

# FAQ

## Frequently Asked Questions on Entry Procedures for International Students Going Back To Campus



**1. Which categories of international students are allowed entry into Malaysia?**

- i. These are the categories of **international students who are fully vaccinated** and are allowed entry into Malaysia:
  - a) All existing and new international students except those who come from countries listed in the banned list (please refer: <https://covid-19.moh.gov.my/semasa-kkm/>); and
  - b) International students participating in Mobility and Edutourism programmes.
- ii. All international students with a valid pass are allowed to enter Malaysia without having to obtain approval of the Director General of Immigration Department Malaysia (DGIM), except for holders of new and expired passes who are required to apply for entry permission through Education Malaysia Global Services (EMGS) Travel Authorisation link; and
- iii. In line with the government's decision that does not allow foreign visitors using the Social Visit Pass to enter Malaysia, all Mobility and Edutourism programme students are required to apply for a Student Pass. In view of the processing period for applying a Student Pass may require some time, students are advised to apply for the Mobility and Edutourism programmes with the duration of three (3) months and above.

**2. Are legitimate dependents of international students allowed entry into Malaysia?**

**YES.** All legitimate dependents of international students are allowed entry into Malaysia except those who come from countries listed in the banned list (please refer: <https://covid-19.moh.gov.my/semasa-kkm/>).

The legitimate dependents with a valid pass are allowed to enter Malaysia without having to obtain approval of the Director General of Immigration Department Malaysia (DGIM), except for holders of new and expired passes who are required to apply for entry permission through MyTravelPass and must comply with the current Standard Operating Procedures (SOP) set by the Immigration Department of Malaysia (IMI).

**3. What do international students and legitimate dependents (holders of new and expired passes) need to do prior to their departure should they be allowed to enter Malaysia?**

- i. All individuals must be fully vaccinated;
- ii. Apply for permission to enter Malaysia through EMGS at <https://www.educationmalaysia.gov.my> for international students and through My Travel Pass (<https://mtp.imi.gov.my/myTravelPass/main>) for the legitimate dependents of international students;

- iii. Once the application is approved and the Entry Approval Letter (EAL) is received, please download, save and present it to the officer on duty upon arrival;
- iv. Ensure a negative result of the COVID-19 RT-PCR test forty-eight (48) hours before flying to Malaysia;
- v. Download, activate and register the MySejahtera application and complete all the required information at least one (1) day before arrival;
- vi. Make the full payment for the mandatory quarantine directly with the respective hotel (as quarantine facility services provider) and COVID-19 RT-PCR tests online via the MySafeTravel website at <https://safetravel.myeg.com.my> by MyEG application. Then, present the payment slip at the International Entry Checkpoint; and
- vii. Present the EAL during check-in at the airport before flying to Malaysia.

#### **4. What information is required to apply for permission to enter Malaysia?**

**International students and legitimate dependents (holders of new and expired passes)** are required to provide this information:

- Full name (as stated in passport);
- Nationality;
- Passport Number;
- Name of Higher Learning Institutions (HLIs);
- Details of Study Programme;
- Telephone Number;
- E-mail address;
- Current Location (Country);
- Date of Departure/Arrival and Other Flight Details;
- Consent Form for Payment of COVID-19 related costs;
- Vaccination certificate; and
- Other relevant information, if required.

#### **5. Can international students (holders of new and expired passes) apply directly to the Immigration Department for permission to enter Malaysia?**

**NO.** All applications for permission to enter Peninsular Malaysia must be made via EMGS. International students of HLIs in Sabah and Sarawak should refer to their respective HLIs for the specific procedures set by the State Governments and State Immigration Departments.

### 6. Are international students and legitimate dependents required to undergo COVID-19 RT-PCR test in their home countries before entering Malaysia?

All individuals **must** take a COVID-19 RT-PCR test **within forty-eight (48) hours** before flying to Malaysia. The **negative test result** will have to be presented to the officer on duty at the International Entry Point upon arrival.

### 7. Does the COVID-19 RT-PCR test result need to be translated into English?

**YES.** Only English COVID-19 RT-PCR test results are accepted for the purpose of verification by authorities upon arrival in Malaysia.

