

## STUDENT APPLICATION

| NO. | QUESTION                                                                                                                             | ANSWER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| 1   | What is the method of application?                                                                                                   | All applications must be submitted online via <a href="#">e-application</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2   | How can I know that I am accepted to UM?                                                                                             | Please check your MAYA from time to time and application processing will take 4 - 8 weeks. All successful applicants will be notified via MAYA.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 3   | What documents are required for application?                                                                                         | A complete online application should have:<br><br>Recent passport-size photographs with a blue background;<br>Certified copies of passport (first page only - photo, owner details and validity)/ Identity Card;<br>Certified copies of Sijil Pelajaran Malaysia (SPM), academic certificate with detailed academic transcripts/results for Higher School Certificate (HSC) , Grade 12 or GCE (A' Level) or Diploma from recognized Institutions. Official translation is needed for applicants whose native language is not English or Malay;<br>Certified copies of TOEFL/IELTS or other equivalent examinations indicating English proficiency (if available);<br>A letter of guarantee from the sponsor for sponsored students; |
| 4   | Who can certify the above documents?                                                                                                 | The documents must be certified by:<br>The School Principal, Government Officers or Commissioner of Oath.<br>Respective embassy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5   | How much processing fees should I pay for an application? How can I pay?                                                             | The application fee is RM 50.00 per application for Malaysian and RM300 per application for non-Malaysian/ International. It should be paid using FPX, Credit/Debit Card, and Flywire before submitting an application.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 6   | If my application was unsuccessful, how do I know the reason of the rejection?<br><i>only for Master (coursework) &amp; Mixmode.</i> | If your application was rejected and you want to know the reason, you may email to Marketing Centre, <a href="mailto:application@um.edu.my">application@um.edu.my</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 7   | May I appeal my unsuccessful application?<br><i>Only for Master (coursework)</i>                                                     | Yes you may appeal your application by sending an email to Admission and Registration Centre <a href="mailto:bkp_aasd@um.edu.my">bkp_aasd@um.edu.my</a> with complete justification and attachments.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8   | Do I need to study Malay language?                                                                                                   | All International students accepted into any program will also be required to undergo a course in the Malay language (local language) during their studies in UM prior to completion of their programme.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9   | What is the official duration of the PhD and Master's?                                                                               | Master coursework: Minimum 3 semester (Including 1 Short semester), Maximum 8 Semester<br>Master Mixmode: Minimum 3 semester, Maximum 8 Semester<br>Master by Research: Minimum 2 semester, Maximum 8 Semester<br>PhD: Minimum 4 semester, maximum 12 semester                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10  | Is the programme full time or part time?                                                                                             | The School Principal, Government Officers or Commissioner of Oath.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11  | Where can I get information on scholarships?                                                                                         | Respective embassy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 12  | Is a part-time mode available for the programme?                                                                                     | We do not offer an official part-time mode for the programme. However, students have the choice to plan their schedule as long as they complete within 8 semesters (maximum duration of the study).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 13  | Are there weekend classes?                                                                                                           | Generally, classes are conducted during weekdays from 6.00 pm – 9.00 pm. Weekend from 8.00 am - 6.00 pm.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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| 14 | How many classes do I have to attend weekly?                                                                                                                                                                                                                                        | This depends on the number of courses you register in a semester.                                                                                                                                                                                                                                                     |
| 15 | Does the university assist with accommodation?                                                                                                                                                                                                                                      | Please refer to the portal of Student Affairs Division at <a href="https://hep.um.edu.my/accommodation">https://hep.um.edu.my/accommodation</a>                                                                                                                                                                       |
| 16 | What happens after application submitted? – is it                                                                                                                                                                                                                                   | PhD: If you not meet the basic entry requirement but do have 3 years at least work experieces, we will call for interview. For coursework, no interview.                                                                                                                                                              |
| 17 | Where can I get information on visa applications?                                                                                                                                                                                                                                   | Please refer to the portal of International Student Services Unit at <a href="https://aasd.um.edu.my/new-student-pass-overview">https://aasd.um.edu.my/new-student-pass-overview</a><br>Visa Unit UM can be contacted via email at <a href="mailto:visa@um.edu.my">visa@um.edu.my</a>                                 |
| 18 | Can register for a master's program without a ba                                                                                                                                                                                                                                    | Please refer to the entry requirement for each respective programme<br>For more information: <a href="https://fsktm.um.edu.my">https://fsktm.um.edu.my</a>                                                                                                                                                            |
| 19 | What documents and requirements to register fo                                                                                                                                                                                                                                      | Please refer to <a href="https://study.um.edu.my/">https://study.um.edu.my/</a>                                                                                                                                                                                                                                       |
| 20 | How much is the total fee?                                                                                                                                                                                                                                                          | The fee structure is provided at <a href="https://study.um.edu.my/programmes">https://study.um.edu.my/programmes</a> . You can estimate the costs based on the duration of your study.                                                                                                                                |
| 21 | What are the specific entry requirements for direct intake, especially regarding candidates with a slightly lower CGPA but relevant work experience in AI or related fields?                                                                                                        | No.                                                                                                                                                                                                                                                                                                                   |
| 22 | I am looking at the Master of Artificial Intelligence (coursework) at Universiti Malaya. I noticed the program needs the candidates to have backgrounds in Computer Science or Information Technology. Does it consider someone with an engineering background for the application? | No.                                                                                                                                                                                                                                                                                                                   |
| 23 | How do I apply for the program?                                                                                                                                                                                                                                                     | You can apply here <a href="https://study.um.edu.my/">https://study.um.edu.my/</a>                                                                                                                                                                                                                                    |
| 24 | The typical challenges students face during the programme.                                                                                                                                                                                                                          | One of the biggest challenges part-time students face is time management. Balancing work, personal commitments, and academic workload can be demanding. The coursework involves assignments, readings, and projects that require consistent effort. It's important to plan your schedule well and pace your learning. |
| 25 | The kind of technical readiness (e.g. programming, math, machine learning) expected at the start of Master of Artificial Intelligence                                                                                                                                               | A basic foundation in programming (preferably Python) and comfort with mathematics (linear algebra, probability, and calculus) is important. Students without this background tend to struggle more initially, but it's possible to catch up with dedication and the right resources.                                 |
| 26 | Whether there is academic or peer support available for students who may need additional help,                                                                                                                                                                                      | Yes, there is both academic and peer support. Lecturers are approachable. Students also form study groups and online communities to support each other. Additionally, there are plenty of open-access learning materials and recommended resources for those who may need to strengthen their technical foundations.  |

