

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 visiting <https://putrabschool.edu.my/contact/>, or emailing enquiry@putrabs.edu.my or by getting in touch with any of the following personnel:

Area of Enquiry	Department/Officer-in-Charge	Email Address
Marketing & Corporate Communications	Ms. Siti Badarny Hassan	badarny@putrabs.edu.my
Admission	Ms. Ernie Fariza Arjunaidi	ernie@putrabs.edu.my
Finance	Dr. Tong Chue Qun	tongcq@putrabs.edu.my / finance@putrabs.edu.my
International Affairs	Mr. Rafizal Razali	rafizal@putrabs.edu.my
Research Programmes	Mr. Izzat Syahmi / Ms. Iylia Juainy Hawi	thesis@putrabs.edu.my
Coursework Programmes	Ms. Siti Noorzawani Mohd Zawawi	noorzawani@putrabs.edu.my
MBA-ODL and DBA-ODL Programmes	Mr. Redzuan Awang	redzuan@putrabs.edu.my
Student / Admission Portal or Putra Learning Management System	IS Unit	portal@putrabs.edu.my

Resource Centre	Ms. Roseminah Ahmad Zawawi	roseminah@putrabs.edu.my
PURE Colloquium	PURE Committee	pure@putrabs.edu.my

GENERAL

Relationship between Universiti Putra Malaysia and Putra Business School

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

1. 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.

2. Is the processing fee included in the programme fees?

No, it is not. The processing fee during submission for local applicants is RM60.00, and for international applicants it is RM150.00. However, the processing fee is 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.

3. What do I do after receiving my offer letter?

Congratulations! You are just one step closer to officially being a PBS student. You may accept the offer through the portal and make the necessary payment before getting the registration slip, containing your Matric No. and password to log in to the Students Portal.

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

Local students need to provide their medical check-up report within 1 month after registering as our students. For international students, upon entering Malaysia, the international office executive will guide you on getting a medical check-up. MBA-ODL and DBA-ODL students are not required to do a medical check-up.

5. Is there any financial assistance?

PBS currently offers scholarships for local students. For more information, please visit our website at

<https://putrabusinessschool.edu.my/admission/scholarship/>

For financial aid, you may refer to our website at

<https://putrabusinessschool.edu.my/admission/financial-aids/>

6. How do I utilise the facility under EPF?

You need to have an account with EPF. Withdrawals can be made from your account 2 by visiting the EPF website at

<https://iakaun.kwsp.gov.my/portal/member/login>

You may apply after registering as a student of PBS. Do inquire with us by emailing the programme's executive.

7. What is meant by the Student Referral Scheme (SRS)?

The 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. The commission rates for successful applications are RM1500.00 for an international applicant and RM1000.00 for a local applicant. For more

information, you may visit our website at <https://putrabusINESSschool.edu.my/student-referral-scheme/>

8. 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 the PBS Resource Centre and the UPM library.

9. Does PBS provide accommodation for their students?

PBS will assist our students in getting accommodation at Mohamad Rashid College, UPM. Besides, there are a variety of accommodation options near PBS to suit your personal budget. For more information, you may refer to our website at <https://putrabusINESSschool.edu.my/admission/exploring-putra-business-school/> or contact Mr. Rafizal at rafizal@putrabs.edu.my

10. What amenities are provided nearby?

Students are advised to refer to the handbook posted on the student portal, which has complete guidelines for our international students to adapt during their stay in Malaysia.

11. What would I require to access the Open Learning Platform 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 provide access to the Open Learning Platform or Putra Learning Management Systems (Putra LMS).

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

Try talking to your lecturer first. Alternatively, our Executives can also be reached via email at:

PROGRAMME	OFFICER-IN-CHARGE	EMAIL ADDRESS
MBA – ODL and DBA-ODL	Mr. Redzuan Awang	redzuan@putrabs.edu.my
Coursework Programmes (MBA & PGCert)	Ms. Siti Noorzawani Mohd Zawawi	noorzawani@putrabs.edu.my
Research Programmes	Mr. Izzat Syahmi	thesis@putrabs.edu.my
	Ms. Iylia Juainy Hawi	

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.

13. Can I postpone or take a break from my studies?

Yes, postponement of studies or deferment is allowed twice (2) for medical reasons. Please write officially to us so that 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

1. I am an international student. How will the students' pass, visas, etc., be processed?

International students are advised to refer to the guidelines posted at the student portal.

2. When will I receive my i-Card?

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

3. 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 Mr. Rafizal at rafizal@putrabs.edu.my

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

You will need to bring a letter confirming your status as our student. Please complete the LLD001 form, which can be downloaded from the student portal, and submit it to the respective executive through email. The letter will be ready within 3 working days.