



# Student Welfare

- Provides **pastoral care** and support for the **welfare and wellbeing** of all international students throughout their study at Sunway.
- Manages a **24-hour IO Hotline** to provide immediate assistance and advice to students in need.
- Contact Student Welfare : [intwelfare@sunway.edu.my](mailto:intwelfare@sunway.edu.my)



**Health Insurance & Claims Processing**

**Preparation of letters & supporting documentation for banks, embassies**

**Walk in enquires & assistance at the front desk**

Visa Renewal, Submission & Collection of documents and passport

**Student Activities**

**Sunway International Student Ambassadors (SISA)**

Field trips and city tours  
International Cultural Night  
Teambuilding Activities  
Leadership Camps  
Cultural Activities

**New Student Reporting**

Airport pickup & immigration clearance  
Pickup from quarantine station (Covid-19 pandemic)  
New student reporting process: Arrival briefing as per handbook, Post arrival medical checkup, Advice on visa endorsement  
Organize Welcome Reception or Virtual IO Communication Session

**Welfare & Crisis Management**

Case-to-case basis support and dispute resolution  
Hospital visitation, follow up appointments

Owned and governed by the

**Jeffrey Cheah Foundation**  
*Nurturing the Seeds of Wisdom*