

TARUMT
TUNKU ABDUL RAHMAN UNIVERSITY OF
MANAGEMENT AND TECHNOLOGY



INTERNATIONAL STUDENT HANDBOOK

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Welcome to Tunku Abdul Rahman University of Management and Technology (TAR UMT) Kuala Lumpur Main Campus! This handbook is to help you adjust to a new environment and make your stay in the campus a pleasant experience.

The Campus is designed to create a conducive environment for study and relaxation. Students are able to enjoy various facilities which include a three-storey library, a sports complex, an Olympic-sized swimming pool, well-equipped tutorial rooms, lecture theatres, laboratories and workshops. Also, there is a myriad of student activities and events to participate in, and lots of opportunities to hone soft skills and develop enduring friendships with both locals and other international students.

We hope that our International students will make the most out of their experience here with us, and will take away with them a better understanding of the Malaysian people and their cultures.

Department of International Student Office (DISO) serves as an on-campus centre for all international students. The Department has 2 offices located at Ground Floor, Tun Tan Siew Sin Building (TTSS) and Ground Floor, Tan Sri Khaw Kai Boh Building (KKB). The office located in TTSS Building mainly functions as the international marketing unit with an **international student lounge**. Whilst, the office located in the KKB Building is mainly to handle operation matters that are related to international students admission and visa matters.

Basically DISO's objective is to help you adjust and adapt to the TAR UMT environment. We also provide guidance on immigration regulations, culture sharing and adjustment to life in Malaysia. Do not hesitate to seek assistance and we will assist whenever we can within our capability.

The **international student lounge** located in DISO international marketing unit, TTSS Building is equipped with online facilities for international students to surf the internet, and comfortable chairs and table for students to relax, have discussion or to do their assignments. It is a space to promote better interaction between international students who come from different countries.



Picture 1:
International marketing unit with an **international student lounge**. (View from internal)



Picture 2:
International marketing unit with an **international student lounge**. (View from external)

- **Offer of Admissions**

To accept the Offer of Admissions, you are to make the payment as stated in the [Payment Details](#), which is the admission bill comprises of the tuition fees, other fees/ deposit and visa charges before the stipulated deadline as stated in the Offer of Admission. Please refer to the Payment Details on the fee payment options and instructions. If you are unable to make the payment based on the available options given, kindly contact DISO for assistance.

- **Submission of Documents for Student Pass Application**

Kindly take note of the checklist of required documents attached with the letter from DISO. The documents and photos have to be in accordance with the Education Malaysia Global Services (EMGS) specifications as stated in the checklist. The documents are required for application for the Visa Approval Letter (VAL) and Student Pass from the Immigration Department of Malaysia. The processing of VAL may take between 6 to 8 weeks from date of submission of documents and thus kindly ensure the pending documents are submitted to DISO before the stipulated deadline given. TAR UMT bears no responsibility for late payment and/or submission of required documents.

- **Student Pass Application**

All international students intending to study in Malaysia must obtain a VAL or a Student Pass issue by the Immigration Department of Malaysia before he/she can enter the country and study in Malaysia. TAR UMT will apply for the VAL and Student Pass on behalf of the student.

International students who are on social visit pass or those holding other passes (e.g. dependant pass, social visit pass, MM2H pass, student pass from other institutions) are still required to apply for a student pass through TAR UMT.

Student may also check the status of his/her student pass application through EMGS website at "[Track my Visa Application](#)" via the link: <https://educationmalaysia.gov.my/>

- **Immigration Requirements Before Enter Malaysia**

Once VAL is issued, DISO will notify you via email. You need to print the VAL and bring the printed VAL copy to the nearest Malaysian Embassy/Consulate to apply for a **Single Entry Visa (SEV)** before enter into Malaysia. Please check with the nearest Malaysian Embassy/Consulate for the latest updates on immigration requirements and procedures. For information about countries that require SEV, please visit EMGS official website at “**SEV Required Countries**” under “Guidelines” via the link: <https://educationmalaysia.gov.my/>

Students coming from **Yellow Fever Endemic Zones** are required to possess a valid certificate of immunization against Yellow Fever. Students from these regions are therefore required to get the vaccination. The **Yellow Fever immunization certificate** is valid only after 10 days from the date of vaccination, for up to 10 years. The health regulations of Malaysia require those arriving from these regions without a valid immunization certificate or before inoculation, to be immediately quarantined.

Additional documents will be required for students from Sudan (i.e. No Objection Certificate (NOC)), Omani (i.e. No Objection Letter (NOL)) and Iranian (i.e. Letter of Eligibility (LOE)). DISO will assist in applying for the said required documents. Please note that charges may be incurred.

- **Personal Bond Deposit**

The Immigration Department of Malaysia requires all Institutions of Higher Learning in Malaysia to sign a Personal Bond on behalf of the international student, binding the institution for the said sum. To comply with this requirement, the University requires a candidate to lodge with the University the said sum for this purpose. This money will be returned to the student upon completion/withdrawal of his/her studies in the TAR UMT, on the condition that there is no violation of any provision of the Immigration rules and regulations.

- **Flight Arrangements**

International students arriving from their home countries are to update DISO by email (intstudent@tarc.edu.my) or WhatsApp (+601110758573) on their travel itinerary details **at least seven (7) days** before their arrival date. For your information, EMGS has set up an **International Student Arrival Centre (ISAC)** in Kuala Lumpur International Airport (KLIA) and KLIA2 to facilitate international students arrival. As such, it is advisable that you book your flight to arrive in Malaysia during weekday and within day time (i.e. 7.30am - 6.00pm). ISAC is located at:

- KLIA : Level 3, Arrival Hall, KLIA
- KLIA2: Lot No.: S4-01, Level 3a, Sektor 4, International Arrival Hall, KLIA2

- **Travelling**

To facilitate a smooth travelling experience, you are advised to keep the following personal items in a carry-on luggage and keep it close to you:

- Fund that is sufficient for at least first 3-months stay in Malaysia for the payment of accommodation and other necessities (suggested amount is MYR3,500). Funds can be brought into Malaysia using traveler cheques. An international credit card (Visa/Master) may be useful.
- Your international passport
- TAR UMT Offer of Admissions
- Printed copy of Visa Approval Letter (VAL)
- Printed copy of Single Entry Visa (SEV) (if applicable)
- Yellow Fever vaccination original certificate (if applicable)
- Original academic certificates and transcripts for confirmation of authenticity

On the plane, wear comfortable clothes and shoes. Your luggage should be locked and labeled with your full name and full address of your destination. You are strongly advised to put this information in your luggage as well, in case the labels become torn or your luggage is mislaid.

