



COURSE APPLICATION GUIDE

International Student

THE ÔNE ACADEMY
www.toa.edu.my

28, Jalan PJS 11/28A, Bandar Sunway 47500 Subang Jaya, Selangor Darul Ehsan, Malaysia

Tel: 603-5637 5510 • Fax: 603-5637 5508 (General) / 603-5621 1716 (Marketing)

E-mail: enquiry@toa.edu.my • Website: www.toa.edu.my

■ HOW TO APPLY

- Complete your Application Form and submit the required documents.
- International students are advised to apply at least 8 weeks (2 months) prior to each intake to ensure the student visas are approved on time.
- Kindly go to www.toa.edu.my for information on application closing dates.

You can send in enquiries and submit your application via the following:

■ Walk-in:

Take time to visit The One Academy. This will give you a chance to speak to our counsellors to get answers to your questions and assistance to register for the programme.

Office Hours:

Mondays to Fridays	9.00am- 5.30pm
Saturdays	9.00am- 1.00pm
Sundays and Public Holidays	Closed

■ Call:

You may contact us at 603-5637 5510 during office hours.

■ Email:

Send an email to enquiry@toa.edu.my

■ Post:

The One Academy of Communication Design
Registration Office (Admissions)
28, Jalan PJS 11/28A,
Bandar Sunway,
47500 Subang Jaya,
Selangor Darul Ehsan, Malaysia.

■ Online:

Please visit our website at www.toa.edu.my.

ENTRY REQUIREMENTS

For International students, please refer to the Malaysian Qualification Agency's (MQA) List of Overseas Qualifications & its equivalency with Malaysia Education System at <http://www.mqa.gov.my> to see if you meet the minimum entry requirements to obtain a student visa into Malaysia to undertake the course you applied for.

Programme Entry Requirements and Intakes

Programme	Entry Requirements	Duration	Intake
Foundation in Communication Design	<ul style="list-style-type: none"> • Pass SPM / O-Level with minimum five (5) credits including English; or • Pass UEC with minimum 5Bs including English; or • Other equivalent qualification as approved by the Malaysian Government; and • Pass drawing test conducted by The One Academy. 	1 Year (3 semesters)	April
Foundation in Interior Architecture Design	<ul style="list-style-type: none"> • Pass SPM / O-Level with minimum five (5) credits including a pass in Mathematics, English and Art Subject; or • Pass UEC with minimum 5Bs including a pass in Mathematics, English and Art Subject; or • Other equivalent qualification as approved by the Malaysian Government; and • For students without Art subject: - Pass Portfolio Review or Drawing Test conducted by The One Academy 	1 Year (3 semesters)	April
BA (Hons) Graphic Design	<ul style="list-style-type: none"> • Pass SPM / O-Level with minimum five (5) credits; or • UEC with minimum 5Bs; and • Pass Foundation Programme in related field; or • Pass Diploma in related field; or • Other equivalent qualifications as approved by the Malaysian Government. 	3 Years & 3 months (inclusive of internship)	May, November
BA (Hons) Interactive Media Design	<ul style="list-style-type: none"> • Students with a recognized Diploma in related field will be given advanced standing into the Degree programme. • For students without Art subject: - Pass Portfolio Review or Drawing Test conducted by The One Academy 	3 Years & 6 months (inclusive of internship)	
BA (Hons) Interior Architecture and Design	<p>English Requirement or Equivalent required by University of Hertfordshire:</p> <ul style="list-style-type: none"> • IELTS overall score of 6.0; or • SPM (GCE O-Level English 1119) / GCSE / IGCSE English Language: Grade C or better. 		
Diploma in: Advertising & Graphic Design, Illustration, Digital Animation, Multimedia Design, Interior Design, Fine Arts	<ul style="list-style-type: none"> • Pass SPM / O-Level with minimum three(3) credits; or • UEC with minimum 3Bs; or • Recognized Art & Design certificate or equivalent qualification as approved by the Malaysian Government. 	3 Years	January, April, August
Fashion Design & Pattern Making			March, September
Certificate in Communication Design	<ul style="list-style-type: none"> • Pass SPM / O-Level with minimum one (1) credit in any subject; or • UEC with minimum 1B in any subject; or • Pearson BTEC Level 2 Certificate; or • Other equivalent qualification as approved by the Malaysian Government. 	1 Year & 4 months (4 Semesters)	January, April, August
Creative Arts Fundamentals	<ul style="list-style-type: none"> • Completed SPM/ O-Level/ UEC • Other equivalent qualification as approved by the Malaysian Government. 	3 Semesters	January, April, August

■ English Proficiency Requirements, Required by the Ministry of Education (MOE)

It is compulsory for all International students to fulfill the required English language proficiency level in their home country in order to apply for a student visa in Malaysia.

