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## Welcome to Penang

Penang, known as "The Pearl of the Orient", is situated off the north-western coast of Peninsular Malaysia.

It consists of the island of Penang (also known as Pulau Pinang in Malay) and a coastal strip on the mainland known as Seberang Prai or Province Wellesley.

The island and mainland are linked by the 13.5km First Penang Bridge and the 24km Second Penang Bridge (the longest bridge in South-East Asia). Apart from this, a 24-hour ferry service plies the channel.

Penang is also supported by international airport facilities with worldwide destinations.

Its population of 1.6 million people is multi-racial consisting of Malays, Chinese, Indians and other minority ethnic groups. This harmonious blend of diverse ethnic groups and cultures makes Penangites a warm, tolerant and friendly people who are ever ready to welcome fellow Malaysians and foreigners.

Much of Penang's charm also lies in its famous golden beaches and calm warm seas.

This bustling and colourful cosmopolitan state is an ideal choice for higher education as it provides a safe, peaceful and conducive environment, an affordable cost of living as well as up-to-date amenities and facilities.

It is the hub of educational opportunities and learning excellence in northern Malaysia besides being a major manufacturing centre that boasts of a vibrant economy.

Penang is a safe, comfortable, conducive and exciting city in which to live, study and relax.

## Welcome to DISTED

DISTED, a renowned non-profit college in Penang owned by the Wawasan Education Foundation, thrives on the confidence of the community and the strengths of its programmes, staff and student care.

As a premier college relevant to community and industry, DISTED provides an education experience that is excellent, relevant and complete for students to acquire well-rounded skills, knowledge and values for their future success in career and life.

The college offers an environment that gives young people safe and great opportunities to live and learn a life of adventure, creativity, independence and leadership as well as to thrive and achieve significance in knowledge for the service of society and mankind.

Through its INSPiRE, Community CONNECT, Let's Go Green and eLearn initiatives, DISTED simultaneously drives industry relevant education, creates community caring culture, inculcates strong environmental responsibility and leadership, and builds a mindset of life-long learning in students, staff and the community.

DISTED is made up of 2 campuses.

The DISTED Yeap Chor Ee Campus on Macalister Road houses mixed modern and heritage buildings in a very green setting. It is equipped with modern teaching and learning facilities to help students to realize their aspirations.

The DISTED School of Hospitality Campus is located in Bangunan Wawasan on China Street Ghaut in the heritage enclave of the UNESCO World Heritage City of George Town. It is well-equipped with first class facilities for classroom learning and practical training in hospitality education.

## International Student Unit

DISTED International Student Unit is dedicated to providing assistance to all international students. It strives to enhance their learning experience through providing appropriate support, guidance and enrichment activities during their stay at the college.

The services provided include:

- Course counselling and guidance.
- Liaison with the Malaysian Immigration Department on matters relating to only the student pass for foreign tertiary students.
- Pre-arrival guidance, airport reception and assistance in settling down, accommodation, health insurance, medical screening and opening bank account.
- Pastoral care on academic progress, cultural adaptation and personal welfare.

International students are advised to check their DMail (college-provided student e-mail account) regularly for information and updates sent by the International Student Unit on important matters such as:

- Changes in college policies and procedures.
- Updates and reminders on Malaysian Immigration Department policies, regulations and visa compliance.
- Student welfare and enrichment activities.

### Contact Details

DISTED College  
International Student Unit  
340 Macalister Road, 10350 Penang, Malaysia  
Tel: +604-229 6579  
Fax: +604-226 6403  
E-mail: [info@disted.edu.my](mailto:info@disted.edu.my)  
Website: [disted.edu.my](http://disted.edu.my)

## DMail (Student E-email Account)

DISTED assigns a college e-mail account known as DMail (e.g. DBS13109@dmail.disted.edu.my) to every student.

Please take note that all official e-mail communication from the college to students is through DMail, which is accessible from the DISTED homepage at [www.disted.edu.my](http://www.disted.edu.my).

