



**AN OVERVIEW OF QUALITY ASSURANCE IN HIGHER EDUCATION : THE
MALAYSIAN EXPERIENCE**

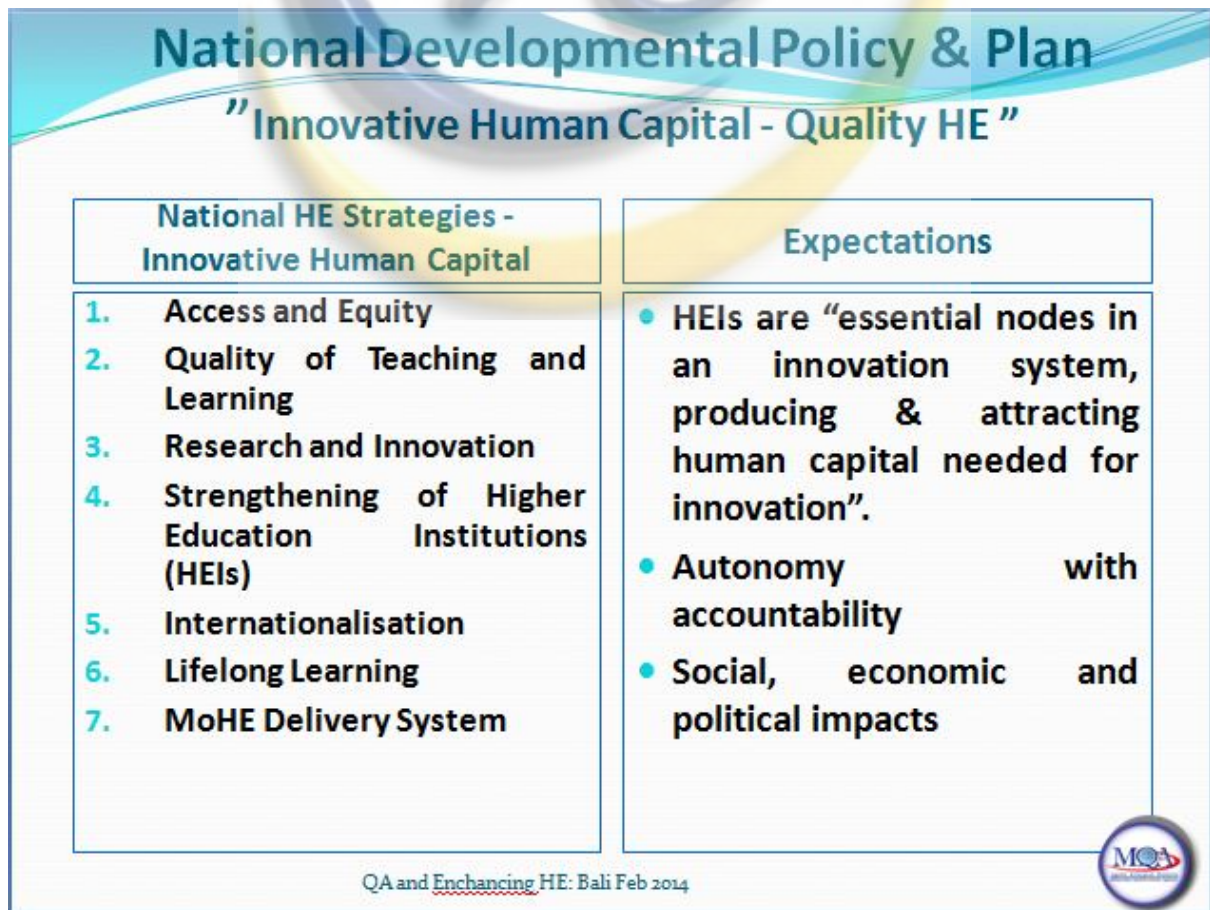
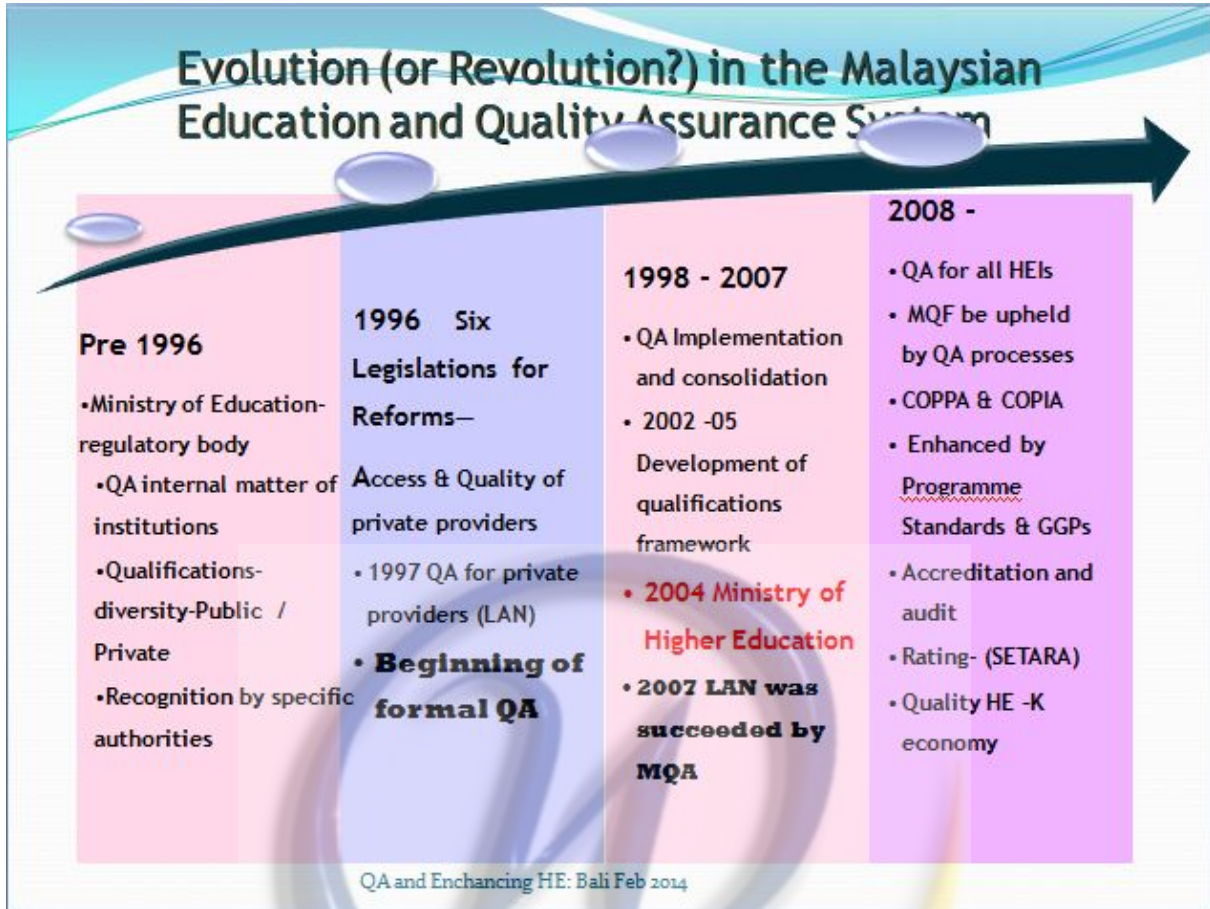
Mohamed Salleh Mohamed Yasin
President/Vice Chancellor
Manipal International University
Former Chairman
Malaysian Qualifications Agency Council

