Offer Guide for International Students 2017
Congratulations on receiving an offer to study at Monash University Malaysia! We look forward to welcoming you.

To reserve a place, you will need to complete several easy steps. For your information, your student ID number is on your offer letter. You should quote this number and your full name with regards to any enquires made to the University.

Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to Accept Your Offer</td>
<td>1-3</td>
</tr>
<tr>
<td>How to Defer an Offer</td>
<td>4</td>
</tr>
<tr>
<td>How to Decline Your Offer</td>
<td>4</td>
</tr>
<tr>
<td>Upon Accepting Your Offer</td>
<td></td>
</tr>
<tr>
<td>✤ Create a Computer Account</td>
<td>5</td>
</tr>
<tr>
<td>✤ Web Enrolment System (WES)</td>
<td>6</td>
</tr>
<tr>
<td>✤ Enrolment / Course Advice Session</td>
<td>7</td>
</tr>
<tr>
<td>✤ Class Schedules and Timetable Information</td>
<td>8</td>
</tr>
<tr>
<td>✤ Orientation</td>
<td>9</td>
</tr>
<tr>
<td>International Student – Important Information</td>
<td></td>
</tr>
<tr>
<td>✤ International Student Insurance</td>
<td>10</td>
</tr>
<tr>
<td>✤ Coverage and Benefits</td>
<td></td>
</tr>
<tr>
<td>✤ Yellow Fever</td>
<td>11</td>
</tr>
<tr>
<td>✤ Emergency Contacts</td>
<td>11</td>
</tr>
<tr>
<td>✤ Student Pass and Visa – Immigration Department of Malaysia Regulations</td>
<td>12-13</td>
</tr>
<tr>
<td>✤ Student Pass – Application and Approval</td>
<td>14</td>
</tr>
<tr>
<td>✤ Airport Arrival and Transportation</td>
<td>15</td>
</tr>
<tr>
<td>✤ Student Pass Endorsement</td>
<td>16</td>
</tr>
<tr>
<td>✤ Student Pass Renewals / Extension</td>
<td>17</td>
</tr>
<tr>
<td>✤ Family Members (Dependents) of Student</td>
<td>18</td>
</tr>
<tr>
<td>✤ Conditions for maintaining student pass holder</td>
<td>19</td>
</tr>
<tr>
<td>✤ Pre-Departure Checklist</td>
<td>20</td>
</tr>
<tr>
<td>Where to Stay – Student Accommodation</td>
<td>21</td>
</tr>
<tr>
<td>Library and Learning Commons</td>
<td>22</td>
</tr>
<tr>
<td>Learning Skills</td>
<td>23</td>
</tr>
<tr>
<td>General Studies (Mata Pelajaran Pengajian Umum, MPU)</td>
<td>24</td>
</tr>
<tr>
<td>Key Contacts</td>
<td></td>
</tr>
<tr>
<td>✤ Our Schools</td>
<td>25-26</td>
</tr>
<tr>
<td>✤ Administrative Support and Services</td>
<td>27</td>
</tr>
<tr>
<td>Operational Framework for International Student Management</td>
<td>28</td>
</tr>
</tbody>
</table>
HOW TO ACCEPT YOUR OFFER

To accept your offer of admission, please follow these steps carefully.

1. COMPLETE THE STUDENT ACCEPTANCE FORM

Complete and sign the Student Acceptance Form available at http://www.monash.edu.my/study/apply/accept. Ensure you read the declaration section carefully before signing it.

2. FEE PAYMENT METHODS

Kindly make payment as stated in the offer letter. Below are the Fee Payment Methods available:

**Option 1: Over the Counter**

Finance Unit, Level 1, Building 2, Monash University Malaysia. Operating hours: Monday – Friday from 8.30am to 5.30pm

Mode of payment
- Cash (Ringgit Malaysia denomination only)
- Credit/Debit Card
- Crossed Cheque/Bank Draft – Payable to ‘Monash University Malaysia Sdn Bhd’

**Option 2: Cheque Deposit Box**

Finance Unit, Level 1, Building 2, Monash University Malaysia.