The recognized English language proficiency qualifications are as follows:

Recognized Tests	Minimum score/level	Validity
IELTS (International English Language Testing System)	4.0 (for Diploma programmes) 5.0 (for Degree programmes)	Must not exceed 2 years from the date of award
TOEFL	500	
Cambridge English: Advanced (CAE)	Pass	None
Cambridge English: Proficiency (CPE)	Pass	
Pearson Test of English (PTE) Academic	Pass	

International students who can be exempted from the above mentioned requirements are:

- Students are from countries whereby English is their sole language:
 - United Kingdom
 - United States of America
 - Canada
 - Australia
 - New Zealand
- Students who transfer from other institutions whereby English is the main medium of teaching & learning.
 - Your previous institution need to provide a certification letter that English is used throughout classes.
- Students have completed studies in Malaysia and wish to further study to a higher level (links back to Point 2).

■ Credit Transfer

You may be eligible for credit transfer if you have successfully undertaken formal study at a recognized tertiary institution.

Your application for credit transfer will be considered by the relevant faculty you wish to enroll with. The faculty will look at the previous courses you completed, results you received and your portfolio, and decide whether you are eligible for credit. The maximum transferable credit is 30.

■ How to apply for credit transfer

In order to ensure that your application is processed in time for enrolment, you need to submit certain documents to the Registration Office at the same time as you put in your main application.

You need to provide ALL of the following:

- Application for Credit Transfer form (obtainable at Registration Office or download the form at www.toa.edu.my/credit-transfer/)
- Certificate awarded*
- Full official academic transcript and explanation of the grading system*
- Syllabus / course outlines for previous study, including details of contact hours, topics covered and method of assessment*.
- Portfolio

* Documents must be certified true copies. Certified copies must bear an original signature. This can be obtained from the Registrar / Head of the Faculty where you have completed your programme. Where this information is in a language other than English, you must provide a translation by an accredited translator.

The Registration Office will contact you by written notification about the outcome of your credit transfer application.

Applications submitted without the complete documents will be processed for normal admission without any consideration given for credit transfer.

■ Processing times

We normally assess application for credit transfer within 14 working days. A longer period may be needed if a full assessment is required, particularly at peak admission and enrolment times.

■ MPU Compulsory Courses

Effective September 2013 intake onwards, The Malaysia Qualifications Agency (MQA) requires all Malaysian and International students to complete and pass the MPU Compulsory Courses as a prerequisite to the award of certificate, diploma and degree.

Information on MPU courses can be found in the Student Handbook via Student E-Portal.

■ Education Malaysia Global Services (EMGS)

Please be advised that The Malaysian Immigration Department and the Ministry of Education have imposed changes to the processing of International Student Visas effective from the 1st February 2013.

The Education Malaysia Global Services (EMGS) is an agency which has been appointed by the Ministry of Education to process International Student's Pass (Visa), the provision of Medical Insurance and the arrangements for health checks. To cover the costs associated with providing this service, EMGS has imposed a number of new charges for new applications and renewal of a student pass.

Kindly visit Education Malaysia Global Services website at the link below to obtain up-to-date information. <http://www.educationmalaysia.gov.my>

■ Medical Screening for International Students

a) The Malaysian Ministry of Education requires all new international students to undergo Pre-arrival/Out-of-Country Medical Screening and Post-Arrival/In-Country Medical Screening.

1. Pre-arrival/Out-of-Country Medical Screening

New International Students will be required to attend a Medical screening while still at their home country. They will then be required to submit their pre-arrival Medical Examination Report (MER) together with all other relevant documents required to the education institution for the application of Visa Approval Letter (VAL) with EMGS.

Updated guideline for medical health certification / health criteria for entry, can be taken from EMGS website. The link is <https://educationmalaysia.gov.my/get-started/medical-and-health-insurance.html>

All MER which are submitted to EMGS be completed in the English language. A copy of the Lab Report and the Chest X-ray Report (also completed in the English Language) has to be attached to the MER. This is especially relevant for Pre-VAL MERs filled out at overseas clinics which are not registered with EMGS (non-panel clinics). Any report which is not in English will not be accepted and EMGS will request a translation to be provided as a supporting document; the processing will continue after all required documents have been submitted.