### DISTED Facebook

DISTED posts notices, announcements, news and happenings on its official Facebook at [www.fb.com/disted](http://www.fb.com/disted). There is also a Facebook catering to DISTED international students at [www.fb.com/distedISU](http://www.fb.com/distedISU)

All international students are requested to 'Like' the DISTED Facebook media mentioned above to keep abreast with postings by the college.

## Advisory to International Students

### Application Timing

International students should apply to DISTED at least 3 months before the intake commencement date to facilitate processing of admission application by the college and student pass application by the Malaysian Immigration Department, all of which may take up to 6 weeks or longer.

### English Proficiency Assessments

Upon admission application, the college may require certain international students to take its English Proficiency Assessment in their home countries to gauge their English language ability.

Upon arriving at the college, all enrolled foreign students are required to sit for the

English Placement Test.

Those who do not achieve the required score in the English Placement Test may be required to take up the English Enrichment Programme to improve their language skills for tertiary studies.

#### **Health Status**

International students must be in good health to study and free of infectious diseases, illnesses that are debilitating and require costly or prolonged treatment, and substance addiction.

They should consult their doctors about recommended vaccinations and the necessary health precautions to take.

#### **Student Pass Requirement**

Foreign students are only allowed to commence their studies at DISTED after being granted a student pass by the Malaysian Immigration Department.

Conversion of an existing social pass to a student pass is strictly prohibited. A foreigner who is already in Malaysia on a social pass must leave the country (with exit stamp indicated on the passport) before applying for a student pass.

The student pass, usually issued on a yearly basis, is non-transferable and only permits the international student to study at DISTED in a specific course.

International students will need to apply for a new student pass when progressing to another level of studies, changing course within the same institution or switching to another institution.

Application for and renewal of student pass and visa are to be made through DISTED International Student Unit, which will liaise with Education Malaysia Global Services (EMGS), the agency appointed by the

Malaysian Ministry of Education to coordinate applications of foreign students to study in Malaysia.

DISTED reserves the right to request for the cancellation of the student pass of any international student found to be contravening any rules and regulations of the college or the laws of Malaysia.

DISTED shall not be held responsible or liable in any way for any consequences to its international students that result from any changes in the Malaysian Immigration Department's policies and regulations that affect the student pass or immigration process for foreign students.

#### **Criteria for Obtaining Student Pass and Visa**

- Accepted for a full-time course of study at a Malaysian private higher education institution.
- Have the financial capability to pay the course fees and other expenses related to studying and living in Malaysia.
- In good health to study and of sound character.
- Stay in Malaysia is for education purpose only.

#### **MM2H Dependents**

International students who are Malaysia My Second Home (MM2H) dependents must apply for a student pass. Only diplomatic passport holders do not need a student pass.

MM2H dependents must cancel their MM2H dependent pass or MM2H social visit pass on their own at the nearest Malaysian Immigration Department before applying for the student pass.

Photocopies of parents' passports have to be submitted together when applying for the student pass. They have to enclose their parents' work permit validity where applicable.

When they have completed their studies at DISTED, they can apply on their own for the MM2H dependent pass or MM2H social visit pass again.

DISTED is not responsible for nor provide any service relating to the cancellation and re-application for the MM2H dependent pass or MM2H social visit pass.

#### **Overstaying in Malaysia**

In accordance to the Malaysian Immigration Department regulations, overstaying is a serious offence. Offenders could be fined RM10,000 and/or imprisoned for 2 years.

#### **Upholding Malaysian Laws**

Foreign students should not engage in any activity contravening any laws enforced in Malaysia. Any student found guilty of any criminal offence shall be subjected to Malaysian laws or be deported immediately.

#### **Part-Time Work**

International students are only permitted to work part-time with the approval of the Malaysian Immigration Department. Students working without permission will be in breach of their student pass and may have their student pass revoked. If granted permission, foreign students may only work part-time for a maximum of 20 hours per week during semester breaks or holidays of more than 7 days.

International students must inform DISTED International Student Unit of any application to work part-time.

DISTED shall not be held responsible or liable in any way for any consequences to its international students resulting from their applying to work part-time or in the course of their working part-time.