If you are currently suffering from an illness, it is advisable to bring along the necessary medication and all documentation and written medical advice relating to the condition. This is especially crucial if the medication you have to take is a restricted drug in Malaysia.

- **Medical Screening**

Effective from 1st June 2019, the Malaysian Ministry of Education has made it mandatory that all international students are no longer required to undergo the Pre-Arrival Medical Screening when applying for a student pass application to Malaysia. However, the student is required to submit the "Health Declaration Form" in place of the Pre-Arrival Medical Screening Report.

Upon arrival in Malaysia, you are required to undergo a compulsory Post-Arrival Health Examination at an EMGS appointed panel clinic within seven (7) days upon arrival. The **Post-Arrival Health Examination Form** will be given to students for the said purposes. For first-time international students registering with DISO, transportation will be provided upon request to the EMGS panel clinic for medical screening.

In the event that a student failed the health screening, an appeal must be made at the panel clinic that the student visited previously for health screening within seven (7) days from the receipt of EMGS notification. The examining doctor shall explain the confirmatory test(s) required and all costs relating to the appeal shall be borne by the student, payable directly to the panel clinic. The results of the confirmatory test(s) will be reviewed by the EMGS Medical Appeal Committee and the decision of the Committee is final and there is no further right of appeal if appeal is unsuccessful.

If the student is diagnosed with a medical condition that is deemed unsuitable for studies in Malaysia when undergoing the compulsory Post-Arrival Health Examination, they will be required to bear the cost of leaving Malaysia. The students are also required to exit Malaysia and will have to adhere to the immigration requirements on the visit pass and exit before the pass expiration, or any deadline given whichever is earlier.

- **Registration**

You are required to report to DISO located at KKB within the next working day after your arrival in Malaysia for you to complete the following procedures:

- **Certification & Verification of Documents**

A verification exercise of the qualifying results for admission (i.e. O Level/A Level/ equivalent) will be carried out. You will have to produce your **original** academic certificates, academic transcripts and school leaving certificate for DISO officer's certification. Admission is based upon the authenticity of documents submitted and information contained in the application form. Discovery of false information or omission of relevant information subsequent to the Offer of Admission will lead to the immediate dismissal at any point of time during the student's programme of study. Such dismissal shall result in forfeiture of all fees paid and academic credits earned. Upon dismissal, students would NOT be able to gain re-admission into the University.

- **Making of TAR UMT Student ID Card**

All new students are to make their student identification (ID) card upon commencement of the programme. Prior to making of the ID card, kindly upload the Student ID Card Photo at Student Intranet > Application > Student ID Card Photo. Upon approval of the student ID card photo, students may proceed to make their student ID card at Cyber Centre (Ground Floor). Your TAR UMT student ID card is an important and useful form of identification which you will use on and off campus. The ID card shows your picture, name and student number. On campus it enables you to take your exams, get into the library and borrow books from the library, etc. You must wear your student ID card at all times while in the campus. If you lose your ID card, you are required to report to DISO before a replacement card can be issued to you.

- **Student Intranet**

You are advised to log in to your intranet to download some important information, e.g. timetable for the programme, student semester bill, examination authorization slips, semester results, etc.

- **Online Verification of Student Particulars via Intranet**

New students are to check, verify and update their personal particulars to ensure that their particulars are accurate in the University database.

- **Meeting with the Academic Advisor**

You may arrange with your Academic Advisor to meet him/her physically. If you need assistance from DISO, please feel free to contact us for the arrangements. The contact details of your Academic Advisor is available in your Student Intranet.

- **On-Campus Tour**

On-campus tour may be arranged upon request.

- **Student Pass Endorsement**

You are also required to submit your passport to DISO to obtain the student pass sticker endorsement from the Immigration Department of Malaysia. DISO will inform you once your passport has been received from the Immigration Department of Malaysia. Students are advised not to make any travel arrangements regardless of international or domestic during this period.

- **iKad for International Students**

All international students will receive iKad after arrival in Malaysia and once their student pass have been endorsed by the Immigration Department of Malaysia on the passport. i-Kad is a biometric residence permit which bears your photo and other information to verify your identity. A valid i-Kad is the only substitute identification document for foreign nationals recognized by the Immigration Department of Malaysia in Peninsular Malaysia. As such, it is important to keep it with you all the times. Any lost or damaged iKad must be reported to DISO. Damaged iKad will be returned to EMGS for replacement. Charges for replacement of iKad will have to be borne by the student.



TAR UMT Orientation

1. It is **important** for all new students to attend the University's Orientation. Students who have accepted the Offer of Admission via payment of fees and thus have registered for the programme are to log in to their Student Intranet nearer to the commencement of programmes to check on their semester timetable, etc.
2. Students are to bring the Offer of Admissions (printed copy) and receipt of payment for the redemption of an orientation kit.
3. Attending the orientation will enable you to:
 - Learn more about the study programme and meet the academic staff from your Faculty/Centre.
 - Meet your new course mates and make new friends.
 - Find out about the services and facilities available on and off campus.
 - Meet senior students from your programme.
4. For many of you, this may be the first time away from home and also your first time living in a foreign country and consequently you may find it difficult to settle in. Orientation is designed to make this transition easier. This is an opportunity for you to meet people and become familiar with the campus surroundings and the community that you will be calling home for the next few years, and also with key academic staff according to your area of study. During orientation, you will be able to seek clarifications on matters that puzzles you, make sense of your academic schedule and get answers to how things work here.
5. There are many people who are willing to help you. Please feel free to talk to your academic lecturers or tutors, the student counsellor or DISO officers. The Student Counselling Services are located at the First Floor of Tan Sri Khaw Kai Boh Building.

