Q1: How early on should I submit my passport and supporting documents for Student Pass and Visa renewal?

Students should submit their passports and supporting documents to the International Office Consultative Counter 3 months before the Student Pass and Visa expiry date.

Q2: What is Pemutihan?

Pemutihan is a Malay-language term used by EMGS to classify a student’s Student Pass and Visa renewal case, whereby in their system the student is still registered in their previous programme at Taylor’s (such as Intensive English or Foundation) while their current renewal application is for their new (present) programme (such as Diploma or Degree). Because of this discrepancy, Taylor’s would have to apply for a new Student Pass and Visa for the student under the new (present) enrolled programme.

Q3: Why am I under Pemutihan?

Prior to 2013, progressing students (from Intensive English / Foundation to Diploma / Degree) and inter-programme transfer students need not apply for a new Student Pass and Visa but only need to renew their existing Student Pass and Visa with the Malaysian Immigration Department on a yearly basis. When EMGS was introduced along with Immigration rule changes in 2013, progressing students are now required to apply for a new Student Pass and Visa for new (present) programmes in which they have / are enrolled. In order to rectify this process problem, EMGS and Taylor’s are working together to identify students who fall into this category and assist them in applying for a new Student Pass and Visa for the new (present) programme.

Q4: Who could possibly fall under the Pemutihan category?

Progressing students who have initially enrolled into Taylor’s under the Intensive English or Foundation programmes, who have completed these programmes and are now progressing on to the next programmes in their study plan (this could be students progressing on to Foundation, Diploma, Degree, Master, Post-Graduate Research or other programmes of short-courses at Taylor’s).

Inter-programme transfer students (including students who have changed majors within the same school) are also affected and need to apply for a new Student Pass and Visa every time a change in programme
Q5: What can I do to prevent myself from falling into the Pemutihan category?

Once you have finished your current programme and are planning to progress to the next programme, please highlight this to the IO staff for added precaution when you are applying for a Student Pass and Visa extension. You will then have to apply for a new Student Pass and Visa instead of extending / renewing your current Student Pass and Visa.

Q6: I joined Taylor’s before the Pemutihan rule change came into effect, and I had successfully renewed my Student Pass and Visa previously without issues. Can’t I be exempted from this rule?

Unfortunately, this ruling applies to all currently enrolled International students who have progressed before, done inter-programme transfer or changed majors. The direction from EMGS is that all International students in their database must be enrolled in their current programme and not a previously registered programme. However, an exemption may be possible for students who are in their final semester before completing their studies at Taylor’s (please refer to the next question).

Q7: I am currently in my final semester / internship before I complete my programme. Is there a way for me to extend / renew my current Student Pass and Visa for a few more months instead of applying for a new Student Pass and Visa (especially Pemutihan cases)?

A written appeal can be made by the Dean of your school to EMGS. Please consult an International Office staff regarding this matter.

Q8: When should I do my Medical Health Examination?

Once International Office (IO) has submitted the payment for your application, you will be contacted by an IO staff notifying you that you can now do your examination. Please collect the medical health examination form from the IO counter.

Q9: Where can I do my Medical Health Examination, including X-Ray?

Please refer to the appointed clinic listing found in the medical health examination form.

Q10: What are the supporting documents that I need in order to renew / extend / apply for a new Student Pass and Visa?

Please refer to Appendix 1, 2 and 3 of the Memo entitled “International Student Pass and Visa Application Requirements” for the list of categories, required supporting documents, submission timeline guide and fees. Supporting documents for Pemutihan category falls under Appendix 2 – Progression of Studies, or Appendix 3 – Inter-Programme Transfer.
Q11: I checked with EMGS’s online system / customer care and have been informed by them that Taylor’s has not submitted my passport and / or any of my supporting documents to them. Why the delay?

Once the compilation of your supporting documents are complete, an International Office (IO) staff will lodge an online application for your Student Pass and Visa renewal (this includes soft-copy submission of all your supporting documents). EMGS will then check through the soft copies (quality checks) to ensure the submission of documents are complete and that vital information is accurate and clear. In the meantime, Taylor’s IO will hold on to students’ passport and supporting documents for safe keeping. Only once the quality checks on the online submission is complete, EMGS will then request Taylor’s to submit the hardcopies for their processing and approval. This process could take up to 2 weeks to complete.

Please note that there is also a processing time of 3 working days for Taylor’s to prepare the application payment (cheque) to EMGS, which will be submitted together with the hardcopies. EMGS will only process the hardcopies together with the payment.

Q12: I check with EMGS’s online system / customer care and have been informed that there are pending documents for submission (incomplete document submission by Taylor’s). What are the pending documents and why the delay?

Pending Document status at EMGS could be due to 2 possible reasons:

i. Student may have submitted incomplete supporting documentation (i.e. missing passport page, pending exit stamp, Special Pass to extend validity of stay in Malaysia). Students must ensure they submit complete supporting documentation in a timely manner to the International Office (IO) Consultative Counter staff.

ii. If students have already submitted complete supporting documentation, it could be due to a Special Pass application that is pending at Immigration (which could take up to 6 weeks to process). As EMGS does not directly check with Immigration whether students are waiting for their Special Pass to be approved, the status on their system may generally show that supporting document is still pending, or that Taylor’s is still holding onto students’ passports. This confusion occurs because EMGS and Immigration are not part of the same organization and hence EMGS would not always know the current status of students’ passports at this stage of the process. It is best to check back with Taylor’s IO staff on this matter.

iii. At times the EMGS officer may not have updated their online system to reflect the actual current status. The current status is usually communicated to students by EMGS customer care staff, who does not directly handle the application process. Only the officer handling students’ cases will know the actual status as they handle students’ the application process.
Q13: Why am I on or applying for a Special Pass?