International Students are REQUIRED to take the vaccines listed in the Health Examination Form

and to produce the international certificate of vaccinations to the panel clinic / non-panel clinic for Visa Approval Letter (VAL) application purposes. Please note that a valid Yellow Fever vaccination certificate is required from all International Students coming from or transited more than 12 hours through countries with risk of Yellow Fever transmission.

IMPORTANT TO NOTE: EMGS will not be able to process a Visa Approval Letter (VAL) application in the event that the Out-of-Country (Pre-Arrival) MER is not completed. If student completed the medical screening at non-panel clinic, he/she must submit the MER to education institution in order for EMGS to process the VAL application. Therefore, ALL the said documents must be submitted to education institution within the provided timeline.

2. Post-Arrival/In-Country Medical Screening

New International Students are required to attend a Medical screening in Malaysia within 7 days from the entry date at an EMGS panel clinic.

IMPORTANT TO NOTE: EMGS will not be able to initiate the process of Support Letter issuance for sticker endorsement purposes in the event that International Students failed to undergo the In-Country Screening.

(b) International Students applying for pass Renewal

With effect from 1st October 2014, International Students who are renewing their student passes will no longer be required to attend In-Country medical screening.

(c) International Students applying for Variation or Progression

International Students who are already in the country and applying to change their course or institution (Variation applications) and students who are progressing to a higher level of study (Progression Students) will be required to attend an In-Country Medical Screening at EMGS panel clinic if the last In-Country Medical Screening was done more than 6 months from the date of applying for a new pass.

■ Application Checklist

Please prepare the following documents and items for submission. Your application should reach us **EIGHT (8) weeks** before the commencement date of intake.

- Complete Course Application Form
- Proof of Payment for non-refundable of registration fee RM500 & tuition deposit of RM1500 and EMGS Processing Fees
 - * Please refer to the fee structure for detailed fee breakdown.
- Four (4) recent colour passport-sized photographs with **white background** (3.5cm x 4.5cm) (Please write your name on the reverse side of the photographs)
- One (1) **certified true copy** of Passport on single-sided A4-sized paper without enlargement or reduction (full book; including blank pages). Ensure the passport number and the passport page numbers are clear. Your passport must be valid for at least 36 months from the commencement date of intake
- One (1) **certified true copy** of all official academic results relevant to entry requirements For academic certificates / transcripts that are not in English or Bahasa Malaysia, a **certified true copy** of the English translation must be submitted together with the original version.
- Portfolio comprises of
 - One (1) landscape / still life composition (colour drawing, A4 size)
 - One (1) free composition (any media, A4 size)
- Evidence of English proficiency either via: IELTS 5.0, TOEFL test 500 or equivalent qualification as stated in page 15.

- As required by the Malaysian government, you need to undergo two (2) sets of health examination/medical check-up:
 1. First health examination:

You must undergo the pre-arrival medical check-up in your respective country before leaving for Malaysia. You can either go to the panel clinic assigned by EMGS or your preferred clinic. For those who go to your preferred clinic, you will need to ask your doctor to fill in the health examination form and send a softcopy immediately to The One Academy.

However, students from Bangladesh, India and Sri Lanka are compulsory to undergo the check-up at assigned panel clinics. The list of panel clinics can be obtained from EMGS website at <http://educationmalaysia.gov.my/index.php/get-started/medical-and-health-insurance/registered-overseas-clinics.html>.
 2. Second health examination:

You must undergo the post-arrival medical check-up, inclusive X-ray screening, within seven (7) days of arrival in Malaysia.
- Pre-Arrival Medical Health Report (for non-panel clinic, NOT MORE THAN 90 days prior to arrival in Malaysia)
- Supporting documents for subject exemption / credit transfer (if applicable)
 - Certified true copy of the relevant results and certificate.
 - Course outline of the relevant subject
 - Portfolio
- Documentary evidence (if financed by scholarship / sponsorship / study loan)
- Student Hostel Application Form (if you require accommodation). You can download the form at www.toa.edu.my. A hostel booking fee of RM400 is required (non-refundable)

■ Transferring from Another Institution

If you are currently studying / have studied in Malaysia and have a student pass, you need to provide us with the following documents from your previous institution.

