Setapak Fire & Rescue Station : +603 4023 5544
Mental Health Support Centre (Befriender KL) : +603 7627 2929

Department of International Student Office (DISO)

Administrative Office:

Ground Floor,
Tan Sri Khaw Kai Boh Building (KKB)
Tel: +603 41450123 (extn. 3308/3654)
Whatsapp/Mobile No.: +6011 1075 8573
WeChat ID: TARUMT-DISO
e-mail: intstudent@tarc.edu.my
Homepage: <http://www.tarc.edu.my>

Marketing Office:

Ground Floor,
Tun Tan Siew Sin Building (TTSS)
Tel: +603 41450123 (extn. 3108/3655)

TAR UMT Other Useful Contact Numbers

TAR UMT Student Counselling Services	: +603 4145 0123 (extn. 3404/3405/3747)
TAR UMT Security, KL Campus (24 Hours)	: +603 4145 0123 (extn. 3265/3283)
TAR UMT On-campus Hostel No.	: +603 4105 8952/62
Teratai Residency Off-campus Accommodation Office No.	: +603 4141 8899

Operating Hours

TAR UMT Offices

8.30 am to 5.30 pm (Monday–Friday, except Public Holidays)
Lunch Hour: 12.30 pm – 1.30 pm (Monday–Thursday)
12.30 pm – 2.00 pm (Friday)

On-campus Hostel

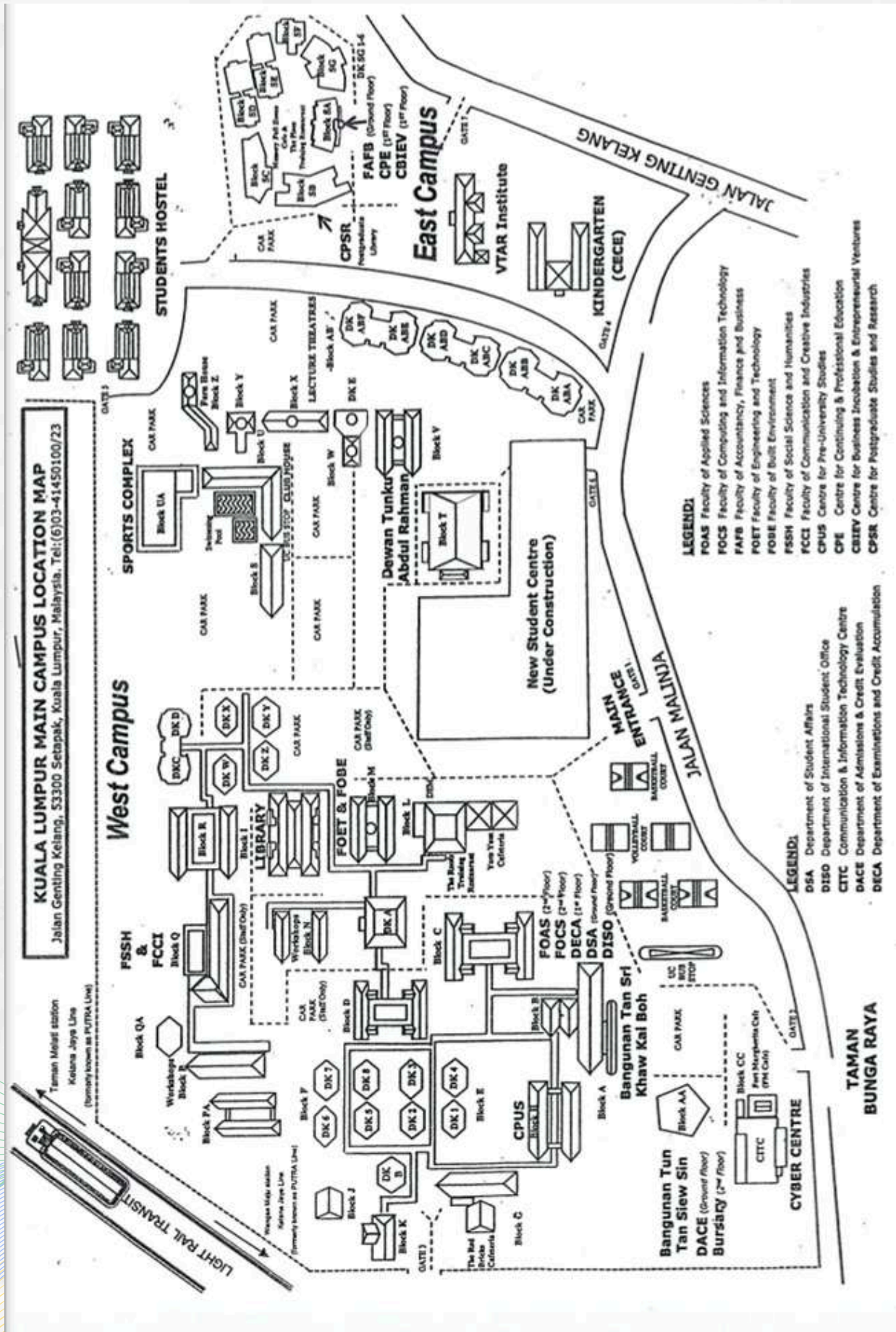
9.00 am to 5.00 pm (Monday–Friday, except Public Holidays)
Lunch Hour: 1.00 pm – 2.00 pm

