



PETRONAS

FAQ

The PETRONAS Group adopts zero tolerance against all forms of bribery and corruption. All employees are to abide by the PETRONAS Code of Conduct and Business Ethics (CoBE) & Anti-Bribery and Corruption (ABC) Manual, guided by our Shared Values and Statement of Purpose

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Category: Flight Request



Flight Request

No	Question	Answer
Flight Request		
1	Where should I submit my flight request.	Flight request must be submitted via student portal. <i>Student portal > new request> during study> flight booking</i>
2	Am I entitled for Home Leave Passage (HLP)	<ul style="list-style-type: none"> • UTP International Students <ul style="list-style-type: none"> ○ Once per whole study period ○ UTP to KLIA (return) with maximum amount of RM 350 ○ Including other transportation from home country airport to residence • Local Students <ul style="list-style-type: none"> ○ Once a year during study, applicable to: <ol style="list-style-type: none"> i. Peninsular Malaysia students studying in East Malaysia ii. East Malaysia students, studying in Peninsular Malaysia iii. Sabah student studying in Sarawak/Labuan or vice versa • Overseas-Bound Students <ul style="list-style-type: none"> ○ Once per whole study period ○ For student in 2nd year onwards ○ Flight will be arranged by PETRONAS.

Flight Request

No	Question	Answer
Flight Request		
3	I want to change my flight details, should I contact the vendor, or should I change in the Student Portal ?	Any changes must be notified to respective Executive (Student Services).
4	My parents from Sabah would like to follow for my registration at the university, can I submit the request / claim via student portal ?	PETRONAS only covers expenses for student. Other than that, it will be on your own cost.
5	Can I purchase my own flight ticket and claim to PETRONAS?	All PETRONAS students MUST submit flight request via student portal except for first time travelling for student from East Malaysia to Peninsular (or vice versa) enrolling Foundation/ Pre-University in local IPTA/IPTS.
6	Can I decide which transit location for my travel arrangement?	The transit location will be decided by the travelling agency based on the most economical, safest and shortest route.
7	I am international student study in UTP. Do I need to attach copy of my passport for flight request ?	International students must attach copy of their passport for any flight request.
8	Can I request business class for my travel arrangement?	Flight arrangement will be on the most economical, safest and shortest route.

Category: Personal Details



Personal Details

No	Question	Answer
Personal Details		
1	How do I create/update/change my bank information details?	Please create/update/change your bank details in the Student Portal. <i>Student portal > my profile> personal details> bank.</i>
2	How do I select my bank routing/sort/swift code?	Please refer to your bank statement for the bank routing/sort/swift code. If you require further assistance, please contact respective Executive (Student Services).
3	Where can I update my email address?	Please update or change your email address in the Student Portal. <i>Student portal > personal details> address.</i>
4	One of my guarantor passed away, what should I do?	Please notify respective Executive (Student Services) for further advise.

Category: Academic Result



Academic Result

No	Question	Answer												
Academic Result														
1	How do I submit my academic result?	Please submit your academic result & transcript via the Student Portal within a week after obtaining your results. <i>Student portal> my profile> academic> academic result.</i>												
2	What is the details cut-off point for overseas institutions?	<table border="1"> <thead> <tr> <th>Country</th> <th>Minimum Cut-Off</th> </tr> </thead> <tbody> <tr> <td>USA, Canada, China</td> <td>Minimum CGPA 2.75</td> </tr> <tr> <td>UK</td> <td>Minimum Second Class Lower</td> </tr> <tr> <td>Australia</td> <td>Minimum CWAM 60/ CGPA 4.5/7.0</td> </tr> <tr> <td>New Zealand</td> <td>Minimum CGPA 3.0/9.0</td> </tr> <tr> <td>Japan</td> <td> Minimum : <ul style="list-style-type: none"> • GPA 1.0 / 4.0 or • GPA 2.0 / 4.3 or • GPA 0.5 / 4.5 or • GPA 1.0 / 5.0 or Minimum Average 60% or equivalent <i>Note : GPA is depending on university</i> </td> </tr> </tbody> </table>	Country	Minimum Cut-Off	USA, Canada, China	Minimum CGPA 2.75	UK	Minimum Second Class Lower	Australia	Minimum CWAM 60/ CGPA 4.5/7.0	New Zealand	Minimum CGPA 3.0/9.0	Japan	Minimum : <ul style="list-style-type: none"> • GPA 1.0 / 4.0 or • GPA 2.0 / 4.3 or • GPA 0.5 / 4.5 or • GPA 1.0 / 5.0 or Minimum Average 60% or equivalent <i>Note : GPA is depending on university</i>
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Academic Result