- An original and a **certified true copy** of the release letter (Release letter with attendance report)
- **Certified true copy** of academic transcripts with information on the institution's grading system
- A copy of your passport page on the cancellation of your student pass / shortened pass date by your previous institution.
- Pre and Post-Arrival/In-Country Medical Screening Report (from EMGS appointed panel clinic if the last Pre and Post-Arrival/In-Country Medical Screening was done more than 6 months from the date of applying for a new pass.)
- **Certified true copy** of certificate of completion

■ Additional documents required, if applicable

- One (1) **original copy** of No Objection Certificate (NOC) 'for applicants from Sudan.' You'll find a list of NOC countries and the NOC form under '**Downloadable Forms**' on the 'new student pass application' page of the Education Malaysia website (www.educationmalaysia.gov.my)
- One (1) **original copy** of an Eligibility Letter (for applicants from Iran)
- Affidavit document (for applicants with different names in any of the above required documents)

Additional documents if you are applying for BA (Hons) Level 4 (First Year) or Level 5 (Second Year)

- For entry to Level 4, attach **certified true copies** of relevant Foundation qualifications and certificates
- For entry to Level 5, attach **certified true copies** of relevant Diploma qualifications and certificates
- For entry to Level 5, you must demonstrated good academic writing skills (Question will be provided by The One Academy)
- Certified true copies of Course Syllabus / Course Outline
- A folio of creative work to confirm that you have achieved the requisite learning outcomes (i.e. produce any artworks done in your previous recognized institution)

Methods For Fees Payment

Choose one of the following methods for payment of fees:

Telegraphic

Payment must be made to **The One Academy of Communication Design Sdn. Bhd.**

Transfer

Address : 30 – 32, Jalan PJS 11/28A, Bandar Sunway, 47500 Subang Jaya Selangor, Malaysia

Bank name : Malayan Banking Berhad

Account No : 012316 - 500133

Swift Code : MBBEMYKL

Credit Card

Payment by credit card is allowed but subject to its Terms & Conditions.

Important Notes: Please attach the original telegraphic transfer slip with the Application Form as proof of payment. Kindly include the student's name, passport number, programme enrolled and intake month and year. Please do not deliver cash via mail. The One Academy will not be held responsible for the loss of cash.

FINANCIAL VERIFICATION

If you are supported by your government or a sponsoring organization, please attach an official copy of your sponsorship award letter. This letter must indicate the total amount of fees in detail and other benefits offered by the government or sponsoring organization.

False Information/Documents

All admissions decisions taken by The One Academy rely on the statements made on the application form and in the supporting materials supplied by you. This information will be held and used for the purpose of processing your application for study, student administration and wherever applicable.

If the Academy believes that any information contained on your application form may not be correct and complete, including academic transcript(s), the Academy retains the right to reject your application. All fees paid will not be refunded.

If you have been made an offer by the Academy, then the Academy, may in these circumstances withdraw or amend that offer. If you have been admitted as a student, you may be subject to disciplinary action which could result in your dismissal from the Academy. Such dismissal shall result in forfeiture of all fees paid and academic credit earned.

■ Applications Outcome

Once you have applied for a programme, your application will be considered and you will be notified of an outcome. All offers are made via courier either to your agent or to your home address (please allow 14 working days). We cannot send documents by courier to a postal box address.

To ensure that offers are made at an appropriate time, the Registration Office prioritizes applications for commencement in the upcoming intake. This means that the notification of outcomes of applications for commencement in later intakes may take longer.

INTERNATIONAL STUDENT APPLICATION PROCEDURE SUMMARY

Step 1 : Student applies to Institution

- Refer back to Entry Requirements

Step 2 : Submission of required documents to Institution

- Refer back to Application Checklist

- COMPLETE DOCUMENTS must be submitted at least 8 weeks before the commencement of the intake. The earlier the better, as Visa Approval Letter (VAL) processing delay can occur.

Step 3 : Receives offer letter

- Upon receives payment of registration fee, tuition deposit and EMGS Processing Fees

- Refer back to Methods for Fee Payment

Step 4 : Student Visa application

- Institution to submit the documents of Visa application and payment to EMGS.

Step 5: Submit Offer Response Form to Institution

- Complete the Offer Response Form and submit to Registration Office

- Pay the relevant fees and other relevant forms as stated in the offer letter.

- Other relevant forms including Consent Form of receiving DIGI prepaid card.

Refer to airport pick up procedure.

Step 6 : Await for VAL

- Approval for the Immigrations VAL will take about 6-8 weeks..

Step 7 : Await for VAL arrival

- Original VAL, Greeting letter, Airport pick-up form and arrival procedure, DIGI prepaid card, will be sent by courier and email to student.

- Arrival to Malaysia will be arranged.

Step 8 : Book Hostel Accomodation

- Download the Hostel Application Form at The One Academy website link at

<http://www.toa.edu.my/campus-life/accomodation/index.php>.

- Submit the form, together with RM400 (non-refundable booking fee) for reservation.

■ How to Defer an Offer

If you wish to delay the start of your course to a later intake then you must apply for a deferment. The deferment is normally granted for a maximum period for 12 months. Tuition fees and course syllabus are subject to changes.

