Who is this handbook for?

This handbook is developed specifically for international students enrolled at Monash University Malaysia. Along with other handbooks/guides that are given to you, this handbook provides useful information to help you settle in upon arrival on campus and begin to familiarise with the new environment. You will be able to find the most up to date information at http://www.monash.edu.my/student-services. We will also keep you informed of the latest updates and activities that are relevant to international students through various channels, such as emails, electronic notice boards, printed materials and social media.

If you need any assistance throughout your studies at Monash University Malaysia, please feel free to contact us. The contact information can be found in this handbook.
Who is this handbook for?

This handbook is developed specifically for international students enrolled at Monash University Malaysia.

Along with other handbooks/guides that are given to you, this handbook provides useful information to help you settle in upon arrival on campus and begin to familiarise with the new environment.

You will be able to find the most up to date information at http://www.monash.edu.my/student-services.
We will also keep you informed of the latest updates and activities that are relevant to international students through various channels, such as emails, electronic notice boards, printed materials and social media.

If you need any assistance throughout your studies at Monash University Malaysia, please feel free to contact us. The contact information can be found in this handbook.
Contents

Chapter 1
Welcome to Monash University Malaysia 3
• International Student Support (ISS) ................. 3

Chapter 2
Getting settled ........................................ 4
• Checklist on arrival ..................................... 4
• Contacting your family ................................ 5
  Telephones ........................................... 5
  Making international calls .......................... 5
• Finalising long-term accommodation ............. 6-7
  Popular accommodation ........................... 6
  Other accommodation ................................ 6-7
• Organising your finance .............................. 8
  Banks ................................................ 8
• Medical insurance .................................... 8
• Transportation ...................................... 8-10
  Public transport: trains, LRT, monorail BRT, buses and taxis ............ 8-9
  Sunway Shuttle Bus service ....................... 9
  Canopy walk ....................................... 10
  Driving in Malaysia .................................. 10
  Finding your way around Bandar Sunway and the Klang Valley .......... 10
• Shopping for food and other items ............. 10-11
  Shopping near campus ............................. 10
  Paying for goods .................................. 11
  Returning goods .................................. 11

Chapter 3
Starting Uni ......................................... 12
• Getting started checklist ............................ 12
• Managing your studies ............................ 13-15
  Unsatisfactory academic progress .................. 13
  Further support and advice ......................... 14
  Enrolment .......................................... 14
  Graduate Research Students ...................... 15
  Foreign sponsored students ....................... 15
• Orientation ......................................... 16
• Getting adjusted .................................... 16-17

• Your studies ........................................ 17-20
  Research ............................................. 17
  Additional support for research students .......... 18
  Coursework ....................................... 18
  Referencing ....................................... 19
  Plagiarism ......................................... 19
  Getting academic assistance ..................... 20
• Internet access on campus ....................... 20
• Where to get information? ......................... 20-21
  For Monash Abroad and exchange students .......... 21
  For sponsored students ............................ 21
  For students with disabilities .................... 21
• Complaints, grievances and appeals procedures ........................................... 21-22
• Security and safety on campus .................... 22
• Keep connected with the University ............... 22
• Student pass renewal ................................ 23
  When and where to submit your application for student pass renewal? .... 23
• Monash University Malaysia (location map) .. 24

Chapter 4
Life in Malaysia and Monash University Malaysia ........................................ 25
• Introducing Kuala Lumpur and Malaysia .......... 25
• Sports in Malaysia .................................. 26
• Eating out ........................................... 26
• Languages in Malaysia ............................. 26
• Support services and facilities .................... 26-27
  Learning Skills ..................................... 26
  International Student Pass ......................... 27
  International Student Support ..................... 27
  Student Administration Services .................. 27
  Career Centre ..................................... 27
  Health and Wellness Centre ....................... 27
  Counselling Services .............................. 27
  Monash University Student Association (MUSA) .................. 27
  Monash University International Student Services (MUISS) ............. 27
  Monash University Postgraduate Association (MUPA) .................. 27
Chapter 5
Useful tips and additional information ... 31
• Malaysian social culture ......................... 31
  Social customs .................................. 31
• Phone cards ....................................... 32
• Internet .............................................. 32
• Pos Malaysia ....................................... 32
• Drinking water .................................... 32
• Foreign embassies, consulates and high commissions in Malaysia ................. 32
• Protecting our environment .................... 32
Welcome to Monash University Malaysia

Welcome to Malaysia and Monash University Malaysia! This is the starting point of a new and exciting period of your life, where there are plenty of opportunities to learn and meet new people. No matter how excited you may be, your initial weeks in Malaysia can be overwhelming and intimidating at the same time. You may feel unsettled and find yourself missing your family and friends, or even your favourite food. Need not worry, it is quite normal to have these feelings. You will begin to feel at home and be part of this whole new environment very soon.

The campus is home to students from over 60 nationalities. You are encouraged to actively engage with the diverse student community and enrich your experience at Monash University Malaysia.

This handbook aims to provide you with the information that you need to help you settle at Monash University Malaysia and adjust to life in Malaysia.

International Student Support (ISS)

The ISS section, which is part of Student Experience, offers a wide range of services and advice for international students. Our aim is to help you make the most of your time at Monash University Malaysia.

The ISS team provides you with useful advice and support on living in Malaysia and other general welfare matters.

Monash University Malaysia has a lively and diverse international student community. The ISS team works closely with the international student association and international students. We encourage you to participate in the many activities and programs that are organised for you, as this will help you adjust quickly to your new life and have a great university experience.

If you have any queries, or need help in anyway, please get in touch with the ISS team. Our office is located at Level 2, Building 2. We look forward to meeting you in person. Alternatively, you may write to iss.adviser@monash.edu or call us at +603 5514 4951.
Chapter 2 – Getting settled

Checklist on arrival

Have you:

- contacted your family to let them know that you have arrived safely?
- obtained/activated a local mobile phone service?
- reported yourself to the International Student Pass office?
- explored public transportation options?
- finalised your long-term accommodation?
- found your local hypermarket, restaurant, pharmacy and shopping mall?
- opened a bank account?

Need help?
Contact ISS for assistance.
Contacting your family

Your family and friends will be happy to know that you have arrived safely in Malaysia. We suggest calling them on arrival.

Telephones
Mobile/cellular/hand phones: If you have brought your locally connected mobile phone with you to Malaysia, please check that you have global roaming which can be used in Malaysia. Alternatively, if you have brought your mobile phone to be connected in Malaysia, please make sure it is compatible. The bandwidth in Malaysia is 900 or 1800 GSM.

In Malaysia there are many telecommunication companies offering mobile phone plans, including internet access, under different network providers. Each plan has its own advantages and disadvantages. We suggest you talk to other students about their experiences of mobile deals, rates or plans and read all terms and conditions carefully.

If you are on a budget we strongly advise you to consider using a pre-paid mobile phone, this will enable you to monitor and control your spending.

Public telephones: Public telephones may be difficult to find. Nevertheless, they are usually available at the airport and shopping malls. The minimum cost to make a local call is 10 sen and it is charged by the minute. Long distance calls and calls to mobile phones are more costly.

The public phones accept either coins and pre-paid phone cards. Phone cards come in RM10, RM20, RM30 and RM50 amounts and can be purchased from shops at the airport, post offices, petrol marts, newsgagents and mini markets. More information can be found at:
https://www.tm.com.my/Home/voice/cards/Pages/TM-Calling-Card.aspx

Reverse-charge and third-party-charge calls can also be made from the public phones. Dial 100 for assistance or refer to:

Making international calls
International calls can be made directly from all telephones in Malaysia including public phones.

Dial, in this order:
- the international access code 00
- your country code
- the area code for your city
- your family’s telephone number

For example, to call Tokyo: 00-81-3-1234 5678

A call connection fee applies for all successful connections. International calls are timed and charged according to the destination, time of day and day of week.
Finalising long-term accommodation

Popular accommodation
There are many accommodation options available to you, however you are encouraged to take up residence at one of the three accommodations below:
1. Sunway Monash Residence
2. Sun-U Residence
3. Sun-U Apartments

http://www.monash.edu.my/student-life/accommodation/

Sunway Monash Residence (SMR): SMR offers accommodation for more than 2,000 students and is located within a short 3-minute walk from Monash University Malaysia. Tower A is a 22-storey building that provides self-contained residential units each with 8 single rooms and shared bathroom facilities. Tower B is an 8-storey building that provides self-contained duplex units each with 5 en-suite rooms with private bathroom attached. Both options have access to shared lounge, pantry and dining facilities. There is also a communal area on site that contains the café, shared laundry, social and recreation space.