### 8. Are COVID-19 RT-PCR test results exceeding forty-eight (48) hours prior to the date of departure accepted at the International Entry Point?

**NO.** Any COVID-19 RT-PCR test results exceeding forty-eight (48) hours prior to the date of departure are invalid. International students must undergo the COVID-19 RT-PCR test within forty-eight (48) hours before flying to Malaysia.

### 9. Do existing international students from abroad need to undergo the mandatory quarantine before returning to campus?

**YES.** All international students from abroad must undergo the mandatory quarantine at HLIs or be considered for quarantine application at home or residence (if any) **with** the permission of Ministry of Health (MOH) or at a gazetted quarantine facility for five (5) days (fully vaccinated adults with booster or adolescents travelling alone) **OR** seven (7) days (fully vaccinated without booster).

### 10. When will the COVID-19 RT-PCR tests be carried out?

International students and legitimate dependents must undergo the COVID-19 RT-PCR test forty-eight (48) hours before flying to Malaysia. They will undergo another COVID-19 RT-PCR test at the International Entry Checkpoint upon arrival at the airport. Only those who have completed the COVID-19 RT-PCR test with no symptoms will be allowed to proceed to the Immigration Checkpoint Counter. The next COVID-19 screening test will be done during the quarantine period.

### 11. Are costs for the COVID-19 RT-PCR tests fully covered by the Government?

**NO.** All costs, implied or otherwise, including, but not limited to the COVID-19 RT-PCR tests throughout the entire process of entry into Malaysia to the end of the quarantine period will have to be fully covered by the student.

**12. Are international students allowed to choose their Quarantine Stations (QS)?**

**YES.** All international students are allowed to choose their QS (Hotel) when making reservation and payment directly with the respective hotel before leaving for Malaysia.

**13. What are the international students' responsibilities during the quarantine period?  
International students need to do these things:**

- i. Take the COVID-19 screening test:
  - a. International students in quarantine for five (5) days will take another COVID-19 RT-PCR test on the 4th day of quarantine OR supervised RTK-Ag on the 5th day of quarantine ; or
  - b. International students in quarantine for seven (7) days will take another COVID-19 RT-PCR test on the 5th day of quarantine OR supervised RTK-Ag on the 7th day of quarantine
- ii. **Do a health self-assessment every day** using the Home Assessment Tool in the MySejahtera application **throughout the entire quarantine period from the date of arrival.**

**14. What do international students need to do upon arrival at the International Point of Entry (POE)?**

All International students are required to scan the QR Code "Travelers from Abroad" using the MySejahtera application, undergo a health assessment and a COVID-19 RT-PCR test.

**15. If the international students have no symptoms, should they undergo a COVID-19 test?**

**Yes.** The international students who have no symptoms are still required to take a COVID-19 RT-PCR test upon arrival at POE.

**16. What are the procedures for international students who have symptoms upon arrival at POE?**

- i. International students with mild symptoms are required to undergo a COVID-19 RTK Antigen or RT-PCR test. If the RTK-Antigen is positive, the buffer will be sent to the laboratory for PCR testing. These students are allowed to quarantine at HLIs, home or residence. Further action depends on the test results; or
- ii. Meanwhile, students with moderate / severe symptoms will be referred to an Infectious Disease Physician. Further action is based on health assessment and specialist decision.

**17. How about the payment of COVID-19 screening test upon arrival at POE?**

Payment is to be made via <https://safetravel.myeg.com.my> or at the payment counter on arrival.

**18. Where will the international students be quarantined if the application for quarantine at HLIs, home or their residence is not approved?**

International students who are not eligible for quarantine at HLIs, home or their residence must undergo mandatory quarantine at QS (Hotel).

**19. What is the responsibility of HLIs when international students undergo the mandatory quarantine?**

HLIs are required to do these things:

- i. Identify the QS that their international students are located at via EMGS; and
- ii. Plan an efficient and safe journey for their international students from the QS back to the campus.