1. Submit the Deferral of Offer Form before the due date as stated in your offer letter. You will also need to complete and sign the Offer Response Form.
2. A new offer letter will be issued to you after your application has been processed and approved.

Please note that if you are requesting a deferment AFTER you have submitted the completed documentation to Registration Office for applying the Visa Approval Letter (VAL), the EMGS Processing Fees that has been paid is not refundable and you are required to pay for this fee again for Visa Approval Letter (VAL) reapplication. You may also be required to go for another Pre-arrival/Out-of-Country Medical Screening.

■ How to Decline Your Offer

If you do not wish to accept your offer, please inform the Registration Office via email at sra@toa.edu.my stating the reason(s) why you wish to decline the offer and you will also need to scan the duly completed Offer Response before the due date stated in the offer letter.

There is strictly no refund of all fees paid upon withdrawal from the programme EXCEPT refundable deposits.

■ Student Pass – Application And Approval

- The Student Services Department (SSD) will apply for student pass on behalf of student.
- The application will be send to Education Malaysia Global Services (EMGS) once the student has accepted the offer of admission and submitted the complete documentation required and payment.
- The whole process with COMPLETE DOCUMENTS for application, submission and approval for the Immigrations Visa Approval Letter (VAL) will take about 2 - 3 months.
- Students are not allowed to travel to Malaysia until their Visa Approval Letter (VAL) has been approved by the Immigration Department of Malaysia.
- Once the Visa Approval Letter (VAL) application is approved, The One Academy will email the original copy of Visa Approval Letter (VAL) and Airport Pick-up form with arrival procedures to student.
- Visa Approval Letter (VAL) is valid for six (6) months only.
- Students are required to obtain a Single Entry Visa (SEV) from the Malaysian Embassy nearest to their home country BEFORE entering in Malaysia.
- Upon receiving the Single Entry Visa (SEV), student to purchase their flight ticket (take note on the Airport pickup service schedule sent)
- Students are required to fill up and submit the Airport Pick-up five (5) working days prior to their arrival to Malaysia. A representative of The One Academy's is required by the Immigration Department to receive the student at the Immigration Checkpoint. The immigration officials will NOT allow the student to enter Malaysia without the assistance of staff even though the student has the Visa Approval Letter (VAL).
- A confirmation email with detailed instructions will be sent to student upon receipt of the Airport Pick-up Form.
- Failed to receive the said email within 24 hours, you may send via whatsapp to the International Officer (IO). IO's contact is included in the Airport Pick-up form.
- Indonesian students applying through EMGS for a course longer than 12 months will be issued with a student pass in line with the duration of their course. Hence different amount of VAL application fee will be charged according to programme.

■ Airport Arrival & Student Pass Endorsement

- A DIGI prepaid sim card will be couriered to student together with the offer letter. This is to enable student to contact/ to be contacted by The One Academy Representative once student arrives in Malaysia.
- Student must activate the sim card AFTER he/she exit the terminal.
- The One Academy representatives will meet students at the Malaysian Airport Immigration Counter to assist them in processing their entry visa at the Immigration checkpoint.
- A Temporary Pass will be stamped in their passport allowing them to enter the country legally. The Temporary pass is only valid for 30 days.
- Within 7 days of arriving in Malaysia, Students must report to The One Academy Student Services Department(SSD) to seek further instruction to undergo a Post-Arrival/In-Country Medical Screening.
- After students have completed their Medical Screening, students are required to submit their original passport to our Student Services Department (SSD) for their Student Pass endorsement, which replaces their temporary pass. The endorsement process will take about 6-8 weeks by the Immigration Department of Malaysia. Students are advised not to travel outside Selangor and Kuala Lumpur during this period.
- Official identification document will be issued by IO while passport is being endorsed at Immigration Department.
- Failure to submit passport as required, may result in students overstaying their current visit passes. Overstaying is a serious offence under Malaysian law. Please refer to page 13 for more information about overstay.
- Effective 1st October 2014, all students will receive iKad once their student pass has been endorsed by the Department of Immigration. The iKad acts an identification card for foreign students in Malaysia. Students are advised to carry their passport and iKad when travels around Malaysia. iKad will be renewable on annual basis, depending on the course and student pass duration.
- Please refer to page 17 for the Summary of Upon Arrival/Transit at Airport.

■ International Student Insurance

It is compulsory for all international students intending to study in Malaysia to be covered for Medical and Health Insurance. The One Academy has chosen EMGS as our medical insurance provider. The compulsory insurance premium is included part of the EMGS processing fee.

