



UOW
MALAYSIA
KDU PENANG
UNIVERSITY COLLEGE

PART OF THE UNIVERSITY
OF WOLLONGONG AUSTRALIA
GLOBAL NETWORK

UOW Malaysia KDU Penang University College International Student Handbook 2020

The information contained in this book was corrected in Mar 2020 and is subject to change without prior notice.

International Student Handbook
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1.0 Greetings from UOW Malaysia KDU Penang University College

We would like to take this opportunity to welcome you to UOW Malaysia KDU Penang University College Georgetown Campus and Batu Kawan Campus, we also wish you have a pleasant stay in Penang, Malaysia.

Located in Georgetown & Batu Kawan, the dynamic of Penang home to many multi-national industries and a shopping paradise—UOW Malaysia KDU Penang University College is characterized by its well-established academic structure and system that have become increasingly international each day. This makes it the preferred choice for further education by international students from over 30 countries.

At UOW Malaysia KDU Penang University College, we are committed to promote and inspire academic success as well as personal development among students. We strive to make UOW Malaysia KDU Penang University College an ideal place for you to pursue your studies.

UOW Malaysia KDU Penang University College offers a wide range of academic programmes which are embedded with innovative and industry-driven content. Students are taught using “application approach” to understand the interrelationship between theory and industry practice. Great lecturers are available at your doorstep to render academic guidance and provide you with state-of-the-art education.

The distinctiveness of the UOW Malaysia KDU Penang University College is its strong partnerships with renowned overseas universities in offering undergraduate programmes where students have the option to either complete the whole program at UOW Malaysia KDU Penang University College or complete their degree studies in the collaborative universities overseas. The strong international relationships and partnerships have enabled many students to complete their studies via many pathways, and thus exposed them to global employment opportunity. For students who are going to start your exciting adventure with English programme, you can have the opportunity to progress to either diploma or degree programme after completing your English programme. For those who will be in diploma or degree programme, you have great potential to expand your intellectual and personal growth which will usher you smoothly into your career platform.

Beyond academic excellence, we strive to provide you with a holistic environment for shaping your personal values and work ethics. As an international student, you will have unique opportunity to make life-long friendships with students and staff with diverse backgrounds. Our staff and students bring with them unique perspectives and we strive to promote knowledge sharing, understanding of different cultures and cross-cultural interactions. It is our hope that you can adapt yourself easily to the endearing warmth of UOW Malaysia KDU Penang University College.

As soon as you step into UOW Malaysia KDU Penang University College, you are part of the UOW Malaysia KDU family. To assist you to achieve your goals, many departments at UOW Malaysia KDU Penang University College are ready to help you to make the most out of your time here. Our dedicated staff will assist you in addressing problems concerning your student visa, your accommodation, and social as well as personal adjustment to life in Penang. Various activities such as International Student Conference, Technicolour Multicultural Festival, Sports Carnival and other extra-curricular activities will be organized to create opportunity for you to make social connections and become more acquainted with people and resources we have at UOW Malaysia KDU Penang University College.

The days ahead will be full of exciting and challenging experiences. We wish that you can turn every experience into a significant and enriching encounter of your life.

May you enjoy your stay at UOW Malaysia KDU Penang University College.

2.0 UOW Malaysia KDU's Vision, Mission & Core Value

VISION

To be a leading global education provider delivering transformative student experiences in Malaysia and the region.

MISSION

We collaborate with local and global communities to deliver quality teaching, learning and research, nurturing global leaders with a truly international outlook.

CORE VALUES

UOW Malaysia KDU has adopted the following set of values, which guide the behavior of staff in all parts of the University. These are also the values we expect our students to develop and refine throughout their learning at UOW Malaysia KDU.

- Integrity** – We are honest, ethical and reliable.
- Passion** – We love what we do.
- Courage** – We speak our mind, take the initiative and are steadfast in our decisions.
- Excellence** – We encourage everyone to shine, going above and beyond.
- Collaboration** – We share our knowledge, expertise and resources to get results
- Innovation** – We think outside the box

3.0 Great Things About Malaysia



Malaysia is one of the most pleasant, hassle-free countries to visit in South-East Asia. Several decades of sustained economic growth and political stability have made it one of the most buoyant and wealthy countries in the region.

Malaysia has a population of about 30 million people has moved towards a pluralist cultural based on a vibrant and interesting fusion of Malays, Chinese, Indian and indigenous cultures and customs. Being a multiracial country Malaysia also has a variety of religious beliefs such as Islam, Christianity, Buddhism, Hinduism etc.

There are 14 states in Malaysia, namely Wilayah Persekutuan, Selangor, Negeri Sembilan, Johor, Melaka, Pahang, Perak, Pulau Pinang, Terengganu, Perlis, Kedah, Kelantan, Sabah and Sarawak.

Malaysia's climate is sunny, hot and humid all year round. Temperature ranges from 22° C to 34° C.

3.1 The Pearl of the Orient - Penang

Penang, the Pearl of the Orient, is an island off the northern part of the west coast of Peninsular Malaysia by the Strait of Malacca.

The name **Penang** comes from the Malay word **Pinang**, which means the betel nut tree (*Areca catechu*). The name **Pulau Pinang** translated literally from Malay means "betel nut island".

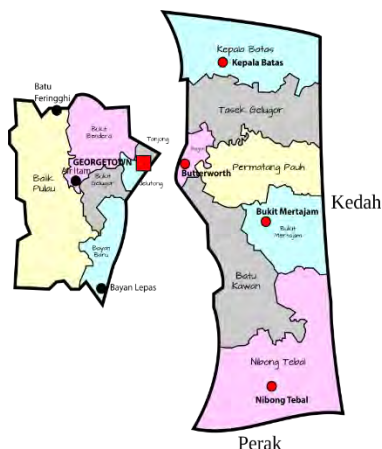
Penang or its Malay name **Pulau Pinang** is made up of a turtle-shaped island, a total of 292 square kilometres and a strip of land called Seberang Perai on Peninsular Malaysia about 48 kilometers wide.

The capital city of Penang is Georgetown which located at the north-eastern tip of Penang. Another new town Batu Kawan, is currently undergoing rapid development, which was sparked by the Second Penang Bridge. UOW Malaysia KDU Penang University College has two campuses, one in Georgetown and another one in Batu Kawan.

Rich in a variety of so many elements such as culture, food, heritage, history and lifestyle, there is much to discover in Penang.

Renowned travel guide publisher Lonely Planet has listed Penang as the top culinary spot for 2014 and Penang Asam Laksa was ranked 7th in CNN's World Top 10 Yummiest Food.

The discoveries of Penang are endless and always enjoyable. Such a gem is Penang that there is something here for everyone because Penang does indeed have it all.



3.2 Language

Bahasa Malaysia, spoken by all Malaysians, is the nation's official language. Each race also speaks specific languages indigenous to them – the Chinese speak Mandarin, Cantonese, Hokkien and other dialects while the Indians generally speak Tamil, Hindi, Punjabi and other dialects.

Indigenous tribal peoples generally communicate in Bahasa Malaysia. Despite the combination of different languages spoken all over Malaysia, Bahasa Malaysia is largely spoken in the cities as a means of communication between races.

<i>English</i>	<i>Bahasa Malaysia</i>
1. Good Morning	Selamat Pagi
2. Good Afternoon	Selamat Tengahari
3. Good Evening	Selamat Petang
4. Goodnight	Selamat Malam
5. Thank you	Terima Kasih
6. You're welcome	Sama-sama
7. Welcome	Selamat Datang
8. Yes	Ya
9. No	Tidak
10. I don't know	Saya Tidak Tahu
11. Excuse me	Maafkan Saya
12. My name is	Nama Saya
13. Today	Hari Ini
14. Tomorrow	Esok
15. Yesterday	Semalam
16. What	Apa
17. Where	Di mana
18. Why	Kenapa
19. Who	Siapa
20. When	Bila
21. Stop	Berhenti
22. Left	Kiri
23. Right	Kanan
24. Up	Atas
25. Down	Bawah
26. How are you?	Apa khabar?



3.3 Currency

The currency used in Malaysia is Ringgit Malaysia (RM).

Please bring sufficient cash for daily living expenses for the first month while waiting for your student pass to be endorsed before you can open the bank account. You may also carry along a credit card or sufficient travellers' cheques to cover your initial expenses.

On average, a student's monthly expenditure would consist of:-

Food: RM 500 to RM 1000

Transportation: RM100 – RM200

Accommodation: RM500 – RM1200

Other living expenses: RM 500 to RM 800

You are permitted to bring into or take out of Malaysia, Ringgit and/or foreign currency of no more than USD10,000 equivalent per person. You must declare any amount in excess of USD10,000 when you enter or leave the country.

For amount which exceeds the permitted limit, prior written permission must also be obtained from Director, Exchange Control Department, Bank Negara Malaysia.

Avoid carrying too much cash in case it is lost or stolen

3.4 Happenings

- New Year
- Prophet Muhammad's Birthday
- Chinese New Year
- Thaipusam
- Labor Day
- Wesak Day
- Hari Raya Qurban
- Nurul Al-Quran
- Awal Muharram
- Deepavali
- Agong's Birthday
- Hari Raya Puasa
- National Day
- Malaysia Mega Sale Carnival
- Christmas
- Malaysia Day
- Georgetown World Heritage City Day
- Penang Governor's Birthday

3.5 Electrical Equipment

The standard capacity is a 240-volt, 50-cycle system. You may wish to purchase an adaptor for Malaysia's 3-square pin contact socket in order to use the electrical items from your home country. These are readily available for a reasonable price from convenience shops and supermarkets throughout Malaysia.