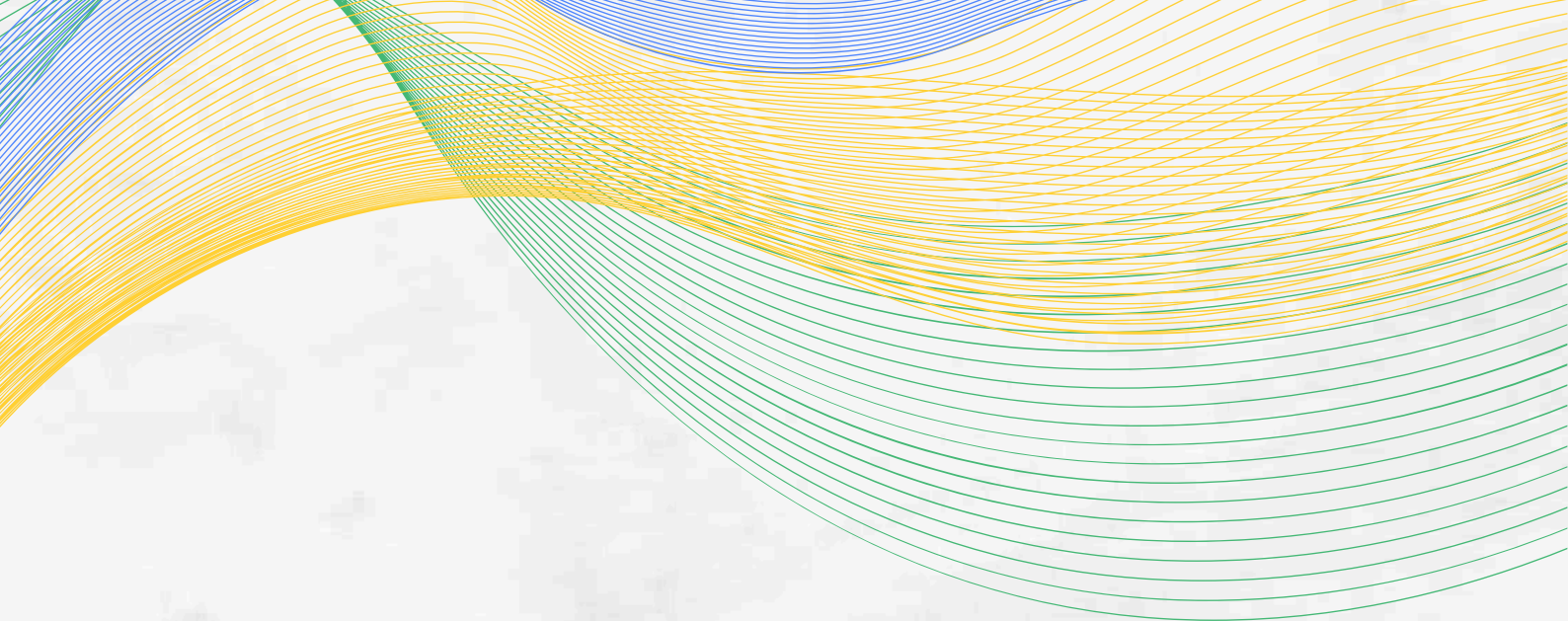
Teratai Residency Off-campus Accommodation

9.00 am to 4.00 pm (Monday–Friday, except Public Holidays)
Lunch Hour: 1.00 pm – 2.00 pm

13.0 MAPS

13.1 TAR UMT Campus Map





www.tarc.edu.my

For enquiries or feedback please contact DISO at intstudent@tarc.edu.my

Disclaimer: All information contained in this International Student Handbook is correct at the time of printing and subject to change from time to time by the concerned authorities, which include but not limited to Education Malaysia Global Services (EMGS), Immigration Department of Malaysia, TAR UMT, etc.