



**Traditional and Complementary Medicine Division  
Ministry of Health Malaysia**

**GUIDELINE ON FEEDBACK LETTER APPLICATION FOR FOREIGN  
TRADITIONAL AND COMPLEMENTARY MEDICINE (T&CM)  
ASSISTANT PRACTITIONER (AMENDMENT) No. 2/2023**

**INTRODUCTION**

Any company 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](http://esd.imi.gov.my). In order to obtain the employment pass from IDM, the company needs to fulfill requirements as stated in this guideline to obtain a feedback letter (also known as supporting letter) from the T&CM Division. The IDM retains the right of approval for foreign T&CM assistant practitioners to enter Malaysia.

**OBJECTIVES**

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

**1.0 REQUIREMENTS FOR THE COMPANY MAKING APPLICATION**

- 1.1 The company making application shall:
- Be a company that is related to T&CM practice (having objectives of company establishment related to T&CM practice).
  - Be registered with the Companies Commission of Malaysia (SSM [www.ssm.com.my](http://www.ssm.com.my)). However, the requirements for the company's establishment may be subject to the respective state's regulations.
  - Submit a copy of a valid business license issued by the relevant local municipal council for the premise to provide T&CM services. Providing T&CM services on a freelance basis is not permitted.

**2.0 REQUIREMENTS FOR RECRUITMENT ADVERTISEMENT**

- 2.1 The company making application shall show proof of their efforts in prioritising 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 Service Division (ESD) of the IDM.
- 2.2 The requirement for recruitment advertisements is exempted for:
- A foreign assistant practitioner who is married to a Malaysia citizen; and
  - Renewal application for the same assistant practitioner from the same company.



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**3.0 REQUIREMENTS FOR THE ASSISTANT PRACTITIONER**

- 3.1 A foreigner who wishes to apply for a position where the basic qualification requirement is a **Diploma or Certificate** shall be termed as an assistant practitioner. He/ she shall:
- a. Provide service only under the supervision of a valid T&CM practitioner who is either:
    - i. A local T&CM practitioner with qualification recognised by T&CM Council (kindly provide certified true copy of qualification certificate and confirmation/ appointment letter from company) or
    - ii. A foreign T&CM practitioner registered with the T&CM Council (kindly provide certified true copy of passport pages which include biodata, employment pass and most recent immigration stamp for permission to enter Malaysia)
  - b. Provide results of academic transcript in addition to the basic qualification submitted;
  - c. Have at least three (3) years of working experience in the relevant practice area after having obtained the qualification certificate;
  - d. Be at least 23 years old at the time of application submission.
- 3.2 Academic qualification:
- a. The assistant practitioner shall submit proof of basic qualification in one of the recognised practice areas as stated in **Appendix A**;
  - b. Basic qualifications obtained through self-learning/ distance learning/ correspondence learning and part-time learning will not be accepted;
  - c. For new applications, the copy of qualification certificate submitted shall be certified by the relevant authorities from the country which the certificate was issued;
  - d. The position applied shall be in accordance with the academic qualification possessed.
- 3.3 Other requirements:
- a. The assistant practitioner shall apply through a local company (applications from individuals will be rejected);
  - b. The assistant practitioner is only allowed to work with one company at any one time.



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#### 4.0 APPLICATION PROCESS

- 4.1 The Company shall first register via the Xpats Gateway portal at [esd.imi.gov.my/portal](http://esd.imi.gov.my/portal).
- 4.2 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.
- 4.3 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.
- 4.4 Only complete applications will be accepted and processed.
- 4.5 No amendment is allowed after submission.
- 4.6 The company can refer to the Xpats Gateway System User Manual from the ESD website for further details on how to use the system.
- 4.7 The T&CM Division reserves the right to reject any application if there is any doubt regarding the legitimacy of any supporting documents submitted.

#### 5.0 APPLICATION STATUS

- 5.1 Application status can be viewed via the Xpats Gateway portal.
- 5.2 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 shown via the portal.
- 5.3 The company can re-apply through Xpats Gateway portal for applications that have been rejected by updating the required data and documents.
- 5.4 Final approval for foreign T&CM assistant practitioners to enter Malaysia is under the jurisdiction of IDM.

#### 6.0 APPLICATION FOR RENEWAL

- 6.1 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.
- 6.2 Requirement for recruitment advertisements is exempted.
- 6.3 Requirement for certified true copies of qualification certificate(s), academic transcript(s) and letter to confirm working experience are exempted.



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**7.0 REJECTION OF APPLICATION**

7.1 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 making application is blacklisted by the T&CM Division, Ministry of Health (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.

**8.0 TERMS AND CONDITIONS OF APPROVAL**

8.1 The company 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 (Recruitment Advertisement and Sales) Act 1956 and other related legislation.

8.2 A warning letter shall be issued to the company or the assistant practitioner in the event that the company 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, Blok D, Jalan Cenderasari  
50590 Kuala Lumpur

Tel : +603-2279 8100 (Ext: 494/ 488)  
Website : [www.moh.gov.my/tcm](http://www.moh.gov.my/tcm)



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**APPENDIX A**

**BASIC QUALIFICATION REQUIREMENTS**

<b>No.</b>	<b>Practice Area</b>	<b>Assistant Practitioner Designation</b>	<b>Basic Qualification</b>
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



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**APPENDIX B**

**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 the documents to be uploaded to the Xpats Gateway portal by the applicant*

**Dokumen syarikat/ Company documents**

No	Dokumen Document	Pemohon Applicant (√)	Untuk Kegunaan Pejabat For Office Use
1.	Salinan lesen premis/perniagaan dari Pihak Berkuasa Tempatan (PBT) yang berkaitan <i>Copy of business license from the relevant Local Municipal Council</i>		

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

No	Dokumen Document	Pemohon Applicant (√)	Untuk Kegunaan Pejabat For Office Use
2.	Salinan passport yang diperakui sah (salinan penuh semua muka surat) <i>Certified true copy of passport (full copy of all pages)</i>		
3.	Salinan sijil kelayakan asas yang diperakui sah <i>Certified true copy of basic academic qualification</i>		
4.	Salinan transkrip akademik yang diperakui sah <i>Certified true copy of academic transcripts</i>		
5.	a) Pembuktian penyeliaan di bawah seorang pengamal PT&K tempatan yang mempunyai kelayakan diiktiraf oleh Majlis PT&K (sila kemukakan salinan sijil kelayakan yang diperakui sah dan surat pengesahan/ pelantikan daripada syarikat) <b>atau</b> <i>Proof of supervision under a local T&amp;CM practitioner with qualification recognised by T&amp;CM Council (kindly provide certified true copy of qualification certificate and confirmation/ appointment letter from company) or</i> b) Pembuktian penyeliaan di bawah seorang pengamal PT&K warga asing yang berdaftar dengan Majlis PT&K (sila kemukakan salinan muka surat passport yang mengandungi biodata, pas penggajian dan cop kebenaran imigresen terkini untuk masuk ke Malaysia yang		



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	diperakui sah) <i>Proof of supervision under a foreign T&amp;CM practitioner registered with T&amp;CM Council (kindly provide certified true copy of passport pages which include biodata, employment pass and most recent immigration stamp for permission to enter Malaysia)</i>		
6.	Salinan surat akuan pengalaman bekerja daripada majikan terdahulu yang diperakui sah <i>Certified true copy of Letter from previous employer(s) to confirm working experience</i>		

**NOTA/ NOTES:**

i. 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 bersesuaian; 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)*

ii. 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 copy 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.*

iii. Kesemua dokumen perlu dimuat naik ke dalam portal Xpats Gateway

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