Sun-U Residence: Sun-U Residence offers accommodation up to 1,664 students in a 25-storey building with 236 apartment units. It is within a 10-minute walk from Monash University Malaysia via the elevated canopy walkway. Each apartment has 4 bedrooms, 2 bathrooms and shared living and pantry areas. Other shared facilities include laundry, lounge and recreation space.

Sun-U Apartments: Sun-U Apartments can accommodate up to 1,108 students. There are eight 5-storey walk-up apartments, located within a 15-minute walk from Monash University Malaysia via the elevated canopy walkway. Each apartment has 3 bedrooms, 2 bathrooms, and shared living and pantry areas.

These accommodation options are very popular and are always in high demand. Meals are not provided as part of the accommodation. However, restaurants, shops and a shopping mall are within walking distance.

Telephone: +603 7450 5500
Fax: +603 5612 3050
Email: residence@sunway.edu.my

Best accommodation option for you: The best accommodation option will largely depend upon availability and your particular needs (e.g., access to public transport, privacy, cost). Many students opt for one of the above options before they leave home. Depending on your time of arrival, and when you lodge an application, places for accommodation can be limited. You may also have to consider renting private student apartments and shared housing.

Other accommodation
There are various other accommodation options available. You should check the distance from Monash University Malaysia to the prospective accommodation and make sure there is transport available. The price for renting can vary greatly depending on the type of accommodation, facilities provided and location.

For legal and administrative reasons, it is not possible for us to pre-arrange private rental accommodation for you before you arrive in Malaysia. However we can provide advice on general housing-related matters.

Important: It is your responsibility to assess the accommodation facilities as being suitable for your needs. Our service can guide you, however all arrangements made are strictly between you and the accommodation provider. Monash University Malaysia advises students against signing ‘legally binding’ leases for any property prior to arrival and recommends that facilities be inspected first.
Types of other accommodation:

1. Renting a room
There are privately-owned premises offering a room for rent with shared common facilities (bathroom and washing). The other residents of the house may or may not be students. Basic furniture (bed, desk and wardrobe) is often provided but this should be clarified with the owner.

2. Shared apartments/houses
This is renting a privately-owned apartment or house jointly with others. You generally have a room but share facilities and furnishings. Often, you will be required to make regular contributions to food and bills, whilst others split the bills and each person does their own shopping and cooking.

Housemates: When setting up a shared house with friends or moving into an existing shared apartment/house, be aware that people often move out and a replacement may have to be found to cover the cost of rent. Choose your housemates carefully and make rules to avoid disputes. This may include how much notice should be given when someone wants to move out, who is responsible for finding a replacement housemate, deposit transfers, cleaning rosters and rules about friends staying over.

3. Renting on your own
Renting a property from a landlord or an estate agent on your own is an option for those who enjoy their independence and a quiet environment for study. Families may also prefer the privacy of an apartment or a house. For those unaccustomed to being alone, consider that loneliness may be exacerbated in this environment.

Cost of private rental can be high. You will be solely responsible for paying rent, cleaning, cooking, bills and other facilities (if applicable). It is recommended that you find a furnished accommodation.

A security deposit is usually required prior to moving in. The deposit is supposed to act as a guarantee that, as the tenant you will take care of the property. At the end of the tenancy, if you have damaged or not cleaned the property, the landlord can claim to take some or all of the deposit. Otherwise, the landlord must return the deposit. Household maintenance, such as leaking taps, is the responsibility of the landlord.

Insurance: Whether you are staying in a University residence, an apartment on your own, or sharing a house with friends or other students, you should consider taking out private contents insurance to cover your personal belongings. Landlords are responsible for house insurance but your belongings will not be covered. It is recommended that you insure expensive items, such as a computer, television, stereo, DVD etc.

The top three warning tips for renting
- never hand over any money without getting a detailed receipt
- never sign a tenancy agreement that you do not understand – get help
- make it your responsibility to find out about your renting rights.
Organising your finances

Banks
You will need to obtain a supporting letter from the International Student Pass office to open a bank account. There are ATM facilities on campus provided by the following banks:

Maybank http://www.maybank.com

Banks are the safest place to keep your money. The common opening hours of most banks are: Monday – Friday 9am – 4pm. Some banks are also open fortnightly from 9am – 1pm on Saturdays. Most banks are closed on Sundays and on public holidays. Please note that banks place a daily limit on withdrawals for ATM transactions (the amount you can withdraw or spend electronically). To increase this limit you should speak directly with your bank or amend the limit on the ATM.

Opening a bank account: Savings account is the most common option to students. You will require several items of personal identification to open a savings account. Besides completing a form from your bank, you will be asked to produce the following:

- your passport
- your student pass approval letter
- a supporting letter from Monash University Malaysia
- a deposit (minimum amount depending on your bank)

You should open a savings account as soon as possible after your arrival or before submitting your passport to the International Student Pass office for endorsement.

Medical insurance

The medical insurance for international students is compulsory for all international students and it is arranged by the Campus to assist you meet the possible costs of medical/hospital care while in Malaysia.

You will receive a medical insurance card, which you can use to seek in-patient treatment from the hospital. The insurance also covers out-patient treatment in the form of reimbursement. You will need to submit the request for reimbursement after you have settled the medical bill. For more information, visit http://www.monash.edu.my/study/entry-requirements/international-students/health-insurance/

For more information about the benefits, exclusions and procedure for reimbursement, you may contact an adviser at the International Student Support office.

Transportation

Public transport: trains, LRT, monorail, BRT, buses and taxis
The public transportation system in Malaysia comprises of bus, railway and taxi services. Within the Klang Valley (Kuala Lumpur and its suburbs, and adjoining cities and towns in the state of Selangor, including Bandar Sunway), you will be able to use the integrated public transportation system comprising BRT, Light Rail Transit (LRT), monorail, railway and bus services.

Trains, LRT, monorail and buses: There are 2 types of railway network in Malaysia – for inter-city (countrywide), the traditional KTMB railway network; and for inner-city within the Klang Valley, the BRT, LRT and monorail networks.

The KTMB railway service serves the entire country, travelling between major cities, and also into Thailand and Singapore. It is well priced and offers a great experience over the road transit alternatives. Subang Jaya Komuter station: This is the closest train station to Monash University Malaysia, located in SS16, Subang Jaya. The station is situated behind the Subang Parade shopping mall (about 4km from Monash University Malaysia). The ride to the KL Sentral railway station for transits is just 15 minutes. For more information, visit http://www.ktmb.com.my/
Bus Rapid Transit:

<table>
<thead>
<tr>
<th>Station</th>
<th>Where</th>
<th>What's nearby</th>
</tr>
</thead>
<tbody>
<tr>
<td>USJ 7</td>
<td>The bus stops in front of the USJ 6 flats. In the near future, the BRT will connect to the extended Keatana Jaya Light Rail Transit (LRT) line. Thus, commuters will be able to take the LRT to other stations as well as to KL Sentral and KLIA airport.</td>
<td>Goodyear Court 1, USJ 6, USJ 7, SJ 2, Summit, Taiping.</td>
</tr>
<tr>
<td>South Quay</td>
<td>The bus stops in the Mydin car park.</td>
<td>Mydin, Giant, Segi College, Casa Subang apartments.</td>
</tr>
<tr>
<td>Sun U-Monash</td>
<td>The bus stops in front of Monash University Malaysia.</td>
<td>Monash University Malaysia, Park 'N' Ride parking bays, Sunway University, Sunway Monash Residence, Sun-U Apartments, various shops.</td>
</tr>
<tr>
<td>SunMed</td>
<td>The bus stops in front of Sunway Medical Centre.</td>
<td>Sunway Medical Centre, Palmville Resort Condominium, Sunway Lagoon Club.</td>
</tr>
<tr>
<td>Sunway Lagoon</td>
<td>The bus stops near Sunway Pinnacle, with elevated walkways to nearby hotels and Sunway Pyramid.</td>
<td>Sunway Pinnacle, Sunway Resort Hotel and Spa, Pyramid Tower Hotel, Sunway Pyramid, shops at PJS 9</td>
</tr>
<tr>
<td>Mentari</td>
<td>The bus stops in front of Dataran Mentari.</td>
<td>Shops, Mentari Court apartments, night market (every Tuesday)</td>
</tr>
<tr>
<td>Setia Jaya</td>
<td>The bus stops in front of the Leisure Commerce Square.</td>
<td>Setia Jaya KTM train station (your gateway to the city)</td>
</tr>
</tbody>
</table>

BRT combines the convenient features of a light rail transit system with the usage of dedicated lanes, environmentally friendly buses as well as customer-friendly infrastructure.

