



**GUIDELINE ON FEEDBACK LETTER
APPLICATION FOR FOREIGN
TRADITIONAL AND
COMPLEMENTARY MEDICINE
(T&CM) ASSISTANT PRACTITIONER
(AMENDMENT) NO. 1/2025**

1.0 INTRODUCTION

Any company/ organisation that would like to hire a foreign Traditional and Complementary Medicine (T&CM) assistant practitioner shall apply for an employment pass for the assistant practitioner from the Immigration Department of Malaysia (IDM) via the Xpats Gateway portal which can be accessed at esd.imi.gov.my. In order to obtain the employment pass from IDM, the company/ organisation needs to fulfill the requirements as stated in this guideline to obtain a feedback letter (also known as supporting letter) from the T&CM Division. However, the approval for entry of any foreign T&CM assistant practitioner into Malaysia falls under the jurisdiction of the IDM and not Ministry of Health (MOH).

2.0 OBJECTIVES

This guideline aims to explain the criteria and process involved in the screening to determine eligibility of a foreign T&CM assistant practitioner.

3.0 REQUIREMENTS FOR THE COMPANY/ ORGANISATION MAKING APPLICATION

3.1 The company/ organisation making application shall:

- a. Be a company/ organisation that is related to T&CM practice (having objectives of company/ organisation establishment related to T&CM practice).
- b. Be a company/ organisation registered with Companies Commission of Malaysia (CCM). Nevertheless, the requirements of company/ organisation registration are subject to the respective state or local municipal council regulations. Please refer to <https://www.ssm.com.my> for further information.
- c. Submit a copy of a valid business license issued by the relevant local municipal council for the premise providing T&CM services or where the practitioner will practise. Providing T&CM services on a freelance basis is not permitted.

4.0 REQUIREMENTS FOR RECRUITMENT ADVERTISEMENT

4.1 The company/ organisation making application shall show proof of their efforts in prioritizing recruitment of local T&CM assistant practitioners before recruiting foreign T&CM assistant practitioners, by advertising for the position of T&CM assistant practitioner(s) through the relevant advertisement portal approved by the Expatriate Services Division (ESD) of the IDM.

4.2 The requirement for recruitment advertisements is exempted for:

- a. A foreign assistant practitioner who is married to a Malaysian citizen; and
- b. Renewal application for the same assistant practitioner from the same company/ organisation.

5.0 REQUIREMENTS FOR THE ASSISTANT PRACTITIONER

- 5.1 The assistant practitioner must possess a Diploma or Certificate qualification.
- 5.2 Academic qualification:
- a. The assistant practitioner shall submit proof of basic qualification (certificate and academic transcript in the recognised practice area) as stated in **Appendix A**;
 - b. Qualifications obtained through self-learning, distance learning, correspondence learning and part-time learning will not be accepted;
 - c. The position applied shall be in accordance with the academic qualification possessed;
 - d. For new applications, the copy of qualification certificate submitted shall be certified by the relevant authorities from the country which the certificate was issued.
- 5.3 The assistant practitioner shall provide services only under the supervision of a registered T&CM practitioner.
- 5.4 The application must be submitted with supporting documents of the registered T&CM practitioner as follows:
- a. Certified true copies of Registered Practitioner's Certificate and Registered Practitioner's Practising Certificate
 - b. Confirmation/ appointment letter from hiring company/ organisation or;
 - c. If the supervising practitioner is a foreign T&CM practitioner, kindly provide certified true copy of most recent proof of permission by the IDM to enter Malaysia together with a copy of a valid Temporary Practising Certificate.
- 5.5 Other requirements:
- a. Have at least three (3) years of working experience in the relevant practice area after having obtained the qualification certificate;
 - b. Be at least 23 years old at the time of application submission
 - c. The assistant practitioner shall apply through a local company/ organisation (applications from individuals will be rejected);
 - d. The assistant practitioner is only allowed to work with one company/ organisation at any one time.