Students' Clubs, Societies & Activities

1. Student activities and organizations are an important part of a complete tertiary education and experience. Student are encouraged to participate in the numerous clubs, societies and activities available in campus.
2. Your involvement in these clubs and societies depends on your interest and free time. Participation in these social and cultural activities helps to maximize the full potential of your tertiary experience in Malaysia. It is also one of the easiest way to meet new friends.

Student Pass and Visa

1. All international students are required to have a valid student pass during the entire period of their study in Malaysia. The student pass will be a multiple entry visa which is endorsed in the form of a sticker in your passport by the Immigration Department of Malaysia. You are required to take responsibility of monitoring the **EXPIRY DATES** of your student pass and to renew it timely to avoid having the need to defer your study and return to your home country whilst waiting for your new student pass approval.
2. Application and renewal of student visa and student pass will be made to the Immigration Department of Malaysia via Education Malaysia Global Services (EMGS). EMGS is an agency appointed by the Ministry of Education to process student visa and student pass, and also handles the medical screening and the medical and health insurance for all international students pursuing their education in Malaysia. You can obtain more information on EMGS from the following EMGS website:
<https://educationmalaysia.gov.my/>
3. Where an extension/renewal of the Student Pass is required, students must submit their passports to DISO at least 6-8 weeks before the expiry of the pass in order to facilitate the extension. Please note that your passport validity must have **at least 18 months** and above before TAR UMT can process your student pass extension/renewal application. Kindly renew your passport if the validity is below 18 months.
4. Please note that you must satisfy Immigration Department of Malaysia and TAR UMT programme requirements by attending at least **80%** of all your scheduled classes (lectures and tutorials), and achieve **satisfactory academic results** (CGPA minimum 2.0000 and above). **ATTENDANCE** in classes is **COMPULSORY** at all times unless you are sick and submit a Medical Certificate (MC) from a certified doctor. You are advised to discuss with DISO about your traveling plans as early as possible to avoid possible time conflict with extension/renewal of your student pass.
5. Please do not make any international or domestic travel arrangements during the period of student pass processing period.
6. All charges and penalties imposed by the Immigration Department of Malaysia and EMGS in the application and/or renewal of Student Pass, Special Pass, Medical Screening, and Hospitalization and Surgical Insurance are to be borne by the student.

7. International students who are in Malaysia on a valid student pass have few opportunities to undertake paid employment during semester break. Please note that prior approval from the Immigration Department of Malaysia is required. If you are interested in undertaking part time employment at any stage during your studies, please consult DISO first. Under no circumstances should you undertake unofficial employment as this could result in your student pass being revoked.

Shorten/Cancellation of Student Pass

Upon completion of your study, you are required to discuss with DISO **at least 4 weeks before** you leave Malaysia or TAR UMT. If you have completed your study and do not plan to continue your study to any other institution in Malaysia, you will have to return to your **home country** and a proper cancellation of student pass with check out memo is required. However, if you wish to change your pass to another type of pass (e.g. MM2H, long term social visit pass, employment pass, etc), kindly submit the supporting documents to DISO for shorten of student pass.

For student who intend to withdraw from the University or transfer to another institution in Malaysia, you are advised to discuss with DISO at least 2 weeks before the decision is made as your student pass will have to be shortened/cancelled. Please note that if you have left Malaysia or TAR UMT without prior notice, your student pass will be cancelled by the University and this may affect your immigration record in the Immigration Department of Malaysia.

A copy of the exit stamp or new pass shall be forwarded to DISO for refund of personal bond deposit.

Transfer of Student Pass

Please note that once your passport is renewed due to any valid reason, your student pass in the old passport will no longer be valid. Please submit both new and old passport along with the supporting letter issued by the concerned authorities to DISO **within 7 working days** in order for DISO to apply for student pass transfer for you.

Please note that all charges by the Immigration Department of Malaysia and EMGS in the application of shorten/cancellation/transfer of student pass is to be borne by the student.

Student Code of Conduct

Student Code of Conduct is available for download from the TAR UMT official website under “Campus Life”. All students are expected to abide by them at all times. The Student Code of Conduct is to be kept throughout the duration of the programme. Any violation of regulations may result in **expulsion and cancellation of the student pass**. Fees will not be refunded in such cases.

English Language Requirements

During your studies in TAR UMT, it is important that you find out the English Language **entry** requirement for the next level of studies. DISO advises students who wish to pursue the next level of studies or another programme of study to plan ahead and acquire the required English Language qualification before the intake date.

If you are currently doing Bachelor Degree Programmes, English Language competency is also an **exit** requirement for Bachelor Degree programmes. You are advised to check with your Faculty/Centre on this requirement.

Examination Rules & Regulations

1. Students are required to **print the examination authorization slips** from TAR UMT Intranet at least one (1) week before the commencement of examination.
2. Any student who is found cheating, attempting to cheat, assisting others to cheat, being dishonest or disobeying any instructions given by the Invigilator during the Examination shall be subject to disciplinary action. Disciplinary action may include immediate suspension from the whole Examination or remainder of that Examination.
3. The student may also be expelled by TAR UMT which subsequently may result in your Student Pass being revoked.
4. Students who are unable to take the examination due to illness or any other reasons, e.g. late for examination, miss sitting an examination, etc. should submit a written letter together with relevant evidence to the Department of Examinations and Credit Accumulation with a copy of letter from the Dean of Faculty/Head of Centre within a period of 48 hours after the end of examination for that paper. In the case of illness, the letter must include a Medical Certificate (MC).

Withdrawal from Programme

International students who wish to terminate their studies with the University must complete and submit the Notification of Withdrawal form with the student ID card to DISO; failure to do so will render them liable to all fees due to the University. Kindly refer to **Page 16 on Refund of Fees Policy**. **The date the University receives the student’s withdrawal notification is the official date of withdrawal.**

Fees & Other Charges

1. Fees Payable at the Time of Registration

Please refer to the Application for Visa Approval Letter (VAL) letter for the total amount of fees payable for the first semester of study, at the time of registration. Kindly check the fees details for the duration of your programme from TAR UMT website.

