



**HKQF INTERNATIONAL CONFERENCE 2018**  
*QF for Quality: Good Practices on Quality Assurance*

***“Development in Quality Assurance -  
Malaysian Qualifications Framework”***

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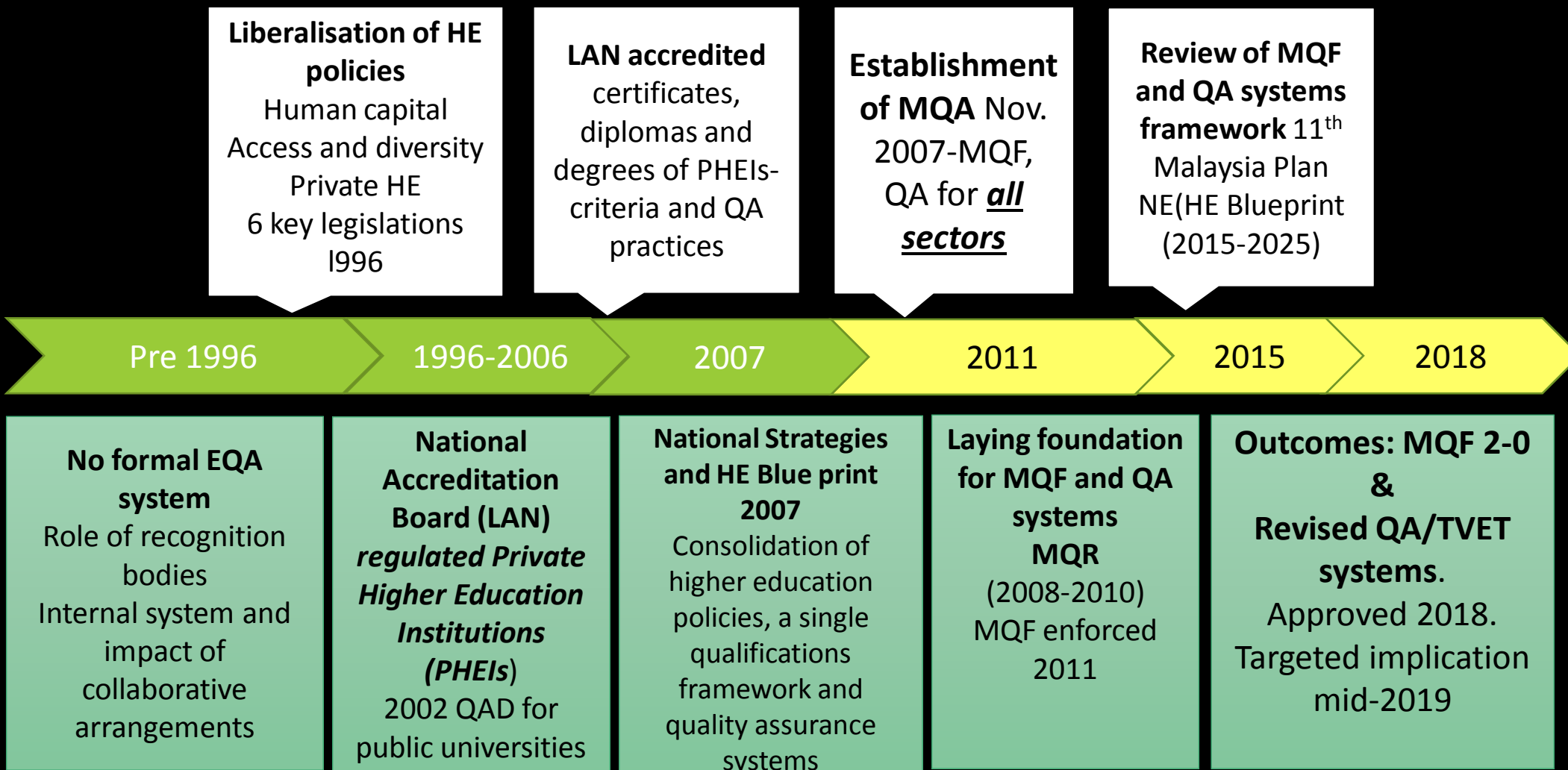
**Chair of Expert Working Group EU SHARE-QA**



# Outline: Good QA practices and QF

- Evolution of QA and MQF in Malaysia
- Qualifications system landscape
- Malaysian Qualifications Agency
- Malaysian Qualifications Framework
- Key practices:
  - Implementation of MQF
  - Quality assurances practices
  - Policy, engagement and system enhancement
- “Not so good practices?” Challenges

# Evolution of quality assurance and qualifications systems in Malaysia



# Malaysian National Qualifications System – enabling ecosystem



## Malaysian Government

National laws,  
Ministries policies,  
strategies  
Oversight  
Funding  
Regulate  
institutions



## Regulated HE & training providers

Programmes,  
management,  
research, services  
Community  
engagement &  
Internal  
management system



**MQA and MQF**  
underpins quality assurance and accreditation system, learning and qualifications recognition and facilitates lifelong learning