Mode of payment
- Crossed Cheque/Bank Draft – Payable to ‘Monash University Malaysia Sdn Bhd’

**Option 3: By Registered Mail/Courier Service**

Send to:
Finance Unit
Monash University Malaysia
Jalan Lagoon Selatan,
47500 Bandar Sunway, Selangor, MALAYSIA
Option 4: International Online Payment

Payee name: Monash University Malaysia Sdn Bhd

*For Application Fee, please go to http://finapps.monash.edu.my/ebpg/

*For Initial Fee Payment (prospect students), please go to http://finapps.monash.edu.my/ebpg/online_payment.php

*For Student Fee Payment, please click http://finapps.monash.edu.my/ebpg/student_form.php

Option 5: Bank Transfer / Direct Bank In /Telegraphic Transfer

Account details:

Payee name: Monash University Malaysia Sdn Bhd
Bank name: Public Bank Berhad
No. 48 & 50 Jalan PJS 11/28A
46150 Bandar Sunway
Selangor, MALAYSIA

Account no: 307 412 960 5
Swift Code: PBBEMYKL

Option 6: JomPAY Local Online Payment

Look for the JomPAY logo on your fee invoice.

Log in to the Internet Banking or Mobile Banking Application of your account. Enter the Biller Code and Reference Number with payment from your Current, Savings or Credit Card account.

For more information, please visit http://www.jompay.com.my/making-a-payment.html
Important Notice

a. For channels 1, 2 & 3, please write student’s name, student ID no. and contact number on the reverse side of the Cheque/Bank draft

b. For channels 4 & 5, please write student’s name, student ID no. and contact number on the transaction slip & provide the transaction slip to Finance Unit through one of the following channels:
   i) Email: mum.finance.unit@monash.edu
   ii) Fax: +603-5514 6050
   iii) Submit photocopy of transaction slip at Finance Counter

c. For payment by Overseas Bank Draft, the minimum amount is USD35.00

d. Please note that the exchange rates for foreign currency at the time of payment will be determined by the University’s published rates (where the published rates are adjusted from time to time).

3. SUBMISSION OF STUDENT ACCEPTANCE FORM AND PAYMENT

Submit the above items (1) and (2) to the University before the offer lapse date as stated in your letter via:

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<th>By mail/In person to:</th>
<th>International Student Pass Office</th>
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<td>Monash University Malaysia</td>
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<td>Building 2, Level 2</td>
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<td>Jalan Lagoon Selatan</td>
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<tr>
<td></td>
<td>47500 Bandar Sunway</td>
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<td></td>
<td>Selangor Darul Ehsan</td>
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<td></td>
<td>Malaysia</td>
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** If you do not accept the offer by the offer lapse date stated in the letter, you are required to reapply for admission for the coming intake.
HOW TO DEFER AN OFFER

If you wish to delay the start of your course for 1 or 2 semesters then you must apply for a deferment. The deferment is normally granted for a maximum period of 12 months.

1. Submission of Deferment form with initial fees payment

Submit an Application for Deferment form available at http://www.monash.edu.my/study/apply/defer-reject on or before the offer lapse date as specified in your offer letter. You will also need to complete and sign the Student Acceptance Form by paying the initial fees as stated in your offer letter.

2. Notification of application deferment

Deferment is subject to approval. You will be notified in writing after your application has been processed.

Note:

Please note that if you are requesting a deferment after you have submitted the completed documentation to Admissions Office for applying the Student Pass, the fee for the Student Pass Application that has been paid is not refundable. Kindly note that you will need to pay this fee for the Student Pass Application 8 weeks prior to the start of the semester that you have deferred to.

HOW TO DECLINE YOUR OFFER

If you do not wish to accept your offer, please inform the Admissions Office at + (603) 5514 6000 or via email at mum.admissions@monash.edu before the offer lapse date specified in your offer letter.
UPON ACCEPTING YOUR OFFER

CREATE A COMPUTER ACCOUNT

1. Get your Monash IT Account
Monash IT Account enables access to your Monash student email and all other online resources. This IT account comprises a unique username and password. The account activation can be done at Monash Account Registration Service. You will receive the course offer from Monash via email which contains Monash student id number and gets started web page as below;
- www.monash.edu/get-started#enrolment or
- https://www.monash.edu/get-started (scroll up/down to “Enrolment”) or

To activate the your Monash IT Account, please refer to the information as follows;
1. First step of the Enrolments steps is “Create your account”. In that step, clicks on the link “Create your Monash account”. This link takes you to the “Monash Account Registration Service” at https://account-registration.monash.edu/. TIPS : Please use uppercase letters when registering your Monash IT Account.
2. Once the registration complete, email verification will be sent to your personal email address.
3. Please go to the personal email account that you nominated for setting Monash IT Account password.
4. Once the Monash IT Account successfully registered, you will receive a confirmation email with further instructions once the account is ready.
5. If you did not receive an email within 24 hours, please contact ITS Service Desk at 03-55146200 or email to servicedesk.my@monash.edu for assistance.

Once you have the Monash IT Account, you may register for a Network Account. The Network Account is used to access the computer lab PCs at the University. You will gain access to your notes, and be provided 1GB data storage on the local server to store your personal files with this Network Account.