An electric bus every 5 minutes on an elevated highway with absolutely no other traffic, connecting us to places such as Mydin, Sunway Pyramid, Sunway Medical Centre and a KTM (train) station that goes to Kuala Lumpur.

KL’s LRT, Monorail and bus services are clean, cheap and very well used. If you are close to a station, these are perhaps the best way to commute around the city. The integrated network, operated under RapidKL, serves across the Klang Valley. For LRT and Monorail service fare structure, please visit http://www.myrapid.com.my/deals/promotions/new-fare-structure-lrt-monorail-services you can use either ash/coins or a prepaid ‘Touch ’n Go’ card for payment.

Alternatively, a MyRapid travel card can allow you to travel throughout the Klang Valley on all RapidKL affiliated services (including buses and trains). For more information, visit www.myrapid.com.my

Other city buses: You will be able to use other public bus services, such as the Metromus company buses that provide services within Kuala Lumpur and its surrounding areas. Two of its bus routes have a stop at the Sunway Pyramid and Subang Parade shopping malls.

Aeroline Service Centre Bandar Sunway (SWY):

The bus ticket counter is located at OB3.LG2.1A, Lower Ground Two, Oasis Boulevard, Sunway Pyramid. No 3 Jalan PJS 11/15, Bandar Sunway 46150 Petaling Jaya.

The counter is especially busy during public holidays and festive periods.

If you are looking for a cheap option to travel from KL to most cities within Malaysia, and also to Singapore, the bus service is the suitable option for you. Bus tickets are well-priced depending on the distance between KL and your destination, for example, a single trip from Bandar Sunway to Penang or Johor will cost you RM60 and from Bandar Sunway to Singapore will cost you RM90.

You should purchase bus tickets directly from the ticket counters in Sunway Pyramid and avoid purchasing them from any ticket sellers who might approach you. Alternatively you can also do online booking at https://www.aeroline.com.my

KL Hop-on Hop-off City Tour: The Hop-on, Hop-off buses run throughout the day taking tourists around the tourist hotspots within the city.

Buses also offer pre-recorded commentary and tours in various languages. For more information, visit http://www.visit-malaysia.com/kl-tours/kl-hop-on.htm

Taxis: Taxis in the Klang Valley are easy to identify and are operated by many private companies. Drivers are normally uniformed and must clearly display an identity card at all times. In general, taxi meters are clearly visible so you can keep check of your fare. The base fare is RM3. Taxis also attract additional charges, for example: midnight to 6am late-night surcharge, phone booking fee, toll free, additional passengers, luggage in the boot and waiting fee.

If you have a smartphone, download the MyTeksi app that’s available. When and if you have internet, you can put in your destination and further details in, and the app searches for nearby taxis within a 2km radius. You will then be assigned a taxi that should arrive in approximately 10 minutes.

Sunway Shuttle Bus service

You can use the Sunway Shuttle Bus Service, which is provided free-of-charge. It travels within the Sunway Integrated Resort City. The bus is available every 60 minutes (subject to traffic conditions) from 7.00 am to 10.15 pm, Mondays to Saturdays and 9.00 am to 10.15 pm on Sundays (last bus leaving from Pyramid Tower Hotel)

Pickup and drop-off points:

- Pyramid Tower Hotel
- Sunway Pyramid and Sunway Lagoon
- Sunway Resort Hotel & Spa
- Sunway Metro (Bus Stop)
- Sunway Lagoon BRT Station
- Bay Rocks
- A Marine/Nautica
- La Costa
- Monash Residence
- Sun-U Monash BRT Station
- Sun-U Residence
- Sunway Medical Centre
- Lagoon Club (Bus Stop)
SUNWAY SHUTTLE BUS SERVICE ROUTE

- SUNWAY MEDICAL
- SUN-U RESIDENCE
- MONASH U
- MONASH RESIDENCE
- LA COSTA
- AMARINE/NAUTICA
- BAY ROCKS
- LAGOON CLUB (BUS STOP)
- PYRAMID TOWER HOTEL
  - SUNWAY PYRAMID
  - SUNWAY LAGOON
- SUNWAY RESORT HOTEL & SPA
- SUNWAY METRO (BUS STOP)
- SUNWAY LAGOON BRT STATION

Operation hours:
Monday to Saturday: 0700 to 2215
Sunday: 0900 to 2215 (last bus leaving from Pyramid Tower Hotel)
Canopy Walk
The Canopy Walk in Bandar Sunway is an elevated walkway connecting Monash University Malaysia to the Sun-U Residence and Sunway Pyramid shopping mall. It is approximately 1km in distance, and takes about 15-20 minutes to walk from the main gate of Monash University Malaysia to the side entrance of Sunway Pyramid shopping mall. The Canopy Walk is open daily except during public holidays from 7am-12 midnight and is monitored with close-circuit TV cameras along the walkway.

Driving in Malaysia
If you hold a valid student pass you may drive in Malaysia provided you possess a current international driving license/permit. You must have your license/permit with you when you are driving. If you are going to drive in Malaysia, no matter whether you are an experienced driver and have an international drivers’ license, you must know the road rules before you attempt to drive.

In Malaysia you drive on the left hand side of the road. Sign boards are normally written in the Malay language. It is recommended that you take one or two driving lessons in Malaysia before you begin to drive here on your own.

Key road rules:
- Your vehicle must be registered and has a valid road tax. Driving an unregistered car and/or one without a valid road tax sticker will incur a fine.
- Obey the speed limit.
- Drink driving is a serious offence.
- It is against the law to use your mobile phone when driving unless it is “hands-free”.
- Seat belts must be worn by drivers and all passengers.

Finding your way around Bandar Sunway and the Klang Valley
Whether you are relying on public transport or driving your own car, you may find it useful to obtain a printed copy of the Petaling Jaya and Kuala Lumpur road directory/map. Alternatively, a GPS device would also be helpful. Road directories/maps can be purchased from bookstores, petrol stations and newsagents. You can also look up a map of locations and get directions by getting online at https://maps.google.com.my

Shopping for food and other items
Shopping near campus
It is important to become familiar with the range of shops available in your area. Whilst these are generally the most convenient places to do your weekly shopping, they are not necessarily the cheapest.

Sunway Pyramid: This is the closest shopping mall to Monash University Malaysia, which is a 15-minute walk from the campus. The mall has an Egyptian-inspired architectural design which can be easily recognised by a lion "standing guard" at the main entrance.

There is a wide variety of fast food outlets, restaurants, fashion outlets, specialty shops and entertainment, including cinemas, an ice-skating rink and 48 lanes bowling alley. Most shops normally open from 10am to 10pm daily, Monday to Sunday.

Convenience stores: There are also 24-hour convenience stores connected with petrol stations and individual shop lots such as 7-Eleven. You’ll generally find the cost of items in these stores higher than at the hypermarkets.

Hypermarkets: Giant, AEON Big, Mydin and Tesco are the popular hypermarkets in Malaysia. Goods from hypermarkets are normally cheaper than smaller specialty shops, although prices can vary from one hypermarket to another.
Departmental stores: AEON (previously known as Jusco) and Parkson are 2 popular departmental stores in the Klang Valley. You can find them in the Sunway Pyramid shopping mall. They carry a large range of household items, toiletries, clothes and hardware.

Night Markets: Night markets, or more commonly known by locals as 'pasar malam', sell everything from fresh fruits, vegetables, fish and meat, food/snacks and drinks, to clothing and personal accessories. There are several night markets within the Bandar Sunway and Subang Jaya areas. You can often find cheaper fruits, vegetables, meat and fish here. The nearest night market is located at Jalan SS13/1, which operates on Tuesdays.

Food shopping advice: Prices are often competitive; however, you will need to shop around to find the ‘best buys’. Hypermarkets often offer a wide variety of food and other items at competitive prices, but not necessarily the cheapest.
- It is often cheaper to purchase goods which are on ‘sale’ or in larger quantities.
- Hypermarkets stock their own generic or ‘home’ brands – they are generally cheaper.
- Night markets are a good place to buy fruits, vegetables and meat at cheaper prices.

