

EXTERNAL ASSESSMENT AND GLOBAL QUALITY ASSURANCE PERSPECTIVES

CQA TIER 3



SIRIM
CERTIFIED TO ISO 29993:2017
CERT. NO.: 00105



TIER 3

EXTERNAL ASSESSMENT AND GLOBAL QUALITY ASSURANCE PERSPECTIVES

ASPIRATION

- To be an effective external assessor.
- To be involved in regional and international Quality Assurance (QA) practices.

MODULE

3A

External Assessment

Global Quality Assurance Perspective

3B

MODULE 3A

External Assessment

OBJECTIVE

To train assessors with knowledge on planning, performing and reporting an assessment.

LEARNING OUTCOMES

- Differentiate type of assessment and role of assessors;
- Prepare the check list and plan activities for assessment;
- Conduct an effective interview session, opening and closing meeting; and
- Write the audit or accreditation report.

MODULE 3A

TOPIC & SYNOPSIS

External Assessment

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This module will cover different purposes of assessment, roles, responsibilities and etiquettes of an assessor. It also guide on how to plan and execute the assessment as well as to prepare the programme accreditation and the institutional audit report. The following are the topics of his module:

1. Introduction
 - a. Purpose, type and approach of assessment
 - b. Documents for reference
 - c. Roles and Responsibilities of Panel of Assessors
2. Assessment activities
 - a. Pre-visit activities
 - b. Audit-visit activities
 - c. Post-audit visit activities
3. Conducting meetings and visits during site audit
4. Triangulation and interview Skills
5. Assessing programme accreditation document
6. Institutional audit assessment

MODULE 3B

TOPIC & SYNOPSIS

Regional and International QF (NZQA, TEQSA, ESG, UNESCO, AQAF, AQRf-focus on ASEAN, Mutual Recognition Agreement)

1

This module looks at the trends in HE and its implication for QA, EQA approaches, methods and tools; the regional quality assurance frameworks; the regional qualifications frameworks and takes a closer look at one more EQA agencies in the region.

- i. QA in Higher Education:
 - a. At a glance, in a global context, trends and concerns.
- ii. QA in Higher Education: What, Why and How
- iii. QA Framework – AQAF, ESG, INQAAHE, APQR, A-ESG
- iv. Regional Qualifications Framework – AQRf, EQF etc.
- v. External Quality Assurance
- vi. External Quality Assurance Agency – Case Study
- vii. Case study of Selected QA Practices
- viii. Quality Assurance – Past, present and future.

