

HELP UNIVERSITY  
UNIVERSITY OF ACHIEVERS

**Pre-Departure Information**

**WELCOME**

---

Welcome to Malaysia. We at HELP like to thank you for choosing Malaysia to further your studies. Malaysia is located at the equator with Singapore, Thailand, Indonesia, and Brunei as its neighbours. It has a population of 29 million comprising different races such as Malays, Chinese, Indians and other ethnic groups living together in peace and harmony.

One of Malaysia's key attractions is its extreme contrasts which further add to this theme of 'diversity'. Towering skyscrapers look down upon wooden houses built on stilts while five-star hotels sit just meters away from ancient sites like to A Formosa Fort that was built in 1511 in Melaka.

Malaysia also has the Petronas Twin Towers which is the tallest twin tower in the world which houses shopping complex and offices. We have a larger variety of food from all sorts of culture. We also have food handled according to the Halal standards for Muslim students. The official religion of Malaysia is Islam while freedom of religion is protected by the constitution.

Malay is the official language of Malaysia with English being widely used to communicate. Malaysia's capital city is Kuala Lumpur. Our time zone is eight hours ahead of GMT and 16 hours ahead of US Standard Time.

We hope that you will study hard while enjoying your stay in our country and remember Malaysia is your stepping stone that will take you to new heights.



HELP UNIVERSITY  
UNIVERSITY OF ACHIEVERS

**Contact Information**



Here is a list of people you can contact for more information.

**Head of Security**

Commander Anthonysamy

Tel 016 6106 758 (24 hours mobile) – in case of major emergency

Tel 03 2711 1279 (office hours only)

**HELP International Student Services Department**

Mr Raymond Munesinghe

- Senior Manager

Ms Sumitra Ragavan

- Coordinator

Cik Hartini

- Coordinator

Mr Jerard Gavin

- Assistant Coordinator

Tel 03 2094 2000 extension 2510

**HELP Residence**

Tel 03 2095 3932 (office hours only)

Housemistress/Warden (24 hours)

La - 012-2918554

Hidayah - 012-3772262

Salmiah - 013-9636455

Yatie 017-2888733

Terence 012-3305091.

**HELP University**

Tel: +6 03 2094 2000

**HELP Academy**

Tel: +6 03 2095 8791

HELP UNIVERSITY  
UNIVERSITY OF ACHIEVERS

**Climate in Malaysia**

The country experiences tropical weather throughout the year. Temperatures range from 21°C (70°F) to 32°C (90°F).

Higher areas are colder with temperatures between 15°C (59°F) and 25°C (77°F).

Annual rainfall varies from 2,000mm to 2,500mm. However, the wettest parts of Malaysia are the hills of Sarawak's inland areas, which receive a mean annual rainfall exceeding 5,000mm.

---

**Currency**

The monetary unit of the country is Ringgit Malaysia and is written as RM or MYR.

The exchange rate is approximately USD1 = RM3.15. Notes are available in RM1, RM5, RM10, RM20, RM50, and RM100 denominations, while coins are issued in 5, 10, 20 and 50 sen (cents) denominations.

Foreign currencies can be exchanged at banks and at money changers?.



**New Currency**



**Old Currency**

HELP UNIVERSITY  
UNIVERSITY OF ACHIEVERS

**Electricity**

Voltage is 220 - 240 Volt AC at 50 cycles per second. Malaysia uses standard 3-pin square plugs and sockets.

**Weights & Measurements**

Malaysia follows the metric system for weights and measurements.

**Type of clothing to wear**

Cotton fabric will be suitable like modest shirts, t-shirts, pants, jeans, long skirts and knee length skirts. Casual clothing is acceptable but not too revealing.

**Telecommunications**



Local calls can be made from public phones using coins or prepaid card.

International calls can also be made using phone cards or at any Telekom office.

Other Telco providers are DiGi, Maxis, Celcom, and U Mobile.

You are required to provide your passport for registration and will be given a SIM card.

Top up is easily available at 7 Eleven stores, petrol stations and convenience stores.

HELP UNIVERSITY  
UNIVERSITY OF ACHIEVERS

**Transportation**

The modes of public transportation are:



Buses

Taxis

Integrated Railway System such as:

- Light Railway Transit (LRT) which consist of STAR LRT and PUTRA LRT
- Monorail
- KTM Komuter
- Express Rail Link (ERL)

For more information on transportation in Malaysia check the following websites:

<http://www.myrapid.com.my/>

<http://www.kiat.net/malaysia/KL/transit.html>

<http://www.anjungkl.com/transportation.htm>



HELP UNIVERSITY  
UNIVERSITY OF ACHIEVERS

**Security**

Malaysia is a safe country. As in any country you are advised not to stay out too late. Do go out in groups and avoid going out alone.



