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1.0 Greetings from KDU University College Penang

We would like to take this opportunity to welcome you to KDU University College Penang and wish you have a pleasant stay in Penang, Malaysia.

Located in the dynamic and fascinating island of Penang home to many multi-national industries and a shopping paradise—KDU University College Penang 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 KDU University College Penang, we are committed to promote and inspire academic success as well as personal development among students. We strive to make KDU University College Penang an ideal place for you to pursue your studies.

KDU University College Penang 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 KDU University College Penang is its strong partnerships with renowned overseas universities in offering undergraduate programmes where students have the option to either complete the whole programme at KDU University College Penang 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 KDU University College Penang.

As soon as you step into KDU University College Penang, you are part of the KDU family. To assist you to achieve your goals, many departments at KDU University College Penang 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, internship 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 KDU University College Penang.

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 KDU University College Penang.
2.0  KDU's Vision, Mission & Core Value

VISION
The premier learning organization that sparks curiosity, inspires success and promotes responsibility.

MISSION
• We inspire students and staff to lead, share and serve.
• We create a community in which learning, teaching, research and publication are encouraged, enabled and enjoyed.
• We encourage critical thinking, independent learning and creative problem-solving.
• We nurture individuals to be ethical and responsible citizens.
• We share our success with stakeholders and the community we serve.

CORE VALUES
Our Core Values are described by the acronym “TRIBE” which stands for;

T = Trust
R = Respect
I = Integrity
B = Bravery
E = Energy
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 22º C to 34º 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.

Rich in a variety of so many elements such as culture, food, heritage, history and lifestyle, there is much to discover in Penang. One example is Chingay, an act of balancing a 35ft to 40ft giant flag, which cannot be found elsewhere in the world but 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.

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

GST which is also known as VAT or the value added tax in many countries is a multi-stage consumption tax on goods and services. GST is charged on all taxable supplies of goods and services in Malaysia except those specifically exempted. GST is also charged on the importation of goods and services into Malaysia.

For more info, please go to [http://gst.customs.gov.my/en/Pages/default.aspx](http://gst.customs.gov.my/en/Pages/default.aspx)

3.5 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
3.6 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.

3.7 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.

3.8 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
3.9 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
3.10 Malaysian Fruits

- Jackfruit
- Durian
- Mangosteen
- Pomelo
- Rambutan
- Sapodilla
- Starfruit
- Papaya
- Duku
3.11 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

Char Koay Kak
Batu Lanchang Food Court, Seow Fong Lye Café @ Macallister Lane.

Char Koay Teow
Khoo Hiang Café @ Jalan Dato Keramat, Kafe Heng Huat @ Lorong Selamat, Café Peng Hooi @ Lebuh Carnarvon.

Chendol / Ice Kacang
Roadside stall @ Ah Quee Street/Penang Road junction, Padang Brown hawker complex.

Chinese Pasembur / Popiah
Padang Brown Hawker Complex (afternoon), Gurney Drive Hawker Center, Batu Lanchang Food Court.

Curry Mee
Khuan Pin Café @ Lorong Seratus Tahun, Bee Hooi Coffee Shop @ Pulau Tikus Lane, Hot Bowl Restaurant @ Rangoon Road, Sin Hup Aun Café @ Pulau Tikus

Hokkien Prawn Mee
Seng Lee Coffee Shop @ Jalan Burma, Goodall Café @ Jalan Tanjung Tokong, Ban Leong Ean Coffee Shop @ Lebuh Armenian.

