

Pre-Departure

Adults · Juniors

For Guardians

STUDENT HANDBOOK

From pre-departure to your first day and daily campus life — a complete guide for adult and junior students and their guardians.

LOCATION

EduCity, Johor

STUDENTS

Adults · Juniors

CAMPUS

Univ. of Reading Malaysia

CONTACT

KakaoTalk · WeChat · WhatsApp

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Welcome

A warm welcome to **MEC ACADEMY**. Starting out somewhere new can be exciting — and a little nerve-racking. This guide will be your trusted companion from day one.

About the Academy

MEC ACADEMY is an English language institute on the University of Reading Malaysia campus in **EduCity**, Johor Bahru. Classes are placed by the Oxford Placement Test and run on a structured curriculum.

Purpose of This Handbook

A guide for students and guardians alike — so you can understand the rules and procedures easily, from pre-departure through daily campus life, and start with confidence.



Location

EduCity, Iskandar Puteri, Johor · Univ. of Reading Malaysia



Placement

Oxford English Placement Test · updated weekly



Contact

KakaoTalk · WeChat · WhatsApp

Malaysia · EduCity

Country Facts	
Capital	Kuala Lumpur
Languages	Malay (official) · English · Chinese
Religion	Islam (state religion); freedom of religion
Currency	Ringgit (RM / MYR)
Voltage	240V — adapter required
Time Zone	1 hour behind Korea / Japan



Weather

Hot and humid tropical climate, **25–34°C** year-round. The rainy season runs roughly Nov–Mar with short squalls. Indoor air-conditioning is strong — pack a **light cardigan**.



EduCity

A government-run education zone. Universities share **sports and study facilities** — pools, gyms and more — in a safe, campus-style environment.

Before You Fly • Arrival Cards

For visa-free entry (90 days), book a **return ticket** and make sure your passport is valid for **6+ months**. Arrival cards can be filled in from **3 days before arrival** — **print (or screenshot) the confirmation** and carry it.

Direct Entry to Malaysia

MDAC Digital Arrival Card

Flying straight into a Malaysian airport (e.g. Kuala Lumpur)

1. Visit **imigresen-online.imi.gov.my/mdac** within 3 days of arrival
2. Enter personal → traveller details
3. **SUBMIT** — arrival card + PIN sent by email
4. Screenshot the card & PIN and keep them on your phone

Entry via Singapore

SG Arrival Card + MDAC

Landing in Singapore, then crossing the border to Johor Bahru

1. Complete the SG Arrival Card within **3 days** of entering Singapore
2. Foreign Visitors → Individual Submission → select your nationality
3. Enter **Johor Bahru** as Next City/Port · save the PDF
4. Also complete the **MDAC** for Malaysia (left)



Via Singapore: complete **both** the SG Arrival Card and the MDAC. **Direct to Malaysia:** the MDAC only.

Packing List

★ marks essential items — double-check these before you leave.

Documents

Passport ★ (6+ months validity)
Return ticket copy
Arrival card ★ (printed)
Insurance certificate ★

Carry-On Rules

Power banks, laptops, tablets → carry-on
Liquids over 100ml, knives, scissors, nail
clippers, batteries → checked baggage

Study

Stationery ★ — pens, notebooks
Tablet PC ★ — **juniors only**, used in
reading class
(ask the Academy in advance if unavailable)

Toiletries

Toothbrush, toiletry bag
Sanitary products (bring from home if sensitive)
Spare glasses / lenses

Clothing

Comfortable everyday wear · underwear
Swimsuit · sandals
Light cardigan (strong A/C)
Avoid expensive items

Others

240V travel adapter
Personal medication · mosquito repellent
Water bottle



Important — students with food or drug allergies must inform the manager **in advance**.

First Day · Getting to Campus

Regular classes run from day one. After orientation you will receive your **test results · personal timetable · textbooks · rules · name badge**.

1

Placement Test

2

Arrival · Check-in

3

Orientation · Materials

4

Class · Timetable

5

Classes Begin



Dormitory Residents

7–10 minutes on foot



Shuttle Bus

Stops and times announced separately



Car · Grab

Drop off at the car park or main gate → Block A, Level 2



Address

— Level 2, Block A, University of Reading Malaysia, Educity, 79200 Iskandar Puteri, Johor · Search “**MEC ACADEMY**” in your map app

Schedule — Off-Peak Season

 Off-Peak (09:00 start · adults & juniors combined)

Time	Session
09:00 – 09:45	Group Class · Period 1
09:50 – 10:35	Group Class · Period 2
10:40 – 11:25	Group Class · Period 3
11:30 – 12:15	Group Class · Period 4
12:15 – 13:10	Lunch Break
13:10 – 13:55	1:1 Class · Period 1
14:00 – 14:45	1:1 Class · Period 2
14:50 – 15:35	1:1 Class · Period 3
15:40 – 16:25	1:1 Class · Period 4

Start times may move earlier during Ramadan. Your actual timetable is issued individually after class assignment.