The slide is titled "OUTLINE" in large blue letters. It features a list of four bullet points in blue text: "Evolution in Education and Quality Assurance System in Malaysia", "Quality in Higher Education", "Quality Assurance Framework", and "Challenges". The background is white with a large, faint watermark of the Widyatama logo (a stylized 'W' inside a circle) and a yellow crescent shape at the bottom. At the bottom of the slide, the text "QA and Enchancing HE: Bali Feb 2014" is visible.

OUTLINE

- Evolution in Education and Quality Assurance System in Malaysia
- Quality in Higher Education
- Quality Assurance Framework
- Challenges

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Quality in HE

Quality has become a **dynamic concept, adapting** constantly as societies undergo profound societal and economic transformation. **“Old notions of quality are no longer enough.”** (Ministers of Education at a Round Table in UNESCO (2003))

“Quality is a slippery concept”

- Definition/expectation differs between stakeholders.
- Is it a rope, wall, fan, sword-blind men touching an elephant.
- Contextualized and fitness for specified purpose.

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Quality of Higher Education

Excellence /Threshold
Good Citizens
Value for Money
Fitness of Purpose
Meeting Standards /Transformational
Enhancement and Improvement
World Ranking of Institutions
Self Accrediting Powers

What does quality means to you? Whose dimension - institutions, academics, students, industry, employers, community and government?

“Learner focus”

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Means of Providing Confidence of Quality

Approaches of External Dimension

- Quality Assurance - Quality Assured
- Accreditation Requirements
- Quality Audits
- ISO Certification
- Excellence Model - awards
- Rankings and Ratings
- Benchmarked - Benchmarking
- Recognition of Qualifications



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MQA's Quality Framework "External and Institutional Internal Arrangements"



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**Malaysian Qualifications Agency est.
01/11/2007**

- "Internationally recognised QA agency for the purpose of enhancing public confidence of the Malaysian Higher Education qualifications".
- Separation of functions-Council, Accreditation Committees, Agency and Assessors
 - **Supports Outcomes Based Education**
 - **Guardian of the Malaysian Qualification Framework**
 - **Implementation through QA processes and QA standards**
 - **Maintains a Register of Accredited Qualifications**



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Governing Philosophy of MQA

“Quality assurance is an **ongoing process** and it is the **responsibility of all parties** involved. Important for MQA to **continuously review** its quality assurance practices to ensure their **relevancy, reliability, adaptability and effectiveness** to address the **ever changing environment** within which higher education operates.

MQA hopes that both **COPPA** and **COPIA** would assist institutions to enhance their quality provisions through the self-review and internal assessment processes as well as the external audit conducted by the MQA.

In the spirit of **shared responsibility and balancing the demands of autonomy, flexibility and accountability**, the MQA looks forward to **continuous collaboration with all stakeholders** in enhancing the quality of higher education in Malaysia.”

- **COPPA – Code of Practice for Programme Accreditation**
- **COPIA – Code of Practice for Institutional Audit**



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Shared Vision and Responsibility for Quality

- **Strategic partnership with local and external stakeholders**
 - HEIs- Councils of Deans, staff ,students
 - **Professional bodies (joint technical committees - accreditation of programmes)**
 - Non-statutory professional associations
 - Skills Authority
 - Ministry/Agencies/NGOs
 - Students
 - QA counterparts- MOUs – AUQA, NZQA, NQA
 - International QA networks- INQAAHE, APQN, AQAN, BAN



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Quality Assurance Related Principles

- **Quality assurance** comprises planned and **systematic actions** (policies, strategies, attitudes, procedures and activities) to provide **adequate demonstration** that **quality is being achieved, maintained and enhanced**, and meets the specified standards of teaching, scholarship and research as well as student learning experience.
- Voluntary (compliance)
- Developmental
- **Promote institutional responsibility for quality**
 - internal quality assurance system
 - **Learner centred**
- **External Peer evaluation**
- Professionalism, transparency integrity, objectivity and fairness