Kindly go to the EMGS website at

<http://educationmalaysia.gov.my/index.php/get-started/medical-and-health-insurance.html> to obtain up to date information on the list of coverage and benefits of the Medical Insurance for the Silver Package.

Insurance Card will be ready for collection from SSD counter approximately one month after student's entry into the country.

In case of an emergency admission is needed during the Insurance Card processing period, inform the Hospital staff that you are an AIA member. They will assist you with the Letter of Guarantee/Admission for covered services.

With this letter, Hospital will submit the hospitalization bill (for covered services ONLY) to AIA directly.
AIA HOTLINE : 1 300 88 8890

The Medical and Health Insurance Coverage will be renewed when students submit their Student Pass for renewal.

The table below illustrated the insurance commencement dates for different student pass application:

Type of application	Start date of insurance policy
New	From the date of entry
Variation/progression	From the date of VAL approved by Immigration
Renewal	From the next day following the expiry of their current student pass

- Insurance Top-up is available as long as the student pass is not expired.
- **IMPORTANT NOTE:** This means that the medical and health insurance is not available for students who are under Special Pass.
- Therefore, student must have his/her personal oversea medical and health insurance cover beside insurance cover provided by EMGS.

■ Student Pass Extension

With effective from March 2013, Student Pass Renewal will have to be submitted to EMGS for renewal. The process of Student Pass will take about 3 months.

Student Passes are valid for one year only. Students are responsible for monitoring their own student pass expiry dates. If you fail to do so, you may be fined or imprisoned for overstaying by the Immigration Department of Malaysia.

The student **MUST** submit the following documents to the Student Services Department (SSD) 3 months before the student pass expires.

- Your original passport
- One (1) copy of ALL Pages of passport
- One (1) passport sized photo with white background (3.5 x 4.5cm)
- Student Renewal Fee of RM1,000
- One (1) copy of offer letter

The approval of renewal is subject to:

- You must have an 80% attendance report for the duration of the current student pass validity period
- Outstanding tuition fee is cleared
- Validity passport must have more than 12 months
- Academic results that are at least CGPA 2.0 for the duration of the current student pass validity period

■ Student Pass and Visa – Immigration of Malaysia Regulations

All International students who wish to study at any educational institution in Malaysia must apply for a Student Pass and obtain a Visa Approval Letter (VAL) before entering Malaysia.

- Once the Visa Approval Letter (VAL) has been obtained, student is required to approach Malaysian Embassies (Overseas Embassies and Consulates of Malaysia) in their home country to obtain Single Entry Visa.

- Student is required to attend Post-Arrival/In-Country Medical Screening at EMGS Panel Clinic within 7 days of arrival.
- Student will receive student pass endorsement with passport, insurance card and iKad approximately 1 (one) month after their arrival.
- Failure to hand in passports for endorsement may result in students overstaying their current visit passes or be classified as illegal immigrants by the Malaysian Immigration Department. Penalties exist for overstaying due to expired visas. Overstaying is a serious offence under Malaysian law. It can result in imprisonment and deportation. You can be denied entry into Malaysia in the future if you have a record created for overstaying your visa. Fines for overstaying Student Visas/ Passes can be up to RM5,000 and increases for repeat offenses.
- Conversion of an existing Social Pass to Student Visa is strictly not allowed. Therefore, if the applicant is currently in Malaysia on a Social Visit Pass, the applicant MUST leave Malaysia before the Student Pass can be issued.

International students holding these passes are required to apply for Student Pass (Visa):

- Dependent Pass
- Malaysia My Second Home Programme

Students are required to cancel the existing pass and apply for the Student Pass until the completion of their studies in Malaysia. The One Academy will not be liable for any action taken by the Malaysian Immigration authorities if you decide to ignore the rulings above.

Students changing course or institutions are required to submit a new Student Pass application and new processing fees for the following circumstances:

- Progression to another level of studies (foundation to undergraduate, certificate to diploma)
- Change course (within same institution)
- Change to another institution

The processing fees and any additional charges will be borne by the students.

■ STUDENT E-PORTAL

Student E-Portal is a portal which enables you to access information and services at The One Academy. You are able to view latest announcements posted by departments i.e. exam schedules, semester results, class timetables, class notices i.e. change of lecture date / venue, academic calendar, student handbook, make lab and equipment bookings, update your address and contact details and many more.

Once you have made payment in FULL as stated in your offer letter, you will be able to log into the Student E-Portal at <http://student.toa.edu.my> on the first day of the semester.

You are required to update your current address and contact details in the Student E-Portal.