2. Get your Network Account
After obtaining the Monash IT Account, you may proceed to ITS Computer Labs on Building 9 Level 4 & 5 or Library on Building 7 to use the computer.
Login using your Network Account username and default password (e.g.: monash2016) to start using Network Account. You will be prompted to change your password. Please take note that the username for Monash IT Account and Network Account are the same.

**TIPS:
Password must:
  i. Not contain your username
  ii. Have not been used before
  iii. Be at least eight to ten characters long
  iv. Have three of the following;
     - Uppercase letters
     - Lowercase letters
     - Numbers
     - Special characters
WEB ENROLMENT SYSTEM (WES)

Web Enrolment System (WES) is your single point of access for information, services and resources at Monash University. You are able to view your academic records, exam schedules and enrolment for the entire duration of your study.

1. Once you have activated your Monash IT Account, log into the WES at [https://my.monash.edu.au/wes/](https://my.monash.edu.au/wes/) to complete the enrolment requirements. Please follow the steps below:

   a. Click on **Enrol/Re-Enrol** (Enrolment Questionnaire, CSP / HECS-HELP / FEE-HELP / SA-HELP / Unit Enrolment)
   b. Click ‘I Agree’
   c. Click and update the **Postal Address**, if you have moved or changed your mobile number recently. Please make sure you have a **Malaysian address** for **Postal Address** and your **home country** address for **Home Address**.
   d. Click and enter the **Emergency Contact Details**
   e. Click on **Enrolment Questionnaire**
      i. Answer all required questions and click ‘Submit’
      ii. If submission is successful, a transaction number will be generated.
   f. Record the transaction number in the Student ID Card Request Form. Bring this form along on your Student ID Photo session.

2. Please note that **Unit Enrolment** can only be done after you have attended or submitted a course enrolment form. *Please see the “Enrolment/Course Advice Session” section of this offer guide.*

Note: In order to log in to WES for the first time, you will need to provide your:

- Monash IT Account Username
- Monash IT Account Password
- Postcode or Date of Birth

**IMPORTANT:**

*Students MUST complete their enrolment questionnaire and unit enrolment* before proceeding to **Student ID Photo session**.

* Please note that some Schools will require you to submit the Course Enrolment form during orientation.*
**ENROLMENT/COURSE ADVICE SESSION**

It is very important for all new students to attend the enrolment/course advice sessions organised by the Schools. This session allows you to discuss with your School course adviser your subject selection and course structure. During this course advice session, you will learn how to choose subjects, submit the enrolment form, allocate your timetable and select your lecture/tutorial allocations.

Please note not all Schools provide these session. Refer to the website of your respective Schools for more information.

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<tr>
<th>School of Arts and Social Sciences</th>
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<td>School of Business</td>
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<td>School of Engineering</td>
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<td>School of Information Technology</td>
<td><a href="http://www.infotech.monash.edu.my/">http://www.infotech.monash.edu.my/</a></td>
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<tr>
<td>Jeffrey Cheah School of Medicine and Health Sciences</td>
<td><a href="http://www.med.monash.edu.my/">http://www.med.monash.edu.my/</a></td>
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<td>School of Pharmacy</td>
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<td>School of Science</td>
<td><a href="http://www.sci.monash.edu.my/">http://www.sci.monash.edu.my/</a></td>
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<tr>
<td>The General Studies Office</td>
<td><a href="http://www.sass.monash.edu.my/future/general-studies">http://www.sass.monash.edu.my/future/general-studies</a></td>
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CLASS SCHEDULES AND TIMETABLE INFORMATION

We encourage you to attend the enrolment/course advice session and submit your enrolment form, before proceeding to choose your class schedule at Allocate+ (http://www.monash.edu/timetables/login).

Allocate+ is a web based tutorial class allocation system for all Monash University students. This system is designed to simplify the process of creating your semester timetable. You will be able to indicate your preferred tutorial class time slots for the subjects that you have enrolled in. The allocation is essential for your attendance recording in the attendance system later.

Please take note that some schools might be allocating the classes for you and certain courses might not be using Allocate+. Please check during enrolment/course advice session.
ORIENTATION

Orientation is designed to help you settle into University and provide you with information to fully prepare you for the start of your studies.

Activities on campus during Orientation week provide an opportunity to learn about the different teaching and learning processes at the University, familiarise yourself with the new surroundings, and get to know your lecturers, tutors, senior students and peers before starting your course.

The Orientation dates for 2017 are as follows:

- Semester 1 intake: 20 – 24 February 2017
- Semester 2 intake: 17 – 21 July 2017
- October intake: To be confirmed. Please refer to the orientation website for details.