Schedule — Peak Season

Adults (09:00 start)

Time	Session
09:00 – 09:45	Group · Period 1
09:50 – 10:35	Group · Period 2
10:40 – 11:25	Group · Period 3
11:30 – 12:15	Group · Period 4
12:15 – 13:10	Lunch
13:10 – 13:55	1:1 · Period 1
14:00 – 14:45	1:1 · Period 2
14:50 – 15:35	1:1 · Period 3
15:40 – 16:25	1:1 · Period 4

Adults whose child starts at **08:10** have their **1:1 classes placed before the group classes**, so they arrive together at **08:10**.

Juniors (08:10 start)

Time	Session
08:10 – 08:55	Group · Period 1
09:00 – 09:45	Group · Period 2
09:50 – 10:35	Group · Period 3
10:40 – 11:25	Group · Period 4
11:30 – 12:15	Lunch
12:20 – 13:05	Renaissance Reading
13:10 – 13:55	Chess & Robot Coding
14:00 – 14:45	1:1 · Period 1
14:50 – 15:35	1:1 · Period 2
15:40 – 16:25	1:1 · Period 3

Juniors finish before lunch every Friday · accompanying adults follow their child's start time.

Placement Test · Class Assignment

PLACEMENT TEST

Oxford Placement Test

Taken once before classes begin; classes and timetables are set by the result. A re-test costs **RM100**.

OPERATION

Weekly Class Updates

Classes may be split or merged as enrolment changes; curriculum progress stays the same.

SMALL CLASSES

Fewer Than 3 Students

Two group periods may be replaced by one 1:1 period.

RE-ASSIGNMENT

Personal Requests

Not permitted as a rule. Reviewed **once** only when a real ability gap is objectively proven (may take up to 3 days).



Requests based on an instructor's **gender, race, or accent** are strictly not accepted.

Attendance

Consistent attendance is the first step to real progress. Keep these rules in mind.



Tardiness

Arriving more than **5 minutes** after class starts counts as a tardy.



Tardy → Absence

Two tardies count as **one absence**.



Unexcused Absence

Three unexcused absences within 4 weeks leads to dismissal.



Absences for **personal reasons (including illness)** are recorded as absences — **no make-up classes or refunds**. (Contagious diseases: see Chapter 10)

Conduct • Etiquette

Prohibited Conduct

- ⊗ Improper smartphone use in class
- ⊗ Speaking languages other than English in class
- ⊗ Harassment, verbal abuse, or violence
- ⊗ Persistent disruption • unauthorised recording/posting

Malaysian Cultural Etiquette

- 🤝 Shake hands with the same gender only • don't touch heads
- 🕌 Dress modestly at mosques • avoid eating in public during Ramadan
- 👞 Remove shoes indoors • keep voices down in public

Disciplinary Steps

1st Verbal Warning

2nd Written Warning Letter

3rd Dismissal • **No Refund**

⚠️ **Violence, sexual harassment, unauthorised recording/publication** and other serious violations may lead to **immediate suspension or dismissal**, with no refund.

Without the Academy's prior written approval, **photographing, recording, or posting** classes, instructors, other students, or facilities (incl. social media) is prohibited.

Unaccompanied Junior Students

For the safety of minors studying without a guardian, guardians must prepare the following **before arrival**.

Local Emergency Contact

Designate an **adult resident in Malaysia** reachable at all times during enrolment.

Medical Consent Form

Submit **before arrival** so designated staff can arrange emergency treatment when you cannot be reached.

Leaving Premises · Overnight

Leaving during program hours, or overnight absence, requires the guardian's **prior written consent**.

End-of-Program Handover

Students are released **only to the designated adult** confirmed in writing.

 The Academy operates under the Malaysian **Child Act 2001** and internal safeguarding protocols, restricting unsupervised 1:1 contact between staff and minors. Duty of care applies during **scheduled program hours and organised activities**.

Health · Safety · Insurance

Insurance (Mandatory)

All students must hold valid insurance **at their own responsibility and expense** (personal or Academy-arranged). Incidents are handled through your own insurance; the Academy is liable only where its **clear fault** is objectively proven.

Campus Safety

-  Wear your **student ID badge** at all times · re-issue RM50
-  No unauthorised visitors · accidents from personal negligence are your responsibility
-  Liability for damage to facilities or others' property

Contagious Diseases

Notify Immediately

Report suspected influenza, chickenpox, HFMD, COVID-19, etc. to the Academy at once.

Attendance Restriction

Attendance may be restricted until full recovery.

Make-up Classes

With a doctor's note, only **1:1 online classes** are supplemented, at the Academy's discretion · no refund.