During the orientation week, ask senior students about best places to shop near Monash University Malaysia.

Electrical goods: The electrical current in Malaysia is 220-240 Volts at 50 Hertz. Electrical plugs have a three prong design (i.e., Type G, British BS-1363). If you come from a country that operates on a different voltage, you must ensure that you are equipped with the appropriate transformer/adapter. Alternatively, there are many electrical stores where you can buy various items (hairdryer, iron, etc) at reasonable prices.

Paying for goods
The final total of your purchase amount is rounded down or up to the nearest 5 sen. In Malaysia there are 3 common methods to pay for goods and services:
- cash
- credit card
- debit card

Enquire about the availability of these services when paying for goods and services and check if any extra costs are involved. When paying on credit, make sure you have the means to pay.

Returning goods
Goods sold are normally not returnable in Malaysia. However, exchange is often possible, but limited to a period of time after purchase. Make sure you keep your receipts in case you want an exchange.

Pharmacies: Guardian, Watsons and Caring are popular brands in Malaysia. Many of their outlets provide over-the-counter medication by a licensed pharmacist.

Laundry: If there is no washing machine where you live, you can take your clothes to a launderette.
Chapter 3 – Starting Uni

Getting started checklist

Have you:

- attended Orientation?
- completed your enrolment?
- updated your residential address in WES?
- explored and familiarised yourself with Monash University Malaysia?
- located the Student Experience unit and ISS office?
- familiarised yourself with emergency numbers?

Need help?
Contact ISS for assistance.
Managing your studies

As an international student with a valid Student Pass, it is a requirement that you achieve satisfactory academic progress and attendance throughout each semester.

Use the following to assist you in meeting this requirement:

- attend all required classes; e.g., lectures, tutorials, labs etc
- record your attendance for the class/activity by logging in to https://attendance.monash.edu.my/ using a specific code provided by your lecturer/tutor before mid-night.
- prepare for class before lectures and tutorials
- submit assignments on time
- set aside time for study after each class; e.g., for every contact hour, you should do 3 hours of study
- use your weekends and free time wisely, including to rest, socialise and have fun

You should keep in regular contact with your lecturers. It is important to:

- ask questions and seek help with any particular topic or subject
- inform your lecturers if you are unwell or if you have any personal problems that are affecting your studies

You may wish to speak with your lecturers and/or staff at the Course Management Office if you have issues with your studies.

Unsatisfactory academic progress

In general, as a student you will be referred to the Academic Progress Committee, and risk exclusion for unsatisfactory progress, if you have:

1. completed at least two semesters of candidature and, in the period commencing in December of the previous year, passed less than 50% of the student's enrolment;
2. failed the same compulsory unit twice, or
3. failed to comply with any terms or conditions imposed by the faculty board or by an academic progress committee of the faculty.

University-wide Criteria and Faculty Progress Rules:

Academic Progress Committee (APC):
http://policy.monash.edu.au/policy-bank/academic/education/conduct/faculty-apc-committee-procedures.html

Exclusion Appeals Panel (EAP):
http://www.monash.edu/execserv/progress/exclusion-appeals-committee-eac

International students who have been excluded from their course and/or achieved unsatisfactory attendance, may be reported to the Immigration Department of Malaysia. This may result in your student pass being cancelled and you having to return to your home country.
Further support and advice

Learning Skills
Learning Skills runs workshops and programs that help students with their academic skills.

Key areas include:
- study approaches
- listening and note-taking
- reading strategies
- writing essays, reports, research projects and theses
- exam preparation

Learning Skills:
http://www.monash.edu.my/ceo/education/learning-skills/us

Counselling Services
Counselling Services offers free and confidential services to all Monash University Malaysia students. Private counselling sessions, workshops and talks are available to help you with a range of issues such as relationships, social anxiety and depression.

Counsellors are available to listen to you without being judgmental.

They can help you with:
- coping with university life
- stress, anxiety and depression
- loneliness
- negative feelings and suicidal thoughts
- relationship or family issues

You can also talk to a counsellor about getting help for a friend.

Counselling Services:
http://www.monash.edu.my/student-services/

Through our experience, students who have accessed support services and/or maintain regular contact with their lecturers, will have better academic and social success. Do not leave seeking assistance until it is too late.

Enrolment
To secure your place in your course you must arrive by the scheduled enrolment date. You will also get a better selection of lecture and tutorial times.

It is recommended that you log on to the Monash system and activate your Authcate user name and password before enrolment day.

On enrolment day, you will need to bring your:
- offer letter
- enrolment checklist with your transaction number recorded on it
- photo ID (passport)

At enrolment you will normally meet the staff from your school, select your units of study, organise your timetable and get your Monash student identity card.

http://www.monash.edu.my/student-services/homepage/current-students/student-admin/check-your-enrolment

Please note that enrolment can differ slightly for some student cohorts (higher degree by research, exchange and study abroad). Check all the information that has been sent to you carefully.
Graduate Research Students
It is important that you read your offer letter and any additional enrolment documents that have been provided to you. Ensure you have all the relevant paperwork required for enrolment.

For enrolment, students should complete the following steps:

1. Meet with your supervisor. You may need to make an appointment early

2. Complete the enrolment forms:
   - Course Enrolment
   - * Ethical Research Practices
   - * Intellectual Property
   * Complete with your supervisor

3. You will need to meet with the school Research & Development Manager, for enrolment into your degree.
   To enroll you must bring with you:
   - * passport
   - * student pass or student pass approval letter
   - * transcripts and certificates
   - all completed and signed enrolment documentation
   - official receipt – payment for general fees (including tuition fees if applicable)
   - * any additional documentation that needs to be submitted prior to enrolment (check your offer letter for any additional conditions of your candidature)
   * Please bring along original copies and photocopies for certification.

Students who have been awarded stipends and/or tuition fee paying scholarships by the Monash University Malaysia should submit the award letter along with the other required documents.

4. Once you have enrolled:
   - activate your Authcute account at https://my.monash.edu.au, then click on “New Student? Get a username and password” to receive your student email account and access to the University’s online facilities
   - logon to WES at https://my.monash.edu.au/wes/to complete the enrolment questionnaires and update your contact details and emergency contact details. It is compulsory for you to complete the questionnaires and contact details before your student ID card can be issued to you
   - Link (if necessary) your student email to either your personal email or staff email account: http://intranet.monash.edu.au/esolutions/email-collab/index.html

Foreign sponsored students
If you are sponsored by an overseas government department, ministry, agency, employer, or other private body, please ensure that you have provided the University with a copy of your letter of financial guarantee or financial affidavit with your acceptance document. If not, please submit a copy to the Finance unit to enable us to invoice your sponsor for tuition fees payment.

As part of your sponsorship requirement, your sponsor may request us to provide them with your academic progress periodically. Your authorised consent to disclose this information is collected as part of your enrolment via the Web Enrolment System (WES).
**Orientation**

The University conducts orientation, prior to the commencement of each semester, across all campuses. It is very important for you to attend orientation because it:

- helps you get settled, connected and equipped for your Monash experience.
- provides course and study information critical to your academic success
- introduces you to your school staff
- gives you the opportunity to meet your new classmates and senior students just before starting your course
- introduces you to Monash University Malaysia and the range of services and facilities on offer

Check the following orientation website carefully for details of events and additional activities.


Graduate Research students: specific orientation programs are run for research students periodically.

Postgraduate by coursework students: specific orientation programs are organised for each intake.

**Getting adjusted**

University life will probably feel different for a range of reasons, particularly if you have just arrived in Malaysia. During the first few months it is important to remember that all new students are trying to settle in and find their feet, just like you.

Don’t try to do everything at once. While you may feel overloaded with information and things to do, there are plenty of people and services on campus to help you every step of the way.

The following is a guide in helping you get off to a flying start.