No	Question	Answer
Academic Result		
3	What is the details cut-off point for local institutions?	<ul style="list-style-type: none"> • <u>Pre-University</u> <ul style="list-style-type: none"> ○ A-Level : 2A 1B ○ SACE: Min 85/100 ○ ADP: CGPA 3.50 • <u>Foundation/Matriculation</u> <ul style="list-style-type: none"> ○ Local students: Minimum CGPA 2.70 ○ International Students: Minimum CGPA 2.00 • <u>Undergraduate</u> <ul style="list-style-type: none"> ○ Local students: <ol style="list-style-type: none"> i. Minimum CGPA 2.75 ii. Minimum CWA 60/100 iii. Minimum 2nd Class Lower ○ International Students <ol style="list-style-type: none"> i. Minimum CGPA 2.50
4	Can I request university to re-check my academic result?	Yes, you may discuss with your university/academic department and update the latest result in student portal.

Category: Student's Course & Program



Student's Course & Program

No	Question	Answer
Student's Course & Program		
1	Can I change to another program?	Students are required to complete the degree program as per stated in the sponsorship agreement, and to contact respective Executive (Student Services) if you plan to change major of study (subject to PETRONAS approval).
	Can I simply add/drop subject without getting university approval?	
2	Can I take double major/double degree?	Students are required to contact respective Executive (Student Services). Any changes to the major degree is subject to PETRONAS approval. Refer to Sponsorship Agreement clause 4.1.
3	Can I take master program within my degree sponsorship duration?	

Student's Course & Program

No	Question	Answer
Student's Course & Program		
4	Is it possible to switch course (due to extremely high competition)?	Students are required to contact respective Executive (Student Services). Any changes to the major degree is subject to PETRONAS approval. Refer to Sponsorship Agreement clause 4.1.
5	For pre-u scholars under software engineering, is it possible to apply to the UK?	As per the guideline software engineering is only applicable for USA.
6	As most universities do not have the specific choice of software engineering as a course, do we proceed with choosing computer science as our course, and if so, does that allow us to apply to UK universities as well (since it is currently compulsory for Soft Eng. students to apply to the US only)	Please refer to University Application Guideline in choosing the university.
7	If a student were to be rejected from all their universities, what would be the next step for them?	PETRONAS will evaluate your case and assist in securing suitable university for you.

Category: CBI



CBI

No	Question	Answer
CBI		
1	How do I know my CBI Status?	CBI result will be notified by recruitment team.
2	What is the minimum CGPA or equivalent for the recruitment requirement by PETRONAS?	Minimum Requirement: <ul style="list-style-type: none">• CGPA: 3.00/ Class: 2nd Class Upper/ Average Mark: 60/100

Category: Claim



Claim

No	Question	Answer
Claim		
1	How do I submit my claim?	Please submit via student portal and attached the relevant supporting documents. <i>Student portal > during study > claim</i>
2	How do I check status of my claim?	Student may check their claim status in student portal.

Category: University/ Degree Application



University/ Degree Application

No	Question	Answer
University/Degree Application		
1	How do I request for Financial Affidavit (FA)?	Student may request the Financial Affidavit (FA) from respective Executive (Student Services).
2	What do I need to request for Financial Affidavit (FA)?	Please make sure you have met all the university and PETRONAS requirement prior request the FA.
3	I just finished my Asasi / Matriculation program, do I need to apply my degree via UPU ?	Yes, you need to apply officially via UPU and ensure the application is the same as per your PESP offer.
4	I would like to inquire on PETRONAS' overarching objectives for the current year, as well as their precise expectations of the scholars in line of this newly revised compilation of prestigious universities.	The list of approved universities was established based on validated accreditation, reputation and ranking. Hence, students are required to choose amongst the approved universities only.