If you have missed Orientation, join the catch-up session and get useful information that will help you to settle in quickly at the University.

More information for the Orientation and Catch-up session is available at www.monash.edu.my/orientation
INTERNATIONAL STUDENT – IMPORTANT INFORMATION

INTERNATIONAL STUDENT INSURANCE

It is compulsory for all international students studying in Malaysia to be covered by medical and health insurance. The cost for this insurance will be included as part of your student pass application.

Coverage and benefits

- The medical and health insurance covers or contributes towards most hospital charges, including room and board, consultation and surgical fees, intensive care and outpatient services, ambulance services and reimbursement of tuition fees for prolonged illness (maximum limits could apply). Information of the coverage, terms and conditions of this policy schedule is available via this link http://www.monash.edu.my/__data/assets/pdf_file/0004/701194/AIG_ISI-policy-1.1.16-to-31.12.16-1-year.pdf

- You will be notified via student email to collect your medical card from the International Student Support office located at Building 2, Level 2, once the card is available.
Yellow Fever

- Students from Yellow Fever endemic zones, such as Africa, Central and South America in particular, should be vaccinated before coming to Malaysia.

- Yellow Fever Certificate is a must for travelers coming from or transiting for 12 hours at Yellow Fever prone countries.

- A Yellow Fever Vaccination Certificate is only valid if the vaccine is approved by the World Health Organization (WHO) and administered at an approved Yellow Fever Vaccination Centre. If you arrive without a valid Yellow Fever Vaccination Certificate, you will be quarantined upon arrival.

- The Yellow Fever Vaccination Certificate is valid only after 10 days of the date of vaccination, for up to ten years.

Emergency contacts

If you are hospitalised at any point during your period of study at the Monash Malaysia, please contact:

- The university emergency contact at (+603) 5514 6333 or the International Student Support’s emergency contact at (+6019) 272 5859

- AIG Malaysia Insurance Berhad (AIG) appointed Travel Guard medical assistance services at (+603) 2772 5611
STUDENT PASS AND VISA – IMMIGRATION DEPARTMENT OF MALAYSIA REGULATIONS

All international students need a Student Pass to study in Malaysia. The Immigration Department of Malaysia issues and regulates the passes, but Monash University Malaysia manages your student pass application.

The Ministry of Higher Education (MOHE) Malaysia has recently announced the new guidelines for student pass applications. From 1 April, 2016, the following changes are in effect:

1. International student visa is now issued on a one-off basis according to the expected duration of the course, subject to the validity of the student’s passport. However, the authorities reserve the right to revoke the student pass should the student is found to have violated the relevant standards and requirements.

2. International students (or Monash representatives) now have the option of completing the first step of the application for student pass by submitting an online application directly to Education Malaysia Global Services (EMGS). However, we strongly recommend that Monash Malaysia continues to provide this service to you and remain as your single contact point for matters related to student pass application.

Note:
Student will continue to provide the hard copies of the student pass documentation to Monash Malaysia, who will then submit to EMGS. Monash Malaysia will be responsible for the follow-up with progress of the application until the student pass is approved, including obtaining additional documentation for the application. Fees related to the student pass application are paid to EMGS via the institution of study.

Students are required to present the original VAL upon entry at Malaysian Immigration checkpoints. Students from countries that requires single entry visa to enter Malaysia need to first obtain one before entering Malaysia.

The list of countries who requires single entry visa are listed in the Malaysian Immigration Department’s website at the below link:

Only students who hold a valid Monash Malaysia VAL will be issued a student ID and permitted to enrol and commence classes.

New international students coming to study in Malaysia for the first time will need to submit these documents below for their Student Pass application:

- 3 certified true copies of academic transcript / result for year 12 or equivalent.
- 3 certified true copies of relevant academic transcripts / results for Diploma / Bachelor or equivalent.
- 4 current passport size (3.5cm x 5cm) photographs with blue background and neutral facial expression. **Note:** Please write your name and passport number on the reverse side of the photographs.

- 3 certified true copies of passport showing all pages including cover and back page. All passport page number have to be clear and readable. Your passport validity must at least sufficient to cover your student pass for the entire course duration.

- 3 (1 original & 2 certified true copies) of **No Objection Certificate (NOC)** (for applicant from Sub-saharan countries) / **Eligibility Letter** (only applicable to Nigerian students)

- Completed original **Health Examination Form**.

- **Certificate of Vaccination** (to provide a copy upon submission of passport for student pass endorsement)

International students already studying in Malaysia but transferring to Monash University Malaysia from a different institution will be required to submit the following documents:

- 3 certified true copies of academic transcript / result for year 12 or equivalent.