6.0 APPLICATION PROCESS

- 6.1 The company/ organisation shall first register via the Xpats Gateway portal at esd.imi.gov.my/portal.
- 6.2 Application for feedback letter must be submitted online via the Xpats Gateway portal together with the supporting documents as stated in the Checklist for Application of Feedback Letter for Foreign T&CM Assistant Practitioner (**Appendix B**) which has to be uploaded to the portal as well.
- 6.3 A statutory declaration shall be submitted if the details printed in any of the documents submitted differ from the details on the travel document/ passport of the practitioner.
- 6.4 The company/ organisation can refer to the Xpats Gateway System User Manual which can be downloaded from the ESD website for further details on how to use the system.
- 6.5 Only complete applications will be accepted and processed.
- 6.6 No amendment is allowed after submission.
- 6.7 The T&CM Division reserves the right to reject any incomplete application or if there is any doubt regarding the legitimacy of any supporting documents submitted.

7.0 APPLICATION STATUS

- 7.1 Application status can be checked via the Xpats Gateway portal.
- 7.2 If the application is approved, a feedback letter will be generated via the Xpats Gateway portal to support the practitioner's employment pass application. If the application is rejected, reason(s) for rejection will be notified via the portal.
- 7.3 The company/ organisation can re-apply through Xpats Gateway portal for applications that have been rejected by updating the required data and documents.
- 7.4 Final approval for foreign T&CM assistant practitioners to enter Malaysia is under the jurisdiction of IDM.

8.0 APPLICATION FOR RENEWAL

- 8.1 Application for renewal shall be submitted via the Xpats Gateway portal at least one (1) month before the expiry date of the current employment pass.
- 8.2 Requirement for recruitment advertisements is exempted.
- 8.3 Requirement for certified true copies of qualification certificate(s), academic transcript(s) and letter to confirm working experience is exempted.

9.0 REJECTION OF APPLICATION

9.1 Applications rejected due to the following reasons will not be considered:

- a. The basic qualification of the assistant practitioner does not fulfil the requirement(s) in the guideline;
- b. Falsification of any document;
- c. The company/ organisation making application is blacklisted by the T&CM Division, MOH, IDM or other government agencies.
- d. The assistant practitioner is blacklisted by the country of origin, T&CM Division, MOH, IDM or other government agencies.

9.2 In the event that the application is rejected on grounds other than clause 9.1, the company/ organisation is entitled to submit a new application accompanied by updated documentation.

10.0 TERMS AND CONDITIONS OF APPROVAL

10.1 The company/ organisation making application and the T&CM assistant practitioner (s) shall:

- a. Perform services as agreed;
- b. Abide by any codes of ethics or codes of practice as stipulated for T&CM practice in Malaysia;
- c. Abide by prevailing Malaysian laws such as the T&CM Act 2016; subsection 5(33) of the Medicines (Advertisement and Sale) Act 1956 and other related legislation.

10.2 A warning letter shall be issued to the company/ organisation or the assistant practitioner in the event that the company/ organisation making application or the assistant practitioner is found to have committed any offence or breached any law.

This guideline is subject to amendment from time to time without prior notification.

For further enquiries, please contact:
Registration and Certification Unit
T&CM Council Section
Traditional and Complementary Medicine Division
Ministry of Health Malaysia
Ground Floor, Block D
Jalan Cenderasari, 50590
KUALA LUMPUR

Telephone : +603-2279 8100
Email : tcm@moh.gov.my
Website : <https://hq.moh.gov.my/tcm/ms/>

APPENDIX A

BASIC QUALIFICATION REQUIREMENTS

No.	Practice Area	Assistant Practitioner Designation	Basic Qualification
1.	Traditional Indian Medicine	T&CM Assistant practitioner (Ayurveda, Siddha, Unani, Naturopathy and Yoga)	Certificate or diploma in the related area - Passed with aggregate/ average grade B and above; and - Minimum total training duration: 1000 hours over a period of at least 1 year

**SENARAI SEMAK PERMOHONAN SURAT MAKLUM BALAS BAGI PEMBANTU PENGAMAL
PERUBATAN TRADISIONAL DAN KOMPLEMENTARI (PT&K) WARGA ASING
CHECKLIST FOR APPLICATION OF FEEDBACK LETTER FOR FOREIGN TRADITIONAL AND
COMPLEMENTARY MEDICINE (T&CM) ASSISTANT PRACTITIONER**

Senarai semak dokumen untuk dimuatnaik ke dalam portal Xpats Gateway oleh pemohon
Checklist of documents to be uploaded to the Xpats Gateway portal by the applicant