University/ Degree Application

No	Question	Answer
University/Degree Application		
5	When will the briefing about the university list will be held	The briefing has been conducted by respective colleges in Mar/April. If you need further clarification, please contact respective Executive (Student Services).
6	Can overseas programme scholars who are limited to only apply to US also apply for UK universities?	Students to apply based on the approved university list provided by PETRONAS. As per University Application Guideline, the following courses are only available at respective country : USA - Software Engineering , Petroleum Engineering, Information Technology, Geoscience. UK - Law
7	Is it possible if we have completed pre-university in University Malaya but want to pursue degree in any other universities (e.g: IIUM or UTP)?	Undergraduate students in local university are to continue their degree at the current university.
8	May there be online/physical sessions PETRONAS could provide regarding university application , TOEFL & IELTS , and personal coaching ?	The respective colleges will provide briefing and assistance regarding university application. Please refer the focal person if you require further assistance.
9	For Geoscience students, we are only allowed to apply to 10 US universities. However, we also only have 10 universities on our list. Can we apply for other universities that are not on the list but still have good reputation for our course?	The list of approved universities was established based on validated accreditation, reputation and ranking. Hence, students are required to choose amongst the approved universities only.

Category: Student Case



Student Case

No	Question	Answer
Student Case		
1	How do I request for semester extension	Student should complete their degree as per agreed duration in the Sponsorship Agreement. However, if student require an extension of your study please write to the Executive (Student Services) on your justification. It will be subject to PETRONAS approval.
2	<p>If we were to apply for a transfer program or summer school in overseas, will PETRONAS support us financially?</p> <p>If yes, are there any requirements that we must meet for us to be able to receive full support from PETRONAS for those programs?</p>	<p>PETRONAS may consider to approve students to participate in transfer/ exchange program subject to the following :</p> <ul style="list-style-type: none"> • Academic performance • Program relevance to core discipline • Study duration is not affected • No additional cost • Beneficial to student and PETRONAS
3	How to apply for deferment during studies due to medical reason?	Please write to the Executive (Student Services) on your justification. It will be subject to PETRONAS approval

Student Case

No	Question	Answer
Student Case		
4	For Pre-University, what should I do if do not meet PETRONAS requirement?	Failure to meet PETRONAS requirements may lead to termination of sponsorship.
5	If I am selected to represent my NGO / Associations to participate in any events, can I proceed ?	Please consult your respective Executive (Student Services) for further advise.
6	I failed my study, what should I do?	Failure to meet PETRONAS requirement may lead to termination of sponsorship.
7	Can I do any part time job during my study ?	As stated in Sponsorship Agreement under clause 5.6 , students are not allowed to work during their study.
8	What if I do not meet PETRONAS academic requirement?	Your will receive Consequence Management letter from PETRONAS that serves as a warning to improve your academic performance. Refer to question 3 under academic result category for the cut-off of academic performance.

Category: Report Upon Completion of Study



Report Upon Completion of Study

No	Question	Answer
Report Upon Completion of Study		
1	How do I request for Report Upon Completion of Study	For report upon completion of study, you are required to: 1. Complete report upon completion of study via Student Portal <i>Student portal >New request> after study> report upon completion of study.</i> 2. Submit final academic transcript
2	Am I required to report duty if I am pursuing Chartered Accountant A1 in abroad?	Yes, you are still required to report upon completion of study.
3	Can I work while waiting for PETRONAS to issue me offer letter?	Upon completion of your study, while waiting for the offer letter issued by PETRONAS, you are expected to be available within 1-2 months to commence your service with PETRONAS or as date stipulated in the offer letter.

Category: Accommodation



Accommodation

No	Question	Answer
Accommodation		
1	I don't get hostel/accommodation due to limited quota by the university, can I rent a house/room?	Please submit your request to Executive (Student Services) with supporting documents and evidences from university.
2	I was offered with accommodation / hostel by university, can I stay outside campus?	Students studying in local institution must stay in the campus provided by the university/colleges. Students studying abroad can choose either in campus or off campus subject to the availability of accommodation.
3	Can I stay in the hostel during term break ?	Yes, except during your internship.
4	Can I request to stay at air-condition room in UTP campus	Students are required to stay at the designated accommodation in UTP campus.