- 3 certified true copies of relevant academic transcripts / results for Diploma / Bachelor or equivalent.

- 4 current passport size (3.5cm x 5cm) photographs with blue background and neutral facial expression. **Note:** Please write your name and passport number on the reverse side of the photographs.

- 3 certified true copies of passport showing all pages including cover and back page. All passport page number have to be clear and readable. Your passport validity must at least sufficient to cover your student pass for the entire course duration.

- 3 (1 original & 2 certified true copies) of **No Objection Certificate (NOC)** (for applicant from Sub-saharan countries) / **Eligibility Letter** (only applicable to Nigerian students)

- 3 (1 original & 2 certified true copies) of **Release Letter** and last attendance report from your last institution of study in Malaysia.

- 3 (1 original & 2 certified true copies) of your academic transcripts with information on the grading system from last institution of study in Malaysia. (e.g A=85% - 100%)

- 3 certified true copies of your Certificate of Completion from last institution in Malaysia.

- 3 certified true copies of the cancelled student pass page in your passport by your previous institution. Please provide exit stamp page if you leave Malaysia while your student pass is in the process.
STUDENT PASS – APPLICATION AND APPROVAL

● It is highly recommended that the International Student Pass (ISP) Office of Monash Malaysia manage the entire process of applying for a Visa Approval Letter (VAL) on behalf of the student.

● The application will be made to the Immigration Department of Malaysia via Education Malaysia Global Services (EMGS) upon acceptance of Monash University’s offer of admission and the submission of required documentation. EMGS is an agency which has been appointed by the Ministry of Higher Education to process all student pass /visa applications.

● The student (or the authorised agent) has the option of carrying out the first step of the student pass application by submitting an online application directly to EMGS. However, this is not encouraged given the complexity of the task.

● The issuance of VAL will take approximately 8 to 10 weeks. It is important for you to factor this into the timing of your application and acceptance of your Monash offer.

● Students are not allowed to travel to Malaysia until they have an approved VAL issued by the Immigration Department of Malaysia.

● Student visas will be issued according to the course duration, provided that the student’s passport is valid beyond that.

● Once the VAL is approved, it will be sent to the student by courier. Student will also receive a pre-arrival email/welcome letter on things that need to be done before leaving home.

● Students are required to complete and submit the online Student Arrival Form at least 7 working days before the date of arrival.

● A confirmation email with detailed instruction will be sent to student upon receipt of the request for airport pick up service.

● Only upon obtaining the VAL and, if required, a single entry visa from the Malaysian Embassy / High Commission / Consulate Office, students can enter Malaysia as a student of Monash University Malaysia.
Arriving at the Malaysian airport
Upon arrival at the Malaysian airport immigration counter, you would need to show your Visa Approval Letter (VAL), offer letter and entry Visa (if required, subject to your country of origin) to the immigration officer. Please ensure you have these documents ready upon your arrival.

Getting To Your Accommodation
Airport transfers to your on-campus accommodation or will be available to you upon arrival at the Kuala Lumpur International Airport (KLIA), Kuala Lumpur International Airport 2 (KLIA2) or Subang Airport only.

Requests for airport transfers can be done via an online Student Arrival Form only when we have received your Visa Approval Letter from Immigration. This online link will be provided when your Visa Approval Letter is sent to you. You will be required to complete the Student Arrival Form at least 7 days prior to your arrival.

Upon receipt of your online airport transfer request, we will confirm your request and provide you with detailed information on where to meet the university’s representative at the airport.

You may contact our airport pickup number at +6019 6277656 (mobile) should you require any assistance upon your arrival.
STUDENT PASS ENDORSEMENT

All new students must report to the International Student Pass (ISP) Office by the next working day upon arrival in Malaysia. ISP Office is located at Building 2, Level 2. Advice on post-arrival Medical Screening will be provided and below is a summary.

- Collect a Health Examination Report form and list of approved EMGS panel clinics from ISP.
- Make an appointment at an EMGS Approved Clinic (from the listed clinics). ISP staff can assist you in identifying one that is close to the campus.
- Bring along the Health Examination Report form, a copy of your passport information page, and a passport size photograph.
- Complete Section 1A and B of the Health Examination Report form.
- Blood, urine samples and an X-ray will be taken at the clinic.
- Please visit this link for more information on the medical screening. http://www.educationmalaysia.gov.my/faqs

After completion of Medical Screening and X-Ray, the original passport must be submitted to ISP for student pass endorsement. Student MUST submit the following within 7 working days of entering Malaysia.

