

**Section: 6 programme-related  
matters**

# Policy on and procedures relating to international students at the University of Reading Malaysia

*[Approved by the University Board for Teaching and Learning on 14 July 2015 and comes into effect from the 2015/16 academic year.]*

## Introduction

1. This policy and its associated procedures are effective for those students requiring a student pass to study at the University of Reading Malaysia.
2. The purpose of this document is to outline the appropriate policy and procedures that staff and international students should follow when applying, renewing or cancelling a student pass at the University of Reading Malaysia. The policy is designed to do three things:
  - a) 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 and information about all areas of the student experience
    - To welcome our new international students and ensure they are able to start their chosen programme of study on time
    - To appropriately support international students in their studies
  - b) outline the responsibilities of international students in acquiring their student pass, renewing their student pass, and cancelling their student pass; and
  - c) outline the responsibilities of the University to the Immigration Unit in Malaysia.

## Support for International Students at the University of Reading Malaysia

3. 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.

### **Student Pass Applications**

4. The University ensures timely and efficient applications for student passes. This requires dedicated resources by 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:
  - a) International offer holders are informed of the documents that must be submitted for obtaining a student pass;
    - Two (2) passport sized photographs. (blue background)
    - Two (2) certified true copies of all pages in passport including blank pages.  
(Passport must be valid for at least 12 months)
    - Two (2) certified true copies of original academic certificates and/or transcripts. Transcripts / certificates not in English or Bahasa Malaysia will have to be translated to English and certified as true copy by a commissioner's of oath.
    - New International Students will be required to attend a Medical screening while still at their home country. You are required to submit your pre-arrival medical examination report together with all other relevant documents above to us for the application of Visa Approval Letter (VAL) with EMGS.
    - For students from high risk countries or in transit for more than 12 hours with risk of Yellow Fever transmission, it is a compulsory requirement that you get the Yellow Fever Vaccine. You will need to submit a valid Yellow Fever vaccination certificate as a supporting document to us to enable us to apply for your student visa.
    - Students from the Sub-Saharan Africa Countries you will need to obtain A No Objection Certificate signed by local education ministry/authority from your country of origin.
    - Payment must be made in advance for the visa application.
  - b) International offer holders will receive a follow up notification from the University (an email or telephone call) where the offer holder will be informed of any outstanding documents.
  - c) As soon as all documents and payments are received, the student's application will be submitted to Education Malaysia Global Services (EMGS). Students are able to view the progress of their application using the STARS system provided by EMGS.
  - d) If the University does not submit a student's application in a timely manner on receipt of all required documentation, the University will refund the fees paid to the University for the processing of the visa.

## **Pre-Arrival Information and Support**

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

## **Arrival in Malaysia**

9. International students are greeted at their port of entry by a member of staff. Students are shown to their chosen accommodation and provided details about where to have their medical check-up done.
10. All new students will participate in Welcome Week, which is our orientation programme. 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.
11. 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 our UK campus who will be studying in Malaysia as part of their programme with a student from Malaysia who will be studying in the UK as part of their programme. Students are provided opportunities to meet virtually through video-conferencing as well as email and Lync- our instant messaging software. Where possible, the University arranges for peers to meet face-to-face and will also facilitate communications between the peers after their transfer to their new campus.

## **Studying at the University of Reading Malaysia**

12. Many of our international students will not be familiar with UK higher education. Our 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-session English language support to all students for whom English is not their first language. This provision is also available to our students from Malaysia.

## **Student Pass Renewal**

13. A student will be given a pass for a maximum of 12 months regardless of the length of the course. Therefore students must apply to renew each year subject to satisfactory grades and attendance. Students must ensure they have received their

renewed pass before leaving Malaysia during any term breaks as you may not be allowed to re-enter Malaysia to continue your studies.

### **iKad**

14. The iKad is used as an identification card for the period of time 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.

## International Students' Responsibilities to UoRM

15. 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.
16. 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.
17. International students agree to submit all the required documents and payment of fees for the processing of their student pass in a timely manner. Students are provided a deadline for which they must submit their documentation. If documentation is not received by the deadline, then the student's application will be deferred to another intake, or rejected.
18. If the University becomes aware that a student is residing in Malaysia not in compliance with immigration rules of Malaysia, the student's application will be rejected.
19. The University is required to submit students' passports directly with the relevant immigration office. Therefore, a student must submit their passport to University officials **within 48 hours** of the request. The University will not hold passports for more than 24 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.
20. Upon receipt of a passport, the University will issue a letter to the student informing any necessary authority that the University is currently holding the student's passport for student pass processing. The letter will include the contact information for an official from the University that can verify the identity of the student if necessary.
21. International students are required to attend a minimum of 80% of all their timetabled teaching sessions. Attendance is closely monitored. If a student falls below 80% attendance at any time in the academic year, they will be informed immediately and reminded that if they do not attend their classes, their student

pass will be cancelled. If at the end of the academic year a student has not fulfilled this requirement, the University will write a letter to the Immigration authority informing them of the non-compliance and requesting that their student pass be cancelled.

22. If a student has extenuating circumstances contributing to their absence, then they must follow the Extenuating Circumstances procedures and provide appropriate evidence supporting their claims. If the extenuating circumstances are approved by the University, then the University will write to the Immigration Authority to allow dispensation for the student's case. 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.

## University of Reading Malaysia's responsibilities to the Jabatan Imigresen Malaysia

23. 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.
24. The University will make available staff and documents when required for audit purposes.
25. The University will report the results and attendance of international students to the relevant governmental agencies.