MODULE 3A

TRAINER'S PROFILE



Prof. Dr. Hanim Salleh

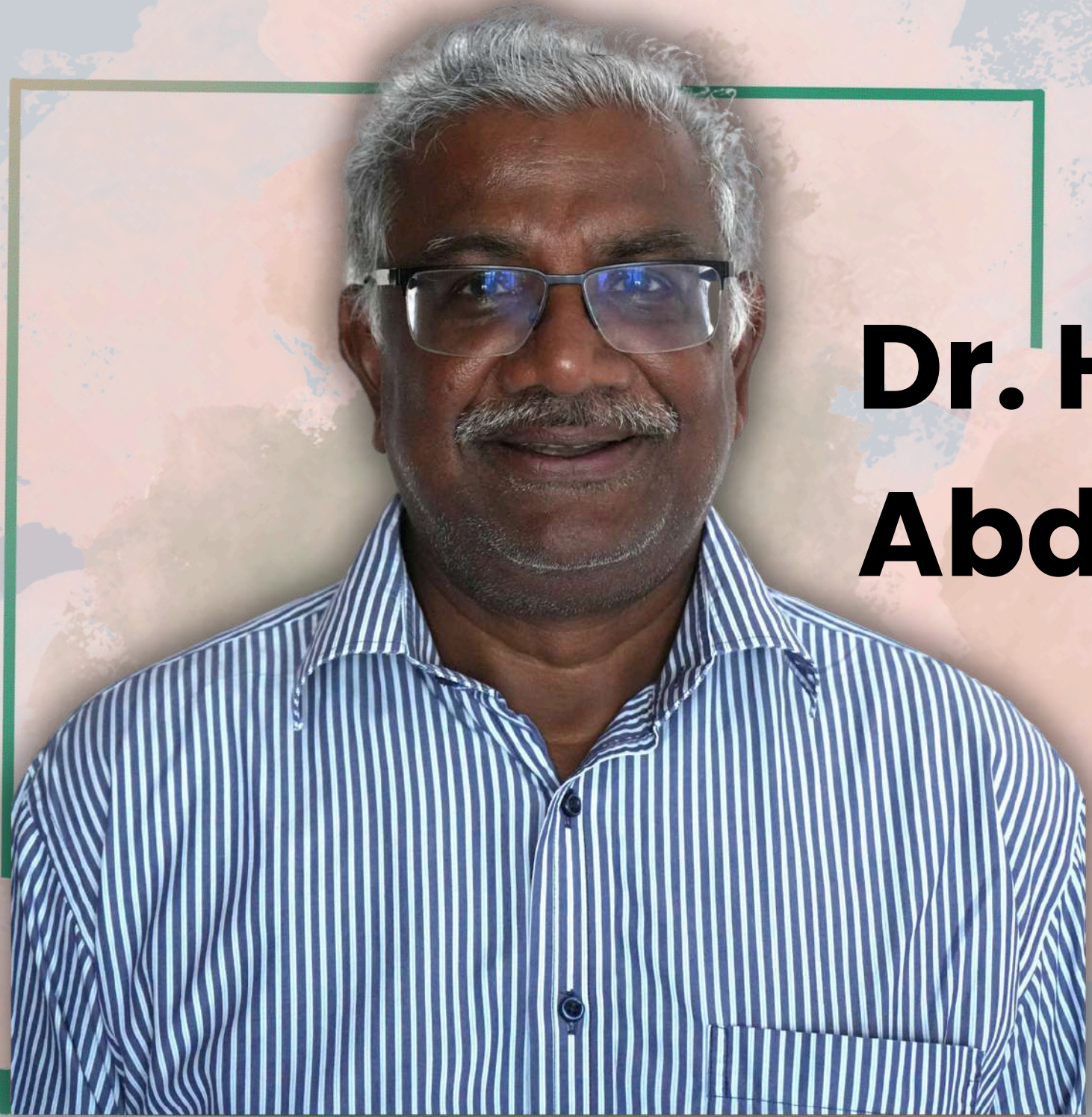
Prof. Dr. Hanim Salleh is currently a professor at College of Engineering , Universiti Tenaga Nasional (UNITEN). Previously, she was the Director of Quality Advancement Centre from 2016 to 2024.

She has a vast experience in quality assurance as she had been involved in Malaysian Higher Education Quality Assurance Network (MyQAN) as a Deputy President and Chairperson for Self- Accrediting Universities MyQAN Subnetwork.

Prof. Dr. Hanim Salleh is also one of trainer for module Monitoring, Review and Continually Improving Institutional Quality (MRCIIQ).

MODULE 3B

TRAINER'S PROFILE



Dr. Hazman Shah Abdullah

Dr. Hazman was the Deputy Chief Executive Officer (Quality Assurance) of Malaysian Qualifications Agency (MQA) from 2015 until 2018. He was a Professor of Administrative Sciences at Universiti Teknologi MARA until his retirement in 2018. He then served as a Quality Assurance Expert at MQA from Sept 2018 until March 2020. He is registered with Malaysians Qualifications Agency (and also with its predecessor, National Accreditation Board) as a panel for the review of Business and Public Management programmes at all levels of the Malaysian Qualifications Framework. He has conducted close to 100 programme audits for these agencies.

He was part of the expert team which evaluated and piloted the Code of Practice for Programme Accreditation (COPPA) and Institutional Audit (COPIA) at MQA. He was a member of the MQA task force to 3 review and modernize the Malaysian Qualifications Framework after almost 10 years of implementation. Dr. Hazman has designed and facilitated numerous workshops for assessors in programme audits based on MQA standards and continue to participate in MQA seminars to update the assessors on new developments and the way forward to professionalise programme assessment.

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