



International Student Handbook

2022

Mantissa College

Level 1, Bangunan AHP, No 2,
Jalan Tun Mohd Fuad 3,
Taman Tun Dr Ismail,
60000 Kuala Lumpur,
Malaysia.

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MANTISSA COLLEGE
(Reg. as PMI Education Sdn. Bhd.)
(Reg. No. 629638-V)
Level 1, Bangunan AHP,
2, Jalan Tun Mohd Fuad 3,
Taman Tun Dr. Ismail,
60000 Kuala Lumpur, Malaysia.
Tel: (603) 7728 5215

Created by: ISO Department (23.03.2019)
Last Updated: 11/08/2022

11/8/2022

1. STEPS TO APPLY FOR A VISA AND ENTRY TO MALAYSIA

- i. Student to submit document qualification to college for screening purpose.
- ii. After the screening is done, the college will issue a Conditional Offer Letter (COL).
- iii. Student will have to pay the application fee of RM3500
- iv. Student must submit additional documents such as passport size photo and a Health Declaration Form from EMGS.
- v. College will then submit all documents to EMGS for approval. The waiting period is about 1 month. During this period, the student is able to check the application status from EMGS via <https://educationmalaysia.gov.my/emgs/application/searchform>
- vi. Once the application is approved, Visa Application Letter (VAL) will be issued by Immigration.
- vii. Students need to perform a journey to Malaysia Embassy in the student's home country to get a single-entry VISA. The waiting period is about 2-4 weeks.
- viii. Once the student's VISA is approved by the Malaysian Embassy in your home country, student needs to:
 - a. transfer 1st stage fee to the college
 - b. buy a flight ticket to Malaysia
 - c. fill in the airport pickup form provided by the college.
- ix. College will pick up the students according to the flight ticket details without charges for the first time.
- x. Should there be a last-minute cancellation of flight when our staff is already there to pick student up, then student will have to pay for the second request to pick student up at a reasonable charge.
- xi. After student arrival to Malaysia, student is required to do a post medical check-up within 7 days at EMGS appointed clinic in Malaysia. If the medical check-up in Malaysia failed, the student needs to go back to his home country and submit the exit stamp to the college for our record.
- xii. If student passed the medical check-up in Malaysia, student is required to hand over the passport to International Student Affairs Department. College will submit student's passport to immigration for the student VISA sticker.
- xiii. Student should keep a photocopy of the passport for security purposes.
- xiv. Student will receive the stamped visa sticker within a month after submission.

2. VISA RENEWAL

- i. It is the student's responsibility to remember the renewal date for the student pass.
- ii. Student should submit the passport for VISA renewal **at least 2 months** prior to the expiry date by paying a fee inclusive of admin fee accordingly. This renewal application depends on student attendance in class because the College will proceed with the renewal only after verifying the student's attendance of an average of 80%.

3. SPECIAL PASS

College will apply for a Special Pass for a student if there is a late submission of passport to college for visa sticker or renewal purposes. An additional fee will be charged at RM250.

4. CONDITIONS DURING STUDY DURATION

- i. Students are required to attend all their classes. Full attendance is required unless the students have valid Medical Certificate (MC) if he/she is sick. Students need to call in to the college at 03-77285125 or write in to the respective Programme Admin/ Registrar/ Subject Lecturer. They can be reached at: admin@mantissa.edu.my // registrar@mantissa.edu.my
- ii. All international students must maintain at least 80% of attendance requirement.
- iii. **Conditions for College to hold a student's passport for the first semester.** The college will return the passport to the student provided their CGPA score is 3.0 and above.
Students must meet the 80% attendance requirement
Students must settle the 1st stage fee with no outstanding.
- iv. For students who want to travel out of Malaysia during term break at their own risk, students need to provide valid reasons with supporting documents to get approval.
- v. Students will keep their college ID Card, i-Card (immigration), Medical Card and photocopy of their passport to show to policemen when requested by them.