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| 27 | And any advice you might have for prospective students to prepare in advance for Master of Artificial intelligence | Learn basic Python programming through free platforms, review math for machine learning (there are many beginner-friendly resources available), explore introductory AI or ML courses, such as Andrew Ng's course on Coursera. |
| 28 | How can I get the latest English proficiency requirements?                                                         | Candidates can get the information on the <a href="https://study.um.edu.my/">https://study.um.edu.my/</a>                                                                                                                      |

## ADMISSION & OFFER LETTER

| NO. | QUESTION                                                                    | ANSWER                                                                                                                                           |
|-----|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Entry Requirement                                                           | Please refer to <a href="https://study.um.edu.my/entry-requirements">https://study.um.edu.my/entry-requirements</a>                              |
| 2   | Fees                                                                        | Please refer to <a href="https://study.um.edu.my/tuition-fee">https://study.um.edu.my/tuition-fee</a>                                            |
| 3   | How do I apply?                                                             | How to apply:                                                                                                                                    |
| 4   | Can I get a discount for the fees if I pay in full?                         | No                                                                                                                                               |
| 5   | How long does it take to find out the status of my application?             | Within one month                                                                                                                                 |
| 6   | How will I receive the offer letter?                                        | Through <a href="#">MAYA</a>                                                                                                                     |
| 7   | Does the Faculty help to check my qualifications prior to my application    | No                                                                                                                                               |
| 8   | Can I register for a master's program without a bachelor's                  | Please refer to <a href="https://fsktm.um.edu.my/postgraduate">https://fsktm.um.edu.my/postgraduate</a>                                          |
| 9   | What happens after I received the offer?                                    | Accept the offer and pay the admission fees RM1,000.00 within the 7 days                                                                         |
| 10  | are the admission fees refundable in case of withdrawal?                    | No                                                                                                                                               |
| 11  | I missed the dateline for the acceptance offer letter, what                 | Please email to <a href="mailto:application@um.edu.my">application@um.edu.my</a>                                                                 |
| 12  | Can i defer my offer to a later intake?                                     | Yes, email to <a href="mailto:nurulain.nawi@um.edu.my">nurulain.nawi@um.edu.my</a> (marketing department)                                        |
| 13  | For international students: Do I need a visa before getting the             | No, you can apply visa after you received and accepted the offer letter                                                                          |
| 15  | May I request the general fee structure for each semester for a             | For any matters related to tuition fees, please email your request to: <a href="mailto:bursar_student@um.edu.my">bursar_student@um.edu.my</a> cc |
| 16  | If I have issue during registration period because of technical             | If students have any issue during registration and insufficient time to complete the registration,                                               |
| 17  | If I do not have the official transcript and Senate letter yet, can I       | No                                                                                                                                               |
| 18  | How do I apply for a National Higher Education Fund (PTPTN) education loan? | Students can apply for National Higher Education Fund (PTPTN) education loans online at website <a href="#">PTPTN</a> and Register               |
| 19  | When I attempting to check the eligibility of this course for               | Please find Sarjana Kepintaran Buatan/ Sarjana Sains Data at portal PTPTN.                                                                       |
| 20  | Mode of Delivery: Is the program conducted online, in-person                | Blended learning.                                                                                                                                |
| 21  | I am 56, may I eligible to apply?                                           | We have no restrictions on age.                                                                                                                  |
| 22  | Are there any language requirements, such as MUET? Is                       | Malaysian: Not required                                                                                                                          |
| 23  | How do I register courses for every semester?                               | Follow the timeline for registration (For each semester)                                                                                         |
| 24  | It seems to me that the program runs from 6pm to 9pm daily                  | The program is conducted after office hours to accommodate the needs of our students, most of                                                    |
| 25  | If I am a UM alumna/alumnus, am I eligible for a tuition fee                | Universiti Malaya offers a 10% tuition fee reduction for UM alumni. Please refer to the link:                                                    |
| 26  | As shown in the the MAYA portal indicates that my status is                 | The status " <i>Ready to Enrol</i> " is automatically generated for all students who accept the offer letter.                                    |
| 27  | What do I need to do if I wish to change                                    | It is not allowed to change programme after receiving the offer letter. To do so, candidate need to                                              |

