Internal International Students Policy

Introduction

- This policy and its associated procedures are effective for new international students requiring a student pass to study at the University of Reading Malaysia.

- The purpose of this document is to outline the appropriate policy and procedures that staff and international students should follow when applying, renewing, and cancelling a student pass at the University of Reading Malaysia.

The policy is designed to do four things:

- To ensure that international students are appropriately supported by the University in the following areas.
    - To ensure efficient and timely applications for student passes.
    - To provide appropriate support to ensure the best student experience possible.
    - To welcome our new international students and ensure they are able to start their chosen programme of study successfully.
    - To ensure UoRM is in compliance with all current regulations of Malaysian authorities.

- Outline the responsibilities of international students in acquiring their student pass, renewing their student pass, and cancelling their student pass

- Outline the responsibilities of UoRM Schools towards the International Office

- Outline the responsibilities of UoRM towards Malaysian Authorities

I. Support for International Students at the University of Reading Malaysia

University of Reading Malaysia

- The University is committed to global engagement and continues to ensure that we are recognized and experienced as an international institution in terms of our student and staff community, and global in the locations and reach of our activities and impact. The recruitment and admission of high-quality international students to our campuses helps us maintain our excellence and achieve our global ambitions.

International Office

- The International Office at UoRM is responsible for providing Immigration advice, pre-departure, arrival and post arrival support specific to the needs of international students. Its aim is to ensure that every international student is able to experience a new culture and the unique educational system provided by UoRM.

International Office Support for New International Students

- The International Office assists newly joined international students to cope with the challenges of adapting to the new learning environment. This level of support helps the international students to tackle the challenges of living in a new country with a different culture.

II. Student Pass Applications

- The University ensures timely and efficient applications for student pass, I-Kad and Insurance. This requires dedicated resources from the University and the commitment of our international offer holders to submit documents in a timely manner. The detailed procedure is as follows and begins after an international student is made an offer to study at UoRM and has accepted it. International students who have accepted their unconditional offer are informed of the documents that must be submitted to obtain a student pass.

III. Pre-Arrival Information and Support for international students

- When they are made an offer to study, students are provided with information about tuition fees, accommodation and living costs, as well as links to relevant web pages.
- International students are also provided with an electronic International Student Handbook prior to arrival.
- International students are sent enrolment information 2-3 weeks before their course begins.
- Students are also contacted about their arrival details.

IV. Arrival in Malaysia

- International students are greeted at their port of entry by a member of staff. Students are shown to their chosen accommodation and provided with details about where to have their medical check-up done.

- All new students will participate in the Welcome Week, which is UoRM's orientation programme at the start of each intake. International students will have additional activities that are carefully planned to help students to settle in at our campus and in the local area. Students will be informed of the programme of activity prior to their arrival by email and details will be provided on arrival as well.

- For our international students who enter under our student mobility programme, a peer support system will be offered. This programme puts in touch students from the home campus who will be studying in Malaysia as part of their programme with a student from Malaysia who will be studying at their respective host campus as part of their programme. Students are provided with opportunities to meet virtually through videoconferencing, as

well as email or instant messaging software. Where possible, the University arranges for peers to meet face-to-face and will also facilitate communication between the peers after their transfer to their new campus.

V. Studying at the University of Reading Malaysia

- Many of our international students will not be familiar with UK Higher Education. A team of Study Advisors and teaching and learning experts will offer support in the form of specialized and general training sessions aimed to provide the necessary skills for our international students to be successful in their chosen field of study. The University also provides free in-sessional English language support to all students for whom English is not their first language. This provision is also available to our students from Malaysia.

VI. Student Pass Validity

- For the new international Foundation, students joining UoRM will apply for a Student Pass with a duration of 12 months.
- New international UG students have the option to apply for a Student Pass that covers the entire duration of their course (subject to sufficient passport validity). For Renewal applications, the student pass will be issued on an annual basis. When making an application, it is recommended that the passport validity should be [duration sought + 12 months].