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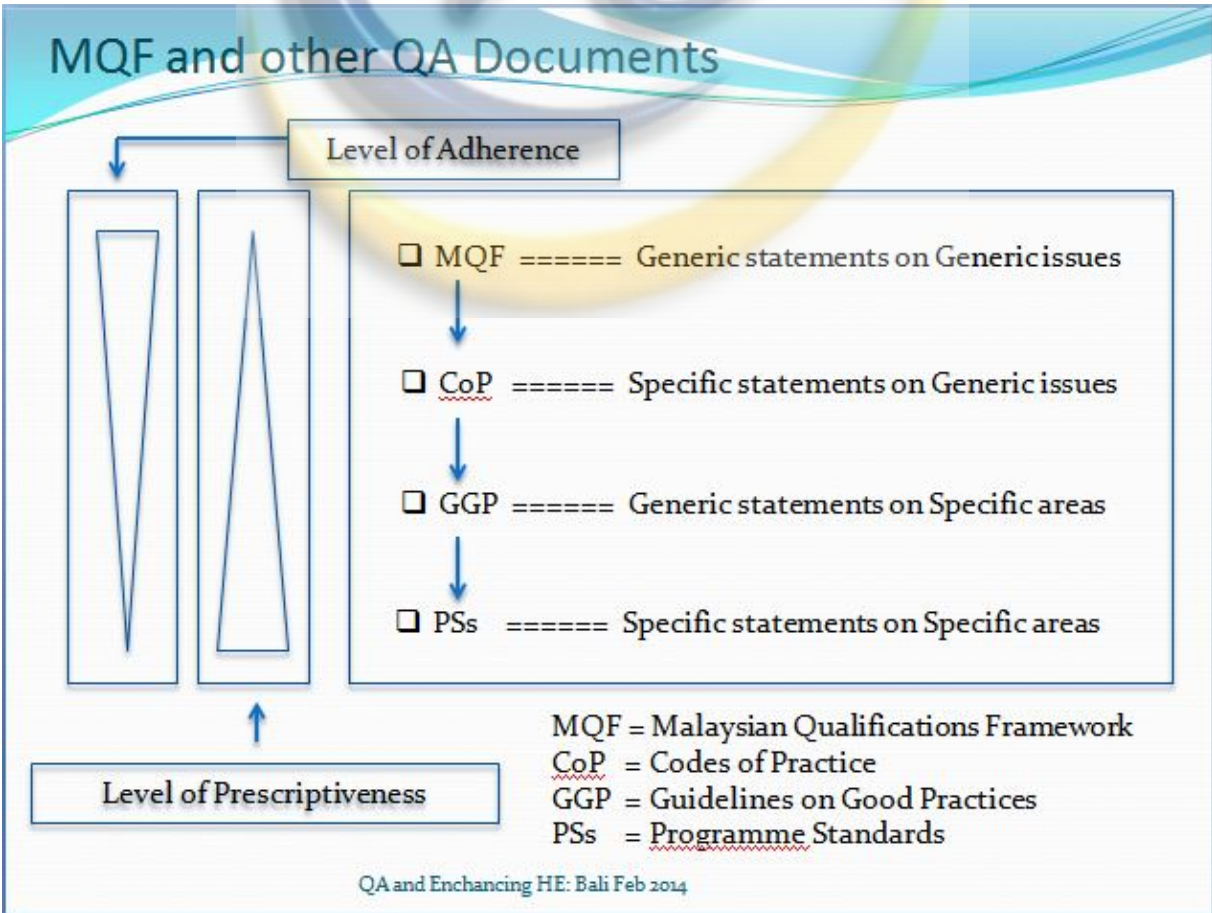
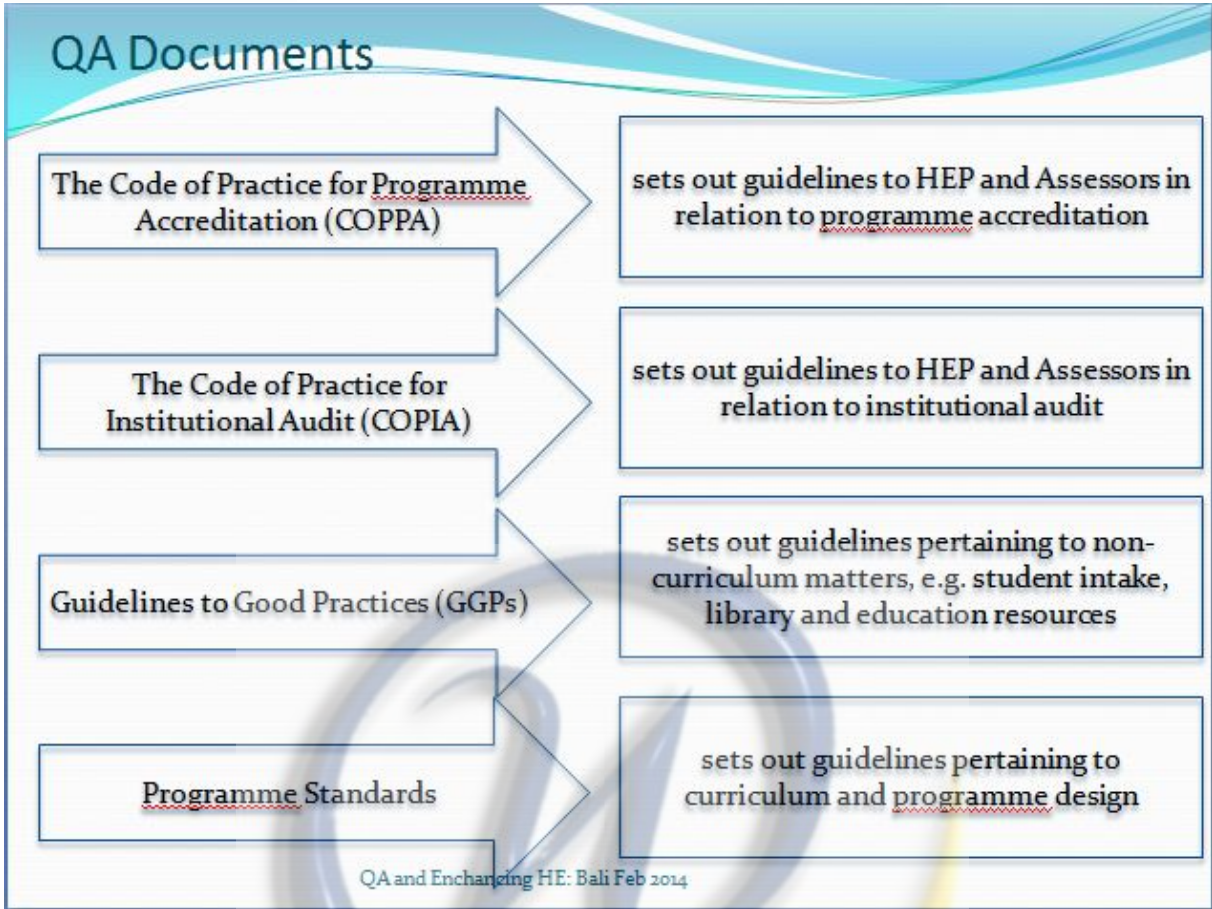