1. **Make connections:** It’s not just your degree that will last forever – friendships made at university can last a lifetime. It’s never too early to start meeting people. Here are our suggestions for making early connections:
   - Attend orientation
   - Get online and join Monash students in discussion groups or chat rooms – try the Monash student portal or MUSA/MUPA Facebook
   - Make an effort to talk to other people who look lost. It’s much more fun discovering a new campus or trying out lunch venues with another first year student
   - Visit the Monash University Student Association (MUSA) webpage
     http://www.musa.monash.edu.my/
     http://www.mupa.monash.edu.my/
   - Visit the Monash University International Student Services (MUISS) webpage
     http://www.musa.monash.edu.my/MUISS/About-Us.html
   - Join a student club or society. It’s a great way to meet people outside your course and year level, broaden your interests and take time out from study.
     See clubs and societies:
     http://www.musa.monash.edu.my/Clubs-and-Societies/About-Us.html

2. **International Buddy Program (IBP):** This 3-4 week program is designed to assist new international students to adjust to campus life. It also offers a platform for new students to establish friendships. Sign up as a mentee at the ISS.

http://www.monash.edu.my/student-services/homepage/current-students/international-students/services-for-international-students/international-buddy-program
3. **Get online:** Check out the University’s IT services, especially the my.monash portal (your link to student email), the Web Enrolment System (WES) and other online services. Remember that your Monash email account is the official means by which the university will communicate with you, so it’s essential to check your account regularly.

4. **Discover the library:** Sign up for library tours, study skills classes and check out the range of online library services designed to support your university studies at: [http://www.lib.monash.edu.my/](http://www.lib.monash.edu.my/)

5. **Find out about your school:** Find out all there is to know about Monash University Malaysia – check out your school; meet the academics; find out what kind of research projects your department is involved in; what career outcomes you can expect from your course and about the many services available for students at the University.

6. **Understand what you need to begin your course:** Consider what units you will be studying and check out the books and other resources you may need. Get into study mode and plan your study time well. If you need assistance with study or language skills, visit the Learning Skills advisers in the Library.

   Be sure you go to all of your introductory lectures, labs, workshops and tutorials as this will set you up for success in your first year. The teaching staff are there to guide you.

---

**Your studies**

Studying at Monash University Malaysia will provide you with many interesting challenges as you work through your degree. One of the more challenging times is likely to be in the first semester when you will have to simultaneously get used to living in a new environment, and learning in a new academic culture.

The Australian education system may be different to the system in your home country. All classes, lectures, tutorials or meetings with your research supervisor will be conducted in English. Therefore, you will be expected to organise and communicate your knowledge in both written and oral English.

As a tertiary student, you need to develop and demonstrate a high level of analytical and critical thinking and the ability to understand and apply principles and key concepts for problem-solving. You also need to be self-motivated and independent. For postgraduate research students, your ability to handle theory and concepts at an advanced level and your research skills and techniques are very important.

If you are studying in Malaysia or in an Australian university for the first time, it is important to give yourself a positive start.

**Research**

As a graduate research student you will not be required to attend lectures or tutorials if you are a Masters student. PhD students will be required to complete 120 hours of Graduate Research Development Programs or coursework depending on your School. You will however need to establish good research habits and set goals for yourself to ensure your research project remains on track.

Get connected with the academic department in which you will be working, attend research seminars and other meetings/events with your supervisor and staff wherever possible.

The University has a code of practice for research supervision which outlines the roles and responsibilities of the supervisor and the candidate. [http://www.monash.edu.au/migr/research-degrees/handbook](http://www.monash.edu.au/migr/research-degrees/handbook)
Additional support for research students

Learning Skills:
http://www.monash.edu.my/ceo/education/learning-skills/us

Handbook for Doctoral and MPhil degrees:
http://www.monash.edu.au/migr/research-degrees/handbook

MIGR:
http://www.monash.edu.au/migr

Monash University Postgraduate Association (MUPA):
http://www.mupa.monash.edu.my/

Coursework
The following information provides tips to help you in the first semester of your course.

1. Lectures and tutorials take up part of the day. You will need to plan your own long- and short-term timetables.
2. For every six credit point unit, you should devote at least 10 hours-per-week to it (classes and private study combined). For a full time load of four units, you should be attending classes and studying for at least 40 hours-per-week.
3. Assignments may be set many weeks ahead, to ensure you don’t run out of time, begin planning how you’ll approach assignments when the assessment timetable for each subject is made available.
4. Lecture groups may be large. It is up to you to approach your lecturer or tutor if you are having difficulties.
5. You may be given a reading list from which you select, or you may have to search for relevant material in the library. Wide reading is essential.
6. You will have to identify and make notes on the main points in lectures and texts.
7. In any work you put forward, you must acknowledge all your sources. To avoid plagiarism, you will need to learn referencing skills (footnotes including references, bibliographies)
http://www.monash.edu/library/skills/resources/tutorials/citing/index.html
8. You need to:
   - understand information
   - ask questions and analyse problems
   - examine evidence
   - think critically
   In other words you are expected to develop your powers of independent thinking.

Unit guides: At the beginning of a semester, you should receive a unit guide for each of the units you are undertaking. These will provide important information including the aim of the unit, the assessment requirements, due dates of assignments, required readings in the unit and the lecture program. Make a point of reading these guides very carefully. They will give you a good idea of what is expected of you in each unit and also how these expectations differ from one unit to the next. For example, find out about the nature of assessment. You should think about how the different methods of assessment outlined in each unit might affect the study methods you use.

Monash handbooks:
http://www.monash.edu/pubs/handbooks

Taking notes in lectures: Lectures are the main method of instruction for undergraduate and coursework students at the University. There are a variety of strategies that you can use to take effective notes in lectures. Probably the most important of these is ensuring that you get to the lecture on time because in the first few minutes the lecturer will usually present important note taking information – e.g., the lecture’s aims; the
different topics to be covered – which will help you to understand the overall content of the lecture. If you have trouble comprehending your lectures it is normally acceptable to make your own recording of the lecture. However, approach the lecturer first to make sure that this is appropriate. To help your understanding of lectures, complete required reading before the lecture and review your lecture notes with fellow students soon after the lecture.

Some lecturers record their lectures and place them online. Lecture notes and slides may be available through online learning systems such as Moodle.

Referencing
When writing assignments, essays or your research, you will need to reference information that you obtain from books and other sources. This means that you will need to indicate in your essay the name of the author and other publication details about the sources you have drawn on for your essay.

References demonstrate to the reader the depth of your knowledge and understanding of the facts, issues and conflicting views of a subject. They can support your own view of the topic with scientific evidence, theory, or expert opinion, thus lending greater authority to what you have written. They also allow the reader to follow up on what you have said and locate the sources for themselves.

Each school will provide guidance on how to reference in your unit. If you do not provide sources for the information you use, then your work constitutes plagiarism and that is considered to be a very serious breach of University regulations.

Plagiarism
Plagiarism occurs when you present the written words or ideas of another person as your own. These words or ideas may be from published sources or even from other students’ work. Plagiarism is often described as ‘stealing’ the intellectual property of other writers and this is not allowed at University. This means that not only will you need to acknowledge the source of the information you use by providing a reference, you will also need to take care that you don’t use wording that is too close to the original source.

Instead of copying out information or sentences from texts, the words and the structure of your assignment should be your own. You should generally refer to other people’s ideas in your own words as well. You will only need to cite the views expressed in books and articles as a direct quote when it is not possible to rephrase the idea without altering an author’s intended meaning, or when the idea has been expressed succinctly in subject-specific terminology. In this case, the words should be enclosed in quotation marks.

Often plagiarism occurs when students feel they can’t write the idea as well as the original author wrote it and so the exact words are copied.

However, you must remember that the person marking your essay wants to know whether you understand the material. You can show this by expressing the ideas in your own words rather than just copying them.

Plagiarism usually occurs in two ways:

1. using the words or ideas from a source and not indicating the source
2. using the exact words from a source, indicating the source, but failing to use quotation marks
Getting academic assistance

It is important to seek advice early if you are experiencing any difficulty or confusion in your academic study or any other matters that affect your ability to study. Your lecturers will also be an important source of help – be sure to find out early where their offices are located and at what times they are available to see students.

Learning skills located at the Library offers resources and programs which are free of charge to students wishing to improve the quality of their academic English and their approaches to study. A range of classes are also available in the early weeks of each semester if you want to develop your note taking, reading, writing, researching and speaking skills.

http://www.monash.edu.my/ceo/education/learning-skills/us

Students are advised to access the wide range of online resources:

http://www.lib.monash.edu.my

EASE Learning tools are available on all library PCs to assist with listening to lectures and presentation skills.

Internet access on campus

Monash University uses your student email account as its primary means of communicating with you. Additionally, much of your study material will be placed in the online learning systems such as Moodle. You will need access to the internet.