3.6 Clothes and Weather

Malaysia is a tropical country and is situated near the equator. Humidity is high and on the west coast of Peninsular Malaysia, the rainy season is from April to May as well as October to November. Light clothing such as T-shirts, slacks, jeans, shorts and shirts are ideal and will be most comfortable. In addition, cool clothing materials such as polyester and cotton are best suited to the climate.

3.7 Places of Interest

Its landscape of Colonial, Oriental and local influences, together with some of Asia's richest cultures has made Penang a most extraordinary little island. With so many activities, architectural and gastronomic wonders, it is easy to understand why it is called the Pearl of the Orient.

Listed below are some of the more popular places of interest. For more information, contact the local tour agencies

- Penang Hill
- Snake Temple
- Kek Lok Si Temple
- Batu Feringghi
- Penang National Park
- Botanical Garden
- Cheong Fatt Tze Mansion
- Fort Cornwallis
- Sun Yat Sen's Penang Base
- Ayer Itam Dam
- Butterfly Farm



- Chowrasta Bazaar
- UNESCO World Heritage site
- Tow Boo Kong Temple Butterworth
- St. Anne's Church
- Butterworth Art Walk
- Bukit Mertajam Recreational Forest
- Design Village Outlet Mall



3.8 Tasty Malaysia

Malaysia offers a multitude of dishes to suit every palate and pocket. The variety of cuisine is quite remarkable for a single country. Chinese, Malay, India, Thai, Indonesia and Western can be found everywhere.

Malay

Nasi Lemak – Fragrant rice cooked in coconut milk with curried anchovies

Sate – Seasoned, skewered and grilled pieces of chicken or beef

Rendang - Beef, chicken or mutton with spices and coconut milk

Gado-gado - Mixed salad with peanut, chilies, coconut milk

Ayam percik - Barbecued marinated chicken

Asam Laksa - Rice noodles in spicy fish soup



Chinese

Yong Tau Fu - Deep fried beancurd and vegetables stuffed with fish pate

Dim Sum - Various delicacies of sweetmeats in small bite-size

Chee Cheong Fun – Steamed rice noodle rolls served with sweet, dark sauce

Chicken Rice - Roasted or steamed chicken on buttered rice

Steamboat - Chinese style fondue with chicken and seafood

Fried noodles - Thick yellow fried with meat & vegetables



Indian

Tosai - Fermented crepe made from rice batter and black lentils

Nasi Kandar – Rice with generous servings of spicy meat & curry

Murtabak – Stuffed savoury pancake with beef, chicken and onions

Roti canai – Flatbread served with dhal (lentils gravy)

Chapati - Crispy wheat bread

Rojak - Fruits with prawn paste, chilies and sugar



3.9 Malaysian Fruits



Jackfruit



Durian



Mangosteen



Pomelo



Rambutan



Sapodilla



Starfruit



Papaya



Duku

3.10 Good Eating Places in Penang

Having a reputation as a food paradise, be it *haute cuisine*, or cuisine bourgeoise (hawker fare), Penang offers a heady and exotic mix of delicious cuisine to choose from.

Assam Laksa

Kheng Pin Café @ Penang Road, Taman Emas Coffee Shop @ Gottlieb Road @ Laksa Kelang Lama @ Jalan Kulim, Style Food Court. @ Lorong Bukit.

Char Koay Kak

Batu Lanchang Food Court, Seow Fong Lye Café @ Macallister Lane @ Ah Min Char Kuey Kak @ Jalan Kampung Besar.

Char Koay Teow

Khoon Hiang Café @ Jalan Dato Keramat, Kafe Heng Huat @ Lorong Selamat, Café Peng Hooi @ Lebuh Carnarvon, Fresh Food Court, Style Food Court @ Jalan Song Ban Kheng.



Chendol / Ice Kacang

Roadside stall @ Ah Quee Street/Penang Road junction, Padang Brown hawker complex, Delicious Ais Kacang @ Jalan Sentosa, Taman Jaya.



Chinese Pasembur / Popiah

Padang Brown Hawker Complex (afternoon), Gurney Drive Hawker Center, Batu Lanchang Food Court, Li Gung Popiah @ Jalan Bunga Raya.

Curry Mee

Khuan Pin Café @ Lorong Seratus Tahun, Bee Hooi Coffe Shop @ Pulau Tikus Lane, Hot Bowl Restaurant @ Rangoon Road, Sin Hup Aun Café @ Pulau Tikus, Public Market Taman Sri Rambai @ Jalan Bukit Kecil Taman Bukit.

Hokkien Prawn Mee

Seng Lee Coffee Shop @ Jalan Burma, Goodall Café @ Jalan Tanjung Tokong, Ban Leong Ean Coffee Shop @ Lebuh Armenian, San Hokkien Prawn Mee @ Jalan Gereja, Kampung Permatang Tinggi, Prawn Mee @ Taman Bayu Mutiara.

Indian Pasembur

Gurney Drive Hawker Center (afternoon to night), Esplanade Hawker Center (evening), Sentosa @ Jalan Sentosa, Mak Ngah Mee Dan Pasembor @ Kampung Gambir Kebun Sireh.



Nasi Kandar / Roti Canai

Line Clear @ Penang Road/Chulia Street, Nasi Kandar Beratur @ Jalan Masjid Kapitan Keling, Pelita @ Jalan Bukit Minyak 3.

Wantan Mee

Wantan Mee House Pulau Tikus @ Jalan Burma, Kim Maou Café @ Cintra Street, Public Market Taman Sri Rambai, Style Food Court @ Jalan Bukit.

3.11 Shopping Complexes/ Supermarkets

GURNEY PLAZA

Gurney Drive, 10250 Penang

Gurney Plaza is strategically located in the famous Gurney Drive promenade in Penang and approximately three kilometres to the north-west of city centre of Georgetown, Penang's capital. It is Penang's premier lifestyle shopping mall and a one-stop shopping and entertainment destination catering to both family and tourists arriving in Penang.



GURNEY PARAGON MALL

Gurney Drive, 10250 Penang

Gurney Paragon Mall is Penang's best centre for an eclectic mix of fashion trends. Set along Persiaran Gurney, the seafront complex is home to more than 40 fashion boutiques and 30 restaurants. However, what makes Paragon utterly unique is the fact that the entire 700,000sqft complex has been built around St. Joseph's Novitiate, a 1925 chapel that has been beautifully restored and incorporated into the mall's open-plan layout design.



1st AVENUE

Jalan Magazine, 10300 Penang

A stylish city mall that offers fashion, leisure, entertainment and a slew of dining outlets for the style conscious urbanites living and working in Penang. 1st Avenue is the ideal venue for young executives looking for a comfortable lunch and a perfect place to organize social get-togethers, as it is easily accessible from all parts of the city.



QUEENSBAY MALL

Persiaran Bayan Baru, 11900 Penang

Queensbay Mall is currently the largest, longest and most modern shopping mall in Penang. It is located in Bayan Lepas, minutes away from the Penang Bridge, the heart of a prime waterfront development. It is the most preferred shopping destination for both the locals and tourists- with more than 10 junior anchors and 500 retail merchants

TESCO

Jalan Seri Tanjung Pinang, Tanjung Tokong Penang.

A worldwide franchise. Tesco is very well known for their attractively priced yet high quality products. Store carries a selection of popular brands as well as the Tesco house brand.

Opening Hours:

Open Daily from 8:00 am - 1:00 am





GIANT PENANG PLAZA (Near UOW Malaysia KDU Penang)

Jalan Burma, 10050 Penang

Open daily from: 10.00 am - 10.00 pm

SUNWAY CARNIVAL MALL

3068, Jalan Todak, Seberang Jaya, 13700 Perai, Pulau Pinang.

Sunway Carnival Mall is a shopping mall located at Seberang Jaya, Central Seberang Perai District, Penang, Malaysia. The 800,000-square-foot four story mall opened in June 2007.

Open daily from: 10.00 am - 10.00 pm



DESIGN VILLAGE OUTLET MALL

733, Jalan Cassia Barat 2, Bandar Cassia, 14110, Penang.

Design Village is an outlet mall in Batu Kawan, Penang, Malaysia. Opened in 2016, it is Malaysia's biggest outlet mall, spanning a built-up area of 37,161 m².

Opening Hours:

Open Daily from 11:00 am - 10:00 pm

C-MART

Taman Perindustrian Nibong Tebal, 14300

Nibong Tebal, Penang.

The student can purchase the groceries over here.

Opening Hours:

Open Daily from 10:30 am - 10:00 pm



3.12 Getting Around

1. Bus

- a. Below are the bus routes for buses that come to UOW Malaysia KDU Penang, Georgetown Campus:

Bus Number	Destination
Rapid U102	UOW Malaysia KDU – Komtar, Komtar – UOW Malaysia KDU
Rapid U105	UOW Malaysia KDU – Gurney, Gurney – UOW Malaysia KDU
Rapid U102, U101 U101, U102	UOW Malaysia KDU – Komtar - Batu Ferringhi, Batu Ferringhi - Komtar – UOW Malaysia KDU
Rapid U102, U302 U302, U102	UOW Malaysia KDU – Komtar - Air port (Bayan Lepas), Air port (Bayan Lepas) – Komtar – UOW Malaysia KDU
Rapid U101, U307 U307, U101	UOW Malaysia KDU – Komtar – Queensbay Queensbay – Komtar - UOW Malaysia KDU

- b. Below is the bus route for bus that come to UOW Malaysia KDU Penang, Batu Kawan Campus:

Bus Number	Destination
Congestion Alleviation Transport (CAT) Batu Kawan	UOW Malaysia KDU Penang, Batu Kawan Campus – Design Village – Penang State Stadium – Bukit Tambun – Simpang Ampat Railway Station

2. Taxi

- a. You may book a taxi by calling the numbers below:

Call Centre	Area	Telephone No.
Suria Radio Call Taxi	Bayan Baru/ Bayan Lepas	012-430 1063
Sunshine Radio Call Taxi	Bayan Baru/ Bayan Lepas	04-642 5961
Sungai Nibong Taxi (Express Bus Station)	Sungai Nibong/ Gelugor/ Jelutong	04-657 2786
Upper Penang Road 24 Hour	Upper Penang Road	04-263 1914
Malaysia Hotel Taxi	Upper Penang Road	04-261 4533
MCI Radio Call Taxi	Komtar	04-281 4535/ 04-264 5534
Shangri-La Taxi	Magazine Road/ Komtar	04-263 1322
Call Centre	Area	Telephone No.