**20. What is the cost that international students need to pay?**

<b>CHARGES FOR THE COVID-19 RT-PCR TEST AT THE MOH FACILITIES</b>	
<b>COVID-19 TEST</b>	<b>FEE</b>
RT-PCR	RM250.00
<b>QUARANTINE COST</b>	
<b>ACCOMMODATION / OPERATING COST</b>	<b>FEE</b>
Transportation Services from POE to Hotel	The quarantine charge rate is subject to the charges imposed by the hotel
COVID-19 RT-PCR Repeat Test before the end of quarantine	
Accommodation (lodging room, food & drink)	
Health assessment and monitoring	

**21. Are costs for the mandatory quarantine fully covered by the Government?**

**NO.** All costs, implied or otherwise, including, but not limited to the mandatory quarantine throughout the entire process of entry into Malaysia to the end of the quarantine period will be fully covered by the student.

**22. Are international students allowed to go to the HLIs by themselves at the end of their quarantine period?**

**NO.** International students are not allowed to go to the HLIs by themselves at the end of their quarantine period without the knowledge and supervision of their HLIs.

**23. How international students apply to undergo the mandatory quarantine at HLIs, home or their residence via Home Surveillance Order (HSO)?**

The Home Surveillance Order (HSO) application needs to be applied via <https://ecovid19.moh.gov.my/outbreak-portal-hqa/index> portal four (4) to ten (10) days before the date of departure in order to get the approval from MOH. However, their applications are subject to the approval of the MOH. A risk assessment will be conducted for every application received. The risk assessment takes into consideration the assessment of the vaccination status, the risk of COVID-19 spread, and the suitability of the HLIs, home or residence as a quarantine location.

**24. What are the criteria that need to be met for consideration of quarantine exemption at the quarantine centre?**

- i. International students who have the suitable HLIs, home or residence in Malaysia (including permanent residents, Malaysia My Second Home (MM2H) residents and employees);
- ii. A negative COVID-19 RT- PCR test result;
- iii. International students who have completed their COVID-19 vaccination:
  - a) For two (2) dose vaccines, more than 14 days after the date of the second dose; or
  - b) For one dose vaccines, more than 28 days from the date of vaccine injection.
- iv. The house/ residence is suitable based on risk assessment. The assessment of the suitability of a house or residence is based on the following criteria:
  - a) Number of members in the house or residence;
  - b) Number of household or residential members aged >60 years (senior citizens);
  - c) Number of household or residential members aged 12 years and below;
  - d) Number of household or residential members with chronic disease;
  - e) Number of household or residential members who are pregnant;
  - f) Number of rooms in the house or residence;
  - g) Number of bathrooms/toilets; and
  - h) Number of rooms with attached bathroom/toilet.

**25. What are the procedures for international students who are given a HSO?**

- i. HSO will be issued digitally in the MySejahtera application and a surveillance wristband or digital tracking device will be applied to the traveler. This international student will be named as Person Under Surveillance (PUS);
- ii. The PUS is required to perform a daily self-assessment through Home Assessment Tool (HAT) in the MySejahtera application and this assessment is necessary to be continued for up to 5 / 7 days;
- iii. Repeat the COVID-19 screening test for:
  - a. PUS in quarantine for five (5) days will take another COVID-19 RT-PCR test on the 4th day of quarantine OR supervised RTK-Ag on the 5th day of quarantine ; or
  - b. PUS in quarantine for seven (7) days will take another COVID-19 RT-PCR test on the 5th day of quarantine OR supervised RTK-Ag on the 7th day of quarantine
- iv. If the result is negative, the PUS is released from quarantine and the surveillance wristband is to be removed at the nearest District Health Office on the 6th day for those fully vaccinated adults with booster or adolescents travelling alone and on the 8th day for those fully vaccinated without booster;
- v. The Release Order (RO) will also be displayed in the MySejahtera application on the 6th or 8th day; and
- vi. If the PUS requires a hard copy of the RO, it can be applied from the District Health Office.

**26. Are international students who arrive from abroad and transit at Kuala Lumpur International Airport (KLIA) allowed to continue their flights or travel to other states\* in Malaysia?**

International students arriving from abroad and transit at KLIA **are allowed** to continue their flights or travel to other states in Malaysia **except** if they are symptomatic, detected positive COVID-19 or are close contacts to a positive case.