## COURSE REGISTRATION

| NO. | QUESTION                                                                                                                                     | ANSWER                                                                                                                                                                                                                                                                                                                       |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Where can I get the timetable of the course?                                                                                                 | Please refer to <a href="https://fsktm.um.edu.my/postgraduate">https://fsktm.um.edu.my/postgraduate</a>                                                                                                                                                                                                                      |
| 2   | Where can I get an online copy of the postgraduate                                                                                           | Please refer to <a href="https://fsktm.um.edu.my/postgraduate">https://fsktm.um.edu.my/postgraduate</a>                                                                                                                                                                                                                      |
| 3   | What is the minimum total number of subjects that can be registered every semester?                                                          | There's no minimum or maximum number of subjects a student should take as this depends on their preference and capability to cope (the passing grade is a B), but we normally recommend students to take at least two subjects in each semester.                                                                             |
| 4   | What subjects do I have to take to complete the program?                                                                                     | The information can be found in the annual postgraduate handbook under the section for respective program. Please visit <a href="https://fsktm.um.edu.my/postgraduate">fsktm.um.edu.my/postgraduate</a> .                                                                                                                    |
| 5   | When can I register?                                                                                                                         | Refer to <a href="https://maya.um.edu.my">maya.um.edu.my</a>                                                                                                                                                                                                                                                                 |
| 7   | Can I apply for Exemption of BM course?                                                                                                      | Yes, BM (Bahasa Malaysia) courses from <b>Malaysia public universities</b> are accepted. You are required to attend BM course under UM before Graduation.<br><br>If you need more details, you can check out their official website: <a href="https://fll.um.edu.my/malay-language">https://fll.um.edu.my/malay-language</a> |
| 8   | How can I apply for an exemption from the Malay Language requirement?                                                                        | Please obtain the application form from the link : <a href="#">APPLICATION FOR EXEMPTION FROM THE BAHASA MALAYSIA LANGUAGE REQUIREMENT</a>                                                                                                                                                                                   |
| 9   | I wish to switch my added modules. Can I do that?                                                                                            | Modifications are not permitted as you have already reached the fourth step, which is generative Invoice                                                                                                                                                                                                                     |
| 10  | Is there anyway to pay my tuition fees with cash or a bank deposit                                                                           | For payment instructions, please refer to the following link: <a href="https://bendahari.um.edu.my/guide-video-fees-payment">https://bendahari.um.edu.my/guide-video-fees-payment</a> .                                                                                                                                      |
| 11  | I'm Master of Coursework students. Am I allowed to take research methodology (WOX7001) together with P1 in same semester?                    | No.Students are only allowed to register for Research Project after completing at least three (3) core discipline courses (including WOX7001)                                                                                                                                                                                |
| 12  | Scholarship?                                                                                                                                 | Funding Opportunities<br><br>International applicants may refer to the financial aid options here:<br><br><a href="https://aasd.um.edu.my/financial-aid-for-postgraduate">https://aasd.um.edu.my/financial-aid-for-postgraduate</a>                                                                                          |
| 13  | Can you provide me with an acceptance letter? I need an acceptance letter before registration/enrollment.                                    | Offer letters are only issued after official application submission and successful screening by the university.                                                                                                                                                                                                              |
| 14  | If I did not take the SPM and only possess Cambridge qualifications, can I be exempted from the Bahasa Malaysia (BM) competency requirement? | Yes, you are required to register for GLT7000 (Bahasa Melayu Exemption).                                                                                                                                                                                                                                                     |
| 15  | I'm Master of Coursework students, can I take a break after i take P1, and not continue P2 in upcoming semester?                             | No, P1 and P2 must be take in two consecutive semesters. Fail to complete it in 2 semester will be result in failing the module.                                                                                                                                                                                             |
| 16  | Can I pay the fee by intallment?                                                                                                             | No                                                                                                                                                                                                                                                                                                                           |
| 17  | Can I click Pay Later button?                                                                                                                | No, it is only for Undergraduate students.                                                                                                                                                                                                                                                                                   |
|     |                                                                                                                                              |                                                                                                                                                                                                                                                                                                                              |
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## DURING SEMESTER