City Taxi Radio Call	Pulau Tikus	04-229 9467
Jeti Taxi Stand	Feri/ Pengkalan Weld	04-262 5721
JTR Radio Call Taxi	Gurney Drive/ Tg. Tokong/ Tg. Bungah	04-264 2313
Batu Feringghi	Batu Ferringhi	04-881 1004
Taxi Bandar Cassia	Batu Kawan	010-3887717
Taxi Service	Batu Kawan	012-5799765

b. Alternatively, you may also book a taxi by downloading and using the Grab apps



How to use Grab

- Payment Mode: Cash/ Card
- Register in Grab apps
- Choose destination (estimated price will be stated)
- Confirm booking
- You will receive a message of
 - i. Driver's name
 - ii. Driver's contact number
 - iii. Car number plate
 - iv. Estimate time of arrival
- Make sure you go to the right car according to the number plate stated in the message
- Make payment after the ride if you pay by cash



3.13 Safety Tips

These are some basic precautions that students should follow;

1. Walk with a friend as much as possible. At night, wait for buses with other people. If in doubt, call for a taxi. Never hitchhike or get into a car with a stranger.
2. If you are driving, never give a ride to a stranger. Park your car in well lighted parking structures or on streets where there are many people. Lock your car and use an alarm system. If you feel uneasy, particularly at night, ask someone to walk with you to your car before you open it.
3. Look at the map and decide on your directions before you start walking in an unfamiliar city. If you need directions, ask someone in a store or restaurant. Avoid asking strangers on the street for directions.
4. Leave your passport at home. Take a copy with you if you need it. Take only as much money as you need.
5. If you are sick and cannot come to class, ask a friend or International Office staff to inform your lecturers. If you are taking a trip, let your roommate or friend know where you are going. If you will be gone for more than two days, call your parents and tell them where they can reach you. Always inform the International Office where you plan to go and how long you will be away.
6. Avoid using outdoor ATM (Cash) machines, particularly at night.
7. Keep your apartment door locked at all time, and do not give anyone your key. Ask for identification if someone says they need to enter your room, and then tell them to come back later if you are alone. Do not let anyone stay overnight in your apartment unless they are close friend or relative.
8. Avoid arguments with strangers. If you feel someone is verbally or physically abusing you, get away and ask someone of authority to assist you.
9. Enjoy group activities with your friends but if you think something the group wants to do is wrong, don't be afraid to say no. If you feel uneasy, tell your friends you have to go home.

3.14 Public Services

a. Embassies

Listed below are some of the Embassy and Consulate contact in Kuala Lumpur and Penang. Please seek assistance from the International Office if the embassy contact that you require is not listed.

China Embassy of The Republic of China 229, Jalan Ampang, 50450 KL Tel : 03-2163 6815 (Visa, Passport)	Indonesia Indonesian Consulate 467, Jalan Burma, 10350 Penang Tel : 04-226 7412, 04-227 4686
Japan Embassy of Japan 11, Persiaran Stonor, Off Jalan Tun Razak, 50450 Kuala Lumpur Tel : 03-2177 2600	Korea (South) Embassy of the Republic of Korea No.7, Jalan Batai, Damansara Heights, 59100 Kuala Lumpur Tel : 03-2096 2882
Thailand Royal Thai Consulate-General No. 1, Jalan Tunku Abdul Rahman, 10350 Penang Tel : 04-226 8029, 04-226 9484	Vietnam Embassy of Republic of Vietnam 4, Persiaran Stonor, 50450 Kuala Lumpur Tel : 03-2148 4036

b. Hospital and Ambulance Services

GENERAL HOSPITAL, PENANG

Jalan Residensi, 10450 Penang

Tel: 04-222 5333

TANJUNG MEDICAL CENTRE

473, Burma Road, 10350 Penang

Tel: 04-226 2323

GLENEAGLES MEDICAL CENTRE

1, Jalan Pangkor, 10050 Penang

Tel: 04-222 9111

PENANG ADVENTIST HOSPITAL

465, Burma Road, 10350 Penang

Tel: 04-222 7200

SUNGAI BAKAP HOSPITAL

Jalan Besar Sungai Bakap, 14200 Sungai Jawi, Pulau Pinang

Tel: 04-582 4333

SEBERANG JAYA HOSPITAL

13700 Perai, Penang

Tel: 04-382 7333

BUKIT MERTA JAM HOSPITAL

Jalan Kulim, 14000 Bukit Mertajam, Pulau Pinang

Tel: 04-549 7333

KPJ PENANG SPECIALIST HOSPITAL570, Jalan Perda Utama, Bandar Baru Perda,
14000 Bukit Mertajam, Pulau Pinang

Tel: 04-548 6688

BAGAN SPECIALIST CENTRE

Jalan Bagan 1, Taman Bagan, 13400 Butterworth, Pulau Pinang

Tel: 04-371 0000

c. Medical Clinics**(i) Klinik Huang**

221B, Burma Road, 10050 Penang

Tel: 04-227 1887

Opening Hours:

Day	Time
Monday - Friday	09.30am – 12.30pm 02.30pm – 05.00pm
Saturday	09.30am – 12.30pm
Sunday	10.30am – 01.00pm

\

(ii) Penang X-Ray Specialist Klinik

316H, Jalan Dato Kramat, 10180 Penang

Tel: 04-228 9989

Opening Hours:

Day	Time
Monday - Saturday	09.00am – 05.00pm
Sunday	Off

(iii) Klinik Telemedica

68G, Jalan Vervea 13, Vervea, Batu Kawan,

Tel: 04-588 0227

14110 Simpang Ampat, Penang

Opening Hours:

Day	Time
Monday - Friday	09.00am – 09.00pm
Saturday	09.00am – 03.00pm
Sunday	Off

(iv) Poliklinik Kawan

2, Lorong Merpati Indah 1, Taman Merpati Indah, Tel: 04-588 8277

14100 Simpang Ampat, Pulau Pinang

Opening Hours:

Day	Time
Monday - Sunday	24 hours

d. Libraries

(i) Penang Public Library

JKR 2936, Scotland Road, 10450 Penang

Tel: 04-229 3555

Opening Hours:

Day	Time
Sunday, Monday and Public Holidays	Closed
Wednesday – Saturday	09.45am – 06.00pm

(ii) Penang Chinese Town Hall Library

22, Jalan Masjid Kapitan Keling, 10200 Penang

Tel: 04-262 8939

Opening Hours:

Day	Time
Monday and Public Holidays	Closed
Tuesday – Saturday	11.00am – 06.00pm
Sunday	09.00am – 01.00pm

(iii) Library Simpang Ampat

63, Jalan Tambun Indah 1, Taman Tambun Indah, 14100 Simpang Ampat

Tel: 04-390 2387

Opening Hours:

Day	Time
Wednesday – Sunday	09.30am – 06.00pm

3.15 Emergency Services

Students may call the numbers below if there is any emergency.

(i) Georgetown Campus

Important Telephone Numbers in case of Emergency	
Police/ Ambulance	999 / 112 from mobile telephone
Fire Brigade	994 / 112 from mobile telephone
General Hospital (Penang)	04- 222 5333
Georgetown Immigration Office (Passport Only)	04- 250 3410
Penang International Airport	04- 643 4411
Penang International Airport Immigration Office	04- 643 0352
KLIA	03- 8778 8888
KLIA Immigration Office	03- 8776 8025/ 8001
KLIA 2	03- 8775 6500
KLIA 2 Immigration Office	03- 8775 6500

(ii) Batu Kawan Campus

Important Telephone Numbers in case of Emergency	
Police/ Ambulance	999 / 112 from mobile telephone
Fire Brigade	994 / 112 from mobile telephone
General Hospital (Penang)	04- 222 5333
Butterworth Immigration Department	04- 397 3011
Penang International Airport	04- 643 4411
Penang International Airport Immigration Office	04- 643 0352

3.16 Bank

Students are advised to open Bank account after received student visa only.

a. Georgetown Campus

(i) **CIMB Bank**

1, Jalan Dr Lim Chwee Leong, 10100 George Town, Pulau Pinang

Tel: 04-262 0021

Opening Hours:

Day	Time
Saturday, Sunday and Public Holidays	Closed
Monday - Thursday	09.15am – 04.30pm
Friday	09.15am – 04.00pm

(ii) **MayBank**

Plaza Mwe Branch, Ground Floor Plaza Mwe 8, Lebuh Farquhar, 10200 George Town, Penang

Tel: 04-263 6650

Opening Hours:

Day	Time
Saturday, Sunday and Public Holidays	Closed
Monday - Thursday	09.15am – 04.30pm
Friday	09.15am – 04.00pm

(iii) RHB Bank

380, Jalan Burma, 10350 George Town, Pulau Pinang

Tel: 1-300-88-8742

Opening Hours:

Day	Time
Saturday, Sunday and Public Holidays	Closed
Monday – Friday	09.15am – 04.15pm

b. Batu Kawan Campus

(i) CIMB Bank

1308, Jalan Besar Sungai Bakap, Taman Rasa Ria, 14200 Sungai Jawi, Pulau Pinang.