In order to log into the Student E-Portal for the first time, you will need to provide your:

- Username : Student ID
- Password : Student's NRIC or Passport No. without any spaces, dashes or symbols.
- Category : Student

■ ORIENTATION PROGRAMME

It is compulsory for all new students to attend the Orientation. Orientation Programme is designed to help you make a smooth transition to college life and provide you with an overview of your course, attendance and assessment requirements. You will receive your Student ID Tag and class timetable during that day.

FREQUENTLY ASKED QUESTIONS (FAQs)

■ Is there an application deadline?

We recommend that you prepare and submit your application well in advance of the application deadline so that you can get a reply in time for entry.

All international students need a Student Pass (visa) to study in Malaysia. Visas procedures can be subject to delays and you are expected to submit your COMPLETE APPLICATION eight weeks before the intake dates. If you don't obtain Visa Approval Letter (VAL) in time to begin your studies, you may have to consider deferring the offer to the following intake, unless you're transferring from another Malaysian institution.

Note: See THE ONE ACADEMY website (www.toa.edu.my) for information on application closing dates.

■ I have missed the recommended application deadline. Can I still apply?

We recommend you submit your application as early as possible as and no later than the application deadline. Applications submitted after that date can be considered.

For enquiries about application deadline, contact your counselor or the Registration Office at sra@toa.edu.my

■ Am I eligible to study at The One Academy?

You are advised to furnish your academic results and indicate your programme preference for initial eligibility inquiry.

You can also email your enquiries to enquiry@toa.edu.my to find out whether your qualifications make you eligible to study at The One Academy.

■ I am requested to submit a certified copy of my academic qualifications / certificates. Where can I obtain this?

Please do not send original certificates and diplomas. You will need to submit the HARD certified copies issued with the original stamp. Certification can be obtained from the Registrar Office of the awarding institution or university. Documents can also be certified by Notary Public.

■ What if I need a translation of my transcript and / or my certificate?

If your transcript or certificate is not in English, you are required to provide a certified copy of the original transcript or certificate, authenticated by the university as well as a copy of the same translated into English and authenticated by a legal translator. We do not accept photocopies as final evidence. Please note that self-translated documents are not acceptable.

■ My address has changed after submission of Application, who shall I contact?

Please notify Q&A is standardized with any change of address clearly indicating whether this is your current or home address. Please also remember to keep us updated with your vemail address.

■ **How long is an IELTS certificate valid for?**

The validity period for IELTS is two (2) years from the date of award.

■ **Do I have to submit evidence of IELTS test results when I apply?**

Students must fulfill the following English Proficiency requirement.

- IELTS overall score of at least 5.0 for Diploma and Certificate programmes or at least 6.0 for Degree and Foundation programmes.

IELTS test results must be submitted together with your application. We recommend you submit as early as possible so you can have time to retake the test if your scores are too low.

It is advisable to register your test as early as possible as test centers get fully booked at certain times of the year and you might not be able to sit for your exam and have your results before the start of the academic year.

■ **I am a newly registered student, is there any refund of fees if I reject the offer or withdraw from the programme?**

There is strictly no refund of all fees paid except the refundable fees stated in the Programme Fee Structure if a student rejects the offer or withdraws from the programme BEFORE or AFTER the commencement of the semester.

■ **I have been offered and accepted a place to study at The One Academy. I need a certification letter to open a bank account. Can you please help?**

We will issue letters to students once they obtained the Visa Approval Letter (VAL). Please refer to the Student Services Department for your request.

■ **Is there any hostel accommodation available?**

Hostel accommodation is available. The hostel room is allocated upon submission of application on a first-come-first-served basis.

For new international students, we highly encourage boarding at The One Academy's hostel during their first semester, unless the students are able to substantiate that they will be living together with the parents / legal guardian in Malaysia.

Students can also find alternative accommodation in the residential areas around the College.

For further information about accommodation please come to Student Services Department or email to studentservices@toa.edu.my

■ **Where can I obtain the hostel application form?**

Applications can be made as soon as you register as a student and applications are subject to availability.

Hostel application form may be obtained from:

- i. Student Services Department
- ii. Download the Hostel Application Form from www.toa.edu.my/hostel/

■ **Is there any Shuttle Bus service to students?**

Shuttle bus services are available for all TOA students.

For details on bus route and schedule, kindly refer to www.toa.edu.my/busschedule/ or Student E-Portal.

■ **What should new students bring to the Orientation Programme?**

All new students are required to bring their original offer letter.

■ **Does the College allow parents to accompany new students during the Orientation Programme?**

Parents are not allowed to accompany new students during the Orientation Programme.