2. EMGS Fee and Immigration Expenses

Charges for EMGS, Student Pass, Visa, Personal Bond and any other processing fees and charges related to medical screening and medical insurance will be borne and paid by the international student.

3. Payment of Fees

- a) New students to pay their fees in full at the time of registration before or on the date stipulated in the Offer of Admissions.
- b) Full fees payable at the beginning of each subsequent semester, unless otherwise specified, must be paid within two weeks from the date of the commencement of the semester, failing which the international student may be withdrawn without further notification and the Student Pass is liable to be revoked. Such fees paid are strictly non-refundable and non-transferable. For withdrawal due to non-payment of fees, the withdrawal date shall be the commencement date of the semester.
- c) Such students will have to pay a reinstatement of study fee of **RM150** in addition to programme fees by end of week 8 (for long semester)/ week 4 (for short semester).
- d) International students will be advised on the total fees payable through the University Intranet.
- e) Fees payable for each subsequent semester must be made on or before the due date stated in the "Payment Details" or "Student Bill" by one of the following methods:-
 - Online payment via:
 - Public Bank Internet banking
 - JomPAY via internet OR Mobile Banking Service
 - Flywire at tarc.flywire.com.
 - Cash payment at Public Bank Branches
 - Payment Counter, Bursary at KL Main Campus through:
 - Malaysian VISA /Mastercard

- f) International students who wish to terminate their studies with the University must complete and submit the Notification of Withdrawal form with the student ID card to DISO; failure to do so will render them liable to all fees due to the University.
- g) Fees paid are STRICTLY non-refundable and non-transferable.

4. Refund of Fees for Registered International Students

4.1 The University shall not refund any amount of the following fees or charges paid by the international students:

- 4.1.1 Processing fee
- 4.1.2 International Student Administration fee and
- 4.1.3 Any other fees or charges not stated as refundable in this refund policy.

4.2 All fees paid are strictly non-refundable and non-transferable after commencement date of the programme.

4.3 Refund of Fees for Registered International Students Who Have Paid All Fees Due for the Semester

4.3.1 If Notification of Withdrawal and/or Disqualification* is Received BEFORE the Commencement Date of the Programme

Refund of FIFTY PERCENT (50%) of the following fees paid (where applicable):

- Tuition Fee
- Laboratory/Workshop Fee
- Research
- Special Administration Fee
- Facilities & Resource Fee
- Examination & Service Fee

Registration Fee and Orientation & Activity Fee are **STRICTLY** non-refundable

4.3.2 In the event that the relevant Student Pass/VISA application is rejected by the Immigration authorities of Malaysia (and not attributable to the student's fault)

Refund of ONE HUNDRED PERCENT (100%) of the following fees paid (where applicable):

- Tuition Fee
- Laboratory/Workshop Fee
- Research
- Orientation & Activity Fee
- Special Administrative Fee
- Facilities & Resource Fee
- Examination & Service Fee

Registration Fee is **STRICTLY** non-refundable.

4.3.3 **If Notification of Withdrawal and/or Disqualification* is Received AFTER the Commencement Date of the Programme**

There is **STRICTLY** no refund of all fees paid after the commencement date of the programme.

4.3.4 **International Students Who Paid and Registered After the Commencement Date of the Programme**

There is **STRICTLY** no refund of all fees paid upon withdrawal and/or disqualification* from the programme.

4.3.5 Save and except for Clauses 4.3.1, 4.3.2, 4.4 and 4.5 (where applicable); there shall be no refund of any other fees paid.

4.3.6 All notification of withdrawal **must be made in writing.**

4.4 Caution Money (less any liability) may only be refunded on application after the international student has graduated or withdrawn from his/her last programme of study at the University. The application for the refund shall be made within one year from the date of graduation or withdrawal from the University, failing which, the said caution money shall be transferred and donated to TARC Education Foundation.

4.5 The University shall refund the Personal Bond paid by the international student within a reasonable period of time after the expiry or cancellation date of the student pass of the international student provided that there is no violation of any rules and regulations issued by the Immigration authorities.

4.6 Any amount refunded as stated in this refund policy shall be either in Malaysian Ringgit or its equivalent amount in foreign currency based on the prevailing official exchange rate.

*Disqualification shall include but not limited to situations where a student is unable or prevented from joining/proceeding with the programme by way of operation of law, regulations and/or policies.

Banking Facilities

1. It may be important to have credit/debit cards from your home country for use in Malaysia. Please check with your banks in your home country for further information. If your credit card is lost or stolen, notify the company that issued the card immediately.
2. **Malaysian Banking Account** — Some Malaysian banks allow international student to open a bank account and/or provide a credit/debit card. You may request for assistance from the University to facilitate the procedure of opening a bank account.
3. Most banks in Malaysia operate from Monday to Friday, 9.30am to 4.00pm. Only certain branches of banks are opened on Saturdays. The opening times may differ from one bank to another. It is best to check with the respective banks on their operating hours.
4. Automated Teller Machines (ATM) — You may use debit cards to withdraw money from your account instantly from conveniently located machines. Please check with your banks in your home country for further information. Note that there may be a small fee for using ATM's. You are advised not to share your Personal Identification Number (PIN) code with anyone, and take care not to lose your card. If you do, notify your bank immediately.



Estimated Cost of Living

- Living Expenses** — The living expenses depend on the needs and lifestyle of students. An estimated cost of accommodation, food, books, clothes, and other expenses is approximately **MYR1,200 to MYR2,700 per month** (USD300–USD675 based on the exchange of USD 1 = MYR4.00) for a student.
- Financial Support** — Please ensure that you have sufficient financial resources to support both your academic fees and living expenses throughout the duration of your studies here in the University.
- Housing/Accommodation** — Be clear about all other costs that you might incur in your housing arrangements. For off-campus accommodation, water and electricity bills are usually not included in the rent and have to be paid separately. Also, be prepared to pay deposits for utilities and rentals, which may be one or two month's rent in advance. There may be other charges that you may incur, such as, documentation fees for your tenancy agreement.