| NO. | QUESTION                                                                           | ANSWER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | I am a Master's student, can I do an internship?                                   | <p>For your information, Master students are not required to undergo an internship. The faculty will only issue a letter confirming your student status if needed.</p> <p>Please fill up this form to request a <a href="#">Confirmation Letter</a>.</p> <p>We will review and process the application within three (3) to five (5) working days.</p> <p><i>"Universiti Malaya shall not be held responsible for any claims, liabilities, or issues arising from the student's internship placement, as the Master in Data Science programme does not include internship as part of its programme requirements"</i></p> |
| 2   | I am a mixed mode student. Where can I get the supervisor nomination form?         | Please obtain it from the website <a href="https://fsktm.um.edu.my/forms-and-templates">https://fsktm.um.edu.my/forms-and-templates</a> . Please ensure that your application form has been verified by your supervisor, and the completed form must be emailed to <a href="mailto:ani_e@um.edu.my">ani_e@um.edu.my</a> , before the fifth week of each semester                                                                                                                                                                                                                                                        |
| 3   | I am planning to attend a seminar. Where can I apply to attend the seminar?        | Please refer to our website : <a href="https://fsktm.um.edu.my/forms-and-templates">https://fsktm.um.edu.my/forms-and-templates</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 4   | How do I apply for the Article Page Charge Fund?                                   | Please refer to our website : <a href="https://fsktm.um.edu.my/forms-and-templates">https://fsktm.um.edu.my/forms-and-templates</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5   | How to Change of Supervisor?                                                       | You are only allowed to change the Supervisor before CD. Complete the <a href="#">Form</a> and send to TDIT office. We will notified you once Faculty Meeting approved.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 6   | How to add Co-Supervisor?                                                          | You are only allowed to change the Co-Supervisor before CD. Complete the Form and send to TDIT office. We will notified you once Faculty Meeting approved.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 7   | How to change Field of Research?                                                   | You are only allowed to change the field of research before submission of thesis/disertation. Complete the Form and send to TDIT office. We will notified you once Faculty Meeting approved.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 8   | Can I appeal for extension of the maximum period of study?                         | Yes. Please contact TDIT office to Appeal to Extend Maximum Period of Candidature at least before 1 semester expired.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9   | How do I apply for withdrawal from semester on medical reasons?                    | <p>Application for withdrawal from a semester on medical reasons must be supported by a medical report issued by a Registered Medical Practitioner from the University Student Health Clinic/Government Hospital/University of Malaya Medical Centre/Teaching Hospital/Private Medical Centre or relevant documentary proof.</p> <p>Applications must be made through the website <a href="#">MAYA</a>.</p>                                                                                                                                                                                                             |
| 10  | Can I withdraw from semester for personal reasons?                                 | Yes. A student is only allowed to withdraw from a semester after he has undergone at least one semester                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 11  | How do I apply for credit transfer?                                                | Applications must be made through MAYA, but you need to check the rules and regulations for transfer credit before proceed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12  | How do I apply for University/ Programme withdrawal?                               | Students can submit the University/ Programme Withdrawal through the website <a href="#">MAYA</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 13  | Can I reapply for the same programme if I was quit or failed or terminated before? | Yes. For research mode programme, student may apply for the same program but in different field of research and supervisor (s). However the university has the right to accept the readmission or otherwise. Should his application is successful he shall not be entitled for any credit transfer.                                                                                                                                                                                                                                                                                                                     |
|     |                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

**RP- DISSERTATION - THESIS**

| NO. | QUESTION                                                                                                                                                                                                                                                                               | ANSWER                                                                                                                                                                                                                                             |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Where can I find the potential RP/Dissertation title?                                                                                                                                                                                                                                  | Refer to FSKTM website > Student > Postgraduate > RP & Dissertation.                                                                                                                                                                               |
| 2   | Some PhD programs have requirements that aren't stated in the basic criteria when registering — suddenly, there are unwritten requirements.<br>For example, needing 80,000 words, even though there are theses that don't need to reach 80,000 words because they are technical theses | the maximum<br>minimum<br>refer website                                                                                                                                                                                                            |
| 3   | I am a mixed mode student. How can I access the dissertation format?                                                                                                                                                                                                                   | Please refer to our website : <a href="https://fsktm.um.edu.my/guidelines-and-policies">https://fsktm.um.edu.my/guidelines-and-policies</a>                                                                                                        |
| 4   | How to submit First Submission For Examination?                                                                                                                                                                                                                                        | Please visit to <a href="https://fsktm.um.edu.my/examination">https://fsktm.um.edu.my/examination</a>                                                                                                                                              |
| 5   | After Board Examiner Session, what should I do?                                                                                                                                                                                                                                        | Refer to the Board of Examiner session result. Please visit to <a href="https://fsktm.um.edu.my/examination">https://fsktm.um.edu.my/examination</a>                                                                                               |
| 6   | When can I submit my thesis/dissertation?                                                                                                                                                                                                                                              | Master by Research = 2nd Semester (with completion research methodology and BM)<br>Master by Mixed Mode = 3rd Semester (with completion of courses, BM and CGPA 3.0 and above)<br>PhD = 4th Semester (with completion research methodology and BM) |
|     |                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                    |

