Frequently Asked Questions (FAQ) – Undergraduate FPE

No.	Question	Answer
General Information		
1.	What programmes are offered by the Faculty?	The Faculty of Business and Economics (FBEc) offers four (4) undergraduate programmes: a) Bachelor of Accounting (BAcc) b) Bachelor of Business Administration (BBA) c) Bachelor of Finance (BFin) d) Bachelor of Economics (BEc)
2.	How can I check if I am eligible to apply?	You may check the entry requirements at https://study.um.edu.my/entry-requirements
3.	Are the programmes full-time or part-time?	All undergraduate programmes are full-time.
4.	What is the language of instruction?	All undergraduate programmes are taught in English.
5.	Where can I find the latest fees structure for my programme?	The latest fees structure is available on the University's official website under the Tuition Fees section: https://study.um.edu.my/tuition-fee
6.	Where is the Undergraduate Office located?	The Undergraduate Office is located at H10 Building. Map: https://goo.gl/maps/Z9HYCvmKPSL9Q7Ag7
7.	What are the office operating hours?	• Monday – Thursday: 8.30am – 1.00pm / 2.00pm – 4.30pm • Friday: 8.30am – 12.15pm / 2.45pm – 4.30pm
8.	Where can I find my academic calendar?	You may view it at https://aasd.um.edu.my/academic-calendar
9.	Where do I collect my student ID?	You may collect your student ID at the Undergraduate Office during office hours (weekdays only).
10.	Who should I contact if I have accommodation issues?	You may email hep_penginapan@um.edu.my or check details at https://hep.um.edu.my/accommodation
11.	Where can I get information on visa applications?	Please visit the Student Pass and Visa Unit portal at https://aasd.um.edu.my/new-student-pass-overview
12.	How can I contact the Undergraduate Office?	You may email us at umfbe_ug@um.edu.my
Credit Transfer (via PACE in MAYA)		
13.	What is PACE in MAYA?	Pathway to Credit Transfer and Exemption (PACE) is an online system in MAYA that allows students to apply for credit transfer and/or course exemption.

		You may view the details on PACE here: https://youtu.be/416eiPC3Lho
14.	What is PACE in MAYA?	PACE stands for Pathway to Credit Transfer and Exemption—the online system in MAYA for applying credit transfer or course exemption. You may view the details on PACE here: https://youtu.be/416eiPC3Lho
15.	What can I do through PACE?	You may submit applications to transfer credits earned from other institutions or request exemptions for equivalent courses, all through the online platform.
16.	What should I prepare before submitting my application?	Please ensure you have the following documents ready: • Official academic transcript • Course syllabus or course outline • Any other supporting documents required by the faculty.
17.	How do I submit my application in PACE?	Log in to MAYA, select PACE, choose either Credit Transfer or Course Exemption, upload the required documents, and submit your application.
18.	When is the deadline to apply for credit transfer?	Applications must be submitted to the Dean of the Faculty of the respective programme no later than the third week of the Regular Semester. Applications received after the third week will only be considered in the following semester.
19.	What happens after I submit my application?	Your application will be reviewed by the Faculty's evaluation committee. They will assess the course equivalency and make a decision based on academic requirements.
20.	How will I be notified of the outcome?	You can check the status and outcome of your application directly in the PACE dashboard in MAYA. Notifications will also be updated there.
21.	How long is the processing time?	The processing time may vary depending on the complexity of the courses involved. Generally, students can expect an outcome at the end of the semester. Updates will be posted in MAYA once a decision is made.
Confirmation Letters (via MAYA or UG Office)		
22.	What types of confirmation letters can I apply for in MAYA?	You may apply in MAYA for general confirmation letters such as: • Study confirmation • Enrolment status

		• Expected graduation date Kindly find the guides here: https://umsitsguide.um.edu.my/student_lecturer_staff/guides_stu-lec-stf/guides_general_0006_stu-lec-stf.php
23.	Which confirmation letters cannot be applied in MAYA?	For visa purposes and confirmation of attendance reports, you must apply at the Undergraduate Office using the official form here: https://forms.office.com/r/ZSiGDdj2df
24.	How long does it take to get a confirmation letter?	The processing time depends on the type of letter: • Applications submitted through MAYA are usually processed within 3–5 working days. • Applications for visa purposes made through the Undergraduate Office will take approximately 7 working days. You will be notified once the letter is ready for collection or download.
25.	Can someone collect the letter on my behalf?	Yes. Please provide an authorization letter and a copy of your student ID for verification.
26.	Who should I contact if I face issues with my application?	Contact the Undergraduate Office staffs directly.

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