	On-Campus (University Hostel)	Off-Campus (Teratai Residency)
Accommodation	220 (twin sharing basis)	250 - 450 (single/twin sharing, air-conditioned/non air-conditioned)
Monthly Expenses (including food, utilities, books, transportation & miscellaneous expenditure)	1000-2000	1000-2000
Total Cost (estimated)	1220 - 2220	1250-2450



Medical Insurance Coverage

The medical and health insurance is procured through EMGS and is mandatory for international students who intend to apply for a student pass. The international student is covered by this medical and health insurance throughout his/her studies in Malaysia. The commencement date of the insurance policy for new international students is from the date of entry into Malaysia.

The insurance premium for your first year of studies has been included as part of the EMGS charges upon your acceptance of our offer letter. Subsequent year's insurance premium will be payable upon renewal of your student pass annually. We encourage international students to go to the EMGS website link to obtain the latest information on the list of coverage and benefits of your Medical Insurance. International students who subscribed to EMGS insurance package will be issued a Healthcare Card on which will be stated the insurance provider and the type of insurance plan. The website link is: <https://educationmalaysia.gov.my/how-to-apply/insurance.html/>.

EMGS has informed that there is a 24/7 medical and insurance helpline available to provide assistance to international students. The insurance **24 hour Call Centre** number is printed at the back of your HealthCare card.

Safety Tips

In order to enjoy your Campus life experience to the fullest, and take home happy memories of your studies in TAR UMT, there are some safety precautions that you may need to take. These include:

- Avoid being a victim of theft — do not carry valuables and large amount of money. Pickpockets and snatch-and-run thieves ply their trade in many large cities, and you are advised to be wary of your surroundings and take extra care of your belongings.
- Travel documents and valuables are best deposited in a safe or locked away carefully, as there is potential for theft while you are away.
- For your personal safety you are recommended not to go out alone, especially at night.
- Students traveling alone should be wary of opening their doors to strangers. In such situations, common sense judgment should prevail.
- Take care when crossing the roads, cars drive fast and motorbikes can appear without warning!
- If using a taxi after midnight or before dawn, it is best to use the dial-a-taxi service as the cab companies would have a record of the taxi's registration number.
- Do not accept drinks from strangers in any pub or club as there is a risk the drinks might be spiked.
- Drunk driving is a serious offence.
- Credit card fraud can be a problem, so use them only at large, reputable retailers, and do not let your card out of sight.
- Never bring any recreational drugs into Malaysia, even if you are only here for transit. Possession and/or trafficking of even minute amounts can lead to a mandatory death sentence.

The above precautions are not meant to scare you as Malaysia is no more dangerous than any other country but are simply listed as sensible common sense precautions that you should take anywhere.

Communication Services

1. **Landlines** — Malaysian landline telephone numbers have either seven or eight digits. The country is divided up into areas which have been assigned two or three digit area codes, which have to be dialed when calling from outside the area. **The country code for Malaysia is 60.**
2. **Courier services** — Many international courier services like FedEx, DHL and UPS are available in towns and cities but the main postal service provider is Pos Malaysia which provides affordable postal services to most countries in the world. Non-urgent letters and postcards can be dropped in post boxes inside post offices or red/yellow post boxes found outside post offices or along main roads.
3. **Mobile phones** — Mobile phones used in Malaysia requires a Subscriber Identity Module Card (SIM-card) to operate. If you wish to get a local mobile number, it is advisable for students to purchase a prepaid starter pack with a SIM-card. Part of the price of a starter pack is usually converted into phone credit on the calling account. You can top up your account with a prepaid top up card once the credits expired or finished. Phone cards and prepaid top up cards are available in most grocery stores, convenience stores or shopping centres.

Moving Around

1. The location of TAR UMT is convenient as it is near to shopping complexes, hospitals, medical clinics, shops, food outlets, banks and entertainment outlets. Buses, taxis and a Light Rail Transit (LRT) system are available providing easy access to and from the city center and within the vicinity of the University.
2. Buses are the most common form of public transport in Malaysia. Note that buses can get quite packed during peak hours, which is usually in the mornings and evenings. There are many bus routes, and as such it is advisable to enquire with the bus drivers on the exact route of the bus or inform them of your preferred destination to ensure you are boarding the right bus.
3. Taxi services are available within the vicinity of the Campus. While there are certain spots with taxi stands, most will stop at bus stops as well as by the side of the road, if safe to do so. There are separate charges if three or more passengers go on board, and also for storing luggage or items in the boot. You are also able to call for taxis although additional charges will apply. There are also different charges after midnight.
4. The Main Campus and Kuala Lumpur City Center are well-connected via the LRT. The Mass Rapid Transport (MRT), Monorail or LRT rail lines operates separately but at certain interchange locations, the stops are next to each other. The Monorail line will bring you past several shopping destinations as well as to the central business district of the city. Do make sure of your destination before hopping on.



Useful Phone Numbers

EMGS Panel Clinics for Post eVAL Medical Screening

Kumpulan Medic
G-Floor ,Bangunan Ghee Hong
47 Jalan Ampang
50450, KL
Tel:03-2078 1532
Near to Masjid Jamek LRT Station

Klinik Ng Dan Lee
377, Jalan Ampang 4th Mile
50450, KL
Tel:03-4256 0764

Klinik Catterall, Khoo & Raja Malek
Suite 3B-3-6, Level 3, Block 3B Plaza
Sentral (KL Sentral), Jalan Stesen Sentral,
50470, KL
Tel:03-2273 0344
Near to KL Sentral LRT Station

Please refer to the EMGS Official Website at <https://visa.educationmalaysia.gov.my/> > Guidelines > Registered Malaysian Clinic

EMGS Great Eastern GETB Panel Clinics

Klinik Melati Utama
65 Jalan Melati Utama 4,
Taman Melati
53200 Setapak
Tel: 03-4161 0643

Klinik Setapak Dan Surgeri
179, Jalan Genting Kelang,
53300 Setapak
Tel: 03-4025 1799