**COMPLETION & GRADUATION**

| NO. | QUESTION                                                                                                            | ANSWER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Do we still have to register or pay in the coming semester once we submitted our thesis/dissertation (first draft)? | No need to register or pay. Please ensure that your status in Maya is EP (Examination Period)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2   | How long do I need to wait for the decision from the examination committee?                                         | The examination committee will take about 2–3 months to make a decision (Major/Minor)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3   |                                                                                                                     | <p>Please be informed that the issuance of the final transcript and Senate confirmation letter can only be done after the official endorsement of results by the University Senate. At present, the student's results are still under review and have not yet been officially endorsed by the Senate.</p> <p>However, the faculty/office is willing to consider issuing a provisional confirmation letter stating that you have fulfilled all the requirements of your study program.</p> <p>Please fill up this form to request a <a href="#">CONFIRMATION LETTER</a></p> <p>We will review and process the application within three (3) to five (5) working days.</p> |
| 4   | How can I obtain the transcript?                                                                                    | Please refer to the website <a href="#">ASD</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|     |                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

ALL

| NO. | QUESTION                                                                                                                  | ANSWER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | What is the method of application?                                                                                        | All applications must be submitted online via <a href="#">e-application.</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 2   | How can I know that I am accepted to UM?                                                                                  | Please check your MAYA from time to time and application processing will take 4 - 8 weeks. All successful applicants will be notified via MAYA.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 3   | What documents are required for application?                                                                              | A complete online application should have:<br><br>Recent passport-size photographs with a blue background;<br>Certified copies of passport (first page only - photo, owner details and validity)/ Identity Card;<br>Certified copies of Sijil Pelajaran Malaysia (SPM), academic certificate with detailed academic transcripts/results for Higher School Certificate (HSC) , Grade 12 or GCE (A' Level) or Diploma from recognized Institutions. Official translation is needed for applicants whose native language is not English or Malay;<br>Certified copies of TOEFL/IELTS or other equivalent examinations indicating English proficiency (if available);<br>A letter of guarantee from the sponsor for sponsored students; |
| 4   | Who can certify the above documents?                                                                                      | The documents must be certified by:<br>The School Principal, Government Officers or Commissioner of Oath.<br>Respective embassy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5   | How much processing fees should I pay for an application?<br>How can I pay?                                               | The application fee is RM 50.00 per application for Malaysian and RM300 per application for non-Malaysian/ International. It should be paid using FPX, Credit/Debit Card, and Flywire before submitting an application.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 6   | If my application was unsuccessful, how do I know the reason of the rejection?<br>only for Master (coursework) & Mixmode. | If your application was rejected and you want to know the reason, you may email to Marketing Centre, <a href="mailto:application@um.edu.my">application@um.edu.my</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 7   | May I appeal my unsuccessful application?<br>Only for Master (coursework)                                                 | Yes you may appeal your application by sending an email to Admission and Registration Centre <a href="mailto:bkp_aasd@um.edu.my">bkp_aasd@um.edu.my</a> with complete justification and attachments.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8   |                                                                                                                           | All International students accepted into any program will also be required to undergo a course in the Malay language (local language) during their studies in UM prior to completion of their programme.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9   | What is the official duration of the PhD and Master's?                                                                    | Master coursework: Minimum 3 semester (Including 1 Short semester), Maximum 8 Semester<br>Master Mixmode: Minimum 3 semester, Maximum 8 Semester<br>Master by Research: Minimum 2 semester, Maximum 8 Semester<br>PhD: Minimum 4 semester, maximum 12 semester                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10  | Is the programme full time or part time?                                                                                  | The School Principal, Government Officers or Commissioner of Oath.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11  | Do I need to study Malay language?                                                                                        | Respective embassy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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| 12 | Is a part-time mode available for the programme?                                                                                                                                                                                                                                    | We do not offer an official part-time mode for the programme. However, students have the choice to plan their schedule as long as they complete within 8 semesters (maximum duration of the study).                                                                                                                   |
| 13 | Are there weekend classes?                                                                                                                                                                                                                                                          | Generally, classes are conducted during weekdays from 6.00 pm – 9.00 pm. Weekend from 8.00 am - 6.00 pm.                                                                                                                                                                                                              |