VII. iKad

- Upon approval of the Student Pass EMGS, the student will issue an iKad for the student. This card is used as an identification for the period of time for which a student remains in Peninsular Malaysia.
- However, the iKad is not a replacement travel document. Each iKad will contain a picture of the student, passport number, nationality, institution name and duration of the student pass.

VIII. Personal Bond

- The bond will be returned to international students upon completion or withdrawal of their study at UoRM, on condition that there is no violation of any provision of the Immigration laws of Malaysia

- The bond will only be refunded when there is no outstanding debt with UoRM. If the student has any outstanding payments, UoRM will use the Personal Bond to pay the debt and refund only the remaining balance of the funds.

- The refund will be made after the cancellation of the student pass and after receiving the proof of exit stamp in their Passport.

- Students with Malaysia Permanent Residence, a Diplomatic Pass, Residence Pass – Talent, MM2H and Dependent Pass are exempted from paying this bond.

- The Personal Bond will be refunded to the student's account only.

UoRM's policy and processes for refunds or cancellation of fees generally apply to all international students. The details of the currently applicable refund policy for visa applications can be found on the Education Malaysia Global Services (EMGS) website and the student handbook.

IX. Student Pass and Visa Cancellation

- The Malaysia Immigration Department requires all international students to cancel their Student Pass and Visa when they have completed their studies, deferred (if it is more than 3 months) or withdrawn from the University. Submission of the original passport and copy of flight ticket for cancellation of Student Pass (Visa) must be received by International Office three (3) weeks before travelling date.

- Leaving without proper cancellation of a student pass will result in the forfeiture of the Personal Bond and can cause negative consequences if the student decides to apply to a different institution within Malaysia.

X. Overstay Penalty

- UoRM is responsible for monitoring the expiry date of the student pass and visa. Overstaying is an offence in Malaysian Law. Immigration will impose a penalty ranging from RM1,000 – RM5,000 depending on the duration of you overstay. You may be blacklisted and deported back to your home country. You can be prohibited to enter Malaysia for a period of time. You may even be imprisoned. Leaving without properly cancelling your student pass will result in the forfeiture of your Personal Bond deposit by Immigration Malaysia and can cause consequences if you decide to apply to another institution within Malaysia.

XI. Student Pass Endorsement

- The endorsement process by EMGS and Immigration Department will take at least 4 weeks. Students are advised NOT to make any travel plans abroad until the endorsement process is complete and passport returned.

- Due to visa restrictions on entry to Malaysia, incoming international students should not book any trips, even within Malaysia, without prior discussion and approval from the UoRM International office.

XII. International Students' Responsibilities to UoRM

- In order to maintain the standards of scholarship, personal integrity and communal life essential to the existence and good name of the University, students are expected to take responsibility for supplying the University with the necessary documentation for the University to apply, renew and, if appropriate, cancel student passes.

- Upon application to the University, international students agree to terms and conditions that are aimed to protect the University and the student from issues relating to immigration in Malaysia.

- International students agree to submit all the required documents and payment of fees for the processing of their student pass in a timely manner and as defined by the University's fee policy. Students are provided with a deadline for when they must submit their documentation. If documentation is not received by the communicated deadline, then the student's application will be deferred to another intake or rejected.

- The University reserves the right to reject international students' applications in cases where a student is already residing in Malaysia or there are indications for intentional non- compliance with any immigration rules of Malaysia.

- The International Office is required to submit students' passports directly to the relevant immigration office. Therefore, a student must submit their passport to the International Office within 48 hours of any such request made by the University. The International Office will not hold passports for more than 48 hours; however, it is the responsibility of the student to collect the passport within this time frame. All passports will be held in a locked and fireproof safe and students will be notified immediately when the passport is ready to be collected.

- Upon receipt of a passport, the International Office will issue a letter to the student informing any necessary authority that the International Office is currently holding the student's passport for student pass processing. The letter will include the contact information for an official from the International Office that can verify the identity of the student if necessary.