## **Application for Student Pass**

International students are required to submit the following to enable DISTED to process the application to obtain the student pass/visa approval letter (VAL) from the Malaysian Immigration Department through Education Malaysia Global Services (EMGS).

#### **New Student Applying for 1 Year or Longer Course**

1. Completed DISTED admission application form. All relevant sections of the application form must be completed and the declaration part signed and dated.
2. 1 set of medical examination report completed in home country that is dated less than 90 days from the date of admission application, with a translation copy in English if applicable.  
  
If you are taking prescribed medicines or drugs, please provide a letter from your doctor explaining what they are for.
3. 2 sets of certified photocopied passport (all pages including cover, blank pages, special pass and/or exit stamp where applicable). The passport must be valid for at least 12 months from the expected date of entry.
4. 6 passport-sized colour photographs with blue background (3.5cm x 5cm).
5. 2 sets of certified examination transcripts and academic certificates, with a translation copy in English if applicable. (Trial examination or forecast results are not acceptable.)
6. 2 sets of certified high school leaving certificate, with a translation copy in English if applicable.

7. No Objection Certificate (NOC) for students from Sub-Saharan Africa.
8. Application fee (non-refundable) as stated in course fee schedule.
9. Registration fee (non-refundable) as stated in course fee schedule.
10. International student fee as stated in course fee schedule.
11. EMGS visa processing fee RM1,000.
12. Medical screening fee RM250.
13. Annual medical insurance fee RM500.

**New Student Applying for a Short Course of Less than 12 Months**

1. All the documents and payments stated in aforementioned items no. 1 to 10.
2. EMGS visa processing fee: RM500 for a short course of less than 6 months; RM1,000 for a short course of 6 months or longer.
3. Medical screening fee RM250.
4. Annual medical insurance fee: RM291.70 for a short course of less than 6 months; RM500 for a short course of 6 months or longer.

**Applying for Student Pass to Transfer from Another Institution in Malaysia to DISTED**

1. Completed DISTED admission application form. All relevant sections of the application form must be completed and the declaration part signed and dated.
2. A letter of clearance from the previous institution stating the course taken, academic performance and reason for leaving, which is signed by its chief

executive officer.

3. An attendance report from the previous institution for the duration of current student pass validity period. At least 80% attendance is required.
4. 2 sets of academic transcripts for the duration of the current student pass validity period, which are certified by the previous institution.
5. 2 sets of certified photocopied passport (all pages including cover, blank pages, special pass and/or exit stamp where applicable). The passport must be valid for at least 12 months from the date of application.
6. 2 sets of certified special pass and/or passport page with exit stamps (where applicable).
7. 2 sets of certified passport page on the curtailed duration of the student pass effected by the previous institution. (Must request the previous institution to shorten existing student pass prior to applying for a new student pass to study at DISTED.)
8. 6 passport-sized colour photographs with blue background (3.5cm x 5cm).
9. No Objection Certificate (NOC) for students from Sub-Saharan Africa.
10. Application fee (non-refundable) as stated in course fee schedule.
11. Registration fee (non-refundable) as stated in course fee schedule.
12. International student fee as stated in course fee schedule.
13. EMGS visa processing fee RM1,000.



14. Medical screening fee RM250.

15. Annual medical insurance fee RM500.

#### **Document Certification**

Certification of true copies of documents is to be done by the institution issuing the document, a commissioner of oaths, notary public or lawyer.

A certified copy should carry a certificate, stamp or seal (with certifier's name, institution and designation), the certifier's signature and date of certification.

Photocopies must be legible.

#### **Document Translation**

Any document to support the international student's application that is not in English or Bahasa Malaysia must be accompanied by a full translation in English.

The original translation must contain:

1. Confirmation from the translator or translation company that it is an accurate translation of the original document.
2. The date of the translation.
3. The full name and signature of the translator or of an authorized official of the translation company.
4. The translator or translation company's contact details.