Tel: 04-582 4452

Opening Hours:

Day	Time
Saturday, Sunday and Public Holidays	Closed
Monday - Thursday	09.15am – 04.30pm
Friday	09.15am – 04.00pm

(ii) MayBank

1637, 149, 14100 Simpang Ampat, Penang.

Tel: 04-588 3582

Opening Hours:

Day	Time
Saturday, Sunday and Public Holidays	Closed
Monday - Thursday	09.15am – 04.30pm
Friday	09.15am – 04.00pm

(iii) Public Bank

19, 21 & 23, Jalan Keruing, Kawasan Perniagaan Simpang Ampat, 14100 Simpang Ampat, Penang

Tel: 04-588 7000

Opening Hours:

Day	Time
Saturday, Sunday and Public Holidays	Closed
Monday - Friday	09.30am – 04.00pm

3.17 Making National & international Calls

Useful telephone numbers provided by Telekom Malaysia (Malaysian Telecommunication Company) are:

Services	Dial
Telephone Service	100
Domestic Assisted Service	101
Telephone Enquiries	102
Telephone Directory	103
International Assisted Service	108

National Calls

Dial the STD code before dialing the telephone number. Below is a list of STD codes for further information, refer to the Telekom telephone directory or call 103:

Dialing Codes for National Calls		Dialing Codes for National Calls	
State	STD Code	State	STD Code
Selangor, Kuala Lumpur, Putrajaya	03	Sarawak - Sri Aman	083
Perlis, Kedah, Penang	04	Sarawak - Sarikei, Sibu, Kapit	084
Perak, Cameron Highlands	05	Sarawak – Lawas, Limban, Miri	085
Negeri Sembilan, Melaka, Muar	06	Sarawak – Bintulu, Pelaga	086
Johor	07	Sabah – Labuan	087
Pahang	09	Sabah – Kota Kinabalu, Kudat	088
Sarawak – Kuching	082	Sabah – Lahad Datu, Sandakan	089

Note: You do not need to include the dialing code when you are making calls to the number that is in the same state you are in.

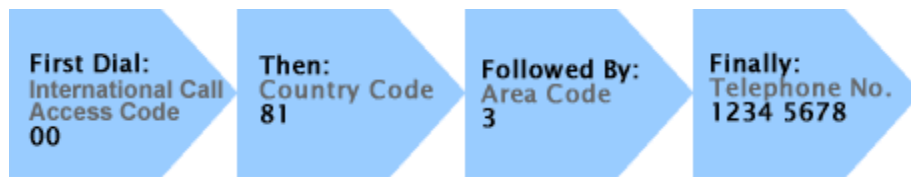
International Calls

To make an International Call, you should dial:

- International Call Access Code: 00
- Country Code
- Area Code
- The desired telephone number

For example, to call Tokyo:

00-81-3-1234 5678



Selected popular destinations students call-to are listed below:

Dialing Codes for International Calls		Dialing Codes for International Calls	
Australia	+61	Indonesia	+62
Bangladesh	+880	Japan	+81
Brazil	+55	Vietnam	+84
Brunei	+673	Maldives	+960
Cambodia	+885	Philippines	+63
China	+86	Singapore	+65
Germany	+49	Thailand	+66
Hong Kong	+852	UK	+44
India	+91	USA	+1

4.0 Get-to-know UOW Malaysia KDU Penang University College

a. Georgetown Campus

UOW Malaysia KDU Penang University College began its chapter when it opened its door to its first batch of students in 1991. Since then, the UOW Malaysia KDU Penang University College has grown by leaps and bounds. Now sitting proudly at Jalan Anson, UOW Malaysia KDU Penang University College is the most popular private tertiary education provider in the northern region. It has international alumni from 60 countries around the world.

In 2015, UOW Malaysia KDU Penang received the prestigious 6-star, college-based rating in the 2014/2015 Malaysian MyQUEST for the large category. UOW Malaysia KDU Penang University College was the only private college in Penang – and the Northern region – to be awarded this eminent recognition.

Over a span of 25 years, our students continue to do us proud with a string of successes in various national and international competitions. In July 2013, UOW Malaysia KDU Penang was also awarded the Penang MPSP Green Industry Award for the SME Education and Awareness category.



b. Batu Kawan Campus

The Batu Kawan campus of UOW Malaysia KDU Penang University College offers a truly international style campus experience. The campus is conceptualized as a green '*University College in a Park*' environment, with spaces that are conducive to collaborative learning by creating an attractive landscape, that allows students to peacefully enjoy the green surroundings while pursuing their studies. From the moment you enter the campus you are greeted with its generous landscaping and fountains as you are ushered into architecturally distinct educational learning spaces. The design is inspired by the Internet of Things (IOT) evolving learning pedagogy; making learning possible everywhere, amalgamated with a design where nature is used to increase student connectivity.

The expansive 10-acre campus houses state of the art facilities that support the delivery of selected programs from 3 faculties, including graduate programs. The 3 faculties being the Centre for Pre-University Studies, School of Engineering, Computing & Built Environment, and the School of Business. UOW Malaysia KDU Penang University College is a recognized full-spectrum tertiary education provider, offering programs from foundation through to research doctorate degrees. Students can commence their foundation or diploma studies and progress through to degree studies at Batu Kawan campus, or any of the other global UOW campuses located in Australia, Dubai, Hong Kong and Malaysia.

The campus is located next to IKEA, the Design Village shopping precinct, and adjacent to the Batu Kawan Industrial Park. This ensures there is optimal collaboration with employers to provide students with opportunities to undertake internships and participate in professional activities.



4.1 University College Code of Conduct & Discipline

UOW Malaysia KDU Penang University College has the commitment and undertaking to graduate educated, competent, morally and socially responsible students. With this mission in mind, UOW Malaysia KDU Penang University College expects that every student conducts himself/ herself according to the UOW Malaysia KDU Penang University College code of conduct and discipline

It is essential that:

- Every individual student conducts himself/ herself according to the UOW Malaysia KDU Code of Conduct & Discipline.
- Appropriate measures be taken to ensure adherence to the UOW Malaysia KDU Code of Conduct and Discipline.

a. General

1. Students are required to observe all notices on the Bulletin Boards.
2. All notices and posters must be vetted and approved by the Head of Facilities.
3. Should you have any grievances/complaints/feedback, kindly fill up the “Customer Feedback Form” and submit to the Quality Assurance department
4. All students are prohibited from parking at the car park lots in front of the campus as these are reserved for visitors. If you are found parking at the visitor’s car park, your car will be clamped. You are required to pay RM30 to unlock the clamp.

b. Code of Conduct

Section A: Standard of Conduct

Students are expected to conduct themselves by standards of considerate and ethical behavior towards the University College, or other individuals. Moreover, just as the learning environment does not end at the classroom door, neither is the exercise of individual's responsibility and civility limited to the academic domain only.

The University College reserves the right to take note of any criminal allegations and/or convictions against a student, whether the crime is committed on or off campus. This may then result in appropriate action, including expulsion from the University College.

Section B: Proscribed Conduct

The following are specific examples of acts and behaviors considered irresponsible behavior that may be destructive to oneself, another community member or the University College community in general. All these acts and behaviors are unacceptable within the University College community.

1. Not possessing, displaying or surrendering upon request a valid UOW Malaysia KDU Penang University College Student ID Card while on campus or at a University College function.
2. Cheating or plagiarizing at UOW Malaysia KDU Penang University College.
3. Smoking on campus grounds.
4. Engaging in socially embarrassing action on-campus or during University College functions.
5. Disruption of academic and administrative processes or other campus functions.
6. Unauthorized use/entry into or misuse of campus property.
7. Assisting another person to commit acts which would amount to a violation of the Discipline Code.
8. Disregard for University College processes or procedures.
9. Conduct or action, which is prejudicial to the good name of the University College.
10. Representation of the University College in matters and activities outside of the University College without the written permission of the University College or its representative.

11. Non-adherence to the UOW Malaysia KDU Penang University College's Dress & Grooming Code for students.
12. Abusive conduct: physical abuse, verbal abuse, abusive behaviour and/or expressions, coercion, or intimidation directed to any staff, student or visitor of UOW Malaysia KDU and members of the public.
13. The sale, use, possession or distribution of weapons, drugs, narcotics (dadah), pornography and alcohol on-campus and/or at University College functions. Students would be requested to do urine test at any time suspected to have drug issue.
14. Gambling or betting in any form (e.g. with money).
15. Shoplifting, extortion and stealing
16. Theft
17. Vandalism or damage to property belonging to UOW Malaysia KDU or any staff, students or visitors of UOW Malaysia KDU
18. Fighting on University College premises
19. Forgery, alterations,
20. transfer or misuse of campus documents, records or identification
21. Conviction for violation of the Laws of Malaysia
22. Any other offence serious enough deserving expulsion

c. Penalty

The University College reserves the right to impose the penalty where appropriate (any one or combination of two or more as follows) if student is found guilty of a disciplinary offence.

Type of penalty

Academic

For academic penalty, please refer to ACADEMIC SYSTEM

Non Academic

- a) expulsion from the University College
- b) Where, in the view of University College Disciplinary Board, the penalty of expulsion is inappropriate due to exceptional mitigating features of a particular case, a lesser penalty may be imposed. The lesser penalty may include but not restricted to:
 - i. a reprimand;

- ii. a requirement to make and attend an appointment for counselling, medical treatment, or community service;
- iii. an order of exclusion from the University College or any part thereof;
- iv. suspension of privileges for a period not exceeding one term;
- v. (in the case of damage to property or premises) a requirement to make good that damage in whole or in part, and/or repay/make good any financial loss to the University College or any or all of these;
- vi. restrictions of access to the University College or part thereof.
- vii. any penalty as deemed reasonable by the University College board.

d. Dress Code for Students

To maintain the good image of the University College, you are reminded to be properly attired in a manner befitting the status of University College students when you are on campus. The dress and grooming of both men and women should at all times be modest and neat.