**Royal Malaysian Police  
Emblem**

**Malaysian Police Officers**

**Places of Interest to visit**

During your semester break, you may want to visit and explore several places of interest such as Historical Melaka with 500 years of history; the beautiful sand beaches of Port Dickson; the mystery, myth and legend of Langkawi Island in Kedah; the heritage trails and hawker food in Penang Island.

Cameron Highlands in Pahang with altitudes ranging from 1200 to 1500 meters with the largest tea plantation; the non-stop entertainment of Genting Highlands; also the world's tallest twin towers, the Petronas Twin Towers and many more interesting places.



**Christ Church Melaka**



**Fort A Famosa**



**Melaka River**

HELP UNIVERSITY  
UNIVERSITY OF ACHIEVERS



**Penang Island**



**Fort Cornwallis, Penang**



**Gurney Drive, Penang**



**Port Dickson**



**Kuala Lumpur**



**Genting Highlands**

**Cameron Highlands**



**Tea Plantations**



**Strawberry Farm**



**Flower Nurseries**



HELP UNIVERSITY

UNIVERSITY OF ACHIEVERS



**Kuching, Sarawak**



Sarawak Cultural Village



**Kota Kinabalu, Sabah**



**Sipadan, Sabah**



HELP UNIVERSITY  
UNIVERSITY OF ACHIEVERS

**NO AIRPORT PICK-UP ON PUBLIC HOLIDAYS 2013**

<b>Holidays</b>	<b>Dates &amp; Day</b>
New Year's Day	1-Jan Tue
Prophet Muhammad's Birthday (Maulidur Rasul)	24-Jan Thu
Thaipusam	27-Jan Sun
Federal Territory Day	1-Feb Fri
Pre-holiday Friday	8-Feb Fri
Pre-holiday Saturday	9-Feb Sat
Chinese New Year Day 1&2	10 & 11-Feb Sun & Mon
Replacement Holiday	12-Feb Tue
Workers' Day	1-May Wed
Wesak Day	24-May Fri
King's Birthday	1-Jun Sat
Eid-ul-Fitr Day 1&2	8 & 9-Aug Thu & Fri
Post-holiday Special Closure	10 & 11-Aug Sat & Sun
National Day	31-Aug Sat
Malaysia Day	16-Sep Mon
Eid-ul-Adha**	15-Oct Tue
Diwali**	2-Nov Sat
Maal Hijrah	5-Nov Tue
Christmas	25-Dec Wed

HELP UNIVERSITY  
UNIVERSITY OF ACHIEVERS

**\*\*subject to change**

You must notify HELP with the International Student Arrival Notice which will be sent to you via email. You will need to

Please adhere strictly to the Important Note on the International Student Arrival Notice.

**Important Note**

1. Please send the duly completed form **not less than 5 working days** in advance.
2. A penalty of USD100 may be imposed if:
  - a) Notice is received less than 5 working days in advance.
  - b) Student does not show up during pick-up time or does not inform the pick-up officer of changes to the pick-up time.
3. Please avoid arriving between 12 midnight and 7.00 am. Student arriving between these times will have to wait until 7.00 am before being picked up.
4. Student and any accompanying person is permitted one (1) piece of luggage (approximately 20kg) each. If this is exceeded, additional transport (taxi) charges may have to be paid. Students are requested to check with the airlines if they will be charged a penalty for luggage beyond the permissible weight.
5. Students must not bring any perishable items (eg food) which will be confiscated by the airport authorities.
6. Student must make payment for hostel accommodation prior to arrival (refer to Student Accommodation Application Form for details).
7. Accompanying family members are advised to arrange for their own accommodation, as the student hostel will not provide accommodation for them.
8. Accompanying family members- maximum 2 persons and you are requested to inform via email the names of the family members. As space may be limited for the transport, this information is vital for our planning.
9. Pick ups are done only for the following airports –
  - a) KLIA: Kuala Lumpur International Airport
  - b) LCCT: Low Cost Carrier Terminal
  - c) SZB : Subang Airport

HELP UNIVERSITY  
UNIVERSITY OF ACHIEVERS

**VERY IMPORTANT REMINDER**

You will need a letter of approval from the Visa, Pass and Permit Division of the Immigration Department, Malaysia before you can enter the country.

Please send us your arrival details **not less than 5 working days in advance**. You will be received at the airport and transported to the hostel. Please avoid coming on days without pick-up service.

You should check with the Malaysian Embassy in your country if you require a Single Entry Visa before you enter Malaysia as a student. HELP University or its subsidiaries will not be held accountable if you are refused entry upon arrival at Immigration in Malaysia.

**Students are reminded that they CANNOT obtain immigration clearance on their own upon arrival. An authorized official from HELP University/Academy will help them do so.**