## **Extension of Current Student Pass**

It is the sole responsibility of all international students to submit the following documents to the International Student Unit at least **3 months** prior to the date of expiry of their student pass in order to apply for further extension:

1. Original passport.
2. 2 sets of certified photocopied passport (all pages including cover, blank pages, special pass and/or exit stamp where applicable). The passport must be valid for at least 12 months from the date of application.
3. 2 sets of certified passport information page and pages with special pass and/or exit stamps (where applicable).
4. 2 sets of academic transcripts for the duration of the current student pass validity period.
5. 2 sets of attendance report for the duration of current student pass validity period.
6. Education Malaysia Global Services (EMGS) visa renewal processing fee RM140.
7. Medical screening fee RM250 if required.
8. Annual medical insurance fee RM500.
9. Student pass and visa fees applicable at the time of renewal.

International students who do not observe the above are personally liable for a compound fine or imprisonment for overstaying as imposed by the Malaysian Immigration Department.

## **Pre-Departure Arrangements**

#### **Acceptance of Admission Offer**

To accept the offer of admission, please do the following:

- 1 Read through carefully the terms and conditions of admission in the letter of

admission offer.

- 2 Complete the International Admission Acceptance Acknowledgement Form.
- 3 Pay the fees indicated in the letter of admission offer.

**Payment by telegraphic transfer from home country**

Company name:  
DISTED Pulau Pinang Sdn Bhd  
Company Account:  
CIMB Bank Berhad  
409, Jalan Burmah, 10350 Penang, Malaysia  
Account No.: 0715-000-407-8057  
Swift Code: CIBBMYKL

Please fax the telegraphic transfer slip to +604-226 6403 or e-mail a scanned copy to [info@disted.edu.my](mailto:info@disted.edu.my) for the attention of the International Student Unit with indication of student's full name and passport number.

**Payment at DISTED through proxy**

Payment can be made at the Finance Department:  
Monday to Thursday, 9am to 5pm  
Friday, 9am to 4pm

Please ensure that an official receipt is issued immediately upon making any payment at the counter.

- 4 Submit the International Admission Acceptance Acknowledgement Form to DISTED International Student Unit and make the required payments before the deadline indicated in the letter of admission offer.

**Accommodation**

Ensure that accommodation placement in Penang has already been arranged and confirmed in writing by DISTED International Student Unit before departure.

DISTED provides foreign students with suitable college-managed accommodation in privately owned premises.

The Taman Kang Har Tong hostel rates per person per month are:  
RM410 for twin deluxe room  
RM340 for twin sharing room  
RM250 for double decker room

The 'home away from home' hostel has facilities for conducive living and studying that include furnished and air-conditioned bedrooms and free internet service. Daily transportation to the college is provided at no extra cost.

If there is no vacant place at the DISTED-managed hostel, the college will do its utmost to find suitable alternative accommodation managed by private agencies and advise the student on the rates and facilities accordingly.

**Pre-Entry Endorsement at Malaysian Diplomatic Mission**

Education Malaysia Global Services (EMGS) will inform DISTED of the immigration approval of the student pass application and enclose a student pass/visa approval letter (VAL) to be forwarded to the student.

The college will send the VAL to the student via courier service.

After receiving the VAL, the student must apply for an entry endorsement or visa at the nearest Malaysian embassy, high commission or consulate (bring along the VAL and other travel documents) **before** travelling to Malaysia.

Note:

- The student VAL is only valid for 3 months.
- Upon receiving the VAL, it is the responsibility of international students to check with the Malaysian embassy, high commission or consulate in their home country whether they are required to apply

for a single entry visa (which is a different application from the student pass) to enter Malaysia.

### **Arrival Liaison**

Before making travel plans, the student must liaise with DISTED International Student Unit on the date, time and flight of intended arrival at the Penang International Airport.

Flight must be arranged for **direct entry into Penang International Airport** without transit disembarkation at other Malaysian airports.

The student is required to provide the International Student Unit with the arrival details (date, time, airline and flight number) by submitting the Airport Reception Form at least 7 working days prior to arrival date.

