

FREQUENTLY ASKED QUESTIONS

These FAQs are intended to be used as a reference source for some of the commonly asked questions we usually receive. It is subject to change from time to time. Should you have other queries which are not dealt with here, please do reach out to us either by email at enquiry@putrabs.edu.my or by getting in touch with any of the following personnel:

Marketing & Corporate Communications: Ms. Siti Badarny Hassan
badarny@putrabs.edu.my
019 219 4287

Admission: Ms. Ernie Fariza Arjunaidi
ernie@putrabs.edu.my
011 1337 0394

Finance: Dr. Tong Chue Qun
tongcq@putrabs.edu.my
012 363 6013

International Affairs: Ms. Nor Hayati Abd Razak
norhayati@putrabs.edu.my
017 254 3607

Research Executive: Dr. Jamilah Idris / Ms. Nadia Aqmal Arsad
thesis@putrabs.edu.my
013 223 3400 / 016 683 1904

Coursework Programme Executive: Ms. Siti Noorzawani Mohd Zawawi
noorzawani@putrabs.edu.my
012 830 3230

Open and Distance Learning Executive: Mr. Redzuan Awang
redzuan@putrabs.edu.my
012 906 8494

Portal or Putra Learning Management System: IS Unit
portal@putrabs.edu.my
03 9769 8822

Resource Centre: Roseminah Ahmad Zawawi
roseminah@putrabs.edu.my

PURE Colloquium: Salasiah Radzali
salasiah@putrabs.edu.my

GENERAL

Relationship between UPM and PBS

Putra Business School (PBS) which was formerly known as the Graduate School of Management (GSM), is privately owned by Universiti Putra Malaysia (UPM). This is reflected in the governance structure where the Vice Chancellor and the Deputy Vice Chancellor of UPM are permanent members of Yayasan Putra Business School (YPBS). The Vice Chancellor of UPM chairs PBS' Board of Governors (BOG); UPM's Vice Chancellor, UPM's Deputy Vice-Chancellor (Academic), and one representative from UPM's Board of Directors (BOD) sit on YPBS' Board of Directors (BOD); The representative from UPM's BOD chairs YPBS' BOD.

APPLICATION

How do I apply and submit my application?

Application is done online at <https://portal.putrabusinessschool.edu.my/applicant/> Applicants should register a new account before filling in the details based on the checklist given.

Do the programme fees include the processing fee?

The processing fee during submission for local applicants is RM60.00 and for the international applicant is RM150.00. The programme fees **exclude** the processing fee. However, the processing fee can be waived if applicants join the Virtual Open Day (VOD) and submit the application before the expiry date of the waiver voucher. Do inquire with us by emailing ernie@putrabs.edu.my.

What do I do after receiving the offer letter?

Congrats, you are just one more step to officially being a PBS student. You may accept the offer through the portal and make the necessary payment before getting the registration slip which contains your Matric No. and password to log in to the [Students Portal](#).

Is it compulsory for me to do a medical check-up?

Local students need to provide their medical check-up report during registration. The international students need to **enter Malaysia first** and the international office executive will assist them with the medical check-up. **MBA-ODL** students are not required to do a medical check-up.

Is there any financial assistance?

Currently, we do not offer any scholarships or loans to students. You are required to secure your own funding and there are many financial institutions that offer competitive interest rates for study loans. Other options for financial assistance can be found on the PBS website at <https://putrabusinessschool.edu.my/financial-aids/>.

How do I utilize the facility under EPF?

You need to have an account with EPF. Withdrawals can be made from your account 2 by filling in a form accompanied by a letter issued by us. You may apply after registering as a student of PBS. Do inquire with us by emailing to the programme's executive. You must pay a minimum fee of RM1500.00 before you can apply for EPF withdrawal.

What is meant by SRS?

Student Referral Scheme (SRS) is the incentive provided for PBS students, alumni and staff who successfully recruit students for PBS. The applicant needs to submit the online application stating the name of the introducer. If successful, the commission rates are RM1500.00 for an international applicant and RM1000.00 for a local applicant.

How do I access the library facilities?

Access will be granted after you successfully register as a student of PBS. You will be issued a password to access the materials available at PBS Resource Centre and the UPM library.

Does PBS provide accommodation to their students?

PBS will assist our students in getting accommodation at Mohamad Rashid College, UPM. Besides, there is a variety of accommodation options to suit your personal budget near PBS.

What amenities are provided nearby?

Students are advised to refer to the [handbook](#) posted at the student portal, which has complete guidelines for our international students to adapt during their stay in Malaysia.

What would I require to access the Open Learning or Putra LMS?

Once you register as a PBS student, you will be given a password to log in to your PBS email account. This email account would allow you access to the Open Learning or Putra Learning Management Systems (Putra LMS).

If I am having some issues with my studies, whom do I talk to?

Try talking to your lecturer first. Alternatively, our Executive can also be reached via email or via WhatsApp or call at:

NO.	PROGRAMME	EXECUTIVE	EMAIL	PHONE NO.
1	MBA – ODL	MR. REDZUAN AWANG	redzuan@putrabs.edu.my	012 906 8494
2	COURSEWORK	MS. SITI NOORZAWANI MOHD ZAWAWI	noorzawani@putrabs.edu.my	012 830 3230
3	RESEARCH	DR. JAMILAH IDRIS	thesis@putrabs.edu.my	013 223 3400
		MS. NADIA AQMAL ARSAD		016 683 1904

If the issue is more complex or you need to talk to someone about any other issues, you may get in touch with a team of counsellors from UPM. Putra tele-counselling services are available for individual consultations via WhatsApp at 011-5665 6221 from 8.00 am – 5.00 pm on weekdays.

Can I postpone or take a break from my studies?

Yes, postponement of studies or deferment is allowed **twice (2)** due to **medical reasons only**. Please write officially to us so your student status will be updated accordingly. Deferment must be made within the first two weeks of a trimester/semester. Otherwise, all the paid fees will be forfeited.

INTERNATIONAL AFFAIRS

I am an international student, how will the student pass, etc. be processed?

International students are advised to refer to the guidelines posted at the student portal [here](#). All the guidelines are provided here.

When will I get my i-Card?

I-card will be given within one (1) month after the student pass is issued. However, do visit the student portal and wait for the announcement before coming to the PBS Student Centre to collect it.

What should I do if I need to go to the clinic/hospital for treatment?

Healthcare costs in Malaysia are relatively high compared to other countries in Southeast Asia. A sudden illness or accident requiring hospitalisation can quickly result in medical bills totalling thousands of Ringgit. In compliance with the Malaysian Ministry of Higher Education's Code of Ethics, **all international students must be covered by insurance** throughout their duration of studies. This will be organised by Education Malaysia Global Services (EMGS). Do inquire with our executive via email at norhayati@putrabs.edu.my or via [WhatsApp](#) at 017-2543607.

As an international student, what is the requirement for me to open a bank account?

Students are encouraged to visit the student portal and download the [LLD001 form](#), and submit the completed form to the respective executive through email. **The student confirmation status letter** needed by the bank will be ready within 3 working days.