■ **What about airport pick-up?**

All new International students who come to The One Academy for the first time and who pass through the Malaysian Immigration Checkpoint at Kuala Lumpur International Airport (KLIA) or Kuala Lumpur International Airport (KLIA 2) will need the assistance of a representative from The One Academy. Please inform SSD seven (7) working days in advance for such service. This service is not available for students on tourist pass.

■ **Airport pickup**

Airport pickup service is available from 9.00am to 9.00pm. Please ensure your arrival does not exceed 9.00pm. There is no airport pickup service on Sunday & Malaysian Public Holidays. Late arrival pass 9.00pm will only be accommodated for emergencies in flight delay.

Tel : 603- 5637 5510

Fax : 603- 5637 5508

Email : studentservices@toa.edu.my

■ **If I am transferring from another college to The One Academy and my visa is about to expire, what do I do?**

If your visa is going to expire (less than 1 month), please ask the International Student Personnel in your previous college to apply a special pass for you. Please inform your new International Student Personnel of the change of dates on your visa to avoid any overstays. Overstay fine will be borne by the student.

■ **What do I do when I have a new passport?**

If you renew / change your passport, please bring your old and new passports to International Student Personnel. They will assist you to transfer your student pass to the new passport. Your student pass will not be valid in the old passport.

■ **About the Student Support Centre**

The Student Support Centre is located on the ground floor of the main building.

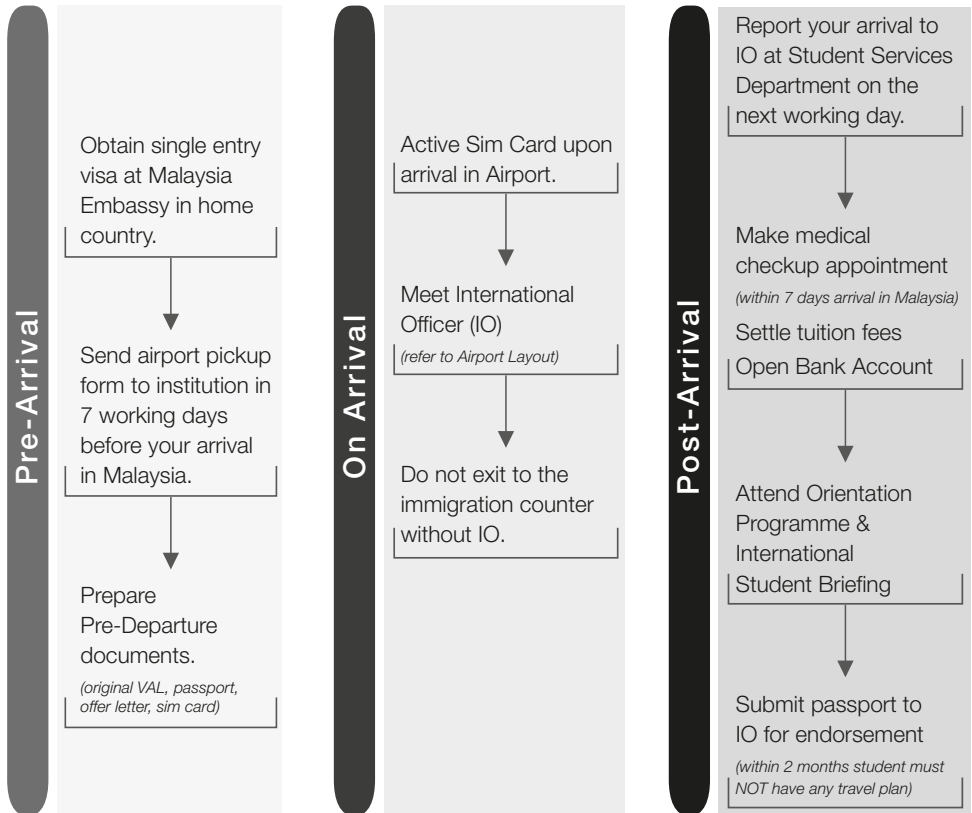
Within the Student Support Centre, Frontline Services operate an Information Desk, where you can obtain services, advice and information.

The Student Support Centre consists of the following:

- Admissions (new students)
- Bursary
- Student Services

When visiting the Student Support Centre, average waiting time will range between 5 to 10 minutes. At particularly busy time e.g. registration times, you may find you have to wait a little longer.

Summary of Upon Arrival/Transit at Airport



Notes

Every effort is spent to ensure that the information in this Application Guide is correct at the time of printing.
This is a guide for admission in 2018.