You are **not allowed** to wear the following in lecture theatres/ tutorial rooms/ laboratories/ kitchen/ workshops/ library/ offices:

Attire: sleeveless T-shirts, singlets, attire printed with offensive or obscene wordings, revealing attire (shirts with low neckline, transparent shirts, revealing shorts or mini skirts which is more than 5 inches above the middle knee)

Footwear: slippers (with the thin straps i.e flipper)

All students must be readily identifiable at all times with their faces uncovered. No student is allowed to wear anything that prevents ready identification such as full-face motorcycle helmet, mask or veil.

In addition to the above, you have to adhere to the guidelines issued by your School on the appropriate attire and footwear to gain entry into laboratories/kitchen/ workshops for safety reasons. The University College will take disciplinary action against students who do not comply with the above guidelines.

e. Bulletin UOW Malaysia KDU Posting Policy

Bulletin UOW Malaysia KDU are placed throughout the buildings. Bulletin UOW Malaysia KDU should be checked frequently for announcement of events, notices regarding academic matters, student clubs/societies and information from the Student Representative Council.

- Only recognized student clubs/societies and Student Representative Council are allowed to post notices or information.
- Items posted by student clubs/societies and Student Representative Council must relate directly to on-campus information and events sponsored by the clubs or University College.
- All notices and posters must be vetted by the Head of Facilities and approved by Head of Student Service.
- Removal of all postings are the responsibility of respective clubs/societies and Student Representative Council. Student clubs/societies and Student Representative Council will be penalized for all outdated posted materials that failed to be removed.
- Posting of materials by outsider agencies for events, competitions or employment opportunities are handled through the Student Service Department and are limited to designated bulletin boards.
- All posted items that do not adhere to this policy will be removed

4.2 International Office

The International Office consists the International Marketing section and the International Student Service section.

a. International Marketing

The International Marketing (IM) section provides academic counselling and help students to choose the study field. It is also a place to register as a student and submit all the required documents.

Personnel:

Designation	Name	Email address
Manager	Mr Loo Hong Peng	hploo@uowmkdu.edu.my

b. International Student Service

The International Student Service section caters to special needs of international students. The section is responsible for the general welfare of all international students at UOW Malaysia KDU Penang University College.

Personnel:

Designation	Name	Email address
Manager	Ms Joey Phuah	syphuah@kdupg.edu.my
Executive	Mr Laurance Tan	weiren.tan@kdupg.edu.my

Address: 32, Jalan Anson, 10400 Penang

Contact #: +604 – 238 6368

Fax #: +604 – 228 0362

Office hours: Monday – Friday: 9:00am – 5:30pm

4.3 Before you leave home

All International Students are required to have a valid student pass **BEFORE** arrives in Malaysia.

4.3.1 Prohibition in Malaysia

Please take note that the following items are prohibited in Malaysia by the Royal Malaysian Customs:

- Narcotics that will carries the mandatory death penalty in Malaysia
- Pornographic material, counterfeit items, explosive material
- Taped video should be submitted for Customs clearance
- Export of antiques and historical objects is not permitted unless with an export license obtained from the Director General of Museums Malaysia or unless items were originally imported and declared to Customs at that point
- You are required to declare to Customs or the Plant Quarantine Inspector any plants or parts of plants such as seeds, flowers, fruits, soil samples, cultures of fungi, bacteria and viruses, insects or any other vertebrate or invertebrate animal, that is in your possession.

4.3.2 Student Pass Application

Effective from 15th March 2016, new students will have the option to apply for their student pass directly through the Education Malaysia (www.educationmalaysia.gov.my) or through the institution.

If through institution, all applications and payments must be received by the University College at least 60 days from the intended intake date. Failing which, visa application will automatically change to the next available intake. Issuance of Visa Approval Letter (VAL) takes about 2 months.

Documents Required for Student Pass Application

- **Passport copies**
 - Passport MUST be at least 2 years validity.
 - Softcopy ALL pages (from cover to cover) and one page of passport to be copied in one page of A4 paper
 - Pages must CLEARLY shows the page numbers.
 - *If time of application, applicant already entered Malaysia, then “MALAYSIA IMMIGRATION EXIT” stamp page is needed.*

- **Soft copy passport photo (WHITE background)**
 - Measurement EXACTLY 35mm x 45mm
 - Three Quarter (bend of shoulder) profiles are not allowed.
 - Subject must look straight into the camera.

- **ALL Academic Transcripts & Certificate of Graduation/ School Leaving Certificate**
 - Softcopy Certified True Copies
 - Softcopy of Official English Translations needed if original transcripts not in Malay or English

- **Original No Objection Certificate (NOC) / Eligibility Letter**
 - Softcopy NOC for Sub-Saharan countries;
 - Softcopy Letter of Eligibility for Nigerian and Iranian
(must be under country' Ministry of Education Letter Head)

- **Health Declaration Form**
 - Please tick 'Yes' if you are free from all diseases stated inside the form.

- **Payment**

- Registration (RM800), EMGS Fee (RM2350) and Accommodation booking fee (RM100)
- RM620 for second year student pass (only applicable to Indonesian and courses longer than a year)
- Telegraphic transfer to UOW Malaysia KDU Penang's Account:
Account Number: 8881024667909
Account Name: UOW Malaysia KDU University College (Pg) Sdn. Bhd.
Bank Name: Ambank (M) Sdn Bhd
Bank address: 37, Menara Liang Court, Jalan Sultan Ahmad Shah, 10050, Georgetown, Penang
Swift Code: ARBKMYKL

Please fax a copy of the payment advice together with your Student Name, Passport Number and Contact Number to the Bursary department at 604-2276368 (UOW Malaysia KDU Penang University College).

- **Release Letter & Visa Cancellation Page**

- Softcopy of Original Release Letter MUST be submitted together with visa cancellation page.

NOTE: Photocopying & scanning of any types of the above must NOT blur at all.

4.3.3 Accommodation Arrangement

a. UOW Malaysia KDU Penang Accommodation

All new applicants who have NEVER studied in Malaysia previously are advised to stay in UOW Malaysia KDU Penang accommodation for minimum of one (1) term. The rental for the accommodation are as follows:

Premium Hostel

Type	With Air-con Rate (RM)	
	Per Term (3 months)	Monthly
Single	2250	750
Double Deluxe Ensuite	2205	735
Double Superior	1950	650
Double Standard	1755	585
Triple	1605	535
Quad	1500	500

Upon confirmation of availability, a RM 100 booking fee will have to be paid. This booking fee will later offset against the rental payment for the term.

Housing deposit are required upon check in. For Air Conditioned Room is RM580 and Non Air Conditioned Room is RM180. Additional RM100 deposit for the card access are required for the residents in Desa Pelangi.

The housing deposit of RM 180/ RM 580 will only be refunded upon the termination of the resident's tenancy. All fines due to loss, damages, misconduct or breaking of hostels rules must be paid prior to the final examinations. Residents failing to settle the fines by then may be barred from sitting for their final examinations.

Remember that when you are signing a lease agreement for accommodation, you will be bound by the conditions for the length of that agreement, which include payment for rental from the 'start date' until the 'end date'. If you wish to move out of your residence you will continue to be liable for rental until a suitable replacement student is found to take your room. Room rental is NOT REFUNDABLE.

Payment of Accommodation Booking Fee is required upon program application.

Please fax a copy of the payment advice together with your Student Name, Passport Number and Contact Number to the Bursary department at 604-227 6368 (UOW Malaysia KDU Penang).

b. Private Accommodation

For more choices, you can go to HostelHunting.com. HostelHunting.com is the online marketplace for student accommodation. With the listings of student rooms, apartments and houses, you will be able to search and book your rooms online easily. All bookings are protected with our 100% refund guarantee.

If you have concern of signing the tenancy agreement with your landlord, you may bring your agreement to International Office for advice.

Note: Please update your address in Malaysia once you have settle down at International Office

c. Temporary Accommodation

If student wish to stay at the private accommodation but yet to locate permanent accommodation, student may temporary stay at the hotel around the campus. You may book online before your arrival through [http://www.agoda.com/hotels-near-UOW Malaysia KDU-college-penang/attractions/penang-my.html](http://www.agoda.com/hotels-near-UOW-Malaysia-KDU-college-penang/attractions/penang-my.html)

4.3.4 Timeline for Issuance of Visa Approval Letter (VAL)

Issuance of e-VAL can take about 14 days to 60 days, subject to:

- Whether all necessary documents have been furnished in perfect condition.
- Whether the Malaysia Authority is requesting new/additional document.

e-VAL issued

International Student Service Department shall email you the e-VAL and Electronic Visa Grant On Arrival (e-VGOA – for China) letter.

Note: You are required to provide your correspondence email in order to get the e-VAL upon registration. After you receive the e-VAL and e-VGOA (for China student), proceed to the nearest Malaysia Embassy / High Commission / Consulate to obtain a single entry visa with your e-VAL and original Offer Letter.

4.3.5 Airport Pickup & Immigration Clearance Request

Email Airport Pickup Request Form

You are required to submit the request to International Office NOT less than 7 working days prior arrival date.

You are to email the Airport Pickup Form to:

Ms Joey Phuah (潘小姐) syphuah@kdupg.edu.my

Mr Laurance Tan (陈先生) weiren.tan@kdupg.edu.my

Pickup will be arranged based on the availability of personnel.