| 14 | How many classes do I have to attend weekly?                                                                                                                                                                                                                                        | This depends on the number of courses you register in a semester.                                                                                                                                                                                                                                                     |
| 15 | Does the university assist with accommodation?                                                                                                                                                                                                                                      | Please refer to the portal of Student Affairs Division at <a href="https://hep.um.edu.my/accommodation">https://hep.um.edu.my/accommodation</a>                                                                                                                                                                       |
| 16 | What happens after application submitted? – is there an interview?                                                                                                                                                                                                                  | PhD: If you not meet the basic entry requirement but do have 3 years at least work experience, we will call for interview. For coursework, no interview.                                                                                                                                                              |
| 17 | Where can I get information on visa applications?                                                                                                                                                                                                                                   | Please refer to the portal of International Student Services Unit at <a href="https://aasd.um.edu.my/new-student-pass-overview">https://aasd.um.edu.my/new-student-pass-overview</a><br>Visa Unit UM can be contacted via email at <a href="mailto:visa@um.edu.my">visa@um.edu.my</a>                                 |
| 18 | Can register for a master's program without a bachelor's degree?                                                                                                                                                                                                                    | Please refer to the entry requirement for each respective programme<br>For more information: <a href="https://fsktm.um.edu.my">https://fsktm.um.edu.my</a>                                                                                                                                                            |
| 19 | What documents and requirements to register for a master's program?                                                                                                                                                                                                                 | Please refer to <a href="https://study.um.edu.my/">https://study.um.edu.my/</a>                                                                                                                                                                                                                                       |
| 20 | How much is the total fee?                                                                                                                                                                                                                                                          | The fee structure is provided at <a href="https://study.um.edu.my/programmes">https://study.um.edu.my/programmes</a> . You can estimate the costs based on the duration of your study.                                                                                                                                |
| 21 | What are the specific entry requirements for direct intake, especially regarding candidates with a slightly lower CGPA but relevant work experience in AI or related fields?                                                                                                        | No.                                                                                                                                                                                                                                                                                                                   |
| 22 | I am looking at the Master of Artificial Intelligence (coursework) at Universiti Malaya. I noticed the program needs the candidates to have backgrounds in Computer Science or Information Technology. Does it consider someone with an engineering background for the application? | No.                                                                                                                                                                                                                                                                                                                   |
| 23 | How do I apply for the program?                                                                                                                                                                                                                                                     | You can apply here <a href="https://study.um.edu.my/">https://study.um.edu.my/</a>                                                                                                                                                                                                                                    |
| 24 | The typical challenges students face during the programme.                                                                                                                                                                                                                          | One of the biggest challenges part-time students face is time management. Balancing work, personal commitments, and academic workload can be demanding. The coursework involves assignments, readings, and projects that require consistent effort. It's important to plan your schedule well and pace your learning. |
| 25 | The kind of technical readiness (e.g. programming, math, machine learning) expected at the start of Master of Artificial Intelligence                                                                                                                                               | A basic foundation in programming (preferably Python) and comfort with mathematics (linear algebra, probability, and calculus) is important. Students without this background tend to struggle more initially, but it's possible to catch up with dedication and the right resources.                                 |

