

Welcome to Malaysia

# Arrival of APU/APIIT International Students to Malaysia

Standard Operating Procedures (SOP)

*Existing/Current Students*

*20<sup>th</sup> November 2020*

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

▼  
Before you make  
a decision,  
please ensure  
that:



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

01

Existing students with  
Valid Student Pass

02

Existing students with  
expired student pass from  
1<sup>st</sup> Feb 2020

Categories of students allowed to arrive in Malaysia  
(Unrestricted Countries)



# IMPORTANT! COVID-19 SCREENINGS

## Before your Travel to Malaysia

- It is NOT mandatory to undergo a Pre-Arrival Covid-19 screening test before departure. However, it is strongly advised to **check with respective Airlines** on any requirements to take the Covid-19 screening tests before boarding the aircraft.
- You are required to have MySejahtera application into your smartphone before arrival.
- You are required make an online payment for Covid-19 screening test charges and Quarantine cost before leaving for Malaysia.

## On Arrival in Malaysia

- You will undergo a Covid-19 PCR test at KLIA / KLIA2.
- **Covid-19 Test on 13<sup>th</sup> Day of Quarantine in Malaysia**
- Upon completion of the quarantine period, all students will be required to undergo a Covid-19 Antibody test. The test will be done on 13<sup>th</sup> Day.
- International students who are tested negative will be issued with a **Release Order** by the Ministry of Health Malaysia.

**You must wear FACE MASK at all times during Flights, at Airport and during Transportation to Quarantine Station.**

# BEFORE Arrival (Existing students with Valid Student Pass)



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



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

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



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



You are required to also obtain a **Letter of Approval (Entry Permit) - Permission to Perform Journey to Malaysia** by submitting the **Letter of Undertaking and Indemnity (LoU)** together with the **Travel Authorisation** obtained from EMGS/Immigration via email to the relevant Malaysian Mission at least three (3) working days before the date of departure, together with flight tickets and copy of Passport.



You are required to have the **MySejahtera App** installed in your smartphone before arrival.

Apple App Store: [shorturl.at/irEV4](https://shorturl.at/irEV4) | Google Play Store: [shorturl.at/isAF7](https://shorturl.at/isAF7)



# BEFORE Arrival (Existing students with expired student pass from 1<sup>st</sup> Feb 2020)



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



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

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



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



You are required to also obtain a **Letter of Approval (Entry Permit) - Permission to Perform Journey to Malaysia** by submitting the **Letter of Undertaking and Indemnity (LoU)** together with the **Travel Authorisation** obtained from EMGS/Immigration via email to the relevant Malaysian Mission at least three (3) working days before the date of departure, together with flight tickets and copy of Passport.

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



You are required to have the **MySejahtera App** installed in your smartphone before arrival.

Apple App Store: [shorturl.at/irEV4](https://shorturl.at/irEV4) | Google Play Store: [shorturl.at/isAF7](https://shorturl.at/isAF7)



# BEFORE YOU TRAVEL



WISMA PUTRA

Returning Malaysians and  
Non-Malaysians with entry permit

# DOWNLOAD & ACTIVATE



Prior to your arrival in  
**MALAYSIA**



Division of Communication and Public Diplomacy



# Important for All – UPON Arrival



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



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



You are required to undergo a mandatory Covid-19 screening (PT-PCR test) upon arrival. **The cost of this test will be RM 250 which will be borne by the international students. Students is required to make an online payment for before leaving for Malaysia. A receipt will be issued by the officials of Ministry of Health (MOH).**



If you are tested NEGATIVE, you will be arranged for Mandatory Quarantine at the designated quarantine station (hotel) by showing the receipt issued by MOH for the Covid-19 (RT-PCR) screening test together with the evidence of financial proof to pay for the 14-day quarantine period and the Antibody test (that will be conducted on the 13<sup>th</sup> day of the quarantine period). **You will have to make an online payment for Quarantine Cost of minimum RM 4,700 before leaving for Malaysia.**



You will proceed Immigration Counter for Immigration Clearance.

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



# Important for All - AFTER Immigration Clearance



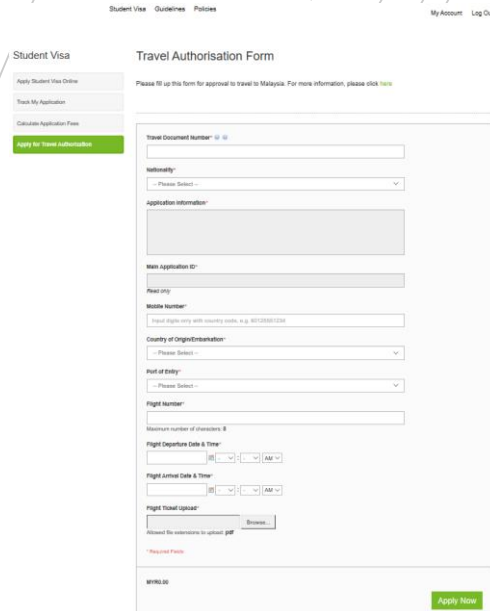
You will be transported to the Quarantine Station once you've cleared the Immigration and exited the Arrival Gate. You will undergo a **MANDATORY QUARANTINE period of 14 DAYS** starting from your Arrival Date. International students do not have the option to choose the quarantine stations.