We are strongly advice that you **DO NOT:**

- Arrive/ transit in KLIA / KLIA 2 as additional pickup charge will be incurred**. As such plan your arrival at Penang International Airport when entering Malaysia.
- Arrive on Malaysia National Public Holidays,

- Arrive at any day/timing after 11.00 pm;
Airport pickup of such timing will be performed the next morning after 9.00 am.

You are strongly **ADVISED** to bring RM500 – RM1000 in Malaysia currency, plus credit card or sufficient travellers' cheques to cover your initial expenses, which may include a deposit for accommodation, transportation, food and groceries. Avoid carrying too much cash in case it is lost or stolen.

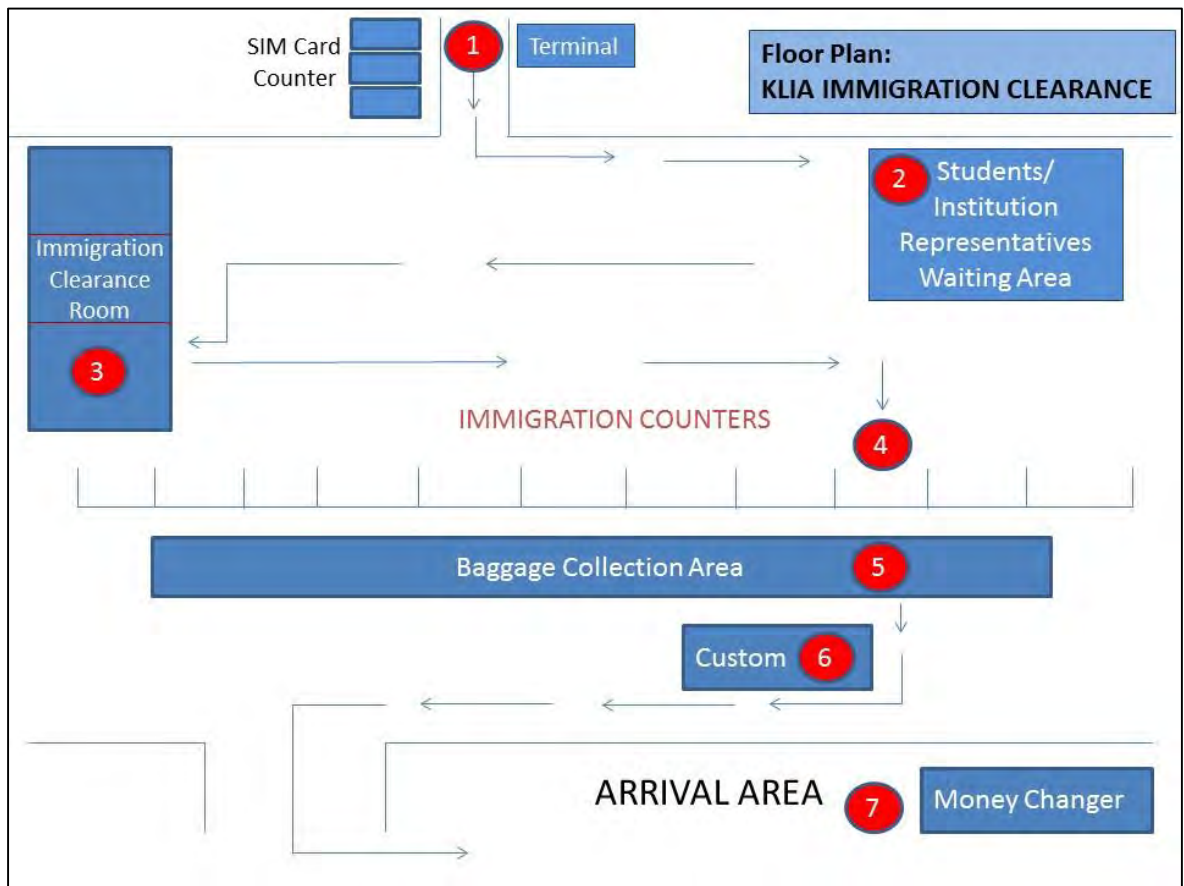
**** ALL FLIGHTS HAVE TO ARRIVE DIRECTLY AT PENANG INTERNATIONAL AIRPORT (PEN). RM 800 IS CHARGEABLE IF FLIGHT TRANSIT AT ANY OTHER AIRPORT IN MALAYSIA BEFORE ARRIVING IN PENANG INTERNATIONAL AIRPORT.**

At the Immigration clearance, you will be given 30 days of valid stays to complete the following processes:

- a. To pass medical examination (about 7 working days),
- b. Re-appeal takes another 2 weeks to confirm findings / results.

You are required to submit passport immediately after medical examination to International Student Service for submission to State Immigration for endorsement of student pass for sticker.

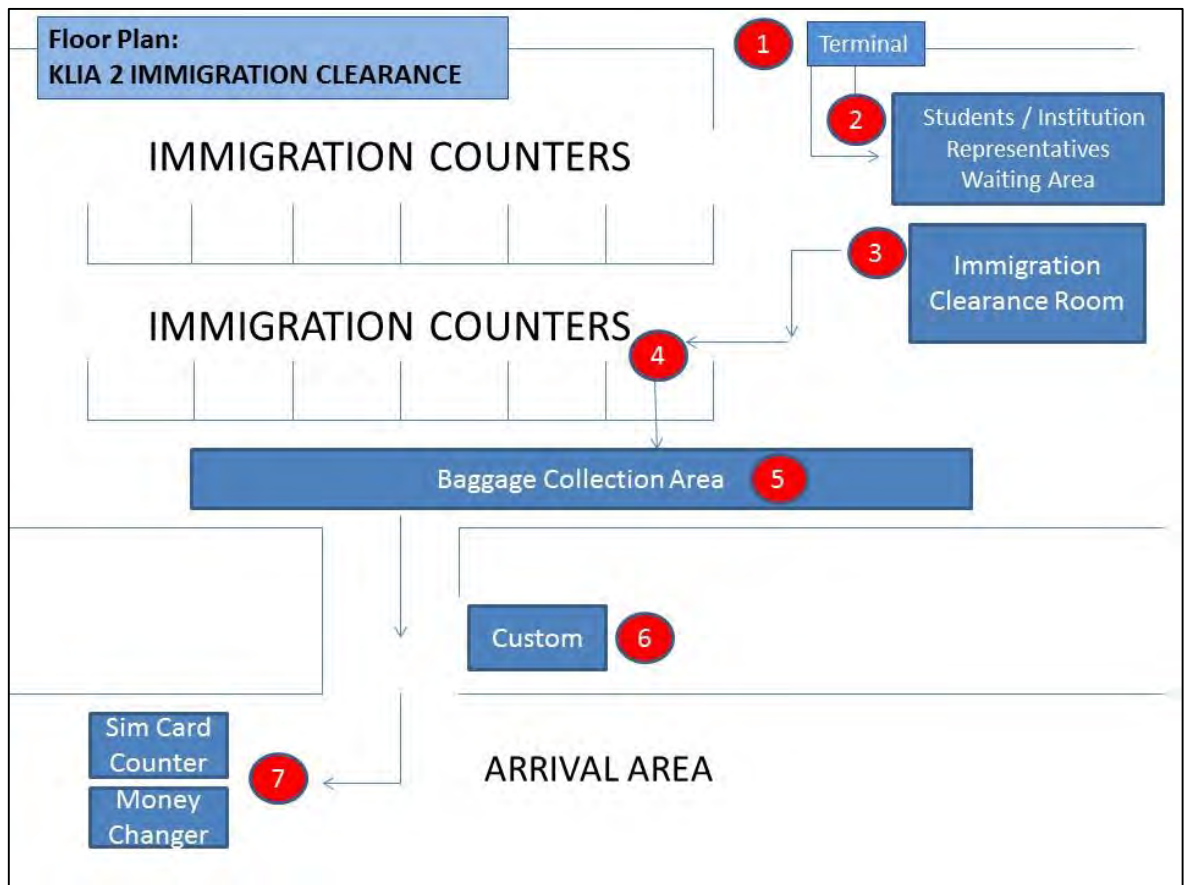
a. Arrival/ Transit at Kuala Lumpur International Airport (KLIA)



Steps: Arriving / Transit at KLIA

1. Once come out from the **terminal**, proceed to the **SIM Card Counter** to purchase Sim Card. You need to top up at least RM30. You are to call home to inform your parents about your status.
2. Proceed to the **Students/ Institution Representatives Waiting Area** to wait for the International Office personnel. You may call the IO personnel (contact number will be provided in the email confirmation).
3. IO personnel will go to **the Immigration Clearance Room** with you.
4. After clearance, proceed to **Immigration Counters** with IO personnel
5. Collect your baggage at **Baggage Collection Area**
6. After collection, go to the **Custom Area** to do baggage screening.
7. Proceed to the **Money Changer**. You may need about RM500 – RM1000. And then go to Domestic Departure Area with IO personnel to travel to Penang.