Quality Assurance Framework



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Malaysian Qualifications Framework

Outcome Based Education - Quality of Graduates

Level 8	Doctorate	
Level 7	Masters	Credits load & Learning Outcomes Descriptors 1. Knowledge 2. Values attitude and professionalism 3. Problem solving and scientific skills 4. Managerial and entrepreneurial skills 5. Communications, leadership and team skills 6. Information management and lifelong learning skill 7. Social skills and responsibilities 8. Practical skills
Level 6	Bachelor	
Level 5	Advanced Diploma	
Level 4	Diploma	
Level 3	Certificate	
Level 2	Certificate	
Level 1	Certificate	

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Quality Assurance Standards – Scope of Assessment

Policies, Processes and Practices
1. Institutional vision, mission, goals, strategies and values
2. <u>Programme design and delivery</u>
3. Assessments
4. Student selection and support services
5. Academic Staff
6. Educational Resources
7. <u>Programme Monitoring and Review</u>
8. Governance, Leadership and Administration
9. Continual Quality Improvement NB – Culture of self improvement - Periodic Internal Quality Audit

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Institutional Internal Quality (IQA) Audit/Self Assessment-CQI

- Improving institutional system for quality
- Establish internal quality systems for quality assurance - a quality unit
- 9 areas of QA requires structures, policy, processes resources and mechanisms
- Conduct programme self assessment for programme accreditation and institutional audit
- NB. Self accrediting universities freed from MQA programme accreditation

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Auditors Involvement

IQA



Quality-
standards and
criteria,
Procedures,
Evaluative
approach,
Preparation for
visits,
Panel,
Quality of
auditors,
Code of Ethics

EQA



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Other Institutional Measures Expected

- Establish benchmarking and KPIs.
- Enhancing inter or multidisciplinary approach.
- Graduates' attribute survey, tracer study, employers' satisfaction & other indicators.
- Institutional responsibility for quality.
- R & D.
- Demand strong stakeholders collaboration internal, local and external and international.
- Seeking to entrench quality culture.

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Challenges

- A young framework.
- Supporting capacity building.
- Quantity and quality dilemma.
- Maintaining an overarching /umbrella role of the MQF or a seamless framework.
- Dealing with diversity – enhancing creativity.
- APEL assessment-appropriate access widening.
- Institutional conservatism, resistance and capacity,
- Seeking a pragmatic and common sense approach for implementation.
- Benchmarking with other frameworks.
- New delivery methods.

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THANK YOU

www.mqa.gov.my

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