Klinik Chew
No. 3, Jalan Metro Wangsa,
Seksyen 2, Wangsa Maju
53300 Setapak, KL
Tel: 03-4149 4590

Poliklinik Subasri dan Gan
No 10, Jalan Rampai Niaga 1,
Rampai Business Park,
53300, Setapak, KL
Tel: 03-4143 4995

Klinik Mediviron (Sri Rampai)
12, Block A, Jalan Rampai Niaga 1,
Rampai Business Park,
53300, Setapak, KL
Tel: 03-4149 5122

Klinik Low (Desa Setapak)
No. 20, Jalan 1/27B, Desa Setapak,
53300, Setapak, KL
Tel:03-4149 7801

Please refer to the EMGS Official Website at <https://visa.educationmalaysia.gov.my/> > Guidelines > Insurance New > Downloads > Great Eastern Takaful Berhad > List of panel clinics for outpatient GP visits

EMGS Great Eastern GETB Panel Hospitals

PANTAI HOSPITAL AMPANG
Jalan Perubatan 1, Pandan Indah,
55100 Kuala Lumpur
Tel: 03-4289 2828

KPJ SENTOSA KL SPECIALIST CENTRE
Kompleks Damai, 36, Jalan
Cemur, 50400, Kuala Lumpur
Tel: 03-4043 7166

TUNG SHIN HOSPITAL
102, Jalan Pudu, Bukit Bintang,
55100 Kuala Lumpur
Tel: 03-2037 2288

Please refer to the EMGS Official Website at <https://visa.educationmalaysia.gov.my/> > Guidelines > Insurance New > Downloads > Great Eastern Takaful Berhad

*Alternatively, please call **GETB 24 hour Call Centre** number which is printed at the back of your Health Care card for the current panel of hospitals before admission into the hospital.*

Contact Us

Department of International Student Office (DISO)

Administrative Office:

Ground Floor,
Tan Sri Khaw Kai Boh Building (KKB)
Tel: 603-41450123 (extn. 3308/3654)
Whatsapp/Mobile No.: 6011-1075 8573
WeChat ID: TARUMT-DISO
e-mail: intstudent@tarc.edu.my

Homepage: <http://www.tarc.edu.my>

Marketing Office:

Ground Floor,
Tun Tan Siew Sin Building (TTSS)
Tel: 603-41450123 (extn. 3108/3655)

Other Useful Contact Numbers

TAR UMT Security Office No. : 603-4145 0123 (extn.3265)
TAR UMT On-campus Hostel No. : 603-4105 8952/62
Teratai Residency Off-campus Accommodation Office No. : 603-41418899

Emergency Contact Numbers (24 hours)

TAR UMT Emergency Hotline No.: 603-4145 0250
Wangsa Maju Police Station : 603-4149 2222 / 4149 4829
Police & Ambulance : 999
Fire Department : 994
Civil Defence : 991

Operating Hours

TAR UMT Offices

8.30 am to 5.30 pm (Monday—Friday, except Public Holidays)
Lunch Hour: 12.30 pm —1.30 pm (Monday—Thursday)
12.30 pm —2.00 pm (Friday)

On-campus Hostel

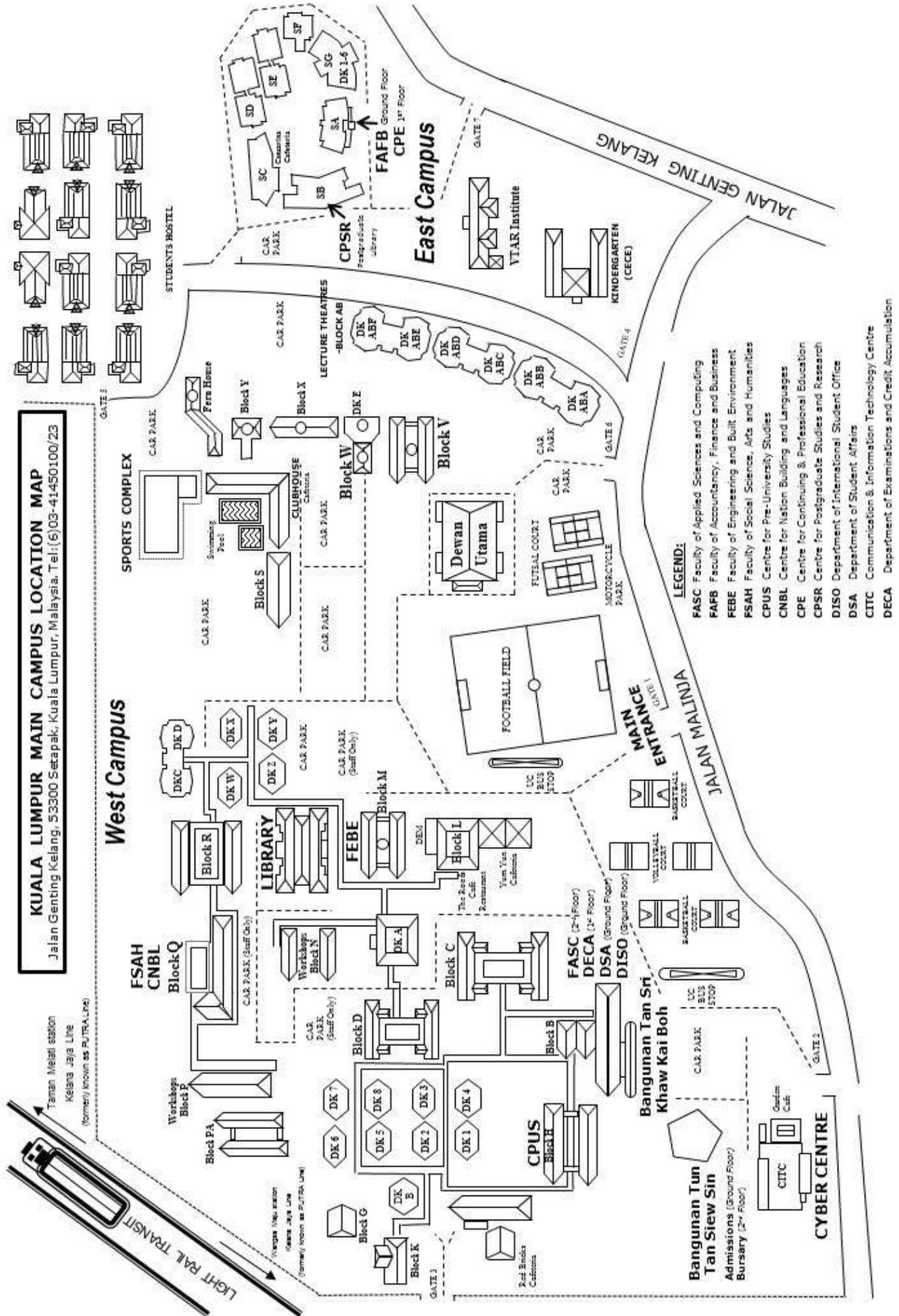
9.00 am to 5.00 pm (Monday—Friday, except Public Holidays)
Lunch Hour: 1.00 pm — 2.00 pm