Dokumen syarikat/ Company documents

No	Dokumen syarikat <i>Company documents</i>	Pemohon <i>Applicant</i> (√)	Untuk Kegunaan Pejabat <i>For Office Use</i>
1.	Salinan lesen premis/ perniagaan yang sah dari Pihak Berkuasa Tempatan (PBT) yang berkaitan <i>Copy of valid business license from the relevant Local Municipal Council</i>		
2.	Salinan kontrak penggajian dengan majikan yang disetem <i>A stamped copy of employment contract</i>		

Dokumen Pembantu Pengamal PT&K / Documents for T&CM Assistant Practitioner

No	Dokumen Pembantu Pengamal PT&K <i>Documents for T&CM Assistant Practitioner</i>	Pemohon <i>Applicant</i> (√)	Untuk Kegunaan Pejabat <i>For Office Use</i>
1.	Salinan passport yang diperakui sah (salinan penuh semua muka surat) <i>Certified true copy of passport (full copy of all pages)</i>		
2.	Salinan sijil kelayakan asas yang diperakui sah <i>Certified true copy of basic academic qualification</i>		
3.	Salinan transkrip akademik yang diperakui sah <i>Certified true copy of academic transcripts</i>		
4.	Salinan surat akuan pengalaman bekerja daripada majikan terdahulu yang diperakui sah/ Laporan prestasi majikan untuk permohonan pembaharuan <i>Certified true copy of Letter from previous employer(s) to confirm working experience/ Performance report by the employer for renewal application</i>		

5.	<p>a) Pembuktian penyeliaan di bawah seorang pengamal PT&K tempatan yang merupakan pengamal berdaftar dengan Majlis PT&K (sila kemukakan salinan sijil perakuan amalan yang sah dan surat pengesahan/ pelantikan daripada syarikat) atau <i>Proof of supervision under a local T&CM practitioner registered with T&CM Council (kindly provide certified true copy of practising certificate and confirmation/ appointment letter from company) or</i></p> <p>Pembuktian penyeliaan di bawah seorang pengamal PT&K warga asing yang berdaftar dengan Majlis PT&K (sila kemukakan bukti kebenaran JIM terkini untuk masuk ke Malaysia yang diperakui sah berserta dengan salinan Perakuan Amalan Sementara yang sah) <i>Proof of supervision under a foreign T&CM practitioner registered with T&CM Council (kindly provide certified true copy of most recent proof of permission by the IDM to enter Malaysia together with a copy of a valid Temporary Practising Certificate)</i></p>		
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NOTA/ NOTES:

1. Sekiranya dokumen asal bukan dalam Bahasa Melayu atau Bahasa Inggeris, dokumen yang berkaitan perlu diterjemahkan ke dalam Bahasa Melayu atau Bahasa Inggeris, dan dikemukakan bersama dengan dokumen dalam bahasa asal yang telah diperakui sah. Penterjemahan dokumen hanya diterima sekiranya dilakukan oleh:

If the original documents are not in either Bahasa Melayu or English, the documents shall be translated to Bahasa Melayu or English and to be submitted along with certified copies of the documents in its original language. Translated documents are only acceptable if the translation is carried out by:

 - a. Penterjemah dari Mahkamah Malaysia; atau/ *Certified Malaysian court translators; or*
 - b. Pegawai dari kedutaan yang berseesuaian; atau/ *Suitable embassy officials; or*
 - c. Notari dari negara asal sijil dikeluarkan; atau/ *Notary public from the country where the certificate was issued; or*
 - d. Institut Terjemahan dan Buku Malaysia (ITBM)/ *Malaysian Institute of Translation and Books (ITBM)*

2. Semua salinan dokumen yang dihantar perlu disahkan sama ada oleh pegawai kerajaan pengurusan profesional (Gred 41 atau setaraf dan ke atas), pengamal undang-undang, pesuruhjaya sumpah/ jaksa pendamai atau pengetua/ guru besar sekolah kerajaan.

All copies of documents submitted must be certified either by a government official from the management and professional group (Grade 41 and above), a legal practitioner, Commissioner of oaths, a Justice of Peace or principal/ headmaster of a government school.

3. Kesemua dokumen perlu dimuat naik ke dalam portal *Xpats Gateway*.

All documents need to be uploaded to the Xpats Gateway portal.