- Original passport
- 3 copies of the passport information page
- 3 copies of the passport page with the last entry stamp into Malaysia
- 1 copy of VAL
- Medical Slip

The endorsement process by EMGS and Immigration Department will take at least 4 weeks.

Students are advised NOT to make any travel plans abroad until the endorsement process is complete and passport returned.
STUDENT PASS RENEWAL / EXTENSION

Students are responsible for monitoring their own student pass/visa expiry dates.

Penalties are imposed by the Immigration Department of Malaysia for staying beyond the approved period (overstay).

International students must have a valid Student Pass for the duration of their studies in Malaysia. If the student's initial student pass (upon commencement of studies at Monash Malaysia) is not granted for the entire course duration due to the validity period of the passport, an application for student pass renewal must be submitted to Education Malaysia Global Services (EMGS).

In order to renew/extend the student pass, the following documents are required 12 weeks before the expiry date. Failure to renew on time may result in penalties and detainment by the Immigration Department. Requirements for renewals are listed below:

- 2 sets of passport photocopies showing all pages including cover and back page. All passport page numbers must be clear and readable.
- 2 current passport size (3.5cm x 5cm) photographs with blue background and neutral facial expression. Student’s name and passport number must be written on the reverse side of the photographs.
- 1 copy of passport information page
- 1 copy of current student pass page
- Proof of payment of student pass renewal fees

The renewal process by EMGS and Immigration Department may take up to 8 weeks.

Students are advised NOT to make any travel plans abroad until the endorsement process is complete and passport returned.
FAMILY MEMBERS (DEPENDENTS) OF STUDENTS

Postgraduate students who have received their Student Pass (after the endorsement) may apply for dependent passes for immediate family members to stay in Malaysia. This is subject to the validity and duration of the Student Pass.

After arrival of family members, the student apply directly to the Immigration Department Malaysia on behalf of the dependents with the documents below:

1. IMM.55 Form [Link to http://www.imi.gov.my/images/borang/Pas/Imm55.PDF]
2. IMM.38 Form [Link to http://www.imi.gov.my/images/borang/Pas/IM38.pdf] (if required)
3. 1 certified copy of student's passport information page
4. 1 certified copy of current valid student pass page
5. 1 certified set of dependent's passport showing all pages
6. 2 current passport size (3.5cm x 5cm) photographs with blue background and neutral facial expression.
7. Certification letter from ISP
8. Proof of relationship (e.g. Copy of birth certificate/marriage license endorsed by embassy in home country or Malaysia in English)

Dependent Pass is renewable annually and the expiry date of the pass is the same as the principal holder (student pass). This can only be done after the student has arrived and enrolled in the University with student pass endorsed on the passport.

Further information is available from the Immigration Department of Malaysia website at: http://www.imi.gov.my/index.php/en/main-services/pass/7-perkhidmatan-utama/490-pas-pelajar
CONDITIONS FOR MAINTAINING THE STUDENT PASS

Students:

- MUST be enrolled as full time student at Monash University Malaysia

- are required to achieve a minimum of 80% attendance rate and at least a pass in all units (subjects) every semester.

- who overstay in Malaysia are subject to penalties and detainment imposed by the Immigration Department of Malaysia. Students are advised to monitor their student pass expiry date closely and submit their passports for renewal or cancellation in a timely manner.

- are encouraged to set reminders for the important dates in their personal mobile devices (e.g. mobile phones, tablets and laptops, etc.)

- who commit criminal offences are subject to penalties imposed by the authorities including the Police and Immigration Department.
PRE-DEPARTURE CHECKLIST

Before you leave home and/or arrive in Malaysia, please ensure that you have performed the following:

- Accepted the offer of admission and provided all required documentation for student pass application.
- Received your Visa Approval letter (VAL).
- Obtained a single entry-visa (for relevant countries)
- Received a pre-arrival email/welcome letter from Monash Malaysia.
- Booked and received confirmation for your accommodation.
- Booked your flight.
- Submit your online Student Arrival Form, at least 7 working days before arriving in Malaysia.
- Do NOT place cash in your checked-in baggage.
- Have the following important documents (and make photocopies) and bring with you in your hand luggage.
  - Original Letter of Offer from Monash University Malaysia
  - Original copy of Visa Approval Letter (VAL)
  - Other formal identification documents
  - International driver’s license and/or driver’s license from your home country (optional)
WHERE TO STAY – STUDENT ACCOMMODATION

Monash University students are encouraged to take up residence at one of the three accommodations:

|-------------------------|----------------------------------------------------------------------------------------------------------------------------------|

These are managed by Sunway Residence Management Services. Located within walking distance to the campus, residences are situated in the integrated city of Bandar Sunway. There are a variety of restaurants, food courts, banks, shopping malls and hypermarkets nearby. Public transport such as the **Free Sunway Shuttle** connects all the major amenities to the accommodation.