**The Malaysian Immigration Department requires a DISTED personnel to meet the student at the airport.** The student may not be allowed to enter Malaysia if no authorized college personnel is present to receive the student at the airport of entry.

The International Student Unit needs to inform EMGS ahead of the student's arrival so that the medical insurance cover can commence from the date of entry into Penang.

It is advisable to carry an amount of Malaysian Ringgit (say RM2,000) to cover the first few weeks together with a larger amount in travellers' cheques or bank drafts for the initial period of stay in Penang.

### **Immigration Clearance**

Upon arrival at the Penang International Airport, the student has to present the VAL to the immigration officer to enable a temporary special pass to be stamped on the passport.

## **Arrival in Penang**

### **Airport Reception**

DISTED representative will meet the student at the Penang International Airport and transport will be arranged to the accommodation place.

Please note that the college does not provide cargo (i.e. unaccompanied luggage) collection service from the airport cargo terminal or from cargo agents.

### **Calling Home**

After checking into accommodation, the student is advised to contact family or relatives to advise them that the student has arrived safely. To make international telephone calls from Penang, dial 00 (international access code) followed by country and area codes and phone number.

### **Medical Examination and Bank Account**

The student must undergo a medical screening to certify health status and open a bank account within 7 working days of arrival in Malaysia.

Opening a bank account requires a letter of reference issued by DISTED Admissions Officer, passport and a minimum deposit of RM500.

### **Student Pass and Visa Endorsement**

The college personnel will assist the student to obtain the "Sticker Pass" (student pass and multiple entry visa endorsement) at the Penang Immigration Department.

Documents required for the purpose include passport, EMGS medical examination report and medical insurance cover note.

Student pass and visa fees applicable at the time of endorsement are borne by the student.

### **Medical Insurance Card**

The student will be provided with the insurance card within 14 working days of EMGS receiving confirmation of the student's entry into the country from DISTED.

Details on medical insurance coverage and benefits, underwritten by AXA Affin General Insurance Berhad, are available from the International Student Unit and EMGS website at [www.educationmalaysia.gov.my](http://www.educationmalaysia.gov.my).

### **Registration with Diplomatic Mission**

It is advisable to register yourself at your own embassy or consulate in Malaysia after arriving in Penang.

### **Settling Down Services**

The International Student Unit will assist foreign students to adapt to the new living milieu in Penang and the environment at the college through orientation agenda that may encompass:

- General information briefing such as on public transportation and shopping for essentials.
- Briefings on academic matters, learning facilities, student services and support, college rules and regulations and extramural activities.
- English Placement Test
- Penang and campus familiarization tours.

### **Living in Penang**

#### **Living Expenses**

The estimated average monthly living expenses in Penang are RM850 to RM1,500 as follows:

#### **Rent**

Single room in a private home or shared apartment: RM200 - RM650

Twin sharing room in a private home or shared apartment: RM150 - RM300

#### **Food**

Eating out for 3 meals a day: RM450 (RM15 x 30 days)

Local transport, entertainment and personal expenses

RM250 - RM400

The amount quoted above is an average and does not include air fares and tuition fees.

Your lifestyle, interests and the type of accommodation preferred will affect the actual amount of money that you require.

#### **Electrical Goods**

Malaysia's voltage is 220 - 240 volts AC at 50 cycles per second and you should ensure that any electrical equipment you bring along can be adapted for use safely on this voltage.

If available, bring along the receipts for electrical goods you are taking to Penang in case the customs officers require them.

#### **Cultural Adjustments**

Useful tips in adapting to local cultural setting:

- Be positive, flexible and prepared to adapt to a new environment.
- Meet as many people as possible. Make friends and become involved in social activities on-campus and off-campus.
- Listen and observe the methods of behaviour and communication of others. If you don't understand, ask questions.
- Recognize that you may initially feel lonely and uncomfortable but over time, you will get used to the new environment and overcome your adjustment problems.
- If your adjustment problems become severe, talk to and seek advice from the International Student Unit.

#### **Some Etiquette and Customs**

- Shaking hands is the customary form of greeting for both men and women.