Teratai Residency Off-campus Accommodation

9.00 am to 4.00 pm (Monday—Friday, except Public Holidays)
Lunch Hour: 1.00 pm — 2.00 pm



TAR UNIT CAMPUS MAP



Klang Valley Train Map

PETUNJUK LEGEND

- LALUAN REL RAIL LINES**
- 1** KTM LALUAN SEREMBAN
KTM SEREMBAN LINE
 - 2** KTM LALUAN PELABUHAN KLANG
KTM PORT KLANG LINE
 - 3** LRT LALUAN AMPANG
LRT AMPANG LINE *rapidKL*
 - 4** LRT LALUAN SRI PETALING
LRT SRI PETALING LINE *rapidKL*
 - 5** LRT LALUAN KELANA JAYA
LRT KELANA JAYA LINE *rapidKL*
 - 6** ERL LALUAN KLIA EKSPRES
ERL KLIA EKSPRES LINE
 - 7** ERL LALUAN KLIA TRANSIT
ERL KLIA TRANSIT LINE
 - 8** LALUAN MONOREL KL
KL MONORAIL LINE *rapidKL*
 - 9** MRT LALUAN SUNGAI BULOH - KAJANG
MRT SUNGAI BULOH - KAJANG LINE *rapidKL*
 - 10** KTM LALUAN TERMINAL SKYPARK
KTM TERMINAL SKYPARK LINE

- BUS RAPID TRANSIT (BRT)**
- BRT LALUAN SUNWAY**
BRT SUNWAY LINE *rapidKL*

- Stesen Sambungan**
Penumpang perlu tukar daripada bangunan stesen untuk perjalanan ke stesen yang lain.
Connecting Station
Passengers are required to exit station building to reach other.
- Stesen Pertukaran**
Penumpang akan bertukar dari satu bangunan stesen untuk perjalanan ke stesen yang lain.
Interchange Station
Passengers will change from one station building to another building to reach other.
- Terminal Rai**
Rail Terminal
- Stesen Bas Antarabangsa**
International Bus Station
- Terminal Lapangan Terbang**
Airport Terminal
- Medan Kereta**
Park and Ride

• Penumpang diwajibkan untuk menggunakan kad MyRapid (bagi stesen ke stesen) atau kad Touch 'n Go (untuk perjalanan antarabangsa) untuk perjalanan yang lebih pantas dan selamat. Untuk maklumat lanjut, sila rujuk laman web kami di www.myrapid.com.my.

• Penumpang yang menggunakan stesen sebagai stesen transit untuk perjalanan ke stesen lain perlu membeli tiket untuk perjalanan ke stesen transit terlebih dahulu. Untuk maklumat lanjut, sila rujuk laman web kami di [.](http://www.myrapid.com.my.</p>
<p>• Penumpang yang menggunakan stesen sebagai stesen transit untuk perjalanan ke stesen lain perlu membeli tiket untuk perjalanan ke stesen transit terlebih dahulu. Untuk maklumat lanjut, sila rujuk laman web kami di <a href=)

• Penumpang yang menggunakan stesen sebagai stesen transit untuk perjalanan ke stesen lain perlu membeli tiket untuk perjalanan ke stesen transit terlebih dahulu. Untuk maklumat lanjut, sila rujuk laman web kami di [• Penumpang yang menggunakan stesen sebagai stesen transit untuk perjalanan ke stesen lain perlu membeli tiket untuk perjalanan ke stesen transit terlebih dahulu. Untuk maklumat lanjut, sila rujuk laman web kami di \[.\]\(http://www.myrapid.com.my.</p>
<p>• Penumpang yang menggunakan stesen sebagai stesen transit untuk perjalanan ke stesen lain perlu membeli tiket untuk perjalanan ke stesen transit terlebih dahulu. Untuk maklumat lanjut, sila rujuk laman web kami di <a href=\)

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<p>• Penumpang yang menggunakan stesen sebagai stesen transit untuk perjalanan ke stesen lain perlu membeli tiket untuk perjalanan ke stesen transit terlebih dahulu. Untuk maklumat lanjut, sila rujuk laman web kami di <a href=\\)

• Penumpang yang menggunakan stesen sebagai stesen transit untuk perjalanan ke stesen lain perlu membeli tiket untuk perjalanan ke stesen transit terlebih dahulu. Untuk maklumat lanjut, sila rujuk laman web kami di \\[**NOTA:**
Sila ikut langkah berikut apabila menggunakan stesen sambungan Rapid KL:

- Dang Wangi dan Bukit Nanas
Beli token untuk perjalanan hingga stesen Dang Wangi \\\(jika dari LRT Kelana Jaya Line\\\) dan stesen Bukit Nanas \\\(jika dari LRT Kelana Jaya Line\\\). Keluar dari stesen destinasi tersebut dan beli token perjalanan baharu untuk memasuki stesen sambungan.
- Sultan Ismail dan Medan Tuanku
Beli token untuk perjalanan hingga stesen Sultan Ismail \\\(jika dari LRT Sri Petaling Line\\\) dan stesen Medan Tuanku \\\(jika dari LRT Kelana Jaya Line\\\). Keluar dari stesen destinasi tersebut dan beli token perjalanan baharu untuk memasuki stesen sambungan.
- KL Sentral \\\(LRT Kelana Jaya Line\\\) dan KL Sentral \\\(KL Monorail Line\\\)
Beli token untuk perjalanan hingga stesen KL Sentral \\\(di laluan di mana anda berada\\\). Keluar dari stesen destinasi tersebut dan beli token perjalanan baharu untuk memasuki stesen sambungan.