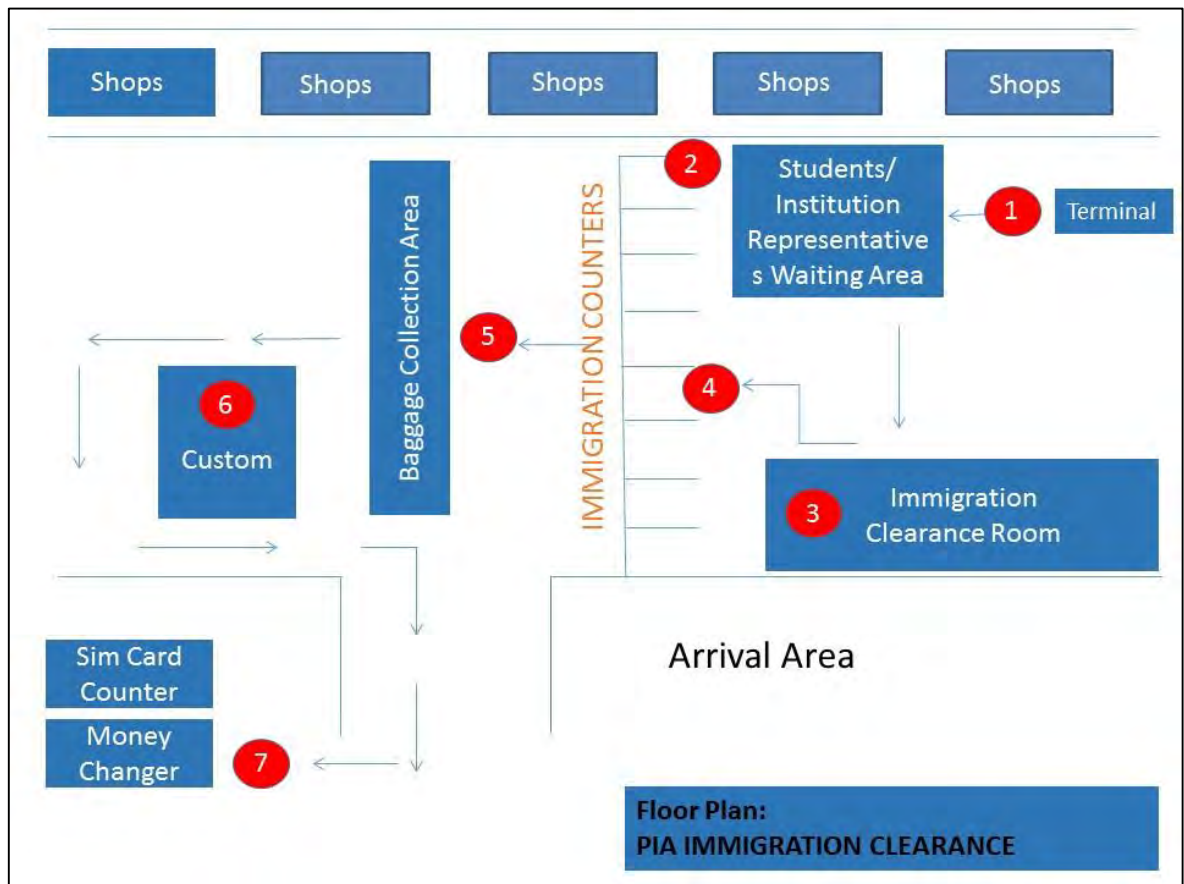
b. Arrival/ Transit at Kuala Lumpur International Airport 2 (KLIA 2)



Steps: Arriving / Transit at KLIA 2

1. Once come out from the **terminal**, proceed to the **Students/ Institution Representatives Waiting Area** to wait for the International Office personnel. You may call the IO personnel (contact number will be provided in the email confirmation).
2. IO personnel will go to **the Immigration Clearance Room** with you.
3. After clearance, proceed to **Immigration Counters** with IO personnel
4. Collect your baggage at **Baggage Collection Area**
5. After collection, go to the **Custom Area** to do baggage screening.
6. Proceed to the **Money Changer**. You may need about RM500 – RM1000. And then go to Domestic Departure Area with IO personnel to travel to Penang.
7. Proceed to the **SIM Card Counter** to purchase Sim Card. You need to top up at least RM30. You are to call home to inform your parents about your status.

c. Arrival at Penang International Airport (PIA)



Steps: Arriving Penang International Airport (PIA)

1. Once come out from the **terminal**, proceed to the **Students/ Institution Representatives Waiting Area** to wait for the International Office personnel. You may call the IO personnel (contact number will be provided in the email confirmation).
2. IO personnel will go to **the Immigration Clearance Room** with you.
3. After clearance, proceed to **Immigration Counters** with IO personnel
4. Collect you baggage at **Baggage Collection Area**
5. After collection, go to the **Custom Area** to do baggage screening.
6. Proceed to the **Money Changer**. You may need about RM500 – RM1000. And then go to Domestic Departure Area with IO personnel to travel to Penang.
7. Proceed to the **SIM Card Counter** to purchase Sim Card. You need to top up at least RM30. You are to call home to inform your parents about your status.

4.4 After Arriving in Penang

4.4.1 Medical Examination

Go for a medical examination

- Report to the International Student Service Department at 9.30 am the day after your arrival (if it is not a weekend)
- International Student Service Department will arrange to proceed for medical examination at the designated EMGS approved clinic.
- After completing the medical examination, return to the International Student Service Department to submit the medical slip and your passport for student pass endorsement.

In event you fail your medical examination, you are to immediately proceed to the same clinic to appeal with payment of RM280.

Note: The Malaysian Government is very strict over medical examination (particularly on drug test, refer to Diagram below for more info) for all international students currently studying and shall study in Malaysia.

If you are undergoing medication treatment, kindly obtain a letter from your doctor stating the medication you are currently taking, as well as medication you have taken in the past 3 months. You are required to declare this to the medical doctor and clinic personnel during your medical examination at EMGS Approved Clinics.

4.4.2 Student Pass Endorsement

DO NOT CONFIRM ANY TRAVEL ARRANGEMENT prior obtaining your passport from Education Malaysia Global Services (EMGS) & Immigration Department Malaysia.

PASSPORT Collection is **approximately** at 1 month from submission date.

You shall be given a Verification Letter whenever you submit your passport to International Student Service Department for official business. This letter **must** be returned to International Student Service Department during passport collection.

No special request to expedite the process will be entertained.

You are to AT ALL TIMES take note of your passport & visa validity.

4.4.3 Open a Bank and Change Currency

You can apply to open a Bank Account after the student pass has been endorsed in your passport.

Request a Verification Letter for Opening Bank Account, from International Student Service Department. Letter will be ready within 1 working day.

Proceed to the selected bank with your passport, verification letter and money.

(This is the nearest option to UOW MALAYSIA KDU)

The International Student Service Department will also help to make arrangement to the bank and also help you to change currency.

4.4.4 Medical Card and iKad

Medical Card collection is **approximately** 1 month from submission date of your passport to International Student Service Department.

The iKad is an identification card for foreign students in Peninsular Malaysia. It will be ready for collection approximately 2 months from submission date of your passport to International Office. Please take note that the iKad is not a replacement travel document.

In the event that the iKad is lost or damaged, the following fees will be charged:

- For damaged iKad – RM150 + RM10 (Courier Charges)

- For lost iKad (1st request) – RM150 + RM10 (Courier Charges)
- For lost iKad (2nd request) – RM300 + RM10 (Courier Charges)
- For lost iKad (3rd request) – RM500 + RM10 (Courier Charges)
- Every subsequent loss of iKad – RM500 + RM10 (Courier Charges)

4.5 Extension of Student Pass

Submission of passport must be at least than 2 months before visa expiry date.

You are to make payment of RM1,000 to Bursary for student pass extension fee and submit the passport to International Office.

Submission less than 2 months before visa expiry date will be charged RM240 for Special Pass fee.

Submit the passport size photo (white color background) if you wish to change the photo in your student pass.

PASSPORT Collection is **approximately** 1 month after student pass expiry date.

DO NOT CONFIRM ANY TRAVEL ARRANGEMENT prior obtaining your passport from EMGS & Immigration Department Malaysia.

You are to regularly check for Update of Passport Collection from International Office.

You shall be given a Verification Letter whenever you submit your passport to International Office (IO) for official business. This letter **must** be returned to International Office (IO) during passport collection.

No special request to expedite the process will be entertained.

You are to AT ALL TIMES take note of your passport & student pass validity.

4.6 Planning for Internship

You must consult International Student Service Department and Placement Office when you plan for internship, to avoid unnecessary complication over student pass issues.

You need a valid student pass to undergo your internship in Malaysia.

4.7 Overstaying in Malaysia

DO NOT OVERSTAY

Overstaying is a serious offence under Malaysia Immigration Law. You may not overstay in Malaysia whether intentionally or unintentionally.

If you overstay, you could be fined up to RM10,000. You also risk imprisonment. Furthermore, you must bear all costs and penalties arising from your overstay including those imposed to UOW Malaysia KDU. Please refer to *the Immigration Department Malaysia (www.imi.gov.my) for more information.*

Note: Any submission of passport to International Student Service Department less than 7 working days from your visa expiry date will be considered as overstaying case. International Student Service Department is unable to process such last minute request even though technically you have not overstayed.

4.8 Change of Program

If you change your mind about the program you are studying, you may change to another program. You are only allowed to change program **TWICE (2)**.

For example; if you enter Malaysia to study program A and you change your mind to change to program B before finishing the program A, this counts as one change. And later you change again from program B to program C because you are unable cope program B, this counts as second change. Program C is the last program that you can study and no more changes can be made anymore.

Any International Students who change to a different program, **MUST** also change to a new visa in order to continue his/her study at the Institution.

This would require the student:

- To cancel current program visa,
- To prepare documents for re-application,

All requests for change and new visa application must be completed at least 3 months prior the desire intake date. Failing which, student pass application will be submitted for the next available intake date.

How to change your program:

1. Obtain & Fill “**Programme Status Change Form**” at the respective academic department.
2. The completed form will be sent to Student Records Office by the department/school.
3. Student to pay RM2350 EMGS Fee at Bursary.
4. Submit passport and photograph to International Student Service Department for cancellation of the current student pass and reapply for the new student pass.