Indian Pasembur
Gurney Drive Hawker Center (afternoon to night), Esplanade Hawker Center (evening)

Nasi Kandar / Roti Canai
Line Clear @ Penang Road/Chulia Street, Nasi Kandar Beratur @ Jalan Masjid Kapitan Keling

Wantan Mee
Wantan Mee House Pulau Tikus @ Jalan Burma, Kim Maou Café @ Cintra Street.
3.12 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 KDU Penang)
Jalan Burma, 10050 Penang
Open daily from: 10.00 am - 10.00 pm
### 3.13 Getting Around

1. **Bus**

   Below are the bus routes for buses that come to the college:

<table>
<thead>
<tr>
<th>Bus Number</th>
<th>Destination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rapid U102</td>
<td>KDU – Komtar, Komtar – KDU</td>
</tr>
<tr>
<td>Rapid U105</td>
<td>KDU – Gurney, Gurney – KDU</td>
</tr>
<tr>
<td>Rapid U102, U101, U101, U102</td>
<td>KDU – Komtar - Batu Ferringhi, Batu Ferringhi - Komtar – KDU</td>
</tr>
<tr>
<td>Rapid U102, U302, U302, U102</td>
<td>KDU – Komtar - Air port (Bayan Lepas), Air port (Bayan Lepas) – Komtar – KDU</td>
</tr>
<tr>
<td>Rapid U101, U307, U307, U101</td>
<td>KDU – Komtar – Queensbay, Queensbay – Komtar - KDU</td>
</tr>
</tbody>
</table>

2. **Taxi**

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

<table>
<thead>
<tr>
<th>Call Centre</th>
<th>Area</th>
<th>Telephone No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suria Radio Call Taxi</td>
<td>Bayan Baru/ Bayan Lepas</td>
<td>012-430 1063</td>
</tr>
<tr>
<td>Sunshine Radio Call Taxi</td>
<td>Bayan Baru/ Bayan Lepas</td>
<td>04-642 5961</td>
</tr>
<tr>
<td>Sungai Nibong Taxi (Express Bus Station)</td>
<td>Sungai Nibong/ Gelugor/ Jelutong</td>
<td>04-657 2786</td>
</tr>
<tr>
<td>Upper Penang Road 24 Hour</td>
<td>Upper Penang Road</td>
<td>04-263 1914</td>
</tr>
<tr>
<td>Malaysia Hotel Taxi</td>
<td>Upper Penang Road</td>
<td>04-261 4533</td>
</tr>
<tr>
<td>MCI Radio Call Taxi</td>
<td>Komtar</td>
<td>04-281 4535/ 04-264 5534</td>
</tr>
<tr>
<td>Shangri-La Taxi</td>
<td>Magazine Road/ Komtar</td>
<td>04-263 1322</td>
</tr>
<tr>
<td>City Taxi Radio Call</td>
<td>Pulau Tikus</td>
<td>04-229 9467</td>
</tr>
<tr>
<td>Jeti Taxi Stand</td>
<td>Feri/ Pengkalan Weld</td>
<td>04-262 5721</td>
</tr>
<tr>
<td>JTR Radio Call Taxi</td>
<td>Gurney Drive/ Tg. Tokong/ Tg. Bungah</td>
<td>04-264 2313</td>
</tr>
<tr>
<td>Batu Feringghi</td>
<td>Batu Ferringhi</td>
<td>04-881 1004</td>
</tr>
</tbody>
</table>
b. Alternatively, you may also book a taxi by downloading and using the MyTeksi apps

**How to use MyTeksi**

- Payment Mode: Cash
- Register in MyTeksi 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. Taxi number plate
  iv. Estimate time of arrival
- Make sure you go to the right taxi according to the number plate stated in the message
- Make payment after the ride*

*RM2 government regulated booking fee applies and RM7 government regulated airport surcharge applies.*
3.14 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.
3.15 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.

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

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
c. Medical Clinics

(i) **Klinik Huang**

221B, Burma Road, 10050 Penang  
Tel: 04-227 1887

Opening Hours:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Friday</td>
<td>09.30am – 12.30pm</td>
</tr>
<tr>
<td></td>
<td>02.30pm – 05.00pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>09.30am – 12.30pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>10.30am – 01.00pm</td>
</tr>
</tbody>
</table>

(ii) **Penang X-Ray Specialist Klinik**

316H, Jalan Dato Kramat, 10180 Penang  
Tel: 04-228 9989

Opening Hours:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Saturday</td>
<td>09.00am – 05.00pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>Off</td>
</tr>
</tbody>
</table>
d. Libraries