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

# Submit Travel Authorisation Form at EMGS Website

## 01 Submit Travel Authorisation at EMGS Website



The screenshot shows the 'Travel Authorisation Form' on the EMGS website. It includes fields for 'Travel Document Number', 'Nationality', 'Application Information', 'Main application ID', 'Mobile Number', 'Country of Origin/Embarkation', 'Port of Entry', 'Flight Number', 'Maximum number of travellers', 'Flight Departure Date & Time', 'Flight Arrival Date & Time', and 'Flight Travel Agent'. There is a 'Track My Application' button and a 'Apply for Travel Authorisation' button.

Submit via:

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

## 02 Receive Travel Authorisation Approval Letter

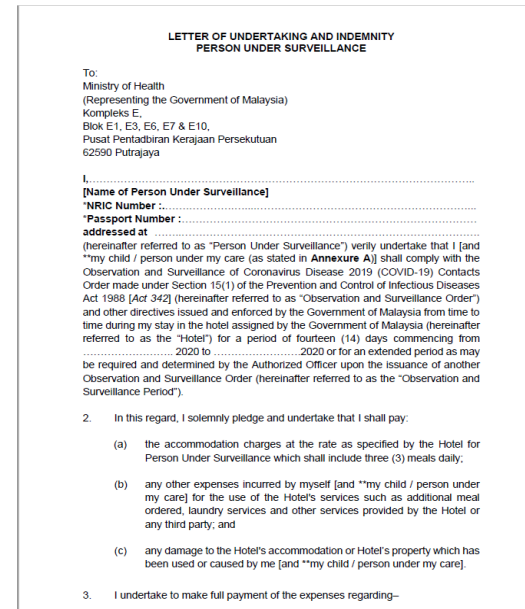


The sample letter is from the 'JABATAN IMIGRESEN MALAYSIA (KEMENTERIAN DALAM NEGERI)' and is addressed to 'UNIT PAS PELAJAR, EMGS CYBERJAYA'. It contains a 'SAMPLE ONLY' watermark and lists the details of the student, JAMALI RAMSHA, including his passport number, nationality, and course. The letter is dated 17 August 2020.

Track Application Status:

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

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



The sample letter is titled 'LETTER OF UNDERTAKING AND INDEMNITY PERSON UNDER SURVEILLANCE'. It is addressed to the 'Ministry of Health (Representing the Government of Malaysia)'. It contains a 'SAMPLE ONLY' watermark and lists the details of the person under surveillance, including their name, NRIC number, passport number, and address. The letter is dated 17 August 2020.

Download:

[https://visa.educationmalaysia.gov.my/media/docs/Letter\\_of\\_Undertaking\\_and\\_Indemnity\\_v1.0.pdf](https://visa.educationmalaysia.gov.my/media/docs/Letter_of_Undertaking_and_Indemnity_v1.0.pdf)

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



The sample letter is from the 'SURUHJAYA TINGGI MALAYSIA (Democratic Socialist Republic of Sri Lanka)' and is addressed to 'HIGH COMMISSION OF MALAYSIA IN COLOMBO, SRI LANKA'. It contains a 'SAMPLE ONLY' watermark and lists the details of the person under surveillance, including their name, passport number, and approval number. The letter is dated 17 August 2020.

Upon obtaining Letter of Approval (Entry Permit) :

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

# Letter of Undertaking and Indemnity (LoU)

## Section to be filled up by student

### LETTER OF UNDERTAKING AND INDEMNITY PERSON UNDER SURVEILLANCE

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

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

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

Name of next of kin / representative including sponsor:

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

Signed by: .....

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

Date:



# Mandatory Quarantine

14 Days



14 Days Mandatory  
Quarantine borne by  
the student



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



Covid-19 test will  
take place on the  
13<sup>th</sup> Day



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

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



# Mandatory Quarantine at Designated Quarantine Station

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

- 14-day compulsory quarantine at designated Quarantine Station stipulated by the National Disaster Management Agency (NADMA) and Ministry of Health (MOH).
- The cost of the quarantine will be borne by the international students.
- The cost for quarantine will be minimum RM 4,700 for 14 days excluding the cost of Covid-19 screening.
- All arrivals do not have the option to choose the quarantine station.
- **Students must make an online payment for Quarantine cost before leaving for Malaysia**

Covid-19 Test	Amount (RM)
PCR	RM 250
RTK Antigen	RM 120
RTK Antibody	RM 60

Estimated Quarantine Cost	Amount (RM)
Accommodation Cost (Hotel/Public Training Institutes (ILA) Cost	RM 150 per day Total: RM 2,100
Fixed Fee (Quarantine Station Operations	RM 2,600
<b>Total</b>	<b>RM 4,700</b>