- vi. Students who have obtained visa stickers on the passport page must be present for classes and submit the assessments. Otherwise College has the right to cancel the visa in the following semester.
- vii. Students can request for a “ Letter to whom it may concern” for a maximum up to 2 times only. Any further request is subject to a charge of RM50.

5. Billing Advice

Students will be given a Billing Advice before admission to the programme enrolled. Students need to follow the payment schedule during the course of study.

6. Policy & Procedures for Refund.

For international students, students need to remit first year of fees before visa can be applied. This is to ensure only genuine students are here in Malaysia to study. If a student chooses to withdraw in the first year, no refund will be remitted. This is because visa is valid for a year.

When students are in the second year, students will follow semester fee as scheduled regardless of the subjects taking in a semester. Should a student withdraws in the middle of a semester, no refund will be made as fees are considered consumed for that semester.

If students have not settled the semester fee, no stamped term reports will be issued for transfer purpose.

TUITION FEE REFUND POLICY

- 6.1 All Fees paid are NON-Refundable / Transferable (Inclusive Application / Admin / Tuition / Exam Fees)**
- 6.2 Expel Cases** should college decides to expel a student from a programme due to discipline or violation of rules and regulations of Mantissa College: All Application / Admin / Tuition Fees / Exam Fees paid will be consumed thus NON-Refundable
- 6.3 All withdrawn students are subject to a penalty of RM1000 for ALL programmes.**
 - 6.3.1 First Stage Fees will be consumed regardless of withdrawal.**

The College will take a minimum of 14 working days to process un-consumed fees upon receipt of the Study Completion Form.

The student will be notified to collect the refund when it is ready. In all circumstances, students are advised to collect refunds / money within six (6) months from the date of completion of studies, failing which, the college shall forfeit the said money.

NOTE: The college reserves the right to revise the policy from time to time without prior notice. In the event of any dispute, the decision of Mantissa College shall be final.

7. WITHDRAWAL OR TERMINATION

Students are not encouraged to withdraw from the college without any valid reasons in the event of any exceptional circumstances. Students must allow sufficient time to process the cancellation of the student's pass and other necessary documents needed by students such as transcript, certificate, etc. College reserves the right to notify The Malaysia Immigration Department and terminate Student Pass in the event students do not comply or have violated any of the above-mentioned conditions.

8. PROCEDURES TO SEND STUDENTS BACK TO THEIR HOME COUNTRY

- i. Student to submit their original passport together with the flight ticket to college.
- ii. College to submit original passport together with a flight ticket to immigration to apply for Check Out Memo (COM) on behalf of the student.
- iii. College will send students to Airport Immigration Counter to ensure student leave.
- iv. All costs will be borne by students.

9. OVERSTAY ISSUE

- i. The penalty for overstaying in Malaysia is at RM30.00 per day and it must be paid to Malaysian Immigration. For any second offense for overstaying, a heavy penalty will be imposed by Malaysian Immigration. Penalties incurred are to be borne solely by the student.
- ii. If the student is caught by authority for an overstay issue, immigration will inform the college to make a statement together with the student. It is up to immigration's final decision on student status.
- iii. The consequence of overstay is to face a penalty by immigration or put in lock-up.
- iv. In the event students require College to prove their validity as a student to the police or other government agencies, a penalty of RM500 onwards will be imposed and paid to the college if caught.

10. MISSING IN ACTION (MIA)

Should international students are absent from classes for a long period of time or uncontactable, then College will make a police report first. Then college will cancel their student pass at immigration.

