

BUILDING CAPACITY THROUGH QUALITY TRAINING



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



CERTIFIED OFFICER IN QUALITY ASSURANCE OF HIGHER EDUCATION

CQA

CERTIFIED OFFICER IN QUALITY ASSURANCE OF HIGHER EDUCATION

The objective of organizing the Certified Officer in Quality Assurance of Higher Education program is to serve as a platform to qualify an employee/individual to be appointed as a Certified Officer in Quality Assurance of Higher Education.

WHO SHOULD ATTEND?

Quality Assurance Officer of Higher Education who wishes/wants to extend their knowledge and skill in quality assurance tertiary.

CERTIFICATION

- Participants who complete a tier will receive a **Certificate of Attendance** and
- **Certificate of Achievement.**
- **Certificate of Achievement** will be awarded to participants who have pass the assessment for the tier.
- Participants will receive a **Certified Officer in Quality Assurance of Higher Education Certificate** upon successful completion of all **3 tiers** and will be recognised as a Certified Quality Assurance Officer.

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Mix of briefings and hands-on that may include group discussion and presentation and role-play.

- Combination of formative and summative assessment.
- Participants must pass each tier summative assessment to qualify to the next tier.



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MODULE OBJECTIVES

TIER 1

QUALITY ASSURANCE LANDSCAPE AND OUTCOME-BASED EDUCATION

MODULE 1A

Regulatory and Quality Assurance Instrument

A quality officer who manages and monitors academic programmes that are in line with the latest Regulatory and Quality Assurance Instruments.

Philosophy, Formulation and Constructive Alignment of LO

MODULE 1B

A quality officer who manages, monitors and evaluates the implementation of OBE in academic programmes.

MODULE 1C

Programme Development, Delivery and Review

A quality officer who manages, monitors and evaluates the design/review of curriculum ensuring CQI.

MODULE OBJECTIVES

TIER 2

QUALITY ASSURANCE FOR HIGHER EDUCATION PROVIDERS

MODULE 2A

Quality Assurance Requirements

To enable a Quality Officer to carry out the responsibilities with due regard to the regulatory, governance and Quality Assurance framework that impinges on the HEI.

Quality Assurance Management

MODULE 2B

To provide overview and knowledge about quality assurance mechanisms and processes in:

- Setting up an Internal Quality Assurance (IQA) system in a Higher Education Provider (HEP) involves establishing processes and mechanisms to ensure that the institution's educational programmes meet high standards and continually improve;
 - Introducing a systematic process for monitoring, reviewing, and Continuous Quality Improvement (CQI) for maintaining and enhancing the quality of educational programmes within a Higher Education Provider (HEP);
 - Addressing instrument for Code of Practice for Programme Accreditation (Rubric 3C);
 - Addressing instrument for Code of Practice for Institutional Audit (CESAU): compliance evaluation for self accreditation university (4 Area); and
 - Introduction to SQM as a strategic planning approach.
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MODULE 2C

Audit and Accreditation Management

To provide knowledge and skills as the secretariat for programme and institutional audits.

MODULE OBJECTIVES

TIER 3

EXTERNAL ASSESSMENT AND GLOBAL QUALITY ASSURANCE PERSPECTIVES

MODULE 3A

External Assessment

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

Global Quality Assurance Perspectives

MODULE 3B

To provide insights and understanding on verity of regional and international qualification frameworks (QF) and quality assurance (QA) of programme and institution.



Duration

Tier 1 : 6 days

Tier 2 : 6 days

Tier 3 : 4 days



Location

Hotel in Klang Valley



Fee

Tier 1 : RM3,600

Tier 2 : RM3,600

Tier 3 : RM2,400



The package includes:

- trainer fees
- training materials
- Certificate of Attendance
- Certificate of Achievement

Contact

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A photograph of a spiral-bound notebook with a fountain pen resting on it. The notebook is open to a page with horizontal lines. The words "TERMS & CONDITIONS" are printed in a large, bold, serif font across the middle of the page. The pen is a silver fountain pen with a black nib, positioned at the bottom right of the page. The notebook has a black metal spiral binding on the left side. The background of the entire image is a light beige color with a faint, repeating pattern of interconnected lines and dots, resembling a network or molecular structure.

**TERMS
&
CONDITIONS**

TERMS AND CONDITIONS OF THE PROGRAM

REGISTRATION

1. Participants must register online through the MQATC portal (www2.mqa.gov.my/mqatc).
2. Offer letters will be issued by MQA within five (5) working days from the registration closing date.
3. Participants must confirm their attendance by completing the Attendance Verification Form through the link provided in the offer letter.

PAYMENT

1. Payments can be made through JomPAY, bank draft, or Local Order (including e-Procurement). Participants must pay in full for each tier before the due date.
2. Payments made via Local Order must be completed within 14 days after the program.
3. Additionally, participants can apply for a grant from HRD Corp under the SBL-KHAS scheme. Higher Education Providers (HEPs) must obtain grant approval at least two weeks prior to the program start.
4. For JomPAY and bank draft payments, invoices will be issued within ten working days after the registration deadline.
5. If the HRD Corp training grant is not received before the program begins, the HEP must issue a Letter of Undertaking (LoU) guaranteeing payment within two weeks of the program's end.
6. The program fee covers the training package, trainer fees, and training materials. Accommodation and logistics are not included and are the responsibility of the HEPs.
7. MQA will issue receipts for all received payments.

REQUIREMENTS FOR PARTICIPANTS

BEFORE THE PROGRAMME (APPLICABLE ONLY TO TIER 1 PARTICIPANTS)

1. Tier 1 participants must complete a Learner's Survey on Current Level of Competence to assess their knowledge level before attending the program. The secretariat will provide the link after the registration deadline.

DURING THE PROGRAMME

1. Participants must ensure full attendance throughout the program.
2. Participants are required to bring their own laptops and reference materials.
3. Participants' knowledge will be evaluated throughout the program using formative and summative assessments.
4. Tier 1 and Tier 2 participants must submit their assessments within two weeks after the program ends. Tier 3 participants must attend an interview assessment on the designated day. No extensions will be granted.
5. Participants who fail the assessment may resit up to two times within two years, subject to the following conditions:
 - a. The resit assignment will use the same questions set.
 - b. Participants only need to resubmit the failed section of the previous assignment.
6. A fee will be charged for each resit session.
7. Participants who exceed the minimum assessment level may be offered to proceed to the next tier by MQA.
8. Assessment results will be notified within four (4) months after the assignment documents are received or interviews are completed.
9. All materials provided during the training are MQA copyright. Distributing or sharing these materials without MQA's consent is strictly prohibited.
10. Video and audio recording during the program is not allowed. MQA reserves the right to take appropriate action on unauthorized recordings.

AFTER THE PROGRAMME

1. Participants must complete the training evaluation form after the program concludes.
2. Participants will receive a certificate and transcript, corresponding to the completed tier, upon receipt of payment by MQA.
3. Tier 3 participants will be asked to provide feedback on the training's effectiveness six months after program completion for the purpose of continuous improvement.

CANCELLATION OF PARTICIPATION

1. MQA requires a 7-day notice of cancellation prior to the training start date.
2. Fees are non-refundable once attendance is confirmed. However, participants may nominate a replacement.
3. Fees will only be refunded if the program is cancelled by MQA.

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**For more information on Certified Officer in Quality Assurance of
Higher Education or register, please visit our website
www2.mqa.gov.my/MQATC or contact MQATC at
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