**Note : Some Quarantine Station (Hotels) may require a refundable deposit of RM 200-300.**

# Quarantine and Covid-19 Screening Test - Online Payment Facility

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

Step  
1

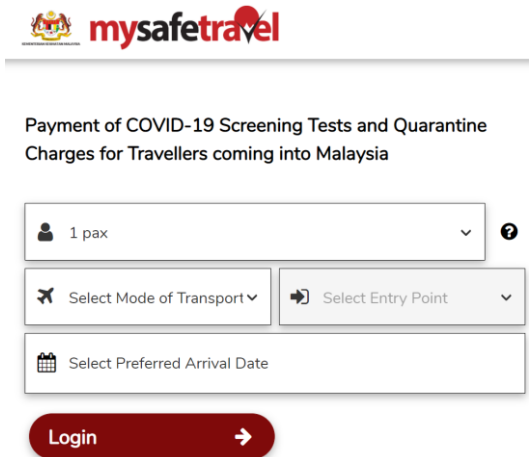
Go to <https://safetravel.myeg.com.my/> for registration

Step  
2

Once registered, log in and fill in the personal and quarantine details. Kindly ensure all your details are accurate at the summary payment page before proceeding to make payment

Step  
3

After payment, proceed to download the **MyQR by MyEG** mobile app and log in with your registered account. Present the QR code generated from the mobile app to the international port of entries counter. Once the QR code is verified, kindly proceed to immigration. You will also receive an email with your receipt, which can be printed out for verification



The screenshot shows the 'mysafetravel' website. At the top, it says 'Payment of COVID-19 Screening Tests and Quarantine Charges for Travellers coming into Malaysia'. Below this, there are three input fields: '1 pax' (with a dropdown arrow), 'Select Mode of Transport' (with a dropdown arrow), and 'Select Entry Point' (with a dropdown arrow). Below these is a field for 'Select Preferred Arrival Date' with a calendar icon. At the bottom of the form is a red 'Login' button with a right-pointing arrow.



**MyQR by MyEG**



# During Mandatory Quarantine

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

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



Keep Connected  
Be Positive  
Stay Happy



# Important Links

1. **How to submit Travel Authorisation Form at EMGS Website**  
<https://visa.educationmalaysia.gov.my/student-visa/travel-authorisation-form-base.html>
2. **Where to obtain the Letter of Undertaking and Indemnity (LoU)**  
[https://visa.educationmalaysia.gov.my/media/docs/Letter\\_of\\_Undertaking\\_and\\_Indemnity\\_v1.0.pdf](https://visa.educationmalaysia.gov.my/media/docs/Letter_of_Undertaking_and_Indemnity_v1.0.pdf)
3. **How to check the status of my Travel Authorisation application**  
<https://visa.educationmalaysia.gov.my/emgs/application/searchForm/>
4. **Where to download MySejahtera mobile application**  
[https://mysejahtera.malaysia.gov.my/intro\\_en/](https://mysejahtera.malaysia.gov.my/intro_en/)
5. **Where to fill up & submit Students Arrival Details Form**  
<http://tiny.cc/ArrivalsControl>
6. **Quarantine and Covid-19 Screening Test Online Payment Facility**  
<https://safetravel.myeg.com.my/>
6. **Where to download MyQR by MyEG mobile app**  
Go to Play Store or Apple Store to download “MyQr by MEG”

# FAQs from EMGS (1/4)

## 1.0 Notice to international students traveling to Malaysia

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

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

## 2.0 What is the Travel Authorisation Form for?

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

## 3.0 Who can apply to return to Malaysia?

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

## FAQs from EMGS (2/4)

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

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

# FAQs from EMGS (3/4)

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

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

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

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

# FAQs from EMGS (4/4)

## 7.0 What will happen once I arrive in Malaysia?

1. Upon arrival, you will be carefully escorted by the relevant authorities to the Ministry of Health (MOH) personnel.
2. Once you have obtained clearance from the Immigration Department, you will be assigned to a quarantine station. Our EMGS representatives will be obtaining this information from you to be furnished to your institution.
3. Government officials will then bring you to the quarantine station assigned to you. During this time, you are required to perform quarantine for 14 days and you will not be allowed to leave the quarantine premises.
4. On the 13th day, you will undergo an antibody test which will cost RM60. If your result shows as negative, your institution will make travel arrangements for you to return to the institution, however if your result is positive, MOH guidelines will apply.

# Welcome to your Campus!

## Returning to Classes / Campus



You can return to campus, if:

- You're tested NEGATIVE on the 13<sup>th</sup> Day of Quarantine and you have completed full 14 Days Quarantine, AND
- Release Order is issued by the Ministry of Health, Malaysia.



## APU/APIIT Students Arrivals Control Centre

Email : [Arrivals-Control@apu.edu.my](mailto:Arrivals-Control@apu.edu.my)

Arrival Control Centre Hotline : +6017-2831300