4.9 Part time work / Employment

International students are allowed to work part-time for a maximum of twenty (20) hours per week ONLY during semester breaks or holidays of more than seven (7) days at restaurants, petrol kiosks, mini markets and hotels as long as their student passes remain valid and **with the prior approval of the Immigration Department of Malaysia.**

International students are NOT permitted to work as cashiers. In addition, in the hotel sector, international students are NOT allowed to work as singers, masseurs, musicians or GROs. International students are not allowed to engage in any job or activity deemed to be immoral.

Applications to work part time must be made through the UOW Malaysia KDU Penang University College and you need to be present at the Immigration Department of Malaysia in order to submit an application for part time work.

International students caught working illegally risk a jail sentence, or deportation, or both.

4.10 Cancellation of Student Pass

You **MUST** cancel your student pass when you decided to withdraw from UOW Malaysia KDU, and/or you have completed your studies.

Submit your passport and flight ticket to International Student Service Department. Air Ticket departure date must be **at least 18 working days** from submission date.

PASSPORT and Check-out Memo collection is **14 working days** from submission date.

You are required to show the Check-out Memo to the Immigration during departure at any Malaysia check out point.

You are to regularly check for Update of Passport Collection.

You shall be given a Verification Letter whenever you submit your passport to International Student Service Department for official business. This letter **must** be returned to International Student Service Department during passport collection.

4.11 Deferment & Missing in Action

Students are allowed to defer their studies for ONE (1) semester only at any one time based on medical reasons.

You must submit the following to apply for deferment:

- Doctor's Recommendation Letter.
- Medical Report.

You are to apply and obtain written approval for deferment from Academic Head of Department and send a copy to International Student Service Department. Failing which, you would be treated as Missing in Action (MIA) case.

Should your deferment application is approved; you are required to return to Malaysia and to register for the following semester. Failing which, you would be treated as Missing in Action (MIA) case.

Any of the following situation would render you to become MIA case:

- Prolonged Absenteeism from classes.
- Failure to apply and obtain proper Deferment.
- Failure to register subject by the registration date.

International Student Service Department will make police report and shall request Immigration Department Malaysia to cancel your student pass without prior notice.

Once your student pass is cancelled by Immigration Department Malaysia, you would be on your own, and International Student Service Department is unable to help you in any of your student pass related matter.

4.12 Transfer to Another Institution in Malaysia

You **MUST** to cancel your student pass when you decided to withdraw from UOW Malaysia KDU, and/or you have completed your studies.

Please note that you cannot apply to transfer unless you have received a confirmed offer of study at another institution.

You are only allowed to change institution **TWICE (2)**.

For example; if you enter Malaysia to study program A in Institution A and you change your mind to change to Institution B before finishing the program A in Institution A, this counts as one change. And later you change again from Institution B to Institution C and this counts as second change. Institution C is the last institution that you can study with and no more changes can be made anymore.

How to transfer to another institution:

1. Obtain & Fill “**Withdrawal Form**” at respective academic department.
2. Submit your passport and offer letter from another institution to International Student Service Department.

PASSPORT Collection is 12 working days from submission date, unless you have been informed by personnel.

You are to regularly check for Update of Passport Collection.

You shall be given a Verification Letter in whenever you submit your passport to International Office for official purposes. This letter **must** be returned to International Office during passport collection.

No special request to expedite the process will be entertained.

You are to AT ALL TIMES take note of your new validity date of your student pass.

4.13 Refund

All fees which have been paid are **NOT** refundable unless:

- The programme has not commenced
- Student is not accepted by University College
- Student pass application is rejected by the Immigration Department Malaysia

If the student withdraws from the University College:

- a) Within 14 working days (including Saturdays, Sundays and public holidays) from commencement of a semester, **ONLY** 50% of program fees will be refunded. An administrative charge of RM250 will be imposed to the student.
- b) After 14 working days (including Saturdays, Sundays and public holidays) from commencement of a semester, no refund of program fees shall be entertained.

How to obtain a refund:

1. Fill in the Refund Form from respective academic department
2. Submit your passport to International Student Service Department for student pass cancellation (applicable for completion or withdrawal of studies).

Refundable deposits and caution fee (less any outstanding amount) can only be refunded after a student has passed his/her exams or withdrawn from his/her study at the University College.

The refunded monies should be claimed within 6 months from the date of completion of studies or date of withdrawal (the end date of the student's current semester), failing which, the said monies shall be forfeited by the University College. Any excess payments can only be claimed upon completion/withdrawal of studies.

Student will be notified in writing to collect the monies (in the form of crossed cheque) from the Bursary or alternatively shall opt for the cheque to be posted to their correspondence address.

For refunds to bank account outside Malaysia, you **MUST** provide the following info:

Account Holder's name

Bank Name & Bank Full Address

Bank Account Number

SWIFT Code

Deferment of Studies

No refund of fees will be allowed for any deferment case.

4.14 Lost/ Change of New Passport

If you lose your passport, you must:

- IMMEDIATELY make a police report at the nearest police station.
- IMMEDIATELY bring the police report to your Embassy / High Commission / Consulate to get a new passport.
- Request a letter from your Embassy / High Commission / Consulate to provide you a Verification/Explanation Letter addressing to the Immigration Department Malaysia, verifying a new passport has been issued to you replacing the lost passport.
- Submit your new passport to International Office to get student pass.
- Make payment of Transfer for Endorsement fee.
- Collect your passport 12 working days from submission date, unless you have been informed by personnel.

If you have a new passport, you must:

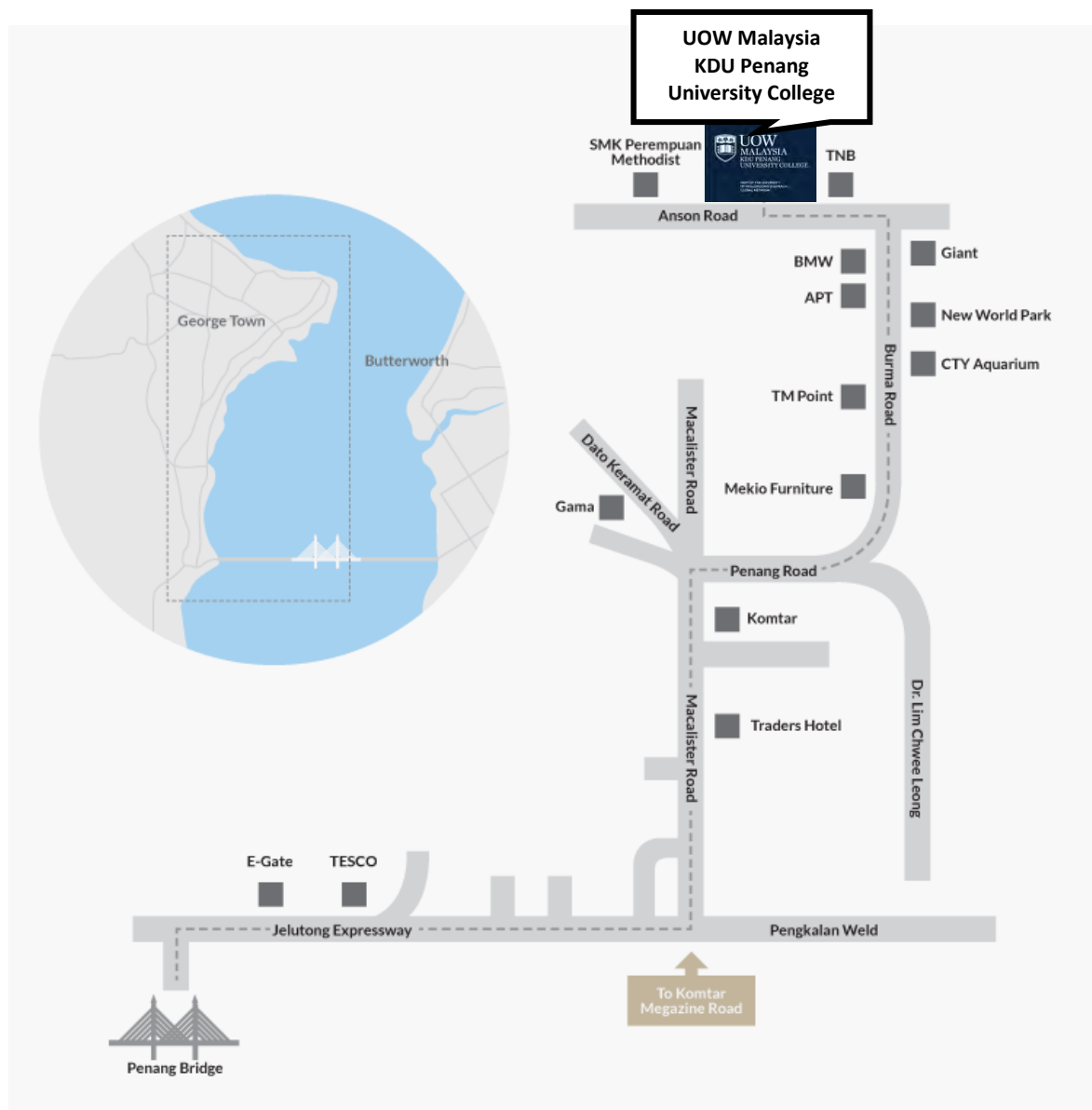
- Submit your old and new passport to international Student Service Department.
- Make payment for Transfer of Endorsement fee.
- Collect your passport 12 working days from submission date, unless you have been informed by personnel.

In order to avoid any violation of Malaysia Immigration laws, you are advised to obtain your new passport well in advance of the expiry of your student pass so as to allow sufficient time to complete the transfer of endorsement.

No special request to expedite the process will be entertained.

You are to AT ALL TIMES take note of your passport & student pass validity.

5.0 Map to UOW Malaysia KDU Penang University College.



6.0 Map to UOW Malaysia KDU, Batu Kawan Campus.