Sunway Residence Management
Persiarian Tasik Barat,
Sunway South Quay,
Bandar Sunway 47500
Subang Jaya Selangor

Phone: +60 3 7450 5500
Fax: +60 3 5612 3050
Email: [residence@sunway.edu.my](mailto:residence@sunway.edu.my)
Library and Learning Commons (LLC) staff, in collaboration with academic staff and other academic support units, prepare students to become ethical learners, critical thinkers and creative scholars, and to make an impact as successful employees and global citizens.

From learning how to locate books and navigate the library’s comprehensive online resources, accessing the most relevant scholarly articles and defining your information resource needs, to using computing facilities and printing out your assignments, we are a “one-stop-shop” for the Monash community; committed to enhancing the student learning experience.

LLC School Liaisons are available through one-on-one advanced research consultations or to deliver hands-on research skills workshops and training programs, independently, or in collaboration with lecturers. Students will learn critical information skills for accessing, retrieving and making use of reliable information sources for their research assignments. School Liaisons also offer Endnote training for organising and citing scholarly references in research work.

In addition, LLC Postgraduate Programs Coordinator conducts research skills workshops for early-career researchers including HDR, postgraduate and honours students. The workshops are designed for students and staff who are working on research proposals, dissertations and research papers and projects.
LEARNING SKILLS

The Learning Skills team, located in the Library and Learning Commons, can assist you to develop core skills and attributes that you will need in order to learn effectively within the academic environment at Monash.

Throughout the semester, workshops are conducted in academic English, study skills, reading strategies, essay writing, report writing, listening to lectures and taking notes, oral communication and presentation skills, exam preparation, referencing skills, avoiding plagiarism, etc. In addition, support is offered in the development of subject-specific skills as well as analysis, problem-solving and critical thinking skills.

Apart from participating in workshops and classes, students can also seek the services of the Learning Skills team through drop-in sessions and individual consultations which commence in Week 2 and run through to Week 14.
GENERAL STUDIES (Mata Pelajaran Pengajian Umum, MPU)

General Studies (also known as Mata Pelajaran Pengajian Umum, MPU) consist of units which every student enrolled in a Malaysian public or private higher education institutions (PHEIs) are required to undertake effective October 2013 intake onwards. This stipulation is gazetted in subsection 41 (4) Private Higher Education Act 1996 (Act 555) which states that the National Language shall be taught as a compulsory subject for the students if any course of study or a substantial part of any course of study in any private higher educational institution is conducted either in the national language, English Language or Arabic.

In relation to this, Department of Higher Education, Ministry of Education Malaysia Administrative Circular JPT / GS1000-606 JLD.1 (25) dated 27 June 2013 provided further explanation on the implementation of General Studies. All Malaysian and international undergraduates are compelled to enrol, undertake, complete and pass these units as a prerequisite to the award of an undergraduate degree.

The objective of undertaking General Studies is to equip students with knowledge and soft-skills such as philosophy, arts and communication in line to produce more intellectual, balanced and holistic graduates.

The General Studies (GS) Office oversees the administration and management of General Studies. The GS Office is located at 2-6-44 (Building 2, Level 6, Room 44).