However, some Muslim ladies may acknowledge an introduction to a gentleman with a nod of her head and smile. A handshake is only reciprocated if the lady offers her hand first.

- Do remove your shoes when entering a Malay home, mosque or a Chinese or Hindu temple.
- It is polite to telephone before visiting a home.
- The right hand is always used when eating with one's hand or when giving and receiving objects.

### **Climate and Clothing**

Penang has an equatorial climate that is uniformly warm and humid throughout the year. The average minimum and maximum temperature range from 23C to 32C. There are no recognizable hot or cold seasons as such and the mean annual rainfall of approximately 267cm is evenly distributed throughout the year, although September to November may be considered the wettest months.

Light, cool clothing is most suitable. Everyday wear for students at the college is comfortable and casually smart attire.

For more formal occasions, jacket and tie or long sleeved shirt or batik for men and dresses for women.

It is also important to respect the dress code requirements when visiting places of worship.

### **GMT Time**

Penang (and Malaysia) is 8 hours ahead of GMT (+0800) and 16 hours ahead of the US Pacific Standard Time (PST).

### **Language**

Bahasa Malaysia (or Malay) is the national language. As such, all correspondence and dealings with government offices and institutions must be in Malay.

English is widely spoken and understood and is taught in all schools.

### **Food**

Penang is a gourmet's paradise with countless Chinese, Indian, Malay and Indian Muslim as well as Western food outlets and delectable variety of exotic dishes.

Food is easily available at street stalls, coffee shops, restaurants and shopping malls.

Penang is particularly famous for its sumptuous street foods that tease your taste buds insatiably.

For those who cook, meat, fish and vegetables can be purchased at wet markets at a reasonable price.

### **Currency**

Malaysian currency follows a decimal system based on 100 sen (cents) with the Ringgit (RM) or Malaysian Dollar as the basic unit of exchange.

Paper notes: RM1, RM2, RM5, RM10, RM20, RM50 and RM100

Coins: 5 sen, 10 sen, 20 sen and 50 sen

Credit cards and debit cards are widely accepted by commercial and entertainment outlets.

### **Banking**

There are many local banks such as Maybank and CIMB Bank and some international banking groups such HSBC Bank, Standard Chartered Bank and Citibank.

The normal trading hours are 9.30am to 4.30 pm, Monday to Friday.

Automated Teller Machines (ATMs) are available for withdrawals at all banks and major shopping centres.

Major banks and money changers provide foreign currency exchange service.

### **Shopping**

Groceries are readily available at convenience or sundry shops and markets.

Shopping centres are open throughout the week usually from 10am to 10pm where goods are sold at fixed prices. Bazaars and night markets sell a variety of goods and prices can be bargained.

### **Public Transport**

The public transport system in Penang comprises buses and taxis. Buses follow a set route and only allow passengers to get on and off at designated bus stops.

Always have sufficient coins for the required fare before boarding as the buses use automated fare collection system.

Metered taxis can be pre-booked by phone or hired at taxi stands or in the street. Extra charge is imposed after midnight.

### **Driving**

You need a licence to drive cars and ride motorbikes in Malaysia. Malaysians drive on the left side of the road, and all cars are right-hand drive.

### **Telecommunications**

Prepaid and postpaid services for mobile phones and broadband internet are operated by a number of telecommunication providers including Maxis, DiGi and Celcom and are readily obtainable from mobile phone and computer shops in shopping complexes.

### **Postal Services**

Pos Malaysia provides postal services. There is at least one post office in each major district in Penang. Post offices also provide payment services for electricity, water, telephone and some other bills.

### **Religion**

Islam is the official state religion but the Malaysian constitution permits freedom of worship. Other major religions widely practised are Buddhism, Christianity, Hinduism and Taoism.

All religions are represented in the many ethnic groups and worship places include churches of many denominations, mosques, Chinese, Hindu and Sikh temples.

### **Laws**

As an international student studying in Penang, you are subject to all Malaysian state and federal laws and will not be treated any differently to any other Malaysian citizen or permanent resident.