Wireless internet access is available at:
http://www.its.monash.edu.my/student/wireless-services.html

Free internet access is also available at the library and in computer labs:
http://www.its.monash.edu.my/student/getting-started.html

Where to get information

In addition to the general support for international students through the ISS office, you can also access counselling, and career services located at Level 2, Building 2.

http://www.monash.edu.my/student-services/

While you are starting a new journey, ISS staff can help you adjust to your new experiences and we are interested in your development and success at university.

You’ll find that the ISS staff are happy to answer any questions you may have, including:
- orientation programs
- general support and referral to University services
- accommodation information and advice
- programs and activities connecting international and local students
- general information on student pass
- medical insurance advice
For Monash Abroad and exchange students
Monash Abroad provides support and services for international exchange, study abroad and inter-campus exchange students who study at Monash University Malaysia for one or two semesters. You can contact Monash Abroad at any time during your stay at Monash University Malaysia for advice and assistance.
Telephone: + 603-5515 9644
http://www.monash.edu.my/study/study-abroad-exchange
Consultation hours: 2pm to 5pm (Monday to Friday)

For sponsored students
The Scholarship and Study Loan Administration office provides administrative services and advice to student on scholarship and sponsorship matters.
Scholarship and Study Loan Administration Student Services, Monash University Malaysia
Telephone : +603 5514 4428 / 5514 4438
http://www.monash.edu.my/student-services/

For students with disabilities
We are committed to enabling you to participate as independently as possible in educational activities by promoting access and equity for students with a disability. The Disability Services at Monash Australia provides advice on the services and facilities to assist you if you have a disability or a long-term medical condition, while Student Services at Monash University Malaysia helps to coordinate the arrangements on the relevant support for you. You should contact staff at the Student Wellbeing and Activities section of Student Experience at Monash University Malaysia for assistance.
Student Wellbeing and Activities
Student Experience, Monash University Malaysia
Telephone: +603-5514 6058 / 5514 4448
http://www.monash.edu.my/student-services/
Disability Liaison unit, Monash Australia
http://www.monash.edu/social-justice/disability/

Complaints, grievance and appeals procedures
Monash University has grievance policies and procedures and a University Student Ombudsman. If you believe that you have been treated unfairly, or if you have a complaint about academic or administrative decisions, the behaviour of staff, the quality of teaching, the provision of University services, your complaint can be dealt with under the Academic and Administrative Complaints and Grievances Policy. In addition, the University has appeals provisions relating to unsatisfactory academic progress, discipline, health and equity opportunity and for student pass holders: the refusal to issue a release letter.

In the first instance you should try to resolve your complaint with the person concerned. If such a discussion is not appropriate or you feel uncomfortable, you may choose to discuss your complaint with the relevant head of department or administrative unit; the school manager; the head of school; or an ISS adviser from Student Experience.

If this doesn’t resolve the complaint you have the right to lodge a formal complaint with your school’s grievance officer. If the issue is not resolved through this process, you may lodge a complaint with the University Student Ombudsman. The University Student Ombudsman investigates complaints in an impartial and independent manner; s/he does not advocate for students or the University.

MUSA offers student rights support. They can work with you and provide you with support in disciplinary, grievance or other procedure.

Academic and Administrative Complaints and Grievance Policy and Procedures:
http://www.adm.monash.edu/execserv/student-grievances/index.html
Student pass renewal

The Immigration Department of Malaysia issues a student pass to enable you to study in Malaysia. Applications for renewing student pass may take up to 12 weeks, and sometimes longer. Depending on your country of origin, you may or may not require a visa.

Upon getting your student pass approved for the first time, it normally has a validity period of 1 year. You need to extend the student pass duration by applying for a student pass renewal. Student pass conditions state that you must:

- maintain satisfactory academic progress
- maintain satisfactory attendance in lectures, tutorials, labs etc (at least 80%)
- remain enrolled in a registered course
- maintain a medical insurance coverage for your stay in Malaysia

More information can be found at: http://www.monash.edu.my/student-services

As the holder of a student pass and/or visa, it is your responsibility to understand and comply with the conditions as set by the Immigration Department of Malaysia. You are also responsible for monitoring your student pass expiry date and ensure that you have a valid student pass and/or visa throughout your course.

When and where to submit your application for student pass renewal?

You should submit your application to the International Student Pass office (Building 2, Level 2) at least 3 months before your student pass expires.

For additional information on student pass matters please refer to International Student Pass office (Building 2, Level 2). Alternatively, you may write to malaysia-student.visa@monash.edu or call us at +603-55145806.

You may find your frequent questions by login to http://www.monash.edu.my/student-services/homepage/current-students/publications/student-pass

Immigration and Visas information provided by the International Student Pass office: http://www.monash.edu.my/student-services/homepage/current-students/international-students/student-pass

i-Kad for International Students: http://www.monash.edu.my/student-services/homepage/current-students/international-students/i-kad


Education Malaysia: http://www.educationmalaysia.gov.my/

University Ombudsman: http://www.ombudsman.monash.edu.au/

Security and safety on campus

Security and safety is an important issue for everyone. We need to work together to help make sure Monash University Malaysia community stays safe.

If you are concerned about your own or someone else’s safety, see something suspicious, or would just like some security advice, the campus Security Services are available around the clock to assist.

Apart from the uniform patrol officers you see around campus, Security Services provide the University community with a range of services including advice on personal safety and information session during orientation week.

If you have a question or require assistance you can contact the Security Services office, which is located at Building 2, Level 1.

For any emergencies you can contact security hotline at +603 5514 6333 or extension 46333 from any internal phone.

Campus Security Services contact details and personal safety tips about living in Malaysia are available at http://www.monash.edu.my/security/

Keep connected with the University

You are advised to check your Monash email account regularly to avoid missing important emails.

Although your Monash email account is the primary method we will use to contact you, it is still very important that you keep your Malaysian residential address and telephone number up to date in case we need to contact you via postal mail or phone.

You can update your address in the Web Enrolment System (WES): https://my.monash.edu.au/wes/
Student pass renewal

The Immigration Department of Malaysia issues a student pass to enable you to study in Malaysia.

Applications for renewing student pass may take up to 12 weeks, and sometimes longer. Depending on your country of origin, you may or may not require a visa.

Upon getting your student pass approved for the first time, it normally has a validity period of 1 year. You need to extend the student pass duration by applying for a student pass renewal.

Student pass conditions state that you must:
- maintain satisfactory academic progress
- maintain satisfactory attendance in lectures, tutorials, labs etc (at least 80%)
- remain enrolled in a registered course
- maintain a medical insurance coverage for your stay in Malaysia

More information can be found at: http://www.monash.edu.my/student-services

As the holder of a student pass and/or visa, it is your responsibility to understand and comply with the conditions as set by the Immigration Department of Malaysia.

You are also responsible for monitoring your student pass expiry date and ensure that you have a valid student pass and/or visa throughout your course.

When and where to submit your application for student pass renewal?
You should submit your application to the International Student Pass office (Building 2, Level 2) at least 3 months before your student pass expires.

For additional information on student pass matters please refer to International Student Pass office (Building 2, Level 2). Alternatively, you may write to malaysia-student.visa@monash.edu or call us at +603-55145806

You may find your frequent questions by login to http://www.monash.edu.my/student-services/homepage/current-students/publications/student-pass

Immigration and Visas information provided by the International Student Pass office: http://www.monash.edu.my/student-services/homepage/current-students/international-students/student-pass

i-Kad for International Students http://www.monash.edu.my/Student-services/homepage/current-students/international-students/i-kad


Education Malaysia: http://www.educationmalaysia.gov.my/
Monash University Malaysia (location map)

The campus is located in Bandar Sunway, approximately 20 km south-west of Kuala Lumpur city. It takes about an hour to reach the campus from the Kuala Lumpur International Airport (KLIA) by car. Depending on traffic, the trip by car to the Kuala Lumpur city centre via the New Pantai Expressway (NPE) is about 30 minutes; to Subang Jaya, USJ and other suburbs and townships of Petaling Jaya, Selangor, is between 10 to 20 minutes.