11. PART-TIME WORK

- i. International students are not allowed to work during his/her studies duration. However, students are allowed to work a maximum of 20 hours/week during public holidays, school breaks, or holidays that extend to more than 7 days. The jobs for international students are limited to places such as restaurants, petrol stations, mini markets and hotels. International students are not allowed to work as cashiers in any organizations.
- ii. Students can only start working with prior approval of the Immigration and notes as **“permitted to work as a part-time worker in Restaurant, Petrol Kiosk, Mini Market, Hotel (excluding singer, masseur, musician, GRO and other activities deem to be immoral) as long as the Student Pass”** is valid & appeared on their passports.
- iii. Students are required to go through Mantissa College for necessary procedures before approaching the immigration for working applications. The immigration will then provide an approval letter for successful applications made.
- iv. Students have to maintain good results standing and satisfy the attendance requirements set down by the College as a valid proof of such working status. Students’ results and attendance lists will be sent to the immigration department every quarterly for reviewing purposes.

12. ACADEMIC ISSUE

i. Attendance Monitoring Procedure at Mantissa College

Attendance is defined as the physical presence of the student in the learning environment for the entire scheduled session.

Attendance is recorded at the beginning of the class session. Any student who does not present in the class when attendance is taken is officially marked as absent.

ii. **Barring of Final Exam** - Students who have less than 80% will be barred from attempting the final exam and will consider as **Fail-Absent** from the examination. However, students can write in to appeal with a valid reason.

13. AbsENCE DUE TO SICKNESS

Students are advised to write in or speak to Mantissa Admin team if they have any concerns about their health or general well-being.

If a student is going to be absent from a lecture or other appointment, he/she MUST write in or telephone MANTISSA COLLEGE (603) 7728 5215 between 9.30 am and 10.30 am and give the reason for absence.

We are sympathetic to students who are genuinely ill but persistent absence without proof of illness can lead to disciplinary action, suspension, and dismissal from Mantissa College

14. Registry Related

Students are required to complete the registered programme during the study period. Students have to ensure the status is always active and meet the requirement of F.A.R policy. (Fee, Attendance & Results)

Students must achieve a CGPA of at least 2.0 for degree level & 3.0 for postgraduate level or higher and your overall attendance must also be at least 80% or higher to renew your student pass. Semester fee must be settled before renewal is done. If a student fails to meet any of the above requirements, a warning letter on attendance, poor academic result & Finance- barred letters will be issued.

15. ACCOMMODATION

- i. All students are required to live in Student Houses for at least one semester. Students must write in to request to stay outside with valid reason. Student house from Mantissa College offers double storey house ideally suited for incoming new students and returning undergraduates. If the students choose to obtain his/her own accommodation, the college is not responsible for any private arrangements made with landlords.
- ii. Rental is RM400 to RM600 per student, per month, twin sharing excluding electricity and water bills.
- iii. Distance – Approximately 500M-1KM from Mantissa College.
Duration – Minimum 1 semester.
- iv. Facilities Provided:
Basic Furniture – Bedding, mattress, air conditioner and study table with chair.
- v. Surrounding facilities:
Nearby restaurant and food court and laundry.
Approximately 600M from student house to IKEA, THE CURVE, TESCO, COLD STORAGE, and IKANO, 1-UTAMA and TROPICANA CITY MALL
- vi. The Accommodation Service is available to all students and offers general advice and assistance on a wide range of housing issues for students living in our student house.

The services provided include:

- The allocation of rooms in our student house.
- Student housing maintenance.
- Assistance to short-term overseas students requiring accommodation locally.
- Details of local estate agents, and landlords for students seeking accommodation in the area.
- Managing the student accommodation application and inquiries.
- Issue invoices for accommodation charges, fee payments are accepted by credit card and online transfer only.
- Students adhered to the ‘Terms of Occupancy’ as outlined in the Accommodation Contract.

16. INFORMATION ON MALAYSIA

(i) General Information

Malaysia is located at the heart of Southeast Asia and is divided into two main regions: Peninsular Malaysia and East Malaysia. Malaysia is a hot & humid country. Its temperature ranges from 21 to 35 degrees Celsius.

Malaysia has a population of over 32 millions people. It has a multicultural and multiracial population consisting of Malays, Chinese, Indians and numerous indigenous people.