International students should not engage in any activity contravening any law enforced in Malaysia.

Depending on the offence committed, breaking the law could result in your student visa and pass being cancelled and deportation.

### **Smoking and Drugs**

Smoking is prohibited in all institutions of learning, hospitals, public buses and public air-conditioned places such as cinemas. Offenders are liable to a fine.

Malaysia's anti-drug laws are severe and carry the death penalty.

## **Extramural Life in College**

### **Student Representative Council**

The DISTED Students' Representative Council (SRC) represents the students' interests and its principal role is to encourage students to participate fully in social, cultural, sporting and recreational activities as well as community awareness programmes.

### **Clubs and Societies**

Students are encouraged to be actively involved in co-curricular activities through the numerous clubs and societies in the college for the development of leadership, social, people and organizational skills as well as community responsibilities, which will give them an edge when seeking employment. They may initiate new clubs and societies, and activity projects under the aegis of the Student Services Department.

## **Class Attendance**

All international students at DISTED are required to attain a 95% class attendance report for the duration of the current student pass validity period.

Students unable to attend classes must substantiate their absence with supporting medical evidence or equivalent.

The college is required to report to the Malaysian Immigration Department and the Malaysian Ministry of Education if an international student is absent from class for more than 3 days without any appropriate notice or acceptable reasons.

### **Transfer to Another Institution**

In the event an international student wishes to study at another institution after arriving in Penang, then the student pass applicable to DISTED will be cancelled immediately and the student will be sent home to the country of origin.

In the case of an international student who has commenced studies at DISTED and then wishes to transfer to another educational institution in Malaysia, the student must produce a copy of the letter of admission offer from the other institution before a clearance (release) letter can be issued and the process

of shortening the student pass be initiated by DISTED.

### **Completion, Intermission and Course Discontinuation**

All international students must report to the International Student Unit when they have completed their course of study, apply for an intermission or decide to discontinue their studies at DISTED.

The notification must be tendered at least 14 working days before leaving Malaysia to facilitate the process of shortening the student pass; failure to do so will affect student pass or visa application in future.

### **Further Information on DISTED**

Details on DISTED policies, rules and regulations, guidelines on conduct and behavior, academic calendars, and facilities and support services are available in the **DISTED Student Handbook**, compiled by the Student Services Department, which is given out during the orientation for new students.

Rules and regulations on college-managed student accommodation are contained in the **DISTED Hostel Handbook**, prepared by the Hostel Office of the Student Services Department, which is provided to all hostel residents.

### **Useful Contact Information**

#### **Emergency**

Police, Ambulance, Rescue	999
Police Stations	
Penang Headquarters	04-222 1522
Pulau Tikus	04-228 0422
Lebuh Pantai	04-264 1628
Pattani Road (Traffic)	04-218 8884
Telephone directory	103
Telephone enquiries/faulds	100
International operator	101

**Banks**

Malayan Banking Berhad (Maybank)  
Ground Floor, Canton Square  
56, Cantonment Road, 10250 Penang  
Tel: 04-226 2270 / 226 2476

CIMB Bank Berhad  
409 Burmah Road, 10350 Penang  
Tel: 04-227 1579

Public Bank Berhad  
58, Cantonment Road, 10250 Penang  
Tel: 04-228 6017

Citibank Berhad  
24, Sultan Ahmad Shah Road, 10050 Penang  
Tel: 04-296 0000

**EMGS Panel Clinics**

Koe Clinic  
289 Burmah Road, 10350 Penang  
Tel: 04-227 0404

IMA Clinic  
Ground Floor, Logan Heritage  
4E, Beach Street, 10300 Penang  
Tel: 04-261 2967

**Medical Insurance Helpdesk**

AXA Affin General Insurance Berhad  
MediExpress hotline: 1300 80 0020

**Counselling Services**

CCAT Student Counselling Service  
DISTED Yeap Chor Ee Campus (Room 12)  
Tel: 016 490 4688

Befrienders Penang  
Tel: 04-281 5161 / 281 1108

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*Information herein is subject to change  
with prior notice.*

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