Category: Payment to University



Payment to University

No	Question	Answer
Payment to University		
1	I was asked to pay the invoice immediately; can I pay and claim later with PETRONAS ?	Please consult your respective Executive (Student Services) before making any payments to the institution.
2	PETRONAS has paid the invoice, but I still receive the invoice from the University, what should I do?	

Category: Allowance



Allowance

No	Question	Answer
Allowance		
1	I receive one-off payment from other institutions e.g., Baitulmal / Zakat / Yayasan Sabah, can I take it?	Yes, provided you are not bound to any contract terms.
2	What is the frequency of my maintenance allowance?	The maintenance allowance is paid based on the location as follows : <To insert - Maintenance allowance payment schedule>

Category: Student Development Program



Student Development Program

No	Question	Answer
Student Development Program		
1	I'm facing difficulties with my study, what should I do?	Please reach out to the counselors via Naluri apps.
2	I have personal problem, what should I do ?	
3	Is travelling cost covered by PETRONAS to attend any program conducted by PETRONAS	<p>Students will be notified on the reimbursable claims applicable to the program conducted by PETRONAS.</p> <p><u>Type of Expenses:</u></p> <ul style="list-style-type: none"> • Ground Transportation to attend program in Malaysia <ul style="list-style-type: none"> ○ RM50 for venue within 100km radius from hometown/college ○ RM 100 for venue above 101km radius from hometown/college • Ground transportation to attend program in overseas <ul style="list-style-type: none"> ○ As per above amount based on the respective country's currency OR ○ Pay and claim basis whichever is lower • Medical check-up allowance to attend Outward Bound School (OBS) program <ul style="list-style-type: none"> ○ RM 70 per student <p>Note: For overseas students, you are entitled for pay and claim</p>

Category: Postgraduate



Postgraduate

No	Question	Answer
Postgraduate		
1	Can we apply the postgraduate scholarship with the same course we are studying in our degree?	We will open opportunities for postgraduate from 3rd year onwards. The field of study will be as per PETRONAS's business requirement.
2	Will we be sponsored to continue pursue our studies in professional papers after our degree?	For Finance/Accounting graduates there will be a briefing during your final year by Finance Capability. Application will be open to all students to pursue ACCA after completion of degree at the Big 4 companies (local / overseas) which will be sponsored by PETRONAS. Upon completion you are required commence service with PETRONAS.

Category: Others



Others

No	Question	Answer
Others		
1	Would co-curricular involvements make us better sponsored student?	Co-curricular involvements will improve your profile as it develops leadership skills, interpersonal skills etc. which normally be one of the factors that interviewers will look for during the assessment.
2	What is the journey for us after we finished our studies	You will be required to attend an assessment for suitable placement in PETRONAS.
3	Would Petronas allow their scholars to enter different department than what they majored in school?	You will be offered a position in PETRONAS based on your field of study, available vacancies and business requirement at the point of time.
4	As an actuarial science student, I would like to know briefly about the job scope of this position in PETRONAS, in which department we will be functioning in. Just to boost up my motivation to study harder.	You are highly encouraged to read about PETRONAS operations via PETRONAS website and relate it to your field of studies. From time to time there will be sharing from the business leaders on their career journey in PETRONAS.
5	After we graduate, how likely is it that we can work overseas with other PETRONAS subsidiary companies around the world? Eg: Canada,Qatar,Dubai. Furthermore, is it advisable to work there?	You are required to return to work with PETRONAS in Malaysia. Upon working with PETRONAS, you will build on your understanding on PETRONAS operations and plant/business practical experience. High performing staff may have the opportunity to work overseas and will be assigned to overseas should they meet the criteria/business requirement.

Others

No	Question	Answer
Others		
6	How long Petronas will take to interview the scholars after graduation?	Scholars will be interviewed during final year of study.
7	Can you give us a few tips to be a successful PETRONAS scholar?	As PETRONAS scholars, you are required to uphold and demonstrated Shared Values of Loyalty, Integrity, Professionalism and Cohesiveness. Besides striving for academic excellence, holistic personal development, teamwork and leadership skills are also important. Our expectation for scholars to bring back the knowledge and contribute back to organization and nation.