Bagi pengguna kad MyRapid dan Touch 'n Go, tambang akan ditolak berdasarkan perjalanan anda.\\]\\(http://www.myrapid.com.my.</p>
</div>
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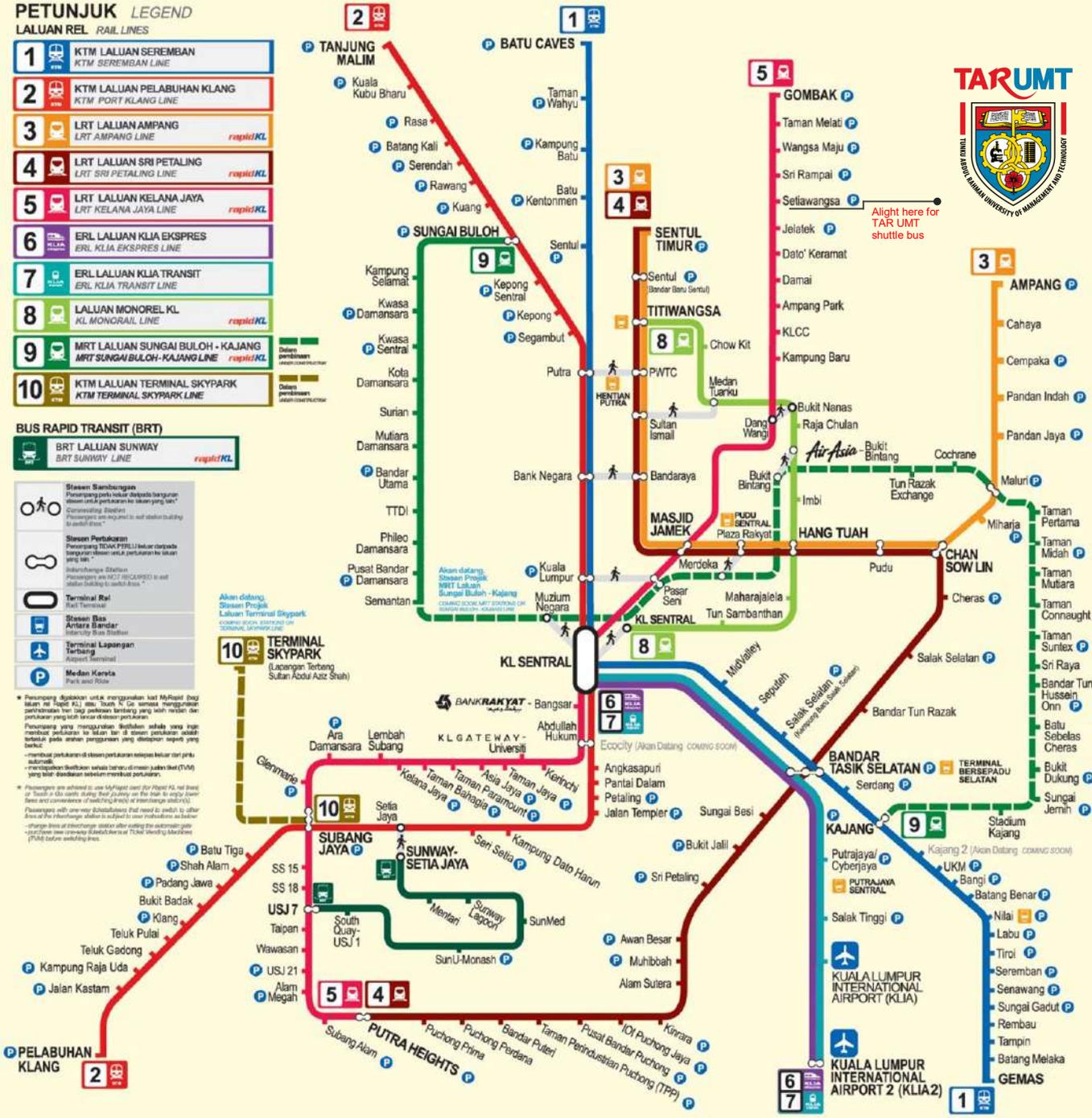
NOTE:
Please observe the following steps for journey between Rapid KL connecting stations:

- Dang Wangi and Bukit Nanas
Purchase tokens up to Dang Wangi (if from LRT Kelana Jaya Line) and Bukit Nanas (if from LRT Kelana Jaya Line). Exit station upon arrival and purchase another new token to enter connecting station.
- Sultan Ismail and Medan Tuanku
Purchase tokens up to Sultan Ismail (if from LRT Sri Petaling Line) and Medan Tuanku (if from LRT Kelana Jaya Line). Exit station upon arrival and purchase another new token to enter connecting station.
- KL Sentral (LRT Kelana Jaya Line) and KL Sentral (KL Monorail Line)
Purchase tokens up to KL Sentral (on the current line you are on). Exit station upon arrival and purchase another new token to enter connecting station.

For MyRapid and Touch 'n Go card users, fare will be deducted accordingly as you travel.



Alight here for TAR UTM shuttle bus



Student's Feedback

Should you have any feedback or issues pertaining to your programme, accommodation or even personal problems, you are welcomed to speak to us. TAR UMT also has a team of qualified student counsellors who can help you. If you are staying at the Campus hostels, you can seek assistance from the Hostel Manager. Of course, DISO is always here for you should you need any help.

NOTES



NOTE : All information contained in this International Student Handbook is correct at the time of printing and subject to change from time to time.

*Edited in November 2022
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