*Building Index

**Building 2**
- Admissions
- Campus Education Management
- Campus Solicitor’s Office
- Counseling Services
- Directorate
- External Relations, Development and Alumni
- Facilities Management
- Finance
- Future Students
- General Studies
- Human Resources
- International Student Pass
- International Student Support
- Marketing
- Monash Abroad
- Occupational Health, Safety & Environment
- Research Management
- School of Arts and Social Sciences
- School of Information Technology
- School of Pharmacy
- Security
- Student Experience
- Scholarship and Study Loan Administration

**Building 3**
- Brain Research Institute Monash Sunway (BRIMS)
- Jeffrey Cheah School of Medicine and Health Sciences
- School of Pharmacy
- Genomics Facility

**Building 4**
- Health & Wellness Centre
- Plant House
- School of Pharmacy
- School of Science
- School of Engineering
- Teaching and Research Labs

**Building 5**
- School of Engineering
- Engineering Laboratories

**Building 6**
- Auditorium
- ATMs
- Cafeteria
- Classrooms / Tutorial rooms
- Facilities Management (Mail Room)
- Graduate Program Office (GPO)
- MUPA Lounge
- Seminar Rooms
- School of Business
- School of Graduate and Professional Studies
- Maybank Kiosk

**Building 7** & **Building 9**
- Bookshop
- Computer Laboratories
- Classrooms
- IT Services - Service Desk
- Learning Skills
- Library and Learning Commons
- Monash University English Language Centre
- Smart Classroom 9304

**MPC 1 & MPC 2**
- Multi-purpose Court

**MSC**
- Monash Sports Centre
- Monash University Student Association (MUSA)
- Monash University Postgraduate Association (MUPA)

**AP**
- Emergency Assembly Point

**SMR**
- Sunway Monash Residence

*The information is accurate at time of printing and subject to change*
Chapter 4 – Life in Malaysia and Monash University Malaysia

Introducing Kuala Lumpur and Malaysia

Located on the west side of peninsular Malaysia, Kuala Lumpur, commonly known as KL, is the capital city of Malaysia. The federal territory of Kuala Lumpur covers an area of 243 square kilometers and has a population of 1.6 million.

Klang Valley is the area comprising Kuala Lumpur and its suburbs, and adjoining cities and towns in the state of Selangor with a population of 7.2 million. It is among the fastest growing metropolitan regions in the country, in terms of population and economy.

Kuala Lumpur is regarded as the cultural, financial and economic centre of Malaysia due to its position as the capital as well as being a key city in the country.

It is a true multicultural city with Malay, Chinese and Indian as the main races. The iconic Petronas Twin Towers located in KL city centre is the tallest twin buildings in the world.

Student life in Malaysia:

Lonely planet:
http://www.lonelyplanet.com/malaysia/kuala-lumpur


**Sports in Malaysia**

Sporting is a popular activity in Malaysia. There are opportunities to participate in a wide range of sports including badminton, basketball, bowling, field hockey, football, squash, swimming and table tennis.

Kuala Lumpur has hosted the Commonwealth Games in 1998. Other sports events include the Kuala Lumpur Marathon, Malaysia Formula One Grand Prix and Monsoon Cup.

You can get to know more on the various sports activities and events for Monash University Malaysia students by getting in touch with the MUSA Clubs and Societies Division. http://www.musa.monash.edu.my/Clubs-and-Societies/About-Us.html

**Eating out**

You will find a broad array of restaurants and food outlets in the KL city which offer a variety of cuisines from all over the world. They range from hawker centres, cafés to large bistros, fast food outlets and elegant expensive restaurants. You will be able to find familiar food from your own country too. Vegetarian restaurants are also available in many areas.

A very common and popular dish in Malaysia is 'nasi lemak'. It is rice steamed with coconut milk to give it a rich fragrance, served with spicy chilli paste known as 'sambal', along with fried anchovies, peanuts, sliced cucumber, and hardboiled eggs. Many local restaurants serve nasi lemak as a local delicacy.

Fast food outlets, such as McDonald’s, Burger King, KFC, Domino’s Pizza, Pizza Hut, myBurgerLab and Subway, can be easily found in most shopping malls. There are also local restaurant chains, such as the Old Town Café and Pappa Rich, which are popular amongst students.

The cheapest place to eat is at a local hawker centre. It is usually an open-air complex housing many stalls that sell a variety of inexpensive food. They are typically found near public housing areas. However, it is strongly advised that you exercise caution in choosing the right place and food to eat to avoid getting your stomach upset. The Rock Café hawkers’ centre is just a 10 minutes’ walk from Monash University Malaysia. It is commonly known as ‘Medan’ by students.

For more information on eating out, talk to other students or refer to online resources. Time Out KL: http://www.timeoutkl.com/food

**Languages in Malaysia**

The Malay language or ‘Bahasa Malaysia’ is the national language in Malaysia. Besides Malay and English, there are also other commonly used languages such as Mandarin, Cantonese, and Tamil. You should take the opportunity to pick up these languages.

**Support services and facilities**

**Learning Skills**

This service provides academic language and learning assistance to all students. Building 7, Level 1. http://www.monash.edu.my/ceo/education/learning-skills/us
International Student Pass
Provides information and advice to all international students and assist them in their application and renewal of student pass and/or visa. Building 2, Level 2.
[link to website]

International Student Support
Provides information, wellbeing support and general advice to new and continuing international students. Building 2, Level 2.
[link to website]

Student Administration Services
Provides assistance for all students with administration issues, including enrolment, student letters, timetabling, examinations and graduations. Building 2, Level 2.
[link to website]

Career Centre
Conducts educational programs on career development, resume writing and job related issues, and provides general advice on careers. Building 2, Level 2.
[link to website]

Health and Wellness Centre
Provides professional services where a registered nurse treats minor illness and injury and dispenses over-the-counter, one-off medication. First aid assistance is available in the event of an emergency. Building 4, Level 1.

Counseling Services
Provides private counseling service to all students, on personal issues such as emotional states, difficult decisions, communication issues, relationships and life-crisis/traumas. Building 2, Level 2.
[link to website]

Monash University International Student Services (MUISS)
Runs by international students who organize activities and address the needs and concerns of the international students at Monash University Malaysia. It is a division under MUSA. Monash Sports Centre.
[link to website]

Monash University Postgraduate Association (MUPA)
Organises events and provides welfare support for postgraduate students. Monash Sports Centre.
[link to website]

Disability Support
The Student Wellbeing and Activities section facilitates access for students with a disability or medical condition by liaising with the Disability Services at Monash Australia for advice. Building 2, Level 2.
[link to website]

Information Technology Services
Provides IT services for students, includes computer laboratories, email, printing, internet and wireless access and helpdesk. Service Desk: Building 9, Level 3.
[link to website]

Library and Learning Commons
Provides learning resources in various forms to all students. Building 7, Level 1.
[link to website]

Prayer Rooms
The prayer room for Muslim is located at Building 6 Level 3. There is also a Multi-Faith Centre, which is a quiet place for all students to meditate and pray in. It is located at Building 7, Level 4.

Monash University Student Association (MUSA)
Student representatives promoting the welfare and further the interests of all students. Monash Sports Centre.
[link to website]
Personal safety

Certain dangers may exist depending on where you are. You need to be aware of personal safety, especially when travelling.

Home security

Most break-ins appear to be crimes of opportunity with entry gained through an open/unlocked window or door.

- Keep your door locked when you are out; even though it is just for a very brief period.
- Keep cash and valuables out of sight.
- Avoid leaving things unattended when you have visitors.

Personal safety

- Be prepared and alert, especially in open or public places.
- Avoid using a mobile phone or listening to music when you walk.
- Do not carry large quantities of cash at any time.
- Avoid walking alone at night, especially in poorly lit streets and lanes.
- Always carry change for parking meters, for transport home, or for phone calls.
- Keep handbags, purses or wallets on or close to your body.
- Ensure that any valuable possessions (such as computers, electrical goods, etc) are kept safe and consider purchasing insurance to cover your possessions.
- Keep away from trouble – if you see any trouble or suspect that it might be about to start, move away from the scene if you can. The best thing you can do is to alert the security/police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change – they could have ulterior motives.

Public transport safety

- Avoid travelling late at night.
- Plan your trip and tell someone when you expect to return home.
- Stand or sit in areas that are well lit.
- Place bags and computers on your lap if you are seated or between your feet if you are standing.
- If you find yourself left in a bus on your own or with only one other person, you may feel more comfortable by moving closer to the driver.

Taxis

- You can tell the driver the route you want to take to reach your destination.
- The driver should have photo ID on display in the taxi.
- You have the right to choose the taxi and driver of your preference.