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| 26 | Whether there is academic or peer support available for students who may need additional help,                                                                           | Yes, there is both academic and peer support. Lecturers are approachable. Students also form study groups and online communities to support each other. Additionally, there are plenty of open-access learning materials and recommended resources for those who may need to strengthen their technical foundations.                                                                                                                                             |
| 27 | And any advice you might have for prospective students to prepare in advance for Master of Artificial intelligence                                                       | Learn basic Python programming through free platforms, review math for machine learning (there are many beginner-friendly resources available), explore introductory AI or ML courses, such as Andrew Ng's course on Coursera.                                                                                                                                                                                                                                   |
| 28 | How can I get the latest English proficiency requirements?                                                                                                               | Candidates can get the information on the <a href="https://study.um.edu.my/">https://study.um.edu.my/</a>                                                                                                                                                                                                                                                                                                                                                        |
| 29 | Entry Requirement                                                                                                                                                        | Please refer to <a href="https://study.um.edu.my/entry-requirements">https://study.um.edu.my/entry-requirements</a>                                                                                                                                                                                                                                                                                                                                              |
| 30 | Fees                                                                                                                                                                     | Please refer to <a href="https://study.um.edu.my/tuition-fee">https://study.um.edu.my/tuition-fee</a>                                                                                                                                                                                                                                                                                                                                                            |
| 31 | How do I apply?                                                                                                                                                          | How to apply:<br><br>1) Applications must be submitted online through our application portal at <a href="https://apply.um.edu.my">https://apply.um.edu.my</a><br>2) Choose programme(s).<br>3) Complete your application - Personal details, academic qualifications, etc.<br>4) Upload documents - Passport, photo, academic transcript, certificate, research proposal, etc.<br>5) Pay processing fee via Payment Gateway FPX, Debit/ Credit Card, or Flywire. |
| 32 | Can I get a discount for the fees if I pay in full?                                                                                                                      | No                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 33 | How long does it take to find out the status of my application?                                                                                                          | Within one month                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 34 | How will I receive the offer letter?                                                                                                                                     | Through <a href="#">MAYA</a>                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 35 | Does the Faculty help to check my qualifications prior to my application                                                                                                 | No                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 36 | Can I register for a master's program without a bachelor's degree in the same field?                                                                                     | Please refer to <a href="https://fsktm.um.edu.my/postgraduate">https://fsktm.um.edu.my/postgraduate</a>                                                                                                                                                                                                                                                                                                                                                          |
| 37 | What happens after I received the offer?                                                                                                                                 | Accept the offer and pay the admission fees RM1,000.00 within the 7 days                                                                                                                                                                                                                                                                                                                                                                                         |
| 38 | are the admission fees refundable in case of withdrawal?                                                                                                                 | No                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 39 | I missed the dateline for the acceptance offer letter, what should i do?                                                                                                 | Please email to <a href="mailto:application@um.edu.my">application@um.edu.my</a>                                                                                                                                                                                                                                                                                                                                                                                 |
| 40 | Can i defer my offer to a later intake?                                                                                                                                  | Yes, email to <a href="mailto:nurulain.nawi@um.edu.my">nurulain.nawi@um.edu.my</a> (marketing department)                                                                                                                                                                                                                                                                                                                                                        |
| 41 | For international students: Do I need a visa before getting the offer?                                                                                                   | No, you can apply visa after you received and accepted the offer letter                                                                                                                                                                                                                                                                                                                                                                                          |
| 42 | May I request the general fee structure for each semester for a full-time Master of Data Science student? I need this information to support my scholarship application. | For any matters related to tuition fees, please email your request to: <a href="mailto:bursar_student@um.edu.my">bursar_student@um.edu.my</a> cc <a href="mailto:tina_su@um.edu.my">tina_su@um.edu.my</a>                                                                                                                                                                                                                                                        |

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| 43 | If I have issue during registration period because of technical error, late payment received via flywire or scholarship pending approval, how do I appeal for late self enrol and modul registration?                                                                                                                              | If students have any issue during registration and insufficient time to complete the registration, student may appeal for the late registration through <u>MAYA</u> .                                                         |
| 44 | If I do not have the official transcript and Senate letter yet, can I still apply for the programme?                                                                                                                                                                                                                               | No                                                                                                                                                                                                                            |
| 45 | How do I apply for a National Higher Education Fund (PTPTN) education loan?                                                                                                                                                                                                                                                        | Students can apply for National Higher Education Fund (PTPTN) education loans online at website <u>PTPTN</u> and Register                                                                                                     |
| 46 | When I attempting to check the eligibility of this course for PTPTN funding through the official PTPTN portal, I noticed that the program does not appear in the course list.<br><br>I would like to confirm whether the Master of Artificial Intelligence/ Master in Data Science is currently registered and eligible for PTPTN. | Please find Sarjana Kepintaran Buatan/ Sarjana Sains Data at portal PTPTN.                                                                                                                                                    |
| 47 | Mode of Delivery: Is the program conducted online, in-person or in a hybrid format?                                                                                                                                                                                                                                                | Blended learning.                                                                                                                                                                                                             |
| 48 | I am 56, may I eligible to apply?                                                                                                                                                                                                                                                                                                  | We have no restrictions on age.                                                                                                                                                                                               |
| 49 | Are there any language requirements, such as MUET? Is meeting the language requirement compulsory? Our degree was fully conducted in English, but we don't have a specific language certification.                                                                                                                                 | Malaysian: Not required<br><br>International: Provide proof that your previous institution is teaching in English/separated letter endorse by University.<br><br>For more information, please refer to the entry requirements |
| 50 | How do I register courses for every semester?                                                                                                                                                                                                                                                                                      | Follow the timeline for registration (For each semester)<br><br>Students register for courses through the website <u>MAYA</u> .                                                                                               |
| 51 | It seems to me that the program runs from 6pm to 9pm daily and on weekends too. I assume it is a full time program. Do you recommend someone who is working and attending the program at the same time? The time seems a bit tight, and I am wondering if that is still possible.                                                  | The program is conducted after office hours to accommodate the needs of our students, most of whom are working professionals.                                                                                                 |
| 52 | If I am a UM alumna/alumnus, am I eligible for a tuition fee discount?                                                                                                                                                                                                                                                             | Universiti Malaya offers a 10% tuition fee reduction for UM alumni. Please refer to the link: <a href="https://aasd.um.edu.my/financial-aid-for-postgraduate">https://aasd.um.edu.my/financial-aid-for-postgraduate</a>       |