Concealing an infection or attending against advice may incur **legal and financial liability** — quarantine costs, others' medical fees, damages.

Money · Currency · Apps



Currency Exchange

Better rates for USD 100 bills · exchange counters & ATMs in malls · passport required above **RM3,000**



Cards · ATM

Card fee ~1% · if an ATM asks for a 6-digit PIN, add **00** to your 4-digit PIN · withdrawal limit RM1,500–2,000 per transaction



Grab (Essential App)

Public transport is limited — most travel is by Grab · base fare ≈ RM5 · when signing up, drop the leading **0** of your phone number; register with Gmail for easy login



Delivery (Grab Mart)

Food and groceries (water, rice, etc.) delivered · fee ≈ RM3 · collect at the condo lobby

Postponement · Changes

Course change and duration reduction may be requested before commencement only, and are processed once the fee is **paid in full**.

Request Timing (before start)	Processing
28+ days before	Allowed · admin fee RM 250
7–27 days before	Allowed · admin fee RM 400
Within 6 days	Not permitted
After commencement	Duration reduction not permitted

Where you enrolled at a discounted rate, the **standard rate** applies to a course change or duration reduction.

 Postponement Request

Before commencement only · up to **1 year** · **no fee** for the request itself (cannot be requested within 6 days of start)

 Resuming

Flat **RM 500** on resumption · must resume within **1 year** of the original start date (otherwise forfeited, non-refundable) · **discount retained**

 Transfer

Not permitted as a rule · **before commencement with 28+ days remaining, one** transfer with prior approval (new registration fee applies)

Refund Policy

Counted back from the start date from the **written cancellation request date** (official form, request day inclusive) · percentages apply to **tuition only** — the registration fee (RM 500) and non-tuition items (materials, re-test fee, ID re-issue, lunch, shuttle) are excluded.

Request Timing	Tuition Refund
28+ days before start	100% refund
15–27 days before	70% refund
8–14 days before	50% refund
Within 7 days · after start	Non-refundable

 Long courses (12+ weeks)

A written mid-course withdrawal after commencement is refunded at **50% of tuition for the remaining, not-yet-started weeks**, pro-rated · weeks already started are not refunded · courses **under 12 weeks** (short courses, Junior Camp) are non-refundable after commencement



On **disciplinary dismissal**, remaining tuition is **not refunded**.



Visa Refusal

If refused despite the Academy's good-faith documentation: **100% refund excl. registration fee**



Force Majeure

Alternatives first; otherwise a **pro-rated refund** of unused tuition



Accommodation

Not a required part of the application · the Academy only **relays booking and payment** · deposit, refund and check-out follow the **provider's own rules**

Privacy • Miscellaneous



Personal Data

Collected for operations and safety under Malaysia's **PDPA 2010**.
Photos and videos from activities may be used for promotion —
you may **opt out** at any time.



Public Holidays

No classes on Malaysian public holidays — **no compensation or make-up classes** for those dates.

Useful Malay Phrases

Greetings

Selamat pagi	Good morning
Terima kasih	Thank you
Sama-sama	You're welcome
Apa khabar?	How are you?

Everyday

Ya / Tidak	Yes / No
Saya tidak faham	I don't understand
Berapa?	How much?
Maaf	Sorry

Food · Shopping

Satu	One
Air	Water
Nasi	Rice
Pedas	Spicy

Getting Around

Kiri / Kanan	Left / Right
Di mana?	Where is...?
Sini	Here
Jauh	Far

Frequently Asked Questions

Q. Which arrival cards do I fill in?

Direct to Malaysia: **MDAC** only. Via Singapore: **SG Card + MDAC**, both.

Q. Can I retake the placement test?

Yes — **once**, for an additional **RM100**.

Q. Do I get make-up classes if I'm sick?

Personal-reason absences: no make-up or refund. Contagious illness with a doctor's note: **1:1 online classes only**.

Q. I lost my student ID badge.

Re-issue at the desk — **RM50**. Entry may be denied without it.

Q. How do I get around locally?

Mostly by **Grab**. Install the app and sign up with Gmail before you fly.

Q. Is insurance really mandatory?

Yes — **all students** must be insured (personal or Academy-arranged).

Contacts · Communication

For any questions or help with your program, leave us a message on any channel below.

 **KakaoTalk**
ID **mecjb123**
ID(2) **curlyoo**

 **WeChat**
ID **mecjb123**
ID(2) **xy95212**

 **WhatsApp**
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KR South Korea
Embassy consular hotline **+60-16-381-9940** (24h)

CN China
Consular protection **+60-3-2164-5301** · 12308 **+86-10-12308**

JP Japan
Consular Office of Japan in Johor Bahru **+60-7-221-7621**

tw Taiwan
TECO emergency line **+60-19-656-9912**