(ii) Things to Know

Capital of Malaysia: Kuala Lumpur City

Other States in Malaysia: Perlis, Kedah, Penang, Perak, Selangor, Negeri Sembilan, Johor, Terengganu, Kelantan, Pahang, Sabah, Sarawak, Wilayah Persekutuan Labuan & KL Territory.

(iii) Shopping Hours:

Department stores and supermarkets are usually open from 10 am-10 pm and shops from 9:30 am to 8 pm. In Kuala Lumpur, as well as in most major towns, there are several 24-hour stores.

(iv) Banking Hours and Facilities:

In most states, banks operate on Mondays to Fridays from 9:30 am to 4:30 pm and on Saturdays, Sundays and Public Holidays they are closed.

There are several banks in the nearby premises. Among the banks available near the College are:

- RHB bank
- Maybank
- Affin Bank
- Public Finance

- Southern Bank
- Alliance Bank
- Bank Islam Asia
- Al Rajhi Bank

Other banks are also available such as Standard Chartered Bank, HongKong and Shanghai Bank and many others.

(v) Currency Exchange:

The Malaysian unit of currency is the Ringgit (RM), which is divided into 100 sen. Currency comes in notes of RM1, RM5, RM10, RM50, RM100. Coins are issued in 5 sen, 10 sen, 20 sen, and 50 sen denomination. 1USD is about RM4.39 (as at 30th June 2022)

The country's regulations require all travellers to declare the amount of local and foreign currencies in their possession on arrival into and departure from Malaysia. Travellers Declaration Form (TDF) for this purpose can be obtained from any Malaysian Embassy/ High Commission, Malaysia Tourism Promotion Board Office and all entry/ exit points in Malaysia.

(vi) Visa and Passport:

Any foreigner must be in possession of a current passport or other internationally recognized travel documents. They must be endorsed for traveling to Malaysia and have a period of validity of at least one year (12 months) beyond the time of stay allowed in Malaysia.

(vii) Places of Interest:

Malaysia has much to offer to foreigners. In Kuala Lumpur, there are many shopping complexes and colorful bazaars, especially in Central Market and China Town. Apart from that, you can also visit places like Kuala Lumpur City Centre (KLCC), Putrajaya, Muzium Negara, National Monument, and Mid Valley Shopping Complex, etc.

Penang is another tourist attraction with all the delicious food that you can get. There are many tourist attractions here. There are also many beautiful beaches on the East Coast of Malaysia.

(viii) Emergency Numbers:

Police: 999

Tourist Police: 03-2163 4422 (Kuala Lumpur)

Ambulance: 999

Fire: 999

(ix) Public Holidays:

Mantissa College follows all Public Holidays declared by Malaysia authority. No classes will be conducted on Public holidays & no replacement of classes should the classes fall on these Public holidays.

(x) Water

It is generally safe to drink water directly from the tap but is advisable to boil it. Bottled mineral water, however, is easily available in shops and supermarkets.

(xi) Electrical Supply

Malaysia uses a 240-volt 50-cycle electrical supply system.

(xii) Newspaper

English Language newspapers are available i.e. The New Straits Times, The Sun, The Star, Business Times, Malay Mail, Daily Express, Sabah Daily News and The Sarawak Tribune. International newspapers can be obtained at most bookshops and newsstands, and several dailies in other languages including Utusan Melayu, Berita Harian, Nanyang Siang Pau, Sin Chew Jit Poh and Tamil Nesan.

(xiii) Radio

Radio services are in Bahasa Melayu, English, Chinese and Tamil.

(xiv) Television

There are six television stations with TV1, TV2 being government networks while the other four are privately run. Satellite television (ASTRO) is also available for subscribers.

Available TV stations are:

- TV1
- TV2

- TV3
- TV7
- TV8
- TV9
- ASTRO

(xv) Health Services

In the event you need medical care outpatient, there are private clinics in most towns. For over-the-counter prescriptions, there are pharmacies and Chinese medical halls.