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| 53 | As shown in the the MAYA portal indicates that my status is "Ready to Enrol". However, it also states that the enrollment/registration period is closed. May I ask why this is happening? Did I miss the enrollment period or should I wait until orientation week to proceed with the next steps? | The status "Ready to Enrol" is automatically generated for all students who accept the offer letter. You must register in early September and pay all the fees by early October (before the class starts). Then, the status will change to "Active."                                                                         |
| 54 | What do I need to do if I wish to change programme/faculty/campus upon receiving the offer letter /before enrollment?                                                                                                                                                                              | It is not allowed to change programme after receiving the offer letter. To do so, candidate need to apply again for the programme that he/she is interested to change to.                                                                                                                                                    |
| 55 | Where can I get the timetable of the course?                                                                                                                                                                                                                                                       | Please refer to <a href="https://fsktm.um.edu.my/postgraduate">https://fsktm.um.edu.my/postgraduate</a>                                                                                                                                                                                                                      |
| 56 | Where can I get an online copy of the postgraduate handbook?                                                                                                                                                                                                                                       | Please refer to <a href="https://fsktm.um.edu.my/postgraduate">https://fsktm.um.edu.my/postgraduate</a>                                                                                                                                                                                                                      |
| 57 | What is the minimum total number of subjects that can be                                                                                                                                                                                                                                           | There's no minimum or maximum number of subjects a student should take as this depends on                                                                                                                                                                                                                                    |
| 58 | What subjects do I have to take to complete the program?                                                                                                                                                                                                                                           | The information can be found in the annual postgraduate handbook under the section for respective program. Please visit <a href="https://fsktm.um.edu.my/postgraduate">fsktm.um.edu.my/postgraduate</a> .                                                                                                                    |
| 59 | When can I register?                                                                                                                                                                                                                                                                               | Refer to <a href="https://maya.um.edu.my">maya.um.edu.my</a>                                                                                                                                                                                                                                                                 |
| 60 | Can I apply for Exemption of BM course?                                                                                                                                                                                                                                                            | Yes, BM (Bahasa Malaysia) courses from <b>Malaysia public universities</b> are accepted. You are required to attend BM course under UM before Graduation.<br><br>If you need more details, you can check out their official website: <a href="https://fll.um.edu.my/malay-language">https://fll.um.edu.my/malay-language</a> |
| 61 | How can I apply for an exemption from the Malay Language requirement?                                                                                                                                                                                                                              | Please obtain the application form from the link : <a href="#">APPLICATION FOR EXEMPTION FROM THE BAHASA MALAYSIA LANGUAGE REQUIREMENT</a>                                                                                                                                                                                   |
| 62 | I wish to switch my added modules. Can I do that?                                                                                                                                                                                                                                                  | Modifications are not permitted as you have already reached the fourth step, which is generative                                                                                                                                                                                                                             |
| 63 | Is there anyway to pay my tuition fees with cash or a bank deposit                                                                                                                                                                                                                                 | For payment instructions, please refer to the following link: <a href="https://bendahari.um.edu.my/guide-video-fees-payment">https://bendahari.um.edu.my/guide-video-fees-payment</a> .                                                                                                                                      |
| 64 | I'm Master of Coursework students. Am I allowed to take research methodology (WOX7001) together with P1 in same semester?                                                                                                                                                                          | No.Students are only allowed to register for Research Project after completing at least three (3) core discipline courses (including WOX7001)                                                                                                                                                                                |
| 65 | Scholarship?                                                                                                                                                                                                                                                                                       | Funding Opportunities<br><br>International applicants may refer to the financial aid options here:<br><br><a href="https://aasd.um.edu.my/financial-aid-for-postgraduate">https://aasd.um.edu.my/financial-aid-for-postgraduate</a>                                                                                          |
| 66 | Can you provide me with an acceptance letter? I need an acceptance letter before registration/enrollment.                                                                                                                                                                                          | Offer letters are only issued after official application submission and successful screening by the university.                                                                                                                                                                                                              |
| 67 | If I did not take the SPM and only possess Cambridge qualifications, can I be exempted from the Bahasa Malaysia (BM) competency requirement?                                                                                                                                                       | Yes, you are required to register for GLT7000 (Bahasa Melayu Exemption).                                                                                                                                                                                                                                                     |

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| 68 | I'm Master of Coursework students, can I take a break after i take P1, and not continue P2 in upcoming semester? | No, P1 and P2 must be take in two consecutive semesters. Fail to complete it in 2 semester will be result in failing the module. |
| 69 | Can I pay the fee by intallment?                                                                                 | No                                                                                                                               |
| 70 | Can I click Pay Later button?                                                                                    | No, it is only for Undergraduate students.                                                                                       |