Road safety

- Cross the road at pedestrian (zebra) crossings or traffic lights where possible.
- Never assume that an approaching vehicle will stop for you.
- If no footpath is available, walk facing oncoming traffic and keep as far to the right or left side as possible.
- Use the pedestrian paths if available.
- Wear bright coloured clothing at night or in reduced visibility conditions.
What to do during an emergency

Fire:
- Activate fire alarm or call the Monash University Malaysia emergency number.
- Evacuate. Do not use elevators.
- Gather at the assembly area (i.e., open field next to Building 2).

Medical:
- Assess victim and situation.
- Offer help, if you are a trained first-aider.
- Seek medical help by calling the Monash University Malaysia emergency number.
- Stay with victim if possible.

Hazardous materials:
- Assess the situation.
- Isolate yourself and others from the area.
- Report the situation by calling the Monash University Malaysia emergency number.

Violence/Threat:
- Isolate yourself if possible.
- Do not argue with or touch the suspect.
- Report the situation to your school office or call the Monash University Malaysia emergency number.

Hospitals in the Klang Valley
- Sunway Medical Centre 03-7491 9191
- Ramsay Sime Darby Health Care 03-5639 1212
- Universiti Malaya Medical Centre 03-7949 2500
- Assunta Hospital Petaling Jaya 03-7872 3000

Medical services

There are a number of options for students seeking medical assistance in Bandar Sunway. The township’s main hospital - Sunway Medical Centre, is a private establishment, situated 15 minutes away (walking distance) from Monash University Malaysia. Students who require medical attention may visit the Accident and Emergency unit of the hospital.
http://www.sunwaymedical.com.my/

There are quite a number of medical clinics around Bandar Sunway and they usually operate during office hours. Some of these are 24-hour clinics. You are advised to pay upfront and retain all medical receipts/invoices for future insurance claims.

Attending a hospital
All hospitals have emergency departments. If you go to an Emergency Department in a hospital you will be met immediately by nurse for information about you, your insurance cover and your current health condition. The nurse will determine the urgency of your condition in comparison to others in the emergency room. Private hospitals are normally expensive for treatment and hospitalisation. Your international student medical insurance will cover the cost of private hospitals; however you will have to pay the difference if the medical fee goes beyond the maximum coverage amount. You should contact the International Student Support office via the emergency number for assistance.

Emergency numbers

Monash University Malaysia emergency number
- From campus phones, dial 46333
- From hand phones, dial 03-5514 6333

State clearly your name, current location, student ID number and type of emergency.

International Student Support
- For an emergency, dial 019-272 5859

Emergency numbers in Malaysia (for police, Fire brigade and ambulance)
- From landline phones, dial 999
- From hand phones, dial 112

Bandar Sunway Police Station
- Dial 03-5638 2122 or 019-355 5666

http://www.monash.edu.my/student-services
General Practitioners (GPs)
In Malaysia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private clinic. Usually you can just walk-in to a clinic. Part of the doctor’s fee will be covered by your international student medical insurance.

If you are unwell
If you have woken in the morning feeling unwell and would like to see a doctor that day, you should seek help from your friends, especially those staying near your place, to bring you to a nearby clinic. Alternatively, you can call the Monash University Malaysia emergency number.

When you see a doctor, he/she will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your school. If your illness is more serious or the doctor is unsure of a diagnosis, she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the doctor you see, you have the right to obtain an opinion from another doctor.

Your doctor will normally prescribe and provide you with the medication. You will need to pay for your consultation fee, including the medicine, and claim later. Contact the International Student Support office for assistance, if needed.

Dental
Please remember that dental health services are not covered by your international student medical insurance unless necessitated by injury caused by an accident. If you need to see a dentist you will need to make an appointment. Locate a dentist in your area:
http://dpims.moh.gov.my/
Malaysian social culture

Malaysia is a multicultural nation with three main ethnic groups – Malay, Chinese and Indian, as well as natives and tribes. When in a new culture, it is a good idea to observe the habits and customs of other people because they may express their feelings differently from people of your own culture. At Monash University Malaysia, you will have many opportunities to develop new friendships and to become involved in social activities or participate in sporting activities. During this time you will also develop a greater understanding of yourself and of other people. It is also important to have confidence in your own traditional values.

Social customs

Informality: People often use first (given) names. However, if you are meeting someone who is older than you for the first time, use a title before their family name, for example: Mr Brown, Mrs Brown, Dr Smith or Professor James, until you are invited by that person to use their first name.

Courtesy: Greetings such as “Good morning/afternoon”, “Hello”, and “How are you?” are used commonly. It is also usual and expected that you say “excuse me” to attract someone’s attention, when joining in conversations or to be excused from a conversation or meal, “please” when requesting something; and “thank you” when something is done or handed to you. Otherwise, your behaviour may seem impolite.

Queues: People form queues to buy goods in shops, to wait for service in banks and when waiting for public transport. Pushing in front of someone in a queue is considered very impolite.

Appointments: It is a usual practice for you to make an appointment to see someone at the University or even before dropping in socially at someone’s home.

Punctuality: Punctuality is important. Check your appointment times and locations and allow enough time for travel. If you cannot keep an appointment or you are running late, contact the person you’re meeting and let them know.

Dress code: People tend to dress casually at University. Malay women follow a conservative dress code following the Islam religion and their own culture. Formal attire may be required occasionally but would normally be indicated in advance.

Physical contact: Handshakes are commonly used to greet each other or say goodbye. However, most people value their personal space and privacy. Thus, it is appropriate for you to give more space especially when queuing, standing or talking in close proximity to other people.

Smoking: Smoking is not allowed on public transport, in restaurants, cinemas and public buildings. You can be fined for smoking in prohibited areas. If you are at someone’s home, it is polite to excuse yourself and smoke outside. Smoking is also strictly prohibited on campus and in most accommodations.

Illegal drugs: Malaysia strictly enforces its drug laws. Malaysian legislation provides for a mandatory death penalty for convicted illegal drug possession or trafficking.

Bribery: Bribery is illegal in this country.
**Phone cards**
The larger phone companies do not necessarily offer the cheapest long distance and international phone rates. You should consider using pre-paid phone cards to make your international calls. A variety of cards is available at newsagents, convenience stores and also grocery shops.

**Internet**
There are a range of internet providers in Malaysia offering a variety of services at varying rates. We suggest you shop around for the best deal.

http://www.unifi.my/
http://www.maxis.com.my/home
http://www.celcom.com.my/personal
http://www.digi.com.my/
http://www.u.com.my

**Pos Malaysia**
Pos Malaysia manages most postal services. There are post offices at most suburban housing areas, and in many shopping malls – including Sunway Pyramid. Services include letters, parcels, money orders and a bill paying service. Opening times are generally Monday to Friday from 8.30am – 5pm, however some open during after office hours and also on Saturdays and Sundays.


**Drinking water**
Generally water from the tap is clean; however you are advised to boil it first before drinking.

**Foreign embassies, consulates and high commissions in Malaysia**
Address and contact details can be found at:

**Protecting our environment**
The Malaysian government promotes and encourages programs such as recycling and reducing waste, tree planting, saving energy and water and protecting our natural environment.

**Energy:** By changing the way you use energy you can save money and help reduce the environmental impact.
- switch off electrical appliances if you are not using them
- turn off lights when you leave a room or lecture theatre
- switch off your computer monitor
- switch idle appliances off at the wall

**Recycling and rubbish:** When you put out your rubbish, separate the items that can be recycled from those that can’t.

Things that can be recycled are:
- glass (all glass bottles and jars – clear, amber and green with caps and lids removed)
- aluminium (cans and foil)
- newspaper, cardboard, office paper
- plastic soft drink bottles (‘PET’ stamped on the bottom)
- all plastic milk and juice bottles
- steel (all clean steel cans and tins)
- carton boxes

Other tips:
- reuse plastic and glass containers for food and other storage
- use scrap paper for rough notes during lectures
- whenever possible use both sides of the paper when photocopying
- avoid taking home extra plastic shopping bags when you do your grocery shopping; use cloth bags instead and they are reusable. Please note that every Saturday is “No Plastic Bag Day” in most of the shopping complexes and hypermarkets
- put all rubbish in the appropriate bin
Contact us

International Student Support
Student Experience
Monash University Malaysia
Jalan Lagoon Selatan
Bandar Sunway, 46150
Selangor Darul Ehsan
Malaysia

Telephone: +60 3 5514 4951
Facsimile: +60 3 5514 6037

www.monash.edu.my