(i) Penang Public Library
JKR 2936, Scotland Road, 10450 Penang
Tel: 04-229 3555

Opening Hours:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday, Monday and Public Holidays</td>
<td>Closed</td>
</tr>
<tr>
<td>Wednesday – Saturday</td>
<td>09.45am – 06.00pm</td>
</tr>
</tbody>
</table>

(ii) Penang Chinese Town Hall Library
22, Jalan Masjid Kapitan Keling, 10200 Penang
Tel: 04-262 8939

Opening Hours:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday and Public Holidays</td>
<td>Closed</td>
</tr>
<tr>
<td>Tuesday – Saturday</td>
<td>11.00am – 06.00pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>09.00am – 01.00pm</td>
</tr>
</tbody>
</table>
3.16 Emergency Services

Students may call the numbers below if there is any emergency. For students from foreign country or outstation may opt to call to the emergency number as stated in the student card if need any assistance from the college for the emergencies.

<table>
<thead>
<tr>
<th>Important Telephone Numbers in case of Emergency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police/ Ambulance</td>
</tr>
<tr>
<td>Fire Brigade</td>
</tr>
<tr>
<td>General Hospital (Penang)</td>
</tr>
<tr>
<td>Butterworth Immigration Department</td>
</tr>
<tr>
<td>Georgetown Immigration Office (Passport Only)</td>
</tr>
<tr>
<td>Penang International Airport</td>
</tr>
<tr>
<td>Penang International Airport Immigration Office</td>
</tr>
<tr>
<td>KLIA</td>
</tr>
<tr>
<td>KLIA Immigration Office</td>
</tr>
<tr>
<td>KLIA 2</td>
</tr>
<tr>
<td>KLIA 2 Immigration Office</td>
</tr>
</tbody>
</table>

3.17 Making National & international Calls

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

<table>
<thead>
<tr>
<th>Services</th>
<th>Dial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Service</td>
<td>100</td>
</tr>
<tr>
<td>Domestic Assisted Service</td>
<td>101</td>
</tr>
<tr>
<td>Telephone Enquiries</td>
<td>102</td>
</tr>
<tr>
<td>Telephone Directory</td>
<td>103</td>
</tr>
<tr>
<td>International Assisted Service</td>
<td>108</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>State</th>
<th>STD Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selangor, Kuala Lumpur, Putrajaya</td>
<td>03</td>
</tr>
<tr>
<td>Perlis, Kedah, Penang</td>
<td>04</td>
</tr>
<tr>
<td>Perak, Cameron Highlands</td>
<td>05</td>
</tr>
<tr>
<td>Negeri Sembilan, Melaka, Muar</td>
<td>06</td>
</tr>
<tr>
<td>Johor</td>
<td>07</td>
</tr>
<tr>
<td>Pahang</td>
<td>09</td>
</tr>
<tr>
<td>Sarawak – Kuching</td>
<td>082</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State</th>
<th>STD Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sarawak - Sri Aman</td>
<td>083</td>
</tr>
<tr>
<td>Sarawak - Sarieki, Sibu, Kapit</td>
<td>084</td>
</tr>
<tr>
<td>Sarawak – Lawas, Limban, Miri</td>
<td>085</td>
</tr>
<tr>
<td>Sarawak – Bintulu, Pelaga</td>
<td>086</td>
</tr>
<tr>
<td>Sabah – Labuan</td>
<td>087</td>
</tr>
<tr>
<td>Sabah – Kota Kinabalu, Kudat</td>
<td>088</td>
</tr>
<tr>
<td>Sabah – Lahad Datu, Sandakan</td>
<td>089</td>
</tr>
</tbody>
</table>

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

First Dial: International Call Access Code 00
Then: Country Code 81
Followed By: Area Code 3
Finally: Telephone No. 1234 5678
Selected popular destinations students call-to are listed below:

<table>
<thead>
<tr>
<th>Dialing Codes for International Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Australia</strong></td>
</tr>
<tr>
<td><strong>Bangladesh</strong></td>
</tr>
<tr>
<td><strong>Brazil</strong></td>
</tr>
<tr>
<td><strong>Brunei</strong></td>
</tr>
<tr>
<td><strong>Cambodia</strong></td>
</tr>
<tr>
<td><strong>China</strong></td>
</tr>
<tr>
<td><strong>Germany</strong></td>
</tr>
<tr>
<td><strong>Hong Kong</strong></td>
</tr>
<tr>
<td><strong>India</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dialing Codes for International Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Indonesia</strong></td>
</tr>
<tr>
<td><strong>Japan</strong></td>
</tr>
<tr>
<td><strong>Vietnam</strong></td>
</tr>
<tr>
<td><strong>Maldives</strong></td>
</tr>
<tr>
<td><strong>Philippines</strong></td>
</tr>
<tr>
<td><strong>Singapore</strong></td>
</tr>
<tr>
<td><strong>Thailand</strong></td>
</tr>
<tr>
<td><strong>UK</strong></td>
</tr>
<tr>
<td><strong>USA</strong></td>
</tr>
</tbody>
</table>
4.0 Get-to-know KDU University College Penang

KDU University College Penang began its chapter when it opened its door to its first batch of students in 1991. Since then, KDU Penang has grown by leaps and bounds. Now, sitting proudly at Jalan Anson, KDU Penang is the most popular private tertiary education provider in the northern region. It has international alumni from 48 countries around the world.

Moving forward, KDU University College Penang will be enhancing its campus learning experience with a brand new ‘Green’ campus in the Batu Kawan area in Penang by 2020. For a real education in the real world – THINK QUALITY, THINK KDU.
4.1 College Code of Conduct & Discipline

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

It is essential that:

- Every individual student conducts himself/ herself according to the KDU Code of Conduct & Discipline.
- Appropriate measures be taken to ensure adherence to the 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. Please refer to the Bulletin Board Posting Policy.
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 College 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 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 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 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 College community in general. All these acts and behaviors are unacceptable within the College community.

1. Not possessing, displaying or surrendering upon request a valid KDU University College Student ID Card while on campus or at a college function.
2. Cheating or plagiarizing at KDU University College.
3. Smoking on campus grounds.
4. Engaging in socially embarrassing action on-campus or during 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 College processes or procedures.
9. Conduct or action, which is prejudicial to the good name of the College.
10. Representation of the College in matters and activities outside of the College without the written permission of the College or its representative.
11. Non-adherence to the KDU 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 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 college functions. Students would be requested to do urine test at any time suspected to have drug issue.
14. The sale, use, possession or distribution of weapons, drugs, narcotics (dadah), pornography and alcohol on-campus and/or at college functions.
15. Gambling or betting in any form (e.g. with money).
16. Shoplifting, extortion and stealing
17. Theft
18. Vandalism or damage to property belonging to KDU or any staff, students or visitors of KDU
19. Fighting on college premises
20. Forgery, alterations, 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 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 College
b) Where, in the view of 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 counseling, medical treatment, or community service;
   iii. an order of exclusion from the 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 College or any or all of these;
   vi. restrictions of access to the College or part thereof.
   vii. any penalty as deemed reasonable by the college board.
d. Dress Code for Students

To maintain the good image of the College, you are reminded to be properly attired in a manner befitting the status of 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 fipper)

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 College will take disciplinary action against students who do not comply with the above guidelines.

e. Bulletin KDU Posting Policy

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

- Only recognized student clubs/societies and Student Council are allowed to post notices or information.
- Items posted by student clubs/societies and Student 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 Council. Student clubs/societies and Student 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:

<table>
<thead>
<tr>
<th>Designation</th>
<th>Name</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager</td>
<td>Ms Amy Leow</td>
<td><a href="mailto:amyleow@kdupg.edu.my">amyleow@kdupg.edu.my</a></td>
</tr>
<tr>
<td>Manager</td>
<td>Mr Gerard Boey</td>
<td><a href="mailto:gerardboey@kdupg.edu.my">gerardboey@kdupg.edu.my</a></td>
</tr>
<tr>
<td>Sr. Executive</td>
<td>Mr Loh Chee Khat</td>
<td><a href="mailto:ckeloh@kdupg.edu.my">ckeloh@kdupg.edu.my</a></td>
</tr>
</tbody>
</table>

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 KDU University College.

Personnel:

<table>
<thead>
<tr>
<th>Designation</th>
<th>Name</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager</td>
<td>Ms Joey Phuah</td>
<td><a href="mailto:syphah@kdupg.edu.my">syphah@kdupg.edu.my</a></td>
</tr>
<tr>
<td>Sr. Executive</td>
<td>Ms Goh Sze Yuin</td>
<td><a href="mailto:szeyuin.goh@kdupg.edu.my">szeyuin.goh@kdupg.edu.my</a></td>
</tr>
<tr>
<td>Executive</td>
<td>Mr Sadhis Kumar</td>
<td><a href="mailto:kumar@kdupg.edu.my">kumar@kdupg.edu.my</a></td>
</tr>
</tbody>
</table>

Address: 32, Jalan Anson, 10400 Penang

Contact #: +604 – 238 6368

Emergency Hotline #: +6018 – 468 6870

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 during their course of study in Malaysia. KDU will apply for the student pass from the Education Malaysia Global Services (EMGS) **BEFORE** the student 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 carry 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

All applications and payments must be received by the 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.

Students are required to take English Placement Test online before the application of the program (Diploma and Degree).

**Documents Required for Student Pass Application**

- **3 sets of passport copies**
  - Passport MUST be at least 2 year validity.
  - Photocopy ALL pages (from cover to cover)
  - Pages must CLEARLY shows the page numbers.
  - *If time of application & photocopying of passport, applicant already entered Malaysia, then “MALAYSIA IMMIGRATION EXIT” stamp page is needed.*

- **6 passport photos** (BLUE background)
  - Measurement EXACTLY 35mm x 50mm
  - Three Quarter (bend of shoulder) profiles are not allowed.
  - Subject must look straight into the camera.

- **3 sets of ALL Academic Transcripts & Certificate of Graduation/ School Leaving Certificate**
  - Certified True Copies MUST be by Ministry of Education (MOE).
  - Official English Translations needed if original transcripts not in Malay or English

- **Original No Objection Certificate (NOC) / Eligibility Letter**
  - (ONLY for Sub-Saharan countries)
  - NOC & Eligibility Letter (Nigerian) must be under country’ Ministry Of Education Letter Head.
• Pre Medical Examination Report
  o Also submit the Laboratory Report and X-ray Report
  o *Yellow Fever Vaccination Certificate is required from all travellers coming from or transited more than 12 hours through countries with risk of Yellow Fever transmission*

• Payment of RM3132
  o Registration (RM800), EMGS Fee (RM2200 + RM132 (GST 6%)) and Accommodation booking fee (RM100)
  o Telegraphic transfer to KDU’s Account:
    Account Number: 0165148002
    Account Name: KDU University College (Pg) Sdn. Bhd.
    Bank Name: Citibank Berhad
    Bank address: Menara Citibank, 42, Jalan Sultan Ahmad Shah, 10050 Penang
    Swift Code: CITIMYKL

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 (KDU Penang).

• Release Letter & Visa Cancellation Page
  o 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. KDU Accommodation

All new applicants who have NEVER studied in Malaysia previously are advised to stay in KDU accommodation for minimum of 1 semester.

The rental for the accommodation are as follows:

**Air Conditioned**

<table>
<thead>
<tr>
<th>Type</th>
<th>Rate (RM)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Per Term (4 months)</td>
</tr>
<tr>
<td>Single</td>
<td>2540</td>
</tr>
<tr>
<td>Double Deluxe</td>
<td>2600</td>
</tr>
<tr>
<td>Double Superior</td>
<td>2200</td>
</tr>
<tr>
<td>Double Standard</td>
<td>1940</td>
</tr>
<tr>
<td>Triple</td>
<td>1740</td>
</tr>
<tr>
<td>Quad</td>
<td>1600</td>
</tr>
</tbody>
</table>
Non Air Conditioned

<table>
<thead>
<tr>
<th>Type</th>
<th>Rate (RM)</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>2000</td>
<td>500</td>
</tr>
<tr>
<td>Double Deluxe</td>
<td>2100</td>
<td>525</td>
</tr>
<tr>
<td>Double Superior</td>
<td>1740</td>
<td>435</td>
</tr>
<tr>
<td>Double Standard</td>
<td>1600</td>
<td>400</td>
</tr>
<tr>
<td>Triple</td>
<td>1400</td>
<td>350</td>
</tr>
<tr>
<td>Quad</td>
<td>1280</td>
<td>320</td>
</tr>
</tbody>
</table>

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 semester.

Housing deposit are required upon check in. For Air Conditioned Room is RM580 and Non Air Conditioned Room is RM180.

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

4.3.4 Timeline for Issuance of Visa Approval Letter (VAL)

**Issuance of 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.

**VAL issued**

International Marketing Personnel / Course counsellor shall inform you of successful issuance of VAL and Visa Grant On Arrival (VGOA – for China) letter and courier to you.

**Note:** You are required to provide your COMPLETE home Address with Postal Code. After you receive the VAL and VGOA (for China student), proceed to the nearest Malaysia Embassy / High Commission / Consulate to obtain a single entry visa with your original 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 Sadhis Kumar (古玛先生) kumar@kdupg.edu.my
- Ms Goh Sze Yuin (吴小姐) szeyuin.goh@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 + 6% GST IS CHARGEABLE IF FLIGHT TRANSIT AT ANY OTHER AIRPORT IN MALAYSIA BEFORE ARRIVING IN PENANG INTERNATIONAL AIRPORT.**

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

![Diagram of KLIA Immigration Clearance]

**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.

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 Office for submission to State Immigration for endorsement of student pass for sticker.
4.4 After Arriving in Penang

4.4.1 Medical Examination

Go for a medical examination

- Report to the International Office (IO) at 9.30 am the day after your arrival (if it is not a weekend)
- IO will arrange to proceed for medical examination at the designated EMGS approved clinic.
- After completing the medical examination, return to the IO 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 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 & 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 Office. Letter will be ready within 1 working day.

Proceed to **Citibank** at Menara Penang Garden with your passport, verification letter and money.
*(This is the nearest option to KDU)*

The International Office 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 Office.

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) + RM9.60 (GST)
- For lost iKad (1st request) — RM150 + RM10 (Courier Charges) + RM9.60 (GST)
- For lost iKad (2nd request) — RM300 + RM10 (Courier Charges) + RM18.60 (GST)
- For lost iKad (3rd request) — RM500 + RM10 (Courier Charges) + RM30.60 (GST)
- Every subsequent loss of iKad — RM500 + RM10 (Courier Charges) + RM30.60 (GST)

4.5 Extension of Student Pass

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

You are to make payment of RM1,000 + RM60 (GST 6%) 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 + RM14.40 (GST 6%) for Special Pass fee.

Submit the passport size photo (blue 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 Office 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 KDU. Please refer to the Immigration Department Malaysia (www.imi.gov.my) for more information.

*Note: Any submission of passport to International Office less than 7 working days from your visa expiry date will be considered as overstaying case. International Office (IO) 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 RM2200 EMGS Fee + RM132 (GST 6%) at Bursary.
4. Submit passport and photograph to International Office 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 KDU University College Penang 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 KDU, and/or you have completed your studies.

Submit your passport and air ticket to International Office. Air Ticket departure date must be at least 18 working days from submission date.

PASSPORT Collection is 14 working days from submission date, unless you have been informed by IO personnel.

You are to regularly check for Update of Passport Collection.

You shall be given a Verification Letter whenever you submit your passport to International Office for official business. This letter must be returned to International Office 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 Office. 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 Office 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 Office 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 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 Office.

PASSPORT Collection is 12 working days from submission date, unless you have been informed by IO 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 College
- Student pass application is rejected by the Immigration Department Malaysia

If the student withdraws from the 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 Office 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 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 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 International Office personnel.

**If you have a new passport, you must:**

- Submit your old and new passport to International Office.
- Make payment for Transfer of Endorsement fee.
- Collect your passport 12 working days from submission date, unless you have been informed by International Office 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 KDU