(xvi) Health Regulations

No vaccination is required for cholera and smallpox. However, after the Covid-19 outbreak in 2020, all citizens of Malaysia & residents MUST be vaccinated & abide by the guidelines from the Ministry of Health.

(xvii) Climate

The average temperature in Malaysia is between 21C and 35C. Humidity is high. North-East monsoon rain falls from the month of November to February on the East Coast of Peninsular Malaysia & on Western Sarawak and North-Eastern Sabah.

South-West monsoon rain falls on the West Coast of Peninsular Malaysia from April to October.

(xiii) Clothing

As Malaysia's climate is sunny all year round, light clothing is ideal.

(xiv) Time

Malaysia is 8 hours ahead of Greenwich Mean Time (GMT) and 16 hours ahead of United States Pacific Standard Time.

(xv) Etiquette

Due to cultural differences, here are some tips:

- Removes shoes when entering homes and places of worship
- Dress neatly in suitable attire which covers arms and legs when visiting places of worship.
- Handle food with your right hand.

- Do not point your finger at someone.
- When giving or receiving money gifts to/from a Malaysian, do so with your right hand.

17. THE STUDENT SERVICE CENTER

- i. The Student Service Center is located in the first floor of Mantissa College's main building not far from the Principal's room. The Student Service Center provides a range of professional and advisory services to assist students including, accommodation, student funding services, counseling services, career services, medical services and students' activities.
- ii. The Student Service Executives oversee the services available within the Student Service Center, and they are responsible for student care, support and guidance. Students are given support and assistance with any minor hassles or problems that may crop up during the tenure of study. The aim of all staff is to assist, guide and support students throughout their period of study.
- iii. The first contact for students and their families who need advice or assistance or when an emergency occurs.
- iv. The first 'port of call' for students with any personal concerns/problems who are uncertain where to find help. We can advise on access to all Student Services within Mantissa College and they are the liaison persons to external professional agencies.
- v. **Medical Service**
 - For medical services, our health advisory panel is:
Klinik Taman Tun Dr.Ismail
Dr Hammidah Bt.Abdul Majeed
No.38, Jalan Tun Mohd Fuad
Taman Tun Dr.Ismail, 60000 Kuala Lumpur
TEL: 603-77294096

vi. Insurance Service

- All international students are covered by Tokio Marine Insurance Company, which is included in their application & renewal fee. The student should receive Medical Card and In-Patient Guide from International Student Service Centre for safe keeping and information.
- Should there be an emergency, the student should contact: 03-7628 3780 or 03-7841 5600 at 24 hours Call Centre for hospitalization services.

vii. Students' Activities

- Mantissa Student Service Centre ensures that all students of Mantissa enjoy an equal share of sports and recreational activities apart from their academic studies at college.
- There is a table tennis facility for students who are interested in playing the game at the student lounge of Mantissa College.
- Apart from the above, Mantissa students can request to play football or street soccer. The Management will then ensure that the booking of the field or street soccer court is made available for the students. Other activities are also available from time to time and subject to request.

Please call 03-7728 5215 or send a request to support@mantissa.edu.my for any enquires.

Mantissa College' GPS Location:

3° 8'27.55"N / 101°37'42.74"E

Facebook: Mantissa Taman Tun

Twitter: twitter.com/mantissacollege

Tel: +(6)03-7728 5215 / **Fax:** +(6)03-7728 5801

www.mantissa.edu.my

STUDENT'S DECLARATION

I, _____ from _____
Programme with Passport No.: _____, have read and understood all the rules and regulations for international students. I am also aware that the college reserves the right to terminate my student pass in the event that I do not comply with the above-mentioned conditions accordingly.

I agree to attend classes every week, which will commence from _____.

Student's signature : _____

Student's Name : _____

Date : _____

This International Student Handbook is uploaded in MORE portal for students' reading & College assumed it is read even without signatory & acknowledgement.