Students need to apply for a Special Pass to extend the validity of their stay here in Malaysia, and to avoid illegally overstaying, which is a serious offense. The need to apply for a Special Pass may arise from 6 possible reasons:

i. Students submit their passports and supporting documents to International Office (IO) late, i.e. not in a timely manner of 3 months before the Student Pass and Visa expiry.

ii. Students’ submission of supporting documentation may be incomplete and the owing documents might have been submitted to IO late.

iii. A delay by IO staff in lodging / submitting students’ application and passport to EMGS due to unforeseeable circumstances (i.e. staff delay due to overwhelming application processing).

iv. Students might have taken back their passports for travel in between their application processing. This surely causes delay in the application process, especially if students don’t return their passports to IO in a timely manner.

v. Students do not complete their medical health check-up on time, which may delay the application process.

vi. Students completely overlook in submitting their passport and supporting documents for Student Pass and Visa renewal, which would result in illegally overstaying.

Q14: How many Special Passes can I apply for?

You are normally allowed to apply for 2 Special Passes by Immigration Department, to extend your validity to remain in the country. Under extenuating circumstances you may apply for a 3rd Special Pass, but that is only granted with the provision that you will leave the country by a certain date once it is granted. Students will not be granted a 3rd (or subsequent) Special Pass to remain in the country.

Q15: What happens if I overstay?

Overstay is a serious offense under the Malaysian Immigration Department and the Home Ministry. The degree of the offense varies as follows:

i. Overstay by less than 1 month – Taylor’s International Office (IO) would have to lodge a report to the Immigration Department to clear the overstay status and apply for a Special Pass to extend overstayed students’ validity to remain in the country.

ii. Overstay by 1 month or more – Same process as the above point (i), but the overstayed student must report to the Immigration Department Headquarters in Putrajaya to provide an explanation on the overstay and appeal for an extension of validity to remain in the country.

In both the above cases, overstayed students (or those who risk overstaying) must immediately consult an IO staff to clear your overstay status.
Q16: What happens if I don’t clear my overstay status?

Overstayed students run a high risk of being caught or hauled up by Immigration Officers who will detain you in a lock-up (prison) with other persons who have illegally stayed in the country. Your detention will be for an unknown period of time until arrangements are made for you to leave the country. You will then be blacklisted and barred from entering Malaysia for up to 6 years.

Q17: What happens if I try to enter Malaysia without a valid Student Pass and Visa / Visa Approval Letter and Single Entry Visa?

You will be denied entry into Malaysia and you will be directed to leave the country immediately on the next available flight.

Q18: Why does it take up to 6 weeks for my Special Pass application to be approved?

Malaysian Immigration Department Headquarters has a special committee who meet once in every 1 to 2 weeks to check through and approve Special Pass applications. As they have to process Special Pass applications from other educational institutions as well, it takes them time to completely process and approve hundreds of application, hence the long processing time given by Immigration.

Q19: I have submitted my passport, supporting documents and have done my medical health check quite some time ago. Why is my Student Pass and Visa application / renewal process taking so long?

Delays can be attributed to multiple factors from within Taylor’s International Office (IO), EMGS and Immigration, and very much depends on students’ specific cases and incidences. Students are advised study the other questions and corresponding answers in this guide to fully understand the possible scenarios relating to their cases. You should also consult an IO staff to clarify your concerns if it is not addressed here in this guide.

Q20: What happens if I try to enter Malaysia with a Social Pass / Tourist Visa to continue my studies?

Immigration Officers have access to your immigration records online. If you are currently in the process of renewing your Student Pass and Visa or are applying for a new one, Immigration Officers will know it and will bar you from entering the country under a Social Pass / Tourist Visa.

Q21: What if I managed to enter the country under Social Pass / Tourist Visa, and I wish to resume my studies at Taylor’s?

You will have to leave the country once your Social Pass / Tourist Visa expires. There is no way Immigration will allow you to stay on in Malaysia or convert your Social Pass / Tourist Visa to a valid Student Pass and Visa.
Q22: What if I don’t get my Visa Approval Letter (VAL) on time (Progressing and Pemutihan Student Cases) and I need to return to Malaysia to start / continue my studies?

You are advised not to enter the country, even with a Social Pass / Tourist Visa as you run the risk of being denied entry into Malaysia, or you will have to leave the country after the validity expires.

Q23: What happens if I can’t return to Malaysia should I not get my Visa Approval Letter (VAL) on time?

Your school may allow you to join the semester up to 1 or 2 weeks after the commencement date. If you haven’t obtained your VAL by then, you are advised to defer your studies to the next suitable semester, and you would have to apply for a new visa again by submitting the relevant supporting documents. Please refer to Appendix 4 of the Memo entitled “International Student Pass and Visa Application Requirements” for the list of categories, required supporting documents, submission timeline guide and fees.

Q24: I am a Progressing / Pemutihan student returning to Malaysia with a Visa Approval Letter (VAL). Why do I need to apply for a Single Entry Visa (SEV) now as I need not do so previously?

Malaysian Immigration Department have recently changed their rules effective January 2014, and now require all international students who are coming in to Malaysia with a VAL to apply for an SEV before entering the country. The SEV can be applied at the nearest Malaysian Embassy, High Commission or Consulate at your country or at a neighbouring country (if it is not located in your country).

Q25: I have a valid Student Pass and Visa. Do I still need to apply for a Single Entry Visa (SEV)?

No, you don’t need to. Only students without a valid Student Pass and Visa must apply for a Visa Approval Letter (VAL) and SEV.

Q26: I can’t seem to get hold of an International Office staff to assist me with my queries. Who can I approach or write to?

You may write directly to emgs.io@taylors.edu.my to address your queries. Our staff will respond to your queries within 3 working days.