Students may email mum.generalstudies@monash.edu or visit the website at http://www.sass.monash.edu.my/future/general-studies for more information.
<table>
<thead>
<tr>
<th>School</th>
<th>Staff</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts and Social Sciences</td>
<td><em>Ms Choo May May</em> Course Manager</td>
<td>(+603) 5514 6124</td>
<td><a href="mailto:Choo.may.may@monash.edu">Choo.may.may@monash.edu</a></td>
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<tr>
<td></td>
<td><em>Ms Nurul Farahim Drahim</em> Administrative Executive</td>
<td>(+603) 5514 4969</td>
<td><a href="mailto:nurul.farahin@monash.edu">nurul.farahin@monash.edu</a></td>
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<tr>
<td>Business</td>
<td><em>Ms Noren De Costa</em> Course Manager</td>
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<td><a href="mailto:noren.de.cost@monash.edu">noren.de.cost@monash.edu</a></td>
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<tr>
<td></td>
<td><em>Ms Caroline Ann</em> Assistant Manager</td>
<td>(+603) 5514 4425</td>
<td><a href="mailto:caroline.ann@monash.edu">caroline.ann@monash.edu</a></td>
</tr>
<tr>
<td>Engineering</td>
<td><em>Ms Rohaya Ishak</em> Senior Administrative Executive</td>
<td>(+603) 5514 6228</td>
<td><a href="mailto:rohaya.ishak@monash.edu">rohaya.ishak@monash.edu</a></td>
</tr>
<tr>
<td>Information Technology</td>
<td><em>Ms Suhaila Jumat</em> Senior Administrative Executive</td>
<td>(+603) 5514 5632</td>
<td><a href="mailto:suhaila.jumat@monash.edu">suhaila.jumat@monash.edu</a></td>
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<tr>
<td>Jeffrey Cheah School of Medicine and Health Sciences</td>
<td><em>Ms Tay Suat Fui</em> Senior Administrative Executive (Psychology)</td>
<td>(+603) 5514 5826</td>
<td><a href="mailto:tay.suatfui@monash.edu">tay.suatfui@monash.edu</a></td>
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<tr>
<td></td>
<td><em>Ms Lam May Yin</em> Administrative Executive (Psychology)</td>
<td>(+603) 5514 5865</td>
<td><a href="mailto:lam.may.yin@monash.edu">lam.may.yin@monash.edu</a></td>
</tr>
<tr>
<td>Department</td>
<td>Name</td>
<td>Title</td>
<td>Phone</td>
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<tr>
<td>School of Pharmacy</td>
<td>Ms Linda Lim</td>
<td>Senior Administrative Executive</td>
<td>(+603) 5514 6317</td>
</tr>
<tr>
<td></td>
<td>Ms Siti Intan Rohayu</td>
<td>Administrative Executive</td>
<td>(+603) 5514 5662</td>
</tr>
<tr>
<td></td>
<td>Ms Ong Guat Chin (Jess)</td>
<td>Administrative Executive</td>
<td>(+603) 5514 4915</td>
</tr>
<tr>
<td>Science</td>
<td>Ms Zurina Samsudin</td>
<td>Assistant Manager</td>
<td>(+603) 5514 6186</td>
</tr>
<tr>
<td>General Studies</td>
<td>Ms. Nurul Fazreen Daud</td>
<td>Administrative Executive</td>
<td>(+603) 55146162</td>
</tr>
</tbody>
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## Administrative Support and Services

<table>
<thead>
<tr>
<th>Department</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance</td>
<td>(+603) 5516 1405</td>
<td><a href="mailto:mum.finance.unit@monash.edu">mum.finance.unit@monash.edu</a></td>
</tr>
<tr>
<td>Admissions Office</td>
<td>(+603) 5514 4426 / (+603) 5514 6019</td>
<td><a href="mailto:mum.admissions@monash.edu">mum.admissions@monash.edu</a></td>
</tr>
<tr>
<td>International Student Pass</td>
<td>(+603) 5515 9694</td>
<td><a href="mailto:mum.studentvisa-new@monash.edu">mum.studentvisa-new@monash.edu</a></td>
</tr>
<tr>
<td>International Student Support</td>
<td>(+603) 5514 4951</td>
<td><a href="mailto:iss.adviser@monash.edu">iss.adviser@monash.edu</a></td>
</tr>
<tr>
<td>Student Services</td>
<td>(+603) 5514 6163</td>
<td><a href="mailto:malaysia-studentservices@monash.edu">malaysia-studentservices@monash.edu</a></td>
</tr>
<tr>
<td>Sponsored Students</td>
<td>(+603) 5514 4982</td>
<td><a href="mailto:norlela.abdul.rahman@monash.edu">norlela.abdul.rahman@monash.edu</a></td>
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<tr>
<td>IT Services</td>
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<td><a href="mailto:servicedesk.my@monash.edu">servicedesk.my@monash.edu</a></td>
</tr>
<tr>
<td>Library and Learning Commons</td>
<td>(+603) 5514 6199</td>
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</tr>
<tr>
<td>Facilities</td>
<td>(+603) 5514 6149</td>
<td><a href="mailto:fmd.helpdesk@monash.edu">fmd.helpdesk@monash.edu</a></td>
</tr>
<tr>
<td>Security Services</td>
<td>(+603) 5514 6333</td>
<td><a href="mailto:mum.security.unit@monash.edu">mum.security.unit@monash.edu</a></td>
</tr>
<tr>
<td>Occupational Health, Safety and Environment</td>
<td>(+603) 5514 6333 (24 hours Emergency Number)</td>
<td><a href="mailto:musc-ohse-all-l@monash.edu">musc-ohse-all-l@monash.edu</a></td>
</tr>
</tbody>
</table>
Operational Framework for International Student Management

The University wishes to make you aware of the Operational Framework for International Student Management (also known as “The Code”) governing the admission and support of international student.

You may access “The Code” here: