



INTERNATIONAL STUDENT HANDBOOK



INTERNATIONAL STUDENT HANDBOOK

LINCOLN UNIVERSITY COLLEGE

Wisma Lincoln, No. 12-18
Jalan SS 6/12, 47301
Petaling Jaya, Selangor Darul Ehsan, MALAYSIA
(Near Kelana Jaya Giant and opposite Paradigm
Mall, Kelana Jaya)

No. 2, Jalan Stadium, SS 7/15
Kelana Jaya, 47301 Petaling Jaya, Selangor DarulEhsan, MALAYSIA

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WELCOME TO LINCOLN UNIVERSITY COLLEGE

Welcome to Lincoln University College (LUC), Malaysia

I would like to take this opportunity to welcome you to the Lincoln University College (LUC) Malaysia. I wish you a successful and happy time here. We are proud and delighted that you have chosen to come to study at LUC, a great start for a great future career of your dreams.

We are based at WISMA LINCOLN, No12-18, Jalan SS6/12, Off Jalan Perbandaran, 47301 Petaling Jaya, Selangor. Petaling Jaya, is a suburb of Kuala Lumpur (KL) and it is 20 minutes drive from KL. It is accessible using public transportation, such as LRT, Rapid KL buses, taxi and grab.

This handbook aims to provide information, advice and guidance to international students including immigration advice, tuition fee status enquiries or general advice pertaining to your studies and life in Malaysia. We hope this guide will help you in your preparations for coming to study and live in Malaysia. Please note this guide is also available on our website: www.lincoln.edu.my.

If you need more information and assistance before or after you arrive, you can either contact us by email at info@lincoln.edu.my or telephone +603 7806 3478 or Lincoln Line: 1-300-880-111.

We look forward to see you at Lincoln University College during our Orientation Programme, organized to convey messages and vital information help you settle into your new life.

I hope that you will take this opportunity to enjoy the LUC and the surrounding area, and that when you leave, you will take with you very special experience and blissfull memories of your University stay.

DATO' (AMB) DR MOHD YUSOFF A BAKAR
Chief Executive Officer

1. INTRODUCTION

1. INTRODUCTION

1.1 LINCOLN UNIVERSITY COLLEGE (LUC)

Lincoln University College is one of the premier private institutions of higher education approved by the Ministry of Education (MOE) and Malaysian Qualification Agency (MQA). The University College has got 5 Star ranking by Ministry of Higher Education, Malaysia in 2017. Lincoln University College among the nine Malaysian universities listed in the Times Higher Education (THE) University Impact Rankings 2019.

Situated in the cosmopolitan town of Petaling Jaya, Petaling Jaya, Malaysia, which is 10 kilometers west to the capital city Kuala Lumpur, Lincoln University College (LUC) was established in 2002 as Lincoln College (LC) and was upgraded to a university college status in 2011.



Lincoln University College is craving to be a distinguished educational institution that provides world class education for the global market and a center of educational excellence that facilitates the unprecedented amassing of knowledge. Aiming to ensure success for all students not only in the exams but also in future life, this university provides quality teaching with dedicated lecturers and exceptional faculties and programmes that are beneficial for future career.

The founders and administrators of Lincoln University College are true academicians and practical skilled entrepreneurs who are committed to helping the students to achieve their potential in the education, research and skilled entrepreneur's world of this exciting new millennium. They bring together almost 150 years of higher education, post-secondary education and language teaching experience. Their backgrounds include teaching, research and professional entrepreneurial training.

Lincoln University College's focus is student-centered and student-directed. Our philosophy is that everyone has a claim to education in order to better their life, advance their career and reach their desired entrepreneur level of personal success.

1.2 VISION

To be an acclaimed institution of higher learning that provides world class education with high capability in providing knowledgeable and skillful professional to serve the global society

1.3 MISSION STATEMENT

To become a truly global university with risk based approach that enhances lifelong learning opportunities, practical and scientific skills, social values, leadership and entrepreneurship by harnessing information technology to create a noble human society

1.4 QUALITY POLICY

Lincoln University College is highly committed to excellence and continual improvement of academic programmes including commitment to satisfy applicable requirements and to provide services to fulfill the needs of our clients.

2. PRO CHANCELLOR, GOVERNANCE AND ADMINISTRATION

2. PRO CHANCELLOR, GOVERNANCE AND ADMINISTRATION

2.1 PRO CHANCELLOR



Prof Datuk Dr. Hjh Bibi Florina Abdullah

2.2 GOVERNANCE



VICE CHANCELLOR / CHIEF EXECUTIVE OFFICER

Dato' (AMB) Dr Mohd Yusoff A Bakar



DEPUTY VICE CHANCELLOR (RESEARCH & INNOVATION)

Dr Sandeep Poddar



DEPUTY VICE CHANCELLOR (ADMINISTRATION)

Mr Raja Gopal Muthusamy



DEPUTY VICE CHANCELLOR (ACADEMIC)

Prof Datin Dr Hafizah Che Hassan



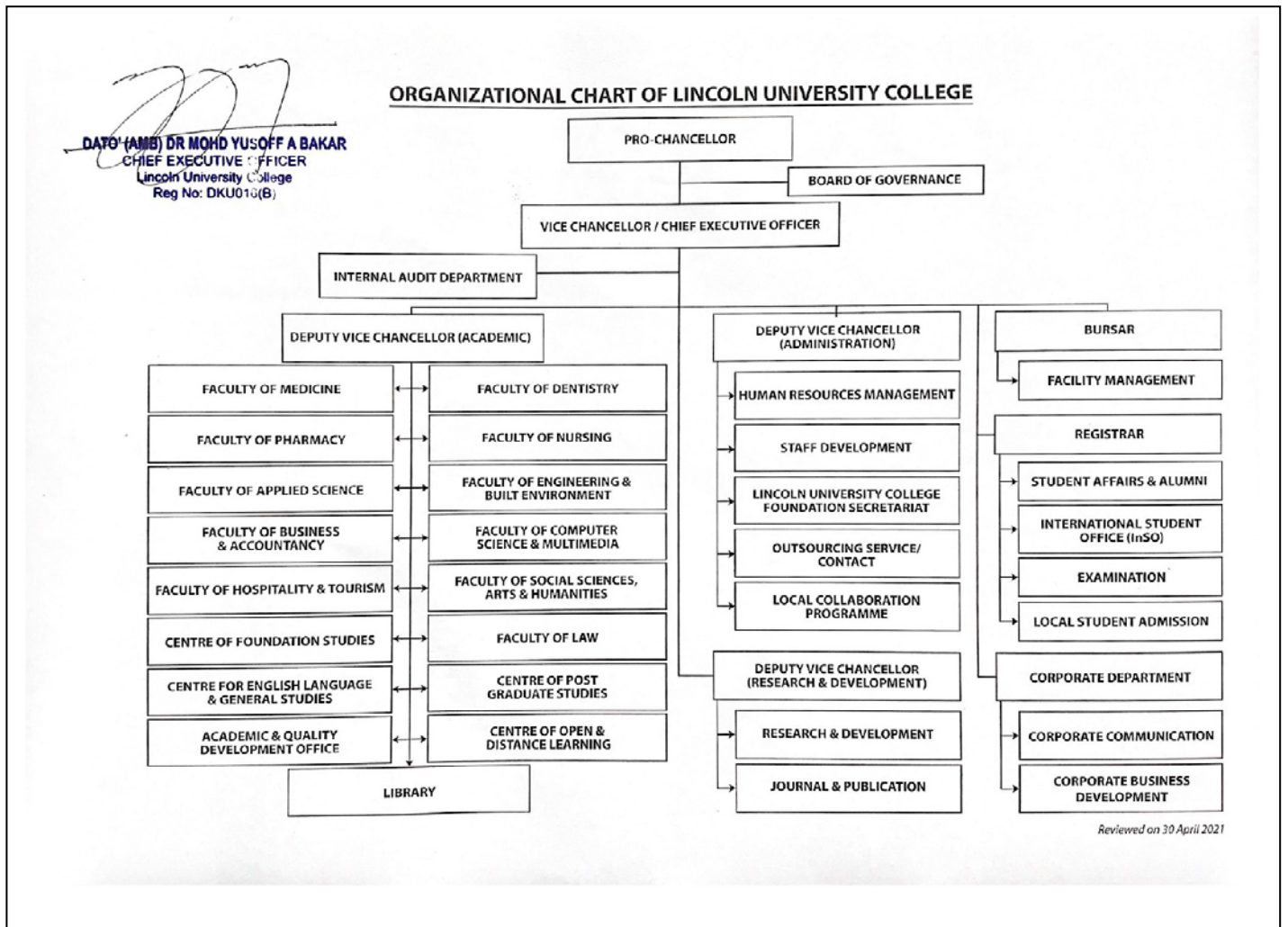
REGISTRAR
Ms. Noor Azizah Atdenan



CHIEF OPERATING OFFICER/BURSAR
Ms. Aslin Hafiza Ali

2.3 ADMINISTRATION

ORGANIZATIONAL CHART



DIRECTORY

NO	UNIT	HEAD OF DEPARTMENT	EMAIL
1	Chief Operating Officer	Ms. Aslin Hafiza Ali	aslin@lincoln.edu.my
2	Registrar	Ms Noor Azizah Atdenan	registrar@lincoln.edu.my
3	Corporate Office	Ms Siti Zaharah Rezaly	zaharahrezaly@lincoln.edu.my
4	Center for Post Graduate Studies	Dr Divya MidhunChakkaravarthy	divya@lincoln.edu.my
5	International Students Office	Mr Jeffrey Lee KC	jeffreylee@lincoln.edu.my
6	Student Affairs Department	Ms Khoo Hoi Chin	khoo@lincoln.edu.my
7	International Marketing Department	Ms LinaTeo	lina@lincoln.edu.my
9	Bursary	Ms. Aslin Hafiza Ali	aslin@lincoln.edu.my
10	Human Resource Department	Mr. Raja Gopal Muthusamy	rajagopal@lincoln.edu.my
11	IT Department	Mr. Shamim Reza	shamim@lincoln.edu.my
12	Academic and Quality Development	Ms Kosheila Ramuni	mqa@lincoln.edu.my
13	English Language Center & Center for General Studies	Ms. Shalini Argellan	shaliniargellan@lincoln.edu.my
14	Center for Open & Distance Learning	Mr Sivagnana Kumaran	sivagnana@lincoln.edu.my
15	Research & Development	Dr Sandeep Poddar	sandeepoddar@lincoln.edu.my
16	Examination Unit	Ms.Sarmela Renganatahn	sarmela@lincoln.edu.my

2.4 DEANS, HEADS OF DEPARTMENT AND PROGRAMME

The academic structure of Lincoln University College (LUC) consists of faculties representing major disciplinary areas and Departments within Faculties representing specialized area. The Deans and Heads of Departments provide academic and administrative leadership in the day-to-day operation of their Faculties and Departments.

Prof. Dr Zarina Awang

Dean, Faculty of Medicine

Prof. Dato' Dr. Pushparajan Perianna Pillai

Dean, Faculty of Dentistry and Pharmacy

Prof. Santhna Letchmi Panduragan

Dean, Faculty of Nursing and Allied Health Science

Dr Nisha Nambiar

Dean, Faculty of Applied Science

Dr Mukil Alagirisamy (Acting)

Dean, Faculty of Engineering & Built Environment

Prof. Dr. Zulkarnain Ahmad Hatta

Dean, Faculty of Social Science, Arts and Humanities

Prof. Dr. Abhijit Ghosh

Dean, Faculty of Business and Accountancy

Assoc. Prof. Dr. Zarul Isa

Dean, Faculty of Hospitality and Tourism

Assoc. Prof. Dr. D. Balaganesh

Dean, Faculty of Computer Science and Multimedia

Dr. Arindam Das

Director, Centre of Post Graduate Studies

Puan Nur Ayuni binti Yon

Director, Centre of Foundation Studies

3. INTERNATIONAL STUDENTS OFFICE (InSO)

3. INTERNATIONAL STUDENTS OFFICE (InSO)

3.1 ABOUT US

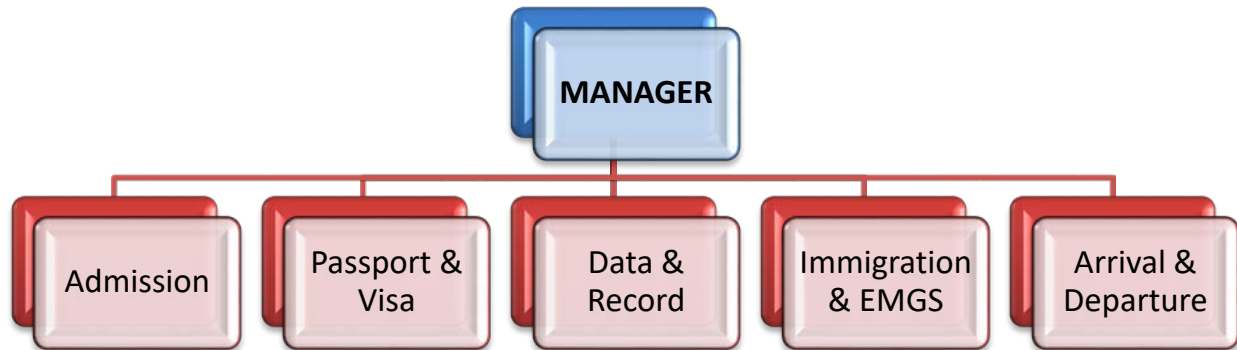
The LUC International Students Office (InSO) is responsible for the management of international students. It's the focal point for all enquiries and assistance required by international students.

The major function of the InSO is to assist international students with advice and information with regards to immigration procedures and student visa application for the duration of their studies at the Institution.

The key responsibilities of InSO are:

- To facilitate and assist international students' admission process.
- To provide information and advice international students on matters related to visas and student passes.
- To plan, implement and monitor support services for international students.
- To liaise with the Education Malaysia Global Services (EMGS), Immigration Malaysia, Embassies, and other establishments and relevant authorities for documentation approval, and student pass/visa applications.
- To comply with all the regulations in the extent of international students operations from Ministry of Education (MOE) and Ministry of Home Affairs (MOHA).
- To develop strategies on building and maintaining good relationships with all international students and relevant counterparts.

3.2 ORGANIZATION CHART INTERNATIONAL STUDENTS OFFICE(InSO)



If you require any further information or assistance, do get in touch with officers of the LUC International Students Office. Contact details as below.

Contact Information

Phone: 03-7806 3478 ext244

Email: admission@linclon.edu.my

Operating hours: Monday - Friday, 9.00 a.m. – 5.00p.m

Location: Ground Floor, Block D, Wisma Lincoln, Lincoln University College

4. PRE-ARRIVAL INFORMATION

4. PRE-ARRIVAL INFORMATION

4.1 MALAYSIA AS THE EDUCATION HUB

The Malaysian Government is committed to making the country a hub for world-class education and welcomes foreign students who want to pursue courses of study here. The government has made it convenient for foreigners with the genuine intention of studying in Malaysia to obtain a student pass and visa, a requirement by the country's Immigration Department.

From the 1st February 2013 foreign students who wish to apply to a private institution of higher education must apply to study in Malaysia through **Education Malaysia Global Services (EMGS)**. This One Stop Application process allows the student to search and apply for multiple programmes at multiple institutions simultaneously. Foreign students must only study in programmes and institutions that are accredited and licensed – Education Malaysia only lists programmes that meet these requirements – this takes some of the burden from the student.

4.2 GETTING READY TO COME TO MALAYSIA

Getting ready to come to study overseas in a new country, whether for a short or long period of time can be a daunting experience; that is why this guide provides you with detailed information and advice regarding what you should do, pack and check before leaving your home country.

Malaysia, being very close to the equator, has warm, tropical climate with a little bit of sprinkle all year round. The average temperature ranges between 23°C to 33°C and 15°C to 25°C in the highlands. Humidity is high and expects some rain sometimes from April to May as well as October to November. To escape the heat, locals sometimes head over to the highlands like Genting Highlands in Peninsular Malaysia or Kundasang in Borneo. Otherwise, escaping to the beach is also a popular option where the breeze cools you down while enjoying chilled coconut water.

4.3 SUBMISSION OF DOCUMENTS/PAYMENT

4.3.1 Application Procedures

- i. All International students should read the requirements for enrolment carefully and ensure all information is completed before submission.
- ii. All students should apply online via – Agent/Direct/Marketing
- iii. Submit the **completed International Student Application Form Online** (Online Admission form can be downloaded from the LUC website www.lincoln.edu.my) To avoid delays, please ensure that all information are completed, with the following documents to be uploaded:
 - Recent passport size photo (35mm x 45mm) in **WHITE** background.
 - All passport pages with the validity of not less than **ONE (1)year**.
 - Certified true copies of all relevant academic certificates, transcripts and examination results.
 - For African and Sub-Saharan countries, Non Objection Certificate (NOC)/eligibility letter from relevant embassy. Letter of Eligibility (LOE)/Non Obligation Letter (NOL) from Sudan/Iran/Oman.
 - If financed by scholarship/study loan, documented evidence must be attached.
 - English translations of all documents submitted.
 - Application fees for admission and visa (**RM2200**) and Personal Bond fee, varies by country of origin to be paid together with application (incomplete applications cannot be processed).
 - Conditional offer letter will be issued and proceed for application of VISA through EMGS to immigration.
 - **SPECIAL CAUTION: Please make sure you choose the appropriate programme of study. Once VAL (Visa Approval Letter) is approved, change of programme WILL NOT BE PERMITTED.**

- iv. Please mail or courier or fax to:-

Lincoln University College,
Admission Office,
Wisma Lincoln
No 12-18, Jalan SS 6/12
47301 Petaling Jaya
Selangor Darul Ehsan, MALAYSIA
Tel: 603-7806 3478
Fax: 603-7806 3479
Email: info@lincoln.edu.my

- v. Please include the fees with the Application Form. Remittances by electronic transfer should be evidenced by a clear copy of the bank confirmation advice and referenced with the student's particulars (**Name, Passport Number, Programme and Intake Month and Year**). Please refer to payment instructions.
- vi. LUC, through the International Students Office will apply for a Student Pass through EMGS to the Malaysian Immigration Department. This may take about **FOUR (4) to SIX (6)** weeks. We advise that all applications are submitted **EIGHT (8)** weeks before the intake dates.

Additional Document Required

- i. If you graduated from an international high school in Malaysia:
- School Leaving Certificate or Completion Certificate.
- ii. If you have previously studied in another higher education institution (college or university level) in Malaysia, the additional documents needed are:
- Release Letter(from former institution)

International students from other higher education institutions in Malaysia who intend to change institutions before successfully completing their programmes, submission for variation to EMGS, upon decision/approval from the Ministry of Education (MOE) and Immigration Department.

Payment Information

- i. New International Students starting their first semester at LUC are required to make payment of Registration Fees - International Student Annual Fee and tuition fee for **ONE (1) academic year** as stated in letter of offer immediately upon receiving Visa Approval Letter (VAL) before arriving.
- ii. Please refer to the Payment Instruction section for bank details. Important Note: Telegraphic Transfers may take up to **FIVE (5)** working days to reach our bank account. This should be taken into account when remitting funds.
- iii. If Malaysian Ringgit is not available, the equivalent amounts in international currencies are also acceptable (e.g. USD, AUD, SGD, EUR, GBP etc.). The difference in Malaysian must be paid or refunded to the student after receipt by the bank.
- iv. All bank charges should be borne by the student.

Payment Instruction

The payment should be made to the bank as per details below:

ASIA PACIFIC HIGHER LEARNING SDN. BHD. (Lincoln University College)

Account No: 6-12349-000-00219

Bank Name: RHB Bank

Swift Code: RHBBMYKL

Bank Address: 2G & 2M Jalan SS21/39, DamansaraUtama, 47400
Petaling Jaya, Selangor, Malaysia.

Tel No : +603 7726 2306

Fax No: +603-7726 2305

Upon your acceptance of conditional offer letter (all payment are not refundable).

4.4 OBTAINING VISA APPROVAL LETTER (VAL)

Upon receiving the VAL, students are required to proceed to the nearest Malaysian Embassy or High Commissioner to obtain an entry visa. Please note that the Visa Approval Letter is ONLY valid for **SIX (6) months** from the date of issuance.

4.4.1 In Home Country

Students must ensure that the balance fees are paid before arrival. LUC regional office will send the Airport Arrival Form http://lincoln.edu.my:67/ctrmgr_acc/frm_arrival_inf.aspx for the students to complete. Upon completion, confirmation letter will be sent to the applicant email. Student has to send the Airport Arrival Form at least **SEVEN (7)** working days before arriving in Malaysia.

Students are advised to plan their arrival on a working day, Monday -Friday between 9.00 am – 6.00 pm (try to avoid weekend or public holidays). Kindly inform the International Students Office (InSO) for special arrangement on the arrival date and time. **STUDENTS MUST AVOID ARRIVING ON WEEKENDS AND PUBLIC HOLIDAYS.**

4.4.2 Preparation for Pre-Departure

Before the departure, students must bring along the following important documents:-

1. Original copies of previous qualifications, passport size photographs, extra photocopies of passport, etc:
2. **Passport** (which is valid for at least 12 months before expiry); and
3. Original copy of **Visa Approval Letter (VAL)** or **Valid Entry Visa** (for countries that require visa to enter Malaysia).

4.4.3 What to Pack

Suitable Attire

Light clothing such as T-shirts, slacks, jeans, shorts, singlet and shirts are ideal and will be most comfortable. (Nevertheless, kindly note the proper dress code when you are in campus attending classes. Please refer to page 65). In addition, cool clothing materials such as polyester and cotton are best suited to the climate. LUC promotes a consistent professional image on campus and would like to remind students to adhere to the stipulated dress code while attending lectures, tutorials, examinations, workshops, or any activities within the campus.

Electrical Voltage

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.

Luggage

Make sure you label all your items of luggage. It is also a good idea to include a note of your particulars and destination inside your luggage, should labels be damaged during transit or baggage handling. Important documents and personal items to pack;

- Passport
- Flight Ticket
- Driver's license
- Letter of Acceptance or Unconditional Offer Letter and Immigration Approval Letter
- Original academic qualification transcripts – in English (Compulsory)
- Receipts/proof of payment for all fees

- Medical Health Report (In English). If you are currently suffering from an illness, it is advisable to bring along any necessary medication, and all documentation and written medical advice relating to the condition.
- Clothes and footwear (casual and formal)
- Personal items
- Towel
- Mobile phone
- Adapter plugs
- Basic stationery
- English Dictionary if deemed necessary

4.4.4 Financial Issues

The currency in Malaysia is the Ringgit Malaysia (RM). Please check the latest currency rate for an up to date rate.

A credit card will be useful. It is advisable that funds should be brought into Malaysia in the form of travelers cheques. It is not advisable to carry a large amount of cash with you. We recommend that you open a bank account shortly after you arrive in Malaysia. *Information about opening a Bank Account, please refer to page 34 of this Handbook.*

You are advised to have **sufficient funds** for your expenses throughout the **first 3-6 months** of your studies.

NOTE: Kindly note that a resident and non-resident are permitted to carry into and out of Malaysia, ringgit notes NOT exceeding USD 10,000 equivalents per person.

4.5 ACCOMMODATION

First year students are **MANDATORY*** to stay in the hostels provided by the University. You need to place your request in the arrival information format (Please note this in your online arrival information form).

*NOTE: As per Ministry of Higher Education Guidelines and Standard International Students Intake, under Clause 6.1.5 Infrastructure and Facilities:

6.1.5.5 All new international students MUST stay in the accommodation prepared by the institution for the first year of the study.

- Students **MUST** pay **two (2) months rental deposit** and **six (6) months** rental in advance upon registration, i.e. before they move into the allotted unit.
- LUC DOES NOT provide accommodation for spouse or dependents. **ONLY** students who wish to stay with their dependents/spouse can apply to stay off campus.
- Students **MUST** submit **APPLICATION TO STAY OFF CAMPUS FORM** and upon approval, submit **TENANCY AGREEMENT** to the Registrar's Office.
- Students **MUST** update the details of all contacts and accommodation address and Tenancy Agreement and submit to the Students Affairs Department on a monthly basis.
- NOTE: Students who fail to oblige to the above rules **MUST** bear the following consequences:
 - (A) **TERMINATION OF COURSE OF STUDY;**
 - (B) **LODGE POLICE REPORT AND NOTIFY RELEVANT EMBASSY;**
 - (C) **CANCELLATION OF STUDENT VISA;**
 - (D) **CHECK OUT MEMO.**

4.6 ENTRY INTO MALAYSIA

4.6.1 Fill in the Disembarkation Plan (Arrival Card)

Please fill up the Disembarkation Card which will be provided by the airline. The card can also be obtained at the airport arrival hall. You will need to keep the card with you.

NOTE: Pre-Departure Arrangement

- Please arrange to arrive on a weekday (Monday-Friday) instead of Saturdays / Sundays or public holidays to avoid any inconveniences. **Extra charges may be incurred if you arrive on weekends or public holidays.**
- Before arrival, please email the following details to inso@lincoln.edu.my:
 - A. Port of entry (airport) eg. KLIA or KLIA2 - Once you have landed, please proceed to the International Student Arrival Center (ISAC) at KLIA before heading to the Immigration counters for visa clearance.
 - B. Which country you will depart from.
 - C. Flight number.
 - D. Arrival date and time.
 - E. Emergency contact
- Please ensure that you keep the following documents in your hand luggage. Having all these documents with you will greatly ease your way through customs and immigration clearance. Documents to be presented for visa clearance includes:
 - Visa Approval Letter from the Immigration Department
 - Valid Passport (at least 12-15 months validity)
 - Offer letter
 - A letter from LUC, written in the Malaysian language (Bahasa Malaysia) addressed to the Malaysian Immigration authority.
 - Yellow fever card (applicable to students from Africa, Central and South America)
 - *Entry clearance: Check on this requirement at your local Malaysian Consulate or Embassy or High Commission well in advance of your departure.

**Single Entry Visa (SEV) with VAL reference is required for selected nationalities entering Malaysia as students. Nationals from most Commonwealth countries do not need to apply for a SEV. Normally, there will be a fee imposed if you apply for a SEV. Any fee incurred will be borne by the student. Please visit the Malaysian Embassy / Consulate Office in your home country for confirmation to avoid a fine or being turned back at the airport.*

5. ARRIVAL IN MALAYSIA

5. ARRIVAL IN MALAYSIA

5.1 AT THE AIRPORT

Upon arrival at Kuala Lumpur International Airport (KLIA), students are required to find their way to the **Immigration section**. If you are confused, please approach the airport staff or any government enforcement officers in uniform for assistance.

Here are some guidelines for you to follow at the KLIA:

- Always look out for the signage indicating where you want to go.
- Board the aero train (automated train shuttle) to the Main Terminal Building (MTB).
- You will arrive at the mezzanine level of the contact pier. Take the escalator down to the arrival level.
- You may also get a local mobile phone card at the airport at this point, so that you are able to contact the University or home. Mobile shops are located on the right side of the travelator. Popular network providers include Celcom, Maxis and Digi.
- Follow the signboard and queue up for immigration checks. Please present your VA and the required documents to the Immigration officer. In most instances, you will be given a temporary pass stamp in your passport. A temporary pass is only valid for 14-30 days. Do ensure that you check the validity of your temporary pass in your passport before leaving the Immigration counter.
- After obtaining immigration clearance, your immediate concern is to retrieve your baggage. Collect your baggage at the international baggage claim section. Complimentary usage of baggage trolleys is available in the baggage claim area.
- Having secured all your luggage, your last check point is the customs clearance. They may check the contents of your luggage.
- You can now walk out and look for LUC representative.

5.2 AT THE AIRPORT IMMIGRATION COUNTER

Arrivals at KLIA – When arriving at the Immigration Counter, LUC representative will pick you up at the Student Waiting Area (in front of the Health and Quarantine Office – main terminal).

Arrivals at the KLIA2 – For students, who arrive at the KLIA2, please wait to meet our LUC representative just BEFORE the Immigration Counter.

PLEASE TAKE NOTE TO INFORM THE INTERNATIONAL STUDENTS OFFICE A DAY BEFORE DEPARTURE THROUGH EMAIL inso@lincoln.edu.my or call +603-78063478 EXT 244.

Notes:

- Our LUC representative will carry a signage of “**LINCOLN UNIVERSITY COLLEGE**” or Lincoln lanyard/pass. The representative will then accompany the student to the Immigration Counter for clearance.
- Students are reminded that Immigration Officer **WILL NOT** release any student without the presence of LUC representative to escort the student out of the airport.
- Therefore, prior notification of arrival is important. Only students with Visa Approval Letters may be cleared from the airport, otherwise our staff will not be able to clear them.

5.3 ARRIVAL AT LINCOLN UNIVERSITY COLLEGE (LUC)

The students will be welcomed and briefed by our LUC Staff from the International Students Office (InSO) and will be taken to do their registration process.

5.4 MEDICAL CHECK-UP

Our regulation in LUC, students will be taken to appointed clinic for their medical check-up. This is to ensure that you come here healthy in order for you to concentrate on your studies.

If you fail the medical check-up, you **WILLNOT BE ELIGIBLE** to continue study in Malaysia as it is **MANDATORY** for all international students to undergo the medical check-up in accordance to the requirements of the Ministry of Education.

If you fail the medical check-up, your Visa will be immediately cancelled and you will be escorted by LUC representative to the airport. All travelling expenses are borne by the students.

6. POST-ARRIVAL INFORMATION

6. POST-ARRIVAL INFORMATION

6.1 LIFE AT LINCOLN UNIVERSITY COLLEGE (LUC)

You will find really friendly welcoming staff at LUC. Do not hesitate to approach any staff for assistance. All amenities are conveniently situated near the building e.g. supermarket, food court, stationery shops and other services and recreational facilities like LRT to cruise down town.

For Muslim students, LUC Musolla (prayer halls) are situated on the 1st floor of Block C (Male) and on the 3rd floor of Block A (Female).

If you need assistance, do not hesitate to ask our International Students Office and the Student Affairs Department, which are located at the Ground Floor, Block D, Wisma Lincoln.

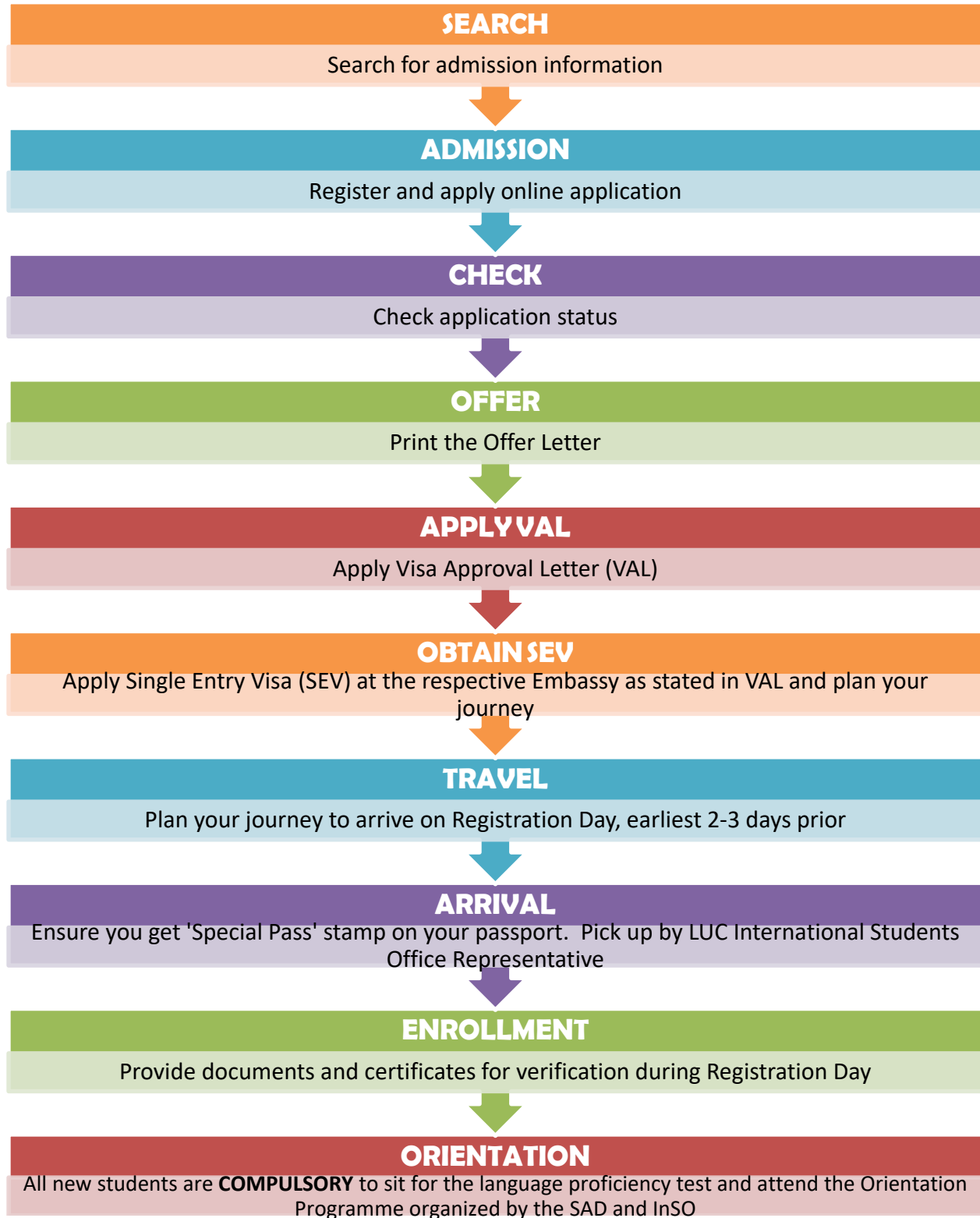
6.2 ORIENTATION WEEK

The International Students Office and Student Affairs Department will arrange for the orientation week. It is **COMPULSORY** for you to attend orientation because, among others, it:

- Helps you get settled, connected and equipped for your LUC experience.
- Gives you the opportunity to meet your new classmates and senior students as well as other students from different faculties and programmes
- Introduces you to Lincoln University College and the range of services and facilities it offers.
- Provides course and study information critical to your academic success.
- Imparts important information on matters regarding to the laws, rules and regulations of the Malaysia Government and LUC.

The Postgraduate Student Orientation will be managed by the Postgraduate Center.

6.3 SUMMARY OF STUDENTS JOURNEY TO LINCOLN UNIVERSITY COLLEGE



6.4 INTERNATIONAL STUDENTS OFFICE AND STUDENT AFFAIRS DEPARTMENT

The International Students Office (InSO) and Student Affairs Department (SAD) serve as the liaison between students, faculty and administration. The primary function of both the InSO and SAD is to be of assistance to students in any way possible. SAD leads, directs, and administers overall functions of student counseling, hostel residence, student societies and discipline, while InSO will provide advice, counseling and advocacy with regards to the compliance of the Malaysian authorities' law and enforcement. The important function of InSO and SAD is to enhance the quality of student life both in and outside of the classroom.

6.5 LIFE IN MALAYSIA

In a multi-cultural Malaysia, you will have the opportunity to experience different practices and experiences that are unique to Malaysia. Our International Students Office and Student Affairs Department will be happy to assist you if you have any questions. We also have a lot of useful information on our website regarding life in Malaysia.

Malaysia is one of the safest countries worldwide and absolutely safe to travel to any part of the country. Nevertheless, you are advised to take precautionary steps;

- Particularly in tourist areas, advice for self-defense and avoidance of pickpockets or bag snatchers is the same all over the world; wear your purse/bag strap over your chest (not dangling from your shoulder) and hold your bag close.
- Female student travelers should be sensitive to local customs and attitude.
- Do not leave your laptop in a vehicle parked in a car park.
- It is always safer to travel with an acquaintance than alone.
- If you are travelling late at night, go in a group. If the distance is a long walk, use a taxi/grab.
- Do not visit cash-points alone at night.
- Do not use your mobile phone or personal stereo when walking alone in the street at night.

a. Opening a Bank Account

Student will have no problem in opening a bank account here. LUC have arranged for RHB bank officer to come to college every Wednesday in the Centre Hall to assist the student to open their account. The RHB bank counter will be operating from 12.30p.m. – 4.00 pm. The followings are required to open a bank account:-

- Offer letter from LUC
- Student passport
- Minimum amount is MYR 50.00 (Registration: MYR20, Account: MYR30.00)

Most banks will issue debit cards or withdrawal cards to be used at automated-teller machines (ATM). You may use these cards to withdraw money from your account instantly from ATMs machine available 24 hours a day. Online banking is also widely used in Malaysia and offers another convenient platform for your banking need.

Reminder: Never share your Personal Identification Number (PIN) issued by your bank or your password for online banking with anyone, and take care not to lose your card. If you do, notify the bank immediately to cancel your cards and apply for a replacement card.

Banks in Malaysia normally operate from Monday to Friday, 9.30a.m.to 4.00p.m. The opening times may differ from one bank to another. It is best to check with the respective banks on their opening times.

b. Healthcare

Healthcare costs in Malaysia are relatively high compared to other countries. In Southeast Asia, a sudden illness or accident requiring hospitalization can result in high medical bills totaling thousands of Ringgit.

In compliance with the Malaysia Ministry of Education's Code of Ethics, all international students **MUST** have medical insurance coverage throughout their period of study in Malaysia. The insurance coverage is not applicable to part-time students. Refer to item 7 for details on Health and Insurance.

To enjoy more benefits or premium coverage, all international students are mandatory to have medical insurance; students must pay for the insurance fee together with the Visa Application fee.

LUC have embarked to that level of making sure that students at LUC are covered with group insurance policy. Each student will be given a medical card and it should be carried at all time in your wallet.

In case of emergency, Malaysia's Emergency Services for ambulance, fire and police service can be contacted by dialing 999. Also, ensure that you are aware of which hospital is your insurance policy's preferred provider and where it is located.

Should you need to be admitted to the hospital, the Medical Card will ensure you can be admitted without unnecessary delay. Please contact the International Students Office or the Student Affairs Department and inform them of any emergency situation that has arisen and of admission into the hospital.

c. Living Expenses in Malaysia

The cost of living in Malaysia is comparatively cheaper than in Western countries. Indications of the estimated monthly living expenses in Malaysia are as follows:

Items	Estimated cost
ACCOMMODATION RENTAL	Please be reminded that students are made COMPLUSORY to stay in LUC accommodation in the first year of their studies. Subsequent year, please allocate RM300 – RM1500 for accommodation (depends on location, facilities and sharing).
FOOD	RM300 – RM1300 per month. The amount varies and depends on your food preferences.
STUDY EXPENSES	Costs will depend on the subject you are studying. Many books can be found in the library. Please seek the LUC International Marketing Department for the current tuition fees and other expenses.
TRAVEL COST	RM100+ per month. Travel expenses will be incurred when there is an emergency where you need to take a taxi or when you travel out of town by taking public transportation. However, if you own a vehicle such as a car or motorcycle, then you need to budget for daily travel expenses including fuel and toll charges.
SOCIAL LIFE	How much you spend depends on your interests and how much socializing you do. Some of the common activities are listed below: Movies – RM10 - RM13 per person Bowling – RM4 – RM6 per game, rental of shoes RM2 – RM3 Gym/ Dance/ Yoga – RM60 – RM150 per month (depends on packages available)

d. Getting to Kelana Jaya (near LUC) and Moving Around

MODE	DETAILS
PLANE	<p>The nearest airport is Kuala Lumpur International Airport and Kuala Lumpur International Airport 2 (KLIA 1 and KLIA 2). A coupon or metered budget taxi to or from KLIA will take 60 minutes and cost around RM80-RM100.</p> <p>Alternatively, you can take the KLIA Transit from the airport to Kuala Lumpur Sentral station and transfer to a taxi or take a light rail transit (LRT) to Kelana Jaya station.</p>
KLIA TRANSIT TRAIN	<p>The KLIA – KL Sentral Transit Train stops at three (3) other locations. They are: KLIA - - Salak Tinggi -- Putrajaya - - Bandar Tasik Selatan - - KL Sentral</p> <p>For KLIA – KL Sentral route, trains start operation from KLIA at 5.52a.m. The last train leaves KLIA at 1.30a.m. It takes about 32 minutes to reach KL Sentral from KLIA. The fare from KLIA to KL Sentral station is RM35/adult.</p> <p>For KL Sentral – KLIA route, trains start operation from KL Sentral at 5.33am. The last train leaves KL Sentral at 12.30am.</p> <p>If you use this service frequently, there are monthly travel packages that you can purchase from the station.</p>
TAXIS	<p>Taxi Coupons from Kuala Lumpur’s KL Sentral cost a fixed RM35, but otherwise you’ll have to try out your bargaining skills – plan for RM30 – RM50, and expect to pay more at night.</p> <p>If you are taking taxi from any bus/ taxi station, the meter starts at a minimum RM3 the moment you step into the taxi.</p>

MODE	DETAILS
BUSES	<p>Rapid KL Bus Routes</p> <p>Rapid KL is one of the main bus companies that operate around the Klang Valley. Depending on the distance, travelling by bus could cost you between 80 cents to RM3. The main routes and the buses are:</p> <p>U84 Kelana Jaya – HAB PasarSeni This route takes you from Kelana Jaya to PasarSeni, Kuala Lumpur.</p> <p>U89 Station LRT Kelana Jaya – Kota Damansara Seksyen 11, 13, 5, and 4 This route uses LDP highway and pass by Kolej Damansara Utama (KDU), Uptown Damansara Utama, Sri Pentas TV3 and 1 Utama Shopping Centre.</p> <p>U623 Station LRT Kelana Jaya to Sunway Subang Parade</p> <p>T607 Station LRT Kelana Jaya to Ara Damansara/Lembah Subang</p> <p>T622 Station LRT Kelana Jaya to Taman Mayang Emas</p> <p>T624 Station LRT Kelana Jaya to Kelana Centre Point/Stadium MPPJ</p>

Klang Valley Integrated Transit Map



e. Hospital

[ASSUNTA HOSPITAL](#)

Jalan Templer
Petaling Jaya, Selangor, Malaysia
+60 3-7872 3000

[KPJ DAMANSARA SPECIALIST HOSPITAL](#)

119, Jalan SS 20/10
Damansara Kim, Petaling Jaya, Selangor, Malaysia
+60 3-7718 1000

[COLUMBIA ASIA HOSPITAL - PETALING JAYA](#)

Lot 69 Jalan 13/6, Seksyen 13, Petaling Jaya, Selangor, Malaysia
+60 3-7949 9999

[THE TUN HUSSEIN ONN NATIONAL EYE](#)

Lorong Utara (B)
Seksyen 52, Petaling Jaya, Selangor, Malaysia
+60 3-7718 1488

[PUSAT PERUBATAN KELANA JAYA](#)

No 1 FAS Business Avenue, Jalan Perbandaran SS 7, Kelana Jaya
Petaling Jaya, Selangor, Malaysia
+60 3-7805 2111

[BEACON INTERNATIONAL SPECIALIST CENTRE](#)

Jalan 215
Seksyen 51, Petaling Jaya, Selangor, Malaysia
+60 3-7620 7979

[SUNWAY MEDICAL CENTRE](#)

Jalan Lagoon Selatan
Bandar Sunway, Petaling Jaya, Selangor,
+60 3-7491 9191

*Please refer to your insurance card for latest list of hospitals

f. Telecommunication Services

The country code for Malaysia is +60.

Landline:

The area codes for landline are:

- 02 - Singapore (There is no need to include Singapore country code when calling from Malaysia to Singapore)
- 03 - Kuala Lumpur, Putrajaya and Selangor
- 04– Kedah, Penang and Perlis
- 05 – Perak
- 06 – Melaka, Muar district of Johor and Negeri Sembilan
- 07 – Johor (all districts except for Muar)
- 08 – Sarawak and Sabah
- 09– Kelantan, Pahang and Terengganu

To call a Malaysia number:

- From overseas: dial the country code for Malaysia, followed by the area code without the “0” and lastly the phone number. For example: +6 0312345678 or 006 03 12345678
- From outside the local area: dial the full area code, followed by the phone number. For example : 03 12345678
- From within the local area: direct dial the phone number. For example 12345678

Mobile phones:

Malaysia has a number of mobile telephone service providers. The 3 largest providers include Digi, Maxis and Celcom which utilize 010,011, 012, 013, 014, 016, 017, 018, and 019.

To call a mobile number:

- From overseas: Dial the country code for Malaysia, the mobile telephone provider’s code without “0” and the telephone number. For example +6 012 12345678
- From within Malaysia: Dial the provider’s code with the “0” and then the telephone number. For example 012 12345678

7. IMMIGRATION RULES AND REGULATIONS

7. IMMIGRATION RULES AND REGULATIONS

7.1 IMMIGRATION AND VISAS

In line with Malaysia's aspiration to become a Regional Education Hub and a Centre of Educational Excellence, the Immigration authorities have instituted a hassle-free entry procedure to welcome international student to study in Malaysia.

7.2 ENTRY INTO MALAYSIA

You will need to obtain an approval letter from the Malaysian Immigration Department prior to entering the country. Please check with the Malaysia High Commission in your home country whether you need a visa to enter into Malaysia before you purchase the air ticket. If you do, please proceed to the nearest local Malaysian High commission and show them the approval letter in order to obtain your single entry visa. Students are not allowed to enter Malaysia prior to the receipt of an approval letter from the Malaysian immigration Department.

IT IS ADVISABLE TO REMAIN IN YOUR HOME COUNTRY UNTIL YOUR STUDENT PASS APPLICATION IS APPROVED.

NOTES:

1. Nationals from most Commonwealth countries do not need to apply for an entry visa. Please visit the Malaysian Embassy/Consulate Office for confirmation.
2. Nationals of the following Countries must apply for an Entry Visa before travelling to Malaysia: Bangladesh, India, Nigeria, Pakistan and Sri Lanka.
3. Nationals from the People's Republic of China are prohibited from entering Malaysia without an Entry Visa. Please apply for an Entry Visa from the Malaysian Embassy in Beijing, Guangzhou or Shanghai.

4. Nationals from the Republic of Ireland, Switzerland, Netherlands, San Marino and Liechtenstein do not require an entry visa.
5. A visa is required for social/business visits not exceeding three months for nationals of Albania, Argentina, Austria, Bahrain, Belgium, Bosnia Herzegovina, Brazil, Chile, Croatia, Cuba, Czech. Republic, Denmark, Egypt, Finland, France, Germany, Hungary, Iceland, Italy, Japan, Jordan, Kyrgyzstan, Kuwait, Lebanon, Luxembourg, Norway, Oman, Peru, Poland, Qatar, Romania, Saudi Arabia, South Korea, Spain, Sweden, Slovakia, Tunisia, Turkey, Turkmenistan, U.A.E., Uruguay and Yemen.
6. No entry visa is required for U.S.A, citizens visiting Malaysia for social, business or academic purposes (except for local employment).
7. No entry visa is required for social/business visits – not exceeding one month for nationals of all ASEAN countries, Hong Kong SAR, British National Overseas (BNO) and North Korea. For a stay not exceeding one month a visa will be required for nationals of Brunei, Singapore and Vietnam.
8. No entry visa is required for a stay not exceeding 14 days for nationals of Afghanistan, Iran, Iraq, Libya, Syria, Macau (Travel Permit) and Portugal.
9. Nationals of Bangladesh, India, Pakistan, Sri Lanka, Nigeria, Taiwan, Myanmar, Nepal, Bhutan, and People's Republic of China, Certificate of Identity (CI) holders, Laissez-Passer holders and Titre De Voyage holders must obtain a visa before entering Malaysia.
10. Nationals of Israel, Yugoslavia, Communist Independent State (CIS) and People's Republic of China are required to apply for a Special Approval from the Ministry of Home Affairs before entering Malaysia.
11. Other countries that are not listed in any of the categories do not require a visa for social/business visits not exceeding one month.
12. These regulations are subject to change from time to time.

The Entry Visa is usually a Single Entry Visa. All levies charged by the Malaysian Immigration Department are to be borne by the student.

7.3 VALIDITY OF STUDENT PASS/VISA

The Student Pass and Visas are endorsed onto your passport. The endorsement indicates your visa types, the length of stay in Malaysia, the number of entries permitted and the validity of the Student Pass.

IT IS MANDATORY FOR YOU TO SUBMIT YOUR PASSPORT TO OUR INTERNATIONAL STUDENTS OFFICESIX (6) MONTHS IN ADVANCE OF THE EXPIRY DATE IN ORDER FOR US TO EITHER EXTEND OR APPLY FOR YOUR NEW STUDENT PASS/VISA ON YOUR BEHALF.

It is your responsibility to check the expiry date of your passport and have it extended at least **SIX (6)** months before it expires. Students who fail to submit their passport, or fail to inform our officer about their expiry dates would be considered as overstaying.

Overstaying is considered a federal offence and therefore prosecutable by court. Punishment imposed will vary from prison sentence to canning followed by immediate deportation back to country of origin depending on the severity of the case. It is strongly encouraged for all international students to be alert and wary of their student pass and visa's expiry date in order to avoid this.

7.4 PAYMENT FOR STUDENT PASS/VISA

The Malaysian Immigration Department charges all students a fee of RM60 – RM150 (depending on country) per year for student passes. Additionally, students who come from countries where entry visas into Malaysia are required will need to pay for an entry visa in Malaysia. The fees for entry visas vary – please check with the Malaysian Embassy in your home country for more information.

7.5 PERSONAL BOND

All international students (except Diplomatic Pass holders, Permanent Residents, Malaysia My Second Home (MM2H) applicants, and students from the People's Republic of China) are required to pay a Personal Bond, the amount of which is fixed by the Malaysian Immigration Department and varies from country to country.

This amount is totally refundable upon completion of studies if the student has not violated the rules and regulation of the Malaysian Immigration Department and varies from country to country.

7.6 DEPENDANT PASS

If you are a Dependant Pass holder over 18 years old, you will need to surrender your Dependant Pass to obtain a Student Pass to study full time in Malaysia as no one is allowed to hold two passes at any one time.

7.7 EMPLOYMENT

International students who enter Malaysia on a Student Pass have a few opportunities to undertake paid employment. Malaysian Immigration allows foreign students to work part-time in Malaysia (on a case-by-case basis), with the following conditions:

- i. You are allowed to work during semester breaks or public holidays which are more than **SEVEN (7)** days duration;
- ii. You are **NOT** allowed to work more than 20 hours per week;
- iii. You are allowed to work in any of these places:
 - a. Restaurant
 - b. Petrol station
 - c. Mini-mart
 - d. Hotel and University/college
- iv. You are **NOT** allowed to work in the following positions:
 - a. Cashier
 - b. Singer
 - c. Masseur

- d. Musician
- e. Guest Relations Officer
- f. Any activity deemed to be immoral
- v. If you intent to work please note that it is **COMPULSORY** that you follow the important criteria. You must satisfy the programme requirements by attending 80% of all your scheduled classes and achieve satisfactory academic results (CGPA 2.00 and above). Failing to do so can result in your Student Pass being revoked. **Applications must be made to Malaysian Immigration Headquarters in person and with ONE (1) representative from LUC International Students Office;**
- vi. All travels costs to be borne by the student;
- vii. Prior approval is obtained from Malaysian Immigration Department.

For your further information, the hourly wage for part-time employment in Malaysia is minimal [and you are subjected to conditions i) and ii) noted above]. As such, the College strongly advises that international students have sufficient funds and do not rely on part-time employment in Malaysia to support your studies and living costs in Malaysia.

7.8 TRANSFER OF STUDIES FROM OTHER INSTITUTION IN MALAYSIA

Provided that your current Student Pass is at least **SIX (6)** weeks from expiry, you may withdraw from your current institution and proceed with visa curtailment by the institution. Upon curtailment of your visa, you are normally given a special pass to allow time for you to transfer to LUC (the maximum will depend on your initial Student Pass expiry). You **MUST** request your current institution to provide LUC with a '**Release Letter**' upon curtailment of your current Student Pass, in order for us to commence application for a new or substituting Student Pass for you.

7.9 WITHDRAWAL/DEFERRAL OF STUDIES

- i. If you intend to withdraw/defer from your studies, you must report to the International Students Office **ONE (1)month** prior to leaving for your home country.
- ii. You are required to obtain an approval/release letter from Lincoln University College. The approval/release letter will be provided upon;
 - a. Confirmation that student have settled all outstanding balance of all/any fees
 - b. Payment of processing fees (amount as stipulated by LUC Bursary).
- iii. For the process of cancellation of Student Pass student must submit the following documents;
 - a. A confirmed **air ticket** to home country (travel itinerary is NOT accepted).
 - b. An offer letter from the institution concerned (the intended institution).
 - c. Upon receiving the above, LUC will cancel your visa and you must go back to your home country and reapply again to the intended institution.

Failure to comply with this procedure will necessitate LUC to notifying the Immigrations Department and the Ministry of Education to cancel the Student Pass without notice.

7.10 RETURNING HOME DURING HOLIDAYS

If you are planning to return to your home country during the semester break or holidays, you need to inform the International Students Office for advice on your next Student Pass renewal.

7.11 DEPENDANT PASS FOR FAMILY MEMBERS

Candidates who wish to bring their family members to Malaysia need to complete regulation first. LUC will issue a letter of invitation to the candidate's family so that they can get an entry visa from the nearest Malaysia Embassy in their country, upon the arrival of the family members, the candidate is required to submit the following documents for visa/pass applications;

- **Two (2)** certified photocopies of passport (inclusive of the front, hard cover and all used pages)
- For spouse – Marriage Certificate or letter from the respective embassy
- For children – Birth Certificate for children
- **TWO (2)** passport-size photographs of each family member.

Family members who enter Malaysia before receiving the dependant pass from Malaysia will have to pay a fee for processing purposes (Please refer to the Finance Department for the amount to be paid).

7.12 EXTENSION OF STUDENT PASS/DEPENDANT PASS

An application for the extension of a Student Pass /Dependant Pass must be made at least **TWO (2)** months before the expiry date of the existing – pass/visa. The application must include a photocopy of the passport, the original passport, and immigrations fee for Student Pass processing fees and advance tuition fee payment. It will take approximately 30 days to obtain renewal from the Immigration.

Any penalty imposed by the Immigration Office for overstay or other penalties must be borne by the applicant.

The Immigration Office has the right to cancel a student pass based on poor attendance and poor academic results.

All international students are to be covered by an insurance adhere throughout their duration of studies. This will be organized by Education Malaysia Global Services (EMGS).

7.12.1 Immigration Requirements

You must satisfy programme requirements by attending **80%** of all your scheduled classes and achieve satisfactory academic results. Failing to do so can result in your Student Pass being revoked.

- Students who are **absent** from classes for **THREE (3) consecutive days will be reported to the Malaysian Immigration Department**. International students whose attendance is below the required percentage will be reported for non-attendance in accordance with Malaysian Government requirements and the student's visa will **NOT** be renewed.
- **Attendance in class is COMPULSORY** at all times unless you are able to provide a Medical Certificate (MC) from a certified doctor. Consistent failure to do so will result in your Student Pass being revoked.
- You are required to take responsibility for monitoring the expiry dates of your passport and Student Pass.
- Where an extension of the Pass is required, students must submit their passport to the International Students Office at least **TWO (2) months** before the expiry date in order to facilitate the extension processes. Failing to do so would result in paying extra fees for processing of Special Pass.
- All penalties imposed by the Malaysian Immigration Department in the event of late extension or expiry of the Student Pass are to be borne by the students.
- You are required to inform the International Students Office **TWO (2) weeks** before the completion of your studies at LUC, so that your Student Pass can be cancelled; or otherwise it might lead to forfeiture of the Personal Bond Deposit.

7.13 SOCIAL/TOURIST PASS

- It is illegal to study in Malaysia under a social/tourist pass.
- A Special Pass MAY BE granted at the discretion of the Director-General of Malaysia Immigration Department or person acting on his behalf.
- The Director- General has the right to reject any Special Pass application without giving any reasons.
- LUC strongly discourages the use of Social Visas to enter Malaysia before receiving your Visa Approval Letter. Please be reminded that as the LUC cannot guarantee your application for student visa/pass will be approved, it may place your studies at high risk.

7.14 WHEN YOU HAVE A NEW PASSPORT

- If you renew or change your passport for any reason, please transfer your student pass sticker from the old passport to the new passport immediately.
- Your student pass will not be valid in the old passport.
- You need to bring your old and new passports to the International Students Office to prepare the necessary documents for the sticker transfer.
- There will be charges for a Single/Multiple entry visa based on the entry country.
- The duration for transferring the sticker would be **FOURTEEN (14)** working days upon submission to the Immigration.

7.15 IF YOU LOSE YOUR PASSPORT

In the event that you lose your passport, you need to do the following steps:

- Lodge a police report. With the police report, proceed to your Embassy, or High Commission to apply for a new passport.
- Upon obtaining your new passport, proceed to the International Students Office with a copy of your police report and a letter from the Embassy as the support document to obtain your new pass sticker for your passport.

PLEASE BE REMINDED THAT YOU ARE REQUIRED TO CARRY YOUR PASSPORT AT ALL TIMES WHEN TRAVELLING IN MALAYSIA.

7.16 STUDENT PASS RENEWAL

The Malaysia Immigration Department issues a student pass to enable you to study in Malaysia. Applications for renewing student pass may take up to 12 weeks, and sometimes longer.

Depending on your country of origin, you may or may not require a visa. Upon getting your student pass approved for the first time, it normally has a validity period of ONE (1) year. You need to extend the student pass duration by applying for a student pass renewal.

Student pass conditions state that you **MUST**:

- **maintain satisfactory academic progress**
- **maintain satisfactory attendance in lectures, tutorials, labs etc (at least 80%)**
- **remain enrolled in a registered course**
- **maintain a medical insurance coverage for your stay in Malaysia**

As the holder of a student pass and/or visa, it is your responsibility to understand and comply with the conditions as set by the Malaysia Immigration Department.

YOU ARE ALSO RESPONSIBLE FOR MONITORING YOUR STUDENT PASS EXPIRY DATE AND ENSURE THAT YOU HAVE A VALID STUDENT PASS AND/OR VISAS THROUGHOUT YOUR COURSE.

When and where to submit your application for student pass renewal?

You should submit your application at least **THREE (3) months** before your student pass expires to:

Passport and Visa Unit,
International Students Office
Level 1, Block D, Wisma Lincoln.

8. HEALTH AND INSURANCE

8. HEALTH AND INSURANCE

8.1 MEDICAL HEALTH EXAMINATION

The Ministry of Education Malaysian requires all international students to undergo a set of medical health examinations upon approval of their student visa in selected panel clinics or health centres in Malaysia. Medical examination has to be done within **SEVEN (7)** days upon arrival.

Students coming from Yellow Fever Endemic Zones such as Africa and South America, in particular, must ensure that they have been vaccinated before entering Malaysia. A Yellow Fever Vaccination Certificate, valid only if the vaccine is approved by the World Health Organization (WHO) and administered at an approved Yellow Fever Vaccinating Centre, is required from those coming from these zones.

YELLOW FEVER ENDEMIC ZONES

SOUTH & CENTRAL AMERICA	AFRICA	AFRICA
Boliva	Angola	Somalia
Suriname	Mali	Gambia
Brazil	Benin	Mauritania
Venezuela	Niger	Ghana
Colombia	Burkina Faso	Democratic Republic of Congo
Trinidad & Tobago	Nigeria	(Zaire)
French Guiana	Burundi	Guinea
Guyana	Rwanda	United Republic of Tanzania
Panama	Cameroon	Bissau
Peru	Sao Tame & Principe	Togo
Ecuador	Central Africa Republic	Gabon
	Senegal	Uganda
	Sierra Leone	Guinea Equate
	Congo	Kenya
	Sudan	Liberia
	Ivory Coast	

(Note: The list of endemic countries will be updated by Ministry of Health Malaysia (MOH) based on World Health Organization (WHO) list).

The Malaysian Ministry of Health will quarantine students from these zones without a valid Yellow Fever Vaccination Certificate upon arrival for **TWO (2)** weeks. The certificate is valid for **TEN (10)** years and effective **TEN (10)** days after the date of vaccination.

8.2 MEDICAL AND HEALTH INSURANCE

Medical and health insurance is mandatory and must be procured through EMGS for foreign students who aged more than 18 years old and intend to apply for a student pass in Malaysia.

General items and conditions of the medical and health insurance:

- Cashless for inpatient medical treatment at network hospitals in Malaysia and full reimbursement for inpatient medical treatment at non-network hospitals in Malaysia, up to the maximum limit cover per annum.
- Full reimbursement for outpatient treatment less deductible of RM50 per visit in accordance with schedule of benefits.
- The insurer is connected to more than 70 hospitals and 2,000 clinics in Malaysia.
- Insurance cover commences from the date of entry. In the event that the foreign students applied in Malaysia, they will be covered from the date of Visa Approval Letter (VAL)
- No health declaration is required upfront for foreign students to obtain medical and health insurance cover but they are required to attend a medical screening in Malaysia within SEVEN (7) working days from the date of entry or the date of VAL if the students applied in country.
- DOWNGRADE of insurance package is NOT ALLOWED but foreign students are allowed to UPGRADE his/her insurance package and the insurance company reserves the right not to cover for pre-existing conditions that are currently covered in the existing insurance package.

- The additional insurance premium for UPGRADE of insurance package can only be determined after the upgrade request is made to EMGS.
- Medical card will be available within **FOURTEEN (14)** working days from the date of insured.
- Insurance claims reimbursement will be processed within **FOURTEEN (14)** working days from the date of claim submitted with complete documents.

9. INTERNATIONAL STUDENT SUPPORT SERVICE

9. INTERNATIONAL STUDENT SUPPORT SERVICE

Several services exist on campus to help students achieve their educational goals. It is encouraged for you to know, use and refer the students to the various services on campus frequently.

ENROLLMENT: Please refer students to the International Marketing Department for Admissions & Records, Counseling, and Scholarship Aid

HEALTH INSURANCE: Every international student has Medical Insurance (paid for together with Application processing fee) please contact Student Support Service Unit in the Student Affairs Department.

TRANSFER CENTER: As an internationally connected university, we not only offer semester exchange programmes but also a number of planned transfer and articulation pathways for students who wish to complete their studies elsewhere in the world. To obtain additional help with University transfer Placement, students can contact the International Students Office (InSO) or Student Affairs Department (SAD).

SRC (Student Representative Council): Students can learn about the various leadership opportunities and clubs by contacting Student Affairs Department.

10. STUDENT CODE OF BEHAVIOR AND DISCIPLINARY PROCEDURES

10. STUDENT CODE OF BEHAVIOR AND DISCIPLINARY PROCEDURES

10.1 RESPONSIBILITY OF STUDENTS

All students shall be obliged to:

- Obey the laws of the country.
- Obey the rules and regulations of the college.
- Co-operate with LUC authorities in all matters, whether personal or otherwise.
- Display the Student ID at all times within the vicinity of the university college.
- Attend all tutorial or study sessions, except with reasonable excuse and/or with permission from programme coordinator.
- Sit for the final examination, unless barred from doing so.

10.2 PROHIBITIVE ACTIONS

Students are prohibited from

- i. Being involved in any activity or conduct which may damage or harm the interests, harmony, or good name of LUC or its students, staff, officers or employees,
- ii. Using any lecture, tutorial or teaching materials which was provided to him/her by the LUC for the purpose of publication or distribution, whether for payment or otherwise.
- iii. Cheating or attempting to cheat or act in a manner that can be constructed as cheating or attempting to cheat in an examination.
- iv. Bringing or in possession of alcoholic drink while in LUC.
- v. Bringing or in possession of any form of drugs or poison or dangerous weapon.
- vi. Participating, organizing or conducting in activities which are anti-government or against the interests of LUC.

10.3 PUNCTUALITY AND ABSENTEEISM

10.3.1 Classroom/Laboratory/Industrial/Clinical Training Attendance

- i. Students must be punctual for lectures.
- ii. Students must attend classes regularly. Absentees, with or without reason, should be marked accordingly by the lecturer/tutor in the class register. Absentees must provide explanatory letters or medical certificates and submitted to the lecturer/tutor.
- iii. Students who recorded less than 80% attendance per subject, per semester without permission or valid excuse, will receive a warning letter, a copy of which will be sent to the parents / guardians.
- iv. LUC reserves the right to suspend or/and terminate any student who repeatedly absents himself or herself despite being warned by the College Management/Authorities.
- v. Attendance percentage may be taken into consideration in continuous assessments and may be referred during examination board when considering 'borderline cases'.

10.3.2 Examination Attendance/Coursework Completion

Any students who fails to attend the examination sitting due to bad health or other extenuating circumstances such as death of a close family member (as stipulated in the Examination Guidelines), students **MUST** produce documentation from a medical practitioner or hospital as a proof and submit within a week from the date of examination sitting.

When the student was absent for part or the whole examination for a reason other than illness as stated above, LUC Management/Authorities reserves the right to suspend or/and terminate him/her. If the student wishes the Board of Examiners to consider the cause/s for his/her absence, it shall be the responsibility of the candidate to submit the case in writing to the Registrar Office not later than **ONE (1) week** after the final examination.

However, such cases and the cause/s submitted by the candidate shall only be considered by the Board of Examiners on a case by case basis.

10.4 APPEAL FOR ABSENCES

If students' class attendance rate falls below 80%, a notification is sent to the student requiring for explanation and he/she must file an appeal to remain in the course. The appeal form is attached with the notification explaining the required documentation for submission to the Dean of the Faculty. The student has **SEVEN (7)** working days to submit the appeal with a letter, supporting documents or valid proof of absence.

If the appeal is **NOT GRANTED**, the student will be informed of the decision; the Registrar will remove the student from the course as of the date of the third absence, and assign a grade based on attendance withdrawal guidelines.

If the appeal is **GRANTED**, the student will be informed of the decision and reminded any additional absences will result in immediate removal from the course with grade based on attendance withdrawal guidelines.

10.5 FORMAL GRIEVANCE PROCEDURE

Student success is a priority at Lincoln University College. The members of faculty and staff attempt to create a conducive atmosphere for learning activities. The University strives to be open to concerns of all interested parties.

The formal grievance procedure is available for student concerns, if it cannot be resolved by the faculty member. Students should first discuss the problem with the faculty member and the designated department representative, if necessary. If the problem is not resolved after a reasonable amount of time, the student should contact the campus Counseling Director. The campus director and all other department directors maintain an open-door policy. Students and faculty may express concerns to any of these individuals; at the written request of a student or faculty.

10.6 BEHAVIOR

Smoking and any form of gambling or being in possession of any kind of drugs or gambling materials are strictly prohibited in the University College premises. **Students are also prohibited from smoking at stairways in the building premises.**

Any forms of harassment – sexual, racist, verbal and physical will initiate disciplinary action.

10.7 STUDENT DRESS CODE

Students **MUST** display the LUC student identification card at all time when you are in the campus area. Students are required to wear proper and acceptable attire when attending classes and physical exercise. Students are required to wear shoes and suitable attire when attending talks, seminar, site visits and attending lab sessions.

Note: Improper attires may be defined as follows:

- i. For all students:
Obscene T-shirts, shorts or beach-wear, torn or patched jeans.
- ii. For female students:
Mini-skirts 3 inches above the knee, bare mid-riff, bare-back, or low cut blouses / dresses, halters and transparent shirts.
- iii. For male students:
Sleeveless shirts, cut-like or 'gangster-like' attire and symbols. Long hair must be neatly tied.

Dress Code	Place / Location
Formal Wear Collared T-shirt Short / Long Sleeved Shirt Long Pants (Not Jeans) Traditional Outfit Uniform Shoes	Formal Functions
Semi-Formal Non-Collared T-Shirt Jeans Denim Jacket Sandals Flip flops* (Not encouraged)	Lecture Theatres/Classrooms Tutorial Rooms Laboratories Libraries LUC management offices
Sports Attire	Within Sports Facilities in or out of LUC
Sleeveless Dress Miniskirts Shorts	NOT allowed within the campus vicinity



11. REFUND POLICY

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11.1 REFUND POLICY

- i. **Tuition fees and deposits may be refunded according to schedules**
- ii. Charges for use of computer labs and library fees are not refundable if students have attended lessons in the current semester. However students are allowed to claim for refund fees paid in advance (for remaining semesters) for computer lab and library (if any).
- iii. Application fee, visa fee and other miscellaneous fee are not refundable.
- iv. Administration fee & Registration fee are not refundable.
- v. No Refund will be given to student once the student clears Malaysian Immigrations by using student visa.
- vi. For students who are given discount on tuition fees or scholarship, refund will be calculated based on the normal fees structure.

11.2 PROGRAMME WITHDRAWAL (i.e. complete withdrawal *from the programme)

- i. *Please note that absenteeism/failure to hand in coursework will not be taken as a form of communication that a student has completely withdrawn from a course of study.
- ii. Students who are terminated by LUC due to continuous absenteeism or failure in examinations will not be entitled to apply for refund of their fees or deposit.
- iii. Withdrawing students must write in formally or complete the withdrawal form and submit it to inform LUC before any refund application can be given.
- iv. Absenteeism or failure to hand in coursework/project will not be taken as a formal communication that a student wishes to discontinue with the programme that he/she has earlier registered.
- v. Submission of the refund form to the Finance Department is not considered an approval of refund.

- vi. Amount may be refunded (after deduction of administration charges) to international students under the following circumstances:
- The Malaysian Immigration Authorities has rejected the application for a student pass but student has paid in advance (prior their approval).
 - The Malaysian Immigration Authorities has approved of a student pass after the semester has commenced and the student wishes to withdraw and not enroll for the subsequent semester.
 - LUC discontinues the course/program offered to the student.
 - The student does not fulfill academic requirements to continue with the course but has paid fees in advance.
 - The student submits written notification to withdraw from the course but has paid fees in advanced.
 - Valid forms/receipts must be shown by the student before application for refund can be processed. Otherwise customer copy of the forms or photocopy of the banker's cheques can be used as evidence. Communication (in any form) that payment had been made will not be taken as proof that payment has been made in favor of LUC.
- vii. Credit transfer (where applicable)
- After a successful application of credit transfer, there may be a reduction of tuition fee.
 - The reduction of tuition fee will be according to a total tuition fee per subject.
 - The reduction of fee will be indicated in the final installment of the tuition fee only.
- viii. Zero refund fees on the following circumstances
- Student withdraws after the stated above period of commencement of the semester.
 - Student found to commit fraud over his student application.
 - The student is convicted over a crime or academic misconduct.

12. STUDENT ACKNOWLEDGEMENT

FULL NAME:	
STUDENT ID NO:	
PASSPORT NO:	
CURRENT ADDRESS (IN MALAYSIA):	
PERMANENT ADDRESS (HOME COUNTRY):	
EMAIL ADDRESS:	
CONTACT NO:	

STUDENT ACKNOWLEDGEMENT

I have received and read my copy of the International Student Handbook. I know I am responsible for adhering to all of the policies and procedures contained in this student handbook. I agree to follow all of the policies and procedures contained in the student code of conduct. I also understand that if I violate the policies and procedures contained in the handbook that I will receive the appropriate consequences.

<i>Agreed by: Student's Signature:</i>	<i>Witnessed by: International Students Office Signature</i>
<i>Student's Name:</i>	<i>International Students Office Manager/Admission Officer's Name</i>
<i>Date</i>	<i>Date</i>