\*For entry to Sabah, Sarawak and Labuan, please refer to the respective State Government's latest procedure.

**27. What about international students who arrive from abroad and transit at KLIA but do not have the required COVID-19 test results to continue their journey to another country/ international destination?**

The international student is **not allowed** to undergo the COVID-19 RT-PCR test at KLIA. This decision was made based on the current COVID-19 pandemic situation of the country whereby the capacity of the COVID-19 Quarantine and Low Risk Treatment Centres (PKRC), government and private hospitals for treating COVID-19 cases is limited.

**28. What are the procedures for Malaysia-Singapore Vaccinated Travel Lane (VTL-Air and VTL- Land)?**

- Only for fully vaccinated international students;
- COVID-19 test 2 days before departure:
  - RT-PCR test for VTL Air students; or
  - RTK-Ag test (professional) or RT-PCR for VTL Land students.
- COVID-19 test on arrival:
  - RT-PCR test in KLIA/KLIA2 for VTL Air students; or
  - RTK-Ag (professional) test at Larkin Sentral Bus Terminal, Johor Bahru for VTL Land students.
- No quarantine required;
- Additional tests required:
  - RTK-Ag test (professional) on Day-3 and Day-5; and
  - RT-Ag self-test on Day-2, Day-4, and Day-6
- All tests done must be reported in MySejahtera application;
- The additional test requirements also apply to Malaysian VTL students returning from Singapore; and
- Please refer <https://www.mysafetravel.gov.my> for more information.

**29. What is the latest procedure for Langkawi International Travel Bubble (LITB)?**

- Allowed for international students OTHER THAN those coming from the banned countries (if any);
- Students must have been fully vaccinated;
- COVID-19 PCR test was performed within 2 days before departure and upon arrival at the Langkawi International Gateway (POE). Given Digital HSO and can go directly to the hotel accommodation while waiting for test results for samples taken at POE Langkawi;
- Undergo a rapid antigen test (professional) on the 3rd and 5th day while on Langkawi Island;
- Undergo rapid antigen testing (self-test) on the 2nd, 4th and 6th day while in Malaysia. The individual involved is responsible for reporting his test results through the MySejahtera application; and
- Undergo PCR / rapid molecular test COVID-19 within 2 days before departure from Langkawi Island.

**30. What should be done if a PUS experiences symptoms during the quarantine period?**

The PUS is required to go to a nearby health facility for health assessment as set out in existing guidelines (refer to the Guidelines on COVID-19 Management in Malaysia No. 5/2020 (updated on 5 August 2021).

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PUS with moderate / severe symptoms has to be referred to an Infectious Disease Physician for further action. PUS with mild symptoms need to undergo RT-PCR testing. If positive, the PUS will be referred to the Hospital, COVID-19 Quarantine and Low Risk Treatment Centre (PKRC) or COVID-19 Assessment Center (CAC). The COVID-19 test fee is to be borne by the PUS.

### **31. Are international students who are in transit required to undergo the mandatory quarantine at QS upon arrival in KLIA/KLIA2?**

**NO.** International students who are in transit within Malaysia will undergo quarantine according to procedures set by respective state governments.

### **32. What is next once the international students complete their mandatory quarantine?**

HLIs are required to fetch their students who have completed their mandatory quarantine from the QS (Hotel) and send them back to campus to continue their studies.

### **33. How can international students verify their COVID-19 Vaccination Certificates obtained outside Malaysia?**

International students are required to verify their vaccination with MOH according to the existing procedures in order to get a digital certificate for vaccination.

### **34. Do international students need to get a letter from foreign missions in Malaysia should they wish to leave Malaysia?**

**NOT NECESSARY.** International students with a valid Student Pass are permitted to leave Malaysia unconditionally with reference to the latest instructions from the IMI.

#### **For any further enquiries, please contact :**

- i. Coordinating Officers at your institution; or
- ii. MOHE's Hotline at 03-8870 6777 / 6949 / 6623 / 6628.

This FAQ will be updated from time to time according to the latest procedures, orders, rules and regulations set by the Government.

Latest update as of 19 February 2022

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