

TWINTeCH INTERNATIONAL UNIVERSITY
COLLEGE OF TECHNOLOGY (TIUCT)
 STANDARD OPERATION PROCEDURE (SOP)
 INTERNATIONAL OFFICE



Responsibility	Flow	Remarks
1) Student & Marketing Staff	<div style="border: 1px solid black; padding: 5px; text-align: center;">Received Documents from student & Marketing Staff to Prepare the Application Document</div>	<p>*Document RM2350 – compulsory payment -RM100 for special pass (if necessary) -Release Letter (if necessary) -NOC (if necessary)</p>
2) Registry Dept	<div style="text-align: center;">↓</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Received completed application</div>	<p>-3 copies of Higher Certificate & Transcript from Origin Country</p>
3) International Office / Visa Unit	<div style="text-align: center;">↓</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Register EMGS STARS system</div>	<p>-8 pcs photo (blue background) -4 copies of passport (info & Visa page) -Release Letter with performance report (if necessary)</p>
4) IO Manager / Director / CEO	<div style="text-align: center;">↓</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Prepare & Compile Two sets of hardcopy documents to EMGS / Student File record</div>	<p>*Add Document -Payment Cheque from Finance -Cover Letter from SICT -MQA & SPIPTS Approval -EMGS Checklist -IM14 (printed from EMGS)</p>
5) Visa Unit : School Representative	<div style="text-align: center;">↓</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">To sign all pages for verification</div>	<p>-CTC stamp for all pages</p>
6) EMGS / MoHE / JIM	<div style="text-align: center;">↓</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">To submit completed of hardcopy document to EMGS-KL</div>	<p>*Visa approval : Process will be taken 30 working days</p>
7) International Office / Visa Unit / School Representative	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; text-align: center;">MoHE to support the application</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">JIM to approve the application</div> </div>	<p>*14 working days process</p>
	<div style="text-align: center;">↓</div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p><u>Visa approved</u> <u>Student Arrived Malaysia with VAL</u> Prepare document for Sticker process</p> </div>	<p>-Student submit passport & payment Process will be taken 30 working days</p>
	<div style="text-align: center;">↓</div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p><u>Student Pass Sticker (Jalan Duta – IMM)</u> To submit for New Sticker process</p> </div>	

ARRIVAL PROCEDURES



Airport Pickup & Procedures

Students need to notify us on their **flight schedule & flight info 1 week before their arrival** (if the application is approved). A college representative will fetch the student from KLIA/KLIA2 airport. & do the immigration clearance for the student. On arrival, student is advised to wait at the immigration office at KLIA/KLIA2 airport.

The country also imposes exchange controls. This means that you cannot bring in a large amount of Malaysian Ringgit. You are advised to bring in your country's currency and exchange in Malaysia for the Ringgit or use Traveler's Cheques. You will be required at Malaysian airports to declare the amount of currency you are bringing into the country.

Please request **Airport Arrival Services from IS office / Marketing Department.

PRE-ARRIVAL PROCEDURES	
Step 1: In the Home Country	
The student MUST inform & Fill up Airport Arrival Services Form to Twintech International University College of Technology (TIUCT) by email info@twintech.edu.my attention to IS office / Email to the Marketer in charge at least 7 days before departure the following information:	
➤	Date & Time of Departure from home country.
➤	Date & Time of Arrival at Kuala Lumpur International Airport (KLIA/KLIA2).
➤	Flight Name & Number
Note Twintech International University College of Technology (TIUCT) will not be held responsible for any consequences if the above instructions are not compiled with. Priority for airport pickup is for registered students. Accompanying persons need to arrange for their own transportation.	
Step 2: On the Airplane	
Before the student leaves for the airport, he / she must make sure to bring along the following important documents:	
➤	Passport (must be valid for at least 12 months before expiry).
➤	Original Copy of Visa Approval Letter or Valid Entry Visa.
Step 3 :	
The student is required to fill in the Disembarkation Card provided by the airline crew. Please keep the card stub.	
Step 4: At KLIA/KLIA2	
On leaving the airplane, the student is required to board by a "sky-train" which will take the passenger from the Terminal C to the Baggage Reclaim & Immigration Terminal.	
Note Student must take the "sky-train" within 20 minutes on disembarking the plane.	
Step 5: At the Immigration Counter	
A Twintech International University College of Technology (TIUCT) representative will await students arriving at KLIA, at the Immigration Counter 42. However, those arriving at KLIA2, Sepang, and Kuala Lumpur are requested to wait at the Immigration Counter 10. The student will be guided to the Immigration Counter for clearance.	
Important Note The Immigration Officer WILL NOT release students without the presence of a Twintech International University College of Technology (TIUCT) representative to identify and acknowledge the student.	

Step 6: Arrival at Twintech International University College of Technology (TIUCT)

Once Immigrations Clearance procedure is completed, the **Twintech International University College of Technology (TIUCT)** representative will offer a Welcome Letter to students upon arriving at **Twintech International University College of Technology (TIUCT)**, a IS Office will provide a briefing to the students.

POST-ARRIVAL PROCEDURES**Step 1**

The student must report to the IS office, **Twintech International University College of Technology (TIUCT)** (located at Ground Floor) upon arrival or the following day. The following needs to be done at the IS Office:-

1. Fill up Relevant Forms.
2. Student Data Form.
3. Insurance Form.

The student must settle the necessary due payments to the Course Selection and the commencement of classes. The IS Office shall assist students to open a bank account. During Orientation, students will be brief on **Twintech International University College of Technology (TIUCT)** rules & regulations.

Orientation attendance is **COMPULSORY**.

Step 2

Student ID card – students may collect their student ID card prepared by the Registry Office / IS Office *within 3-7 working days*

Step 3

Student **MUST** submit their passport and Student Pass endorsement fee to the IS Office according to the schedule given them. The IS Office will provide students a certified true copy of their passport for safekeeping pending the Student Pass endorsement with the Malaysian Immigrations Department.

Important note:

- Students **MUST** submit their passport for Student Pass Process 14 days before their Social Visa expires. Failure to do so will incur a penalty of RM50.00 per DAY.
- Students are responsible to ensure that their Student Pass and Entry Visa are **VALID** before leaving the country.

Step 4**General Information**

- It would take at least 60 days for the Malaysian Immigrations Department to issue the Visa Approval Letter. Please take note that it is prerogative of the Malaysian Immigrations Department to approve or reject any visa applications.
- It is the responsibility of the students to check with the Malaysian Embassy in their country regarding any special requirements or visa requirements before coming to Malaysia. For example, students may need to apply for a single entry visa to enter Malaysia together with the Visa Approval Letter, in order to avoid a fine.
- For African students, they are required to take the necessary inoculation(s) (injections) especially the Yellow Fever Vaccination before coming to Malaysia. A copy of Medical Certificate must be produced for verification by the Malaysian Immigrations Department.