- International students are required to attend a minimum of 80% of all their timetabled teaching sessions. Attendance is closely monitored by the academic units (schools).

- If a student's overall attendance falls below 90% in taught modules the student's Academic Tutor will investigate the reasons and give a verbal warning. If a student's overall attendance falls below 85% in taught modules a written warning will be issued to the student. Where there are concerns about a student's attendance and/or engagement, these may be considered and escalated through the University's Policy and Procedures Relating to Student Academic Engagement and Fitness to Study.

- If a student fails to attend taught sessions for 3 consecutive days without prior notification and acceptable reason, they will be issued a warning letter by the School. The School must notify the International Office as soon as any pattern of absenteeism arises. If students are continuously absent with or without justification their student pass can and will have to be cancelled by the International Office. If at the end of each term and academic year a student has not fulfilled the attendance requirements, the School will notify the International Office, and a letter will be issued to the Immigration Authority informing them of the non-compliance and requesting that their student pass be cancelled.

- It is important for the international student to achieve a CGPA of at least 2.0 and overall attendance must also be at least 80% in order to renew the student pass.

- Students need to be aware that it is not the University's decision to renew the student pass, and the immigration authority can revoke the pass despite the University's acceptance of genuine and verifiable extenuating circumstances for students' absence or non-achievement of academic requirements.

- International students are required to provide accurate contact details, i.e., residential address & mobile phone number, and must update the International Office immediately if there are any changes.

- Students wishing to return to their home country for a vacation must inform the International Office of their travel dates and provide the air ticket. They are also required to complete the travel form 2 weeks before their travel date.

- International students who have completed their studies are required to submit their passport for the cancellation of the Student Pass and provide evidence for the exit stamp once they have arrived at their home country.

- If an international student is required to leave the country in case of emergency, they must inform the International Office as soon as possible.

XIII. Schools' responsibility towards the International Office

- Attendance must be closely monitored by Schools and they must inform the International Office of any international students who fail to meet the requirements.

- Schools must ensure that international students attend a minimum of 80% of all their timetabled teaching sessions. Where there are concerns about a student's attendance and/or engagement, these may be considered and escalated through the University's Policy and Procedures Relating to Student Academic Engagement and Fitness to Study.

- It is the Academic Tutor's responsibility to investigate the reasons and give a verbal warning if an international student's overall attendance falls below 90% in taught modules.

- A written warning will be issued by the School to the international student if the student's overall attendance falls below 85% in taught modules.

- The School is responsible for issuing a warning letter to international students if the student fails to attend taught sessions for 3 consecutive days without prior notification and acceptable reason.

- The school needs to notify the International Office as soon as any pattern of absenteeism arises. If, at the end of each semester and academic year, a student has not fulfilled the attendance requirements, the School will notify the International Office.

- The undergraduate schools must monitor international students' academic performance, and it is important for the international student to achieve a CGPA of at least 2.0 and overall attendance must also be at least 80% in order to renew the student pass.

XIV. University of Reading Malaysia's responsibilities to the Jabatan Imigresen Malaysia

- The University agrees to follow all regulations and requirements as detailed by the Jabatan Imigresen Malaysia. The University will apply for renewal of the KDN License with the Ministry of Education in a timely manner and at least 6 months' prior to the expiration of the license.

- The University will make available staff and documents when required for audit purposes.

- The University will report the results and attendance of international students to the relevant governmental agencies.

- The University will keep records of international students travelling to their home country during term break/holiday.

- The University is required to apply for a check out memo for all international students who have graduated, terminated or withdrawn from the University and keep records of international students' exit stamp.

- The University is required to record and file the checkout memo and/or copy of exit stamp in the international students' individual files.

Version	Section	Keeper	Reviewed	Approving authority	Approval date	Start date	Next review
1.0	UoRM			UBTLSE	14/7/2015	2015/16	
2.0	UoRM	UoRM International Office	Yearly	UBTLSE	4/11/2025	With immediate effect	December 2025