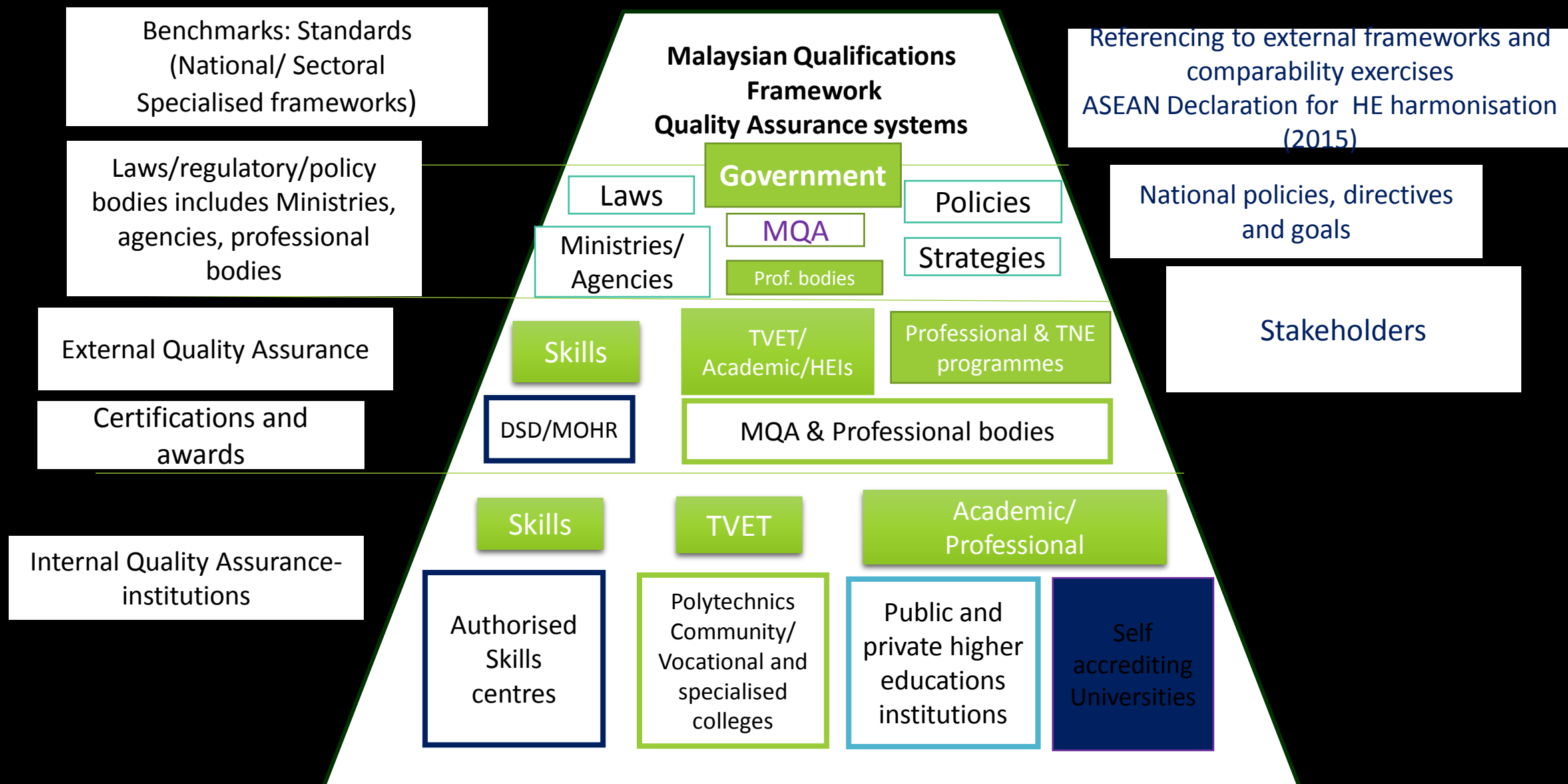


**Learners and stakeholders**  
employers  
society &  
other external  
-recognition &  
users of  
qualifications



**Regional partners and International organisations**  
comparability  
cooperation,  
networks  
mobility and  
recognition

# Diversity in National System-harmonisation initiatives supporting MQF



# Quality Assurance of Higher Education

- Purpose: quality of programmes, learning and institutions
  - Accountability, sustainability and confidence
- Malaysian Qualifications Agency (MQA ACT 2007)

## Establishment of MQA

- 1997 –LAN (private HE sector,) LAN was succeeded by MQA
- 2007 Malaysian Qualifications Agency (2007)
- Single common qualifications framework and quality assurance framework
- Statutory body accountable to Minister/ Parliament
- 70% annual grants from government

## Strategic Directions 2016-2020

**Vision:** to be a global authority on qualifications and quality assurance in higher education

**Mission:** to strengthen national qualifications system and its quality assurance which is internationally recognised as a reference point

## Functions

- Maintain and implement Malaysian Qualifications Framework
- through QA assurance systems ( programme accreditation)
- Supervise standards
- Equivalency
- maintains the Malaysian Qualifications Register
- Now provides recognition services on behalf of the government

## Governance organisation

MQA Council (of inter-agency representatives)

Accreditation and other committees

Agency 336 staff

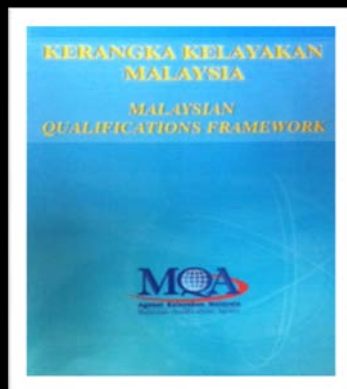
1074 External assessors

# MALAYSIAN QUALIFICATIONS FRAMEWORK (MQF) 2008... an instrument...

An overarching framework and united system of qualifications and quality assurance

- uses nationally agreed principles, criteria, guidelines & competency standards - for naming, classifying, positioning and linking qualifications

- for levels of learning attained, learning outcomes and
- volume of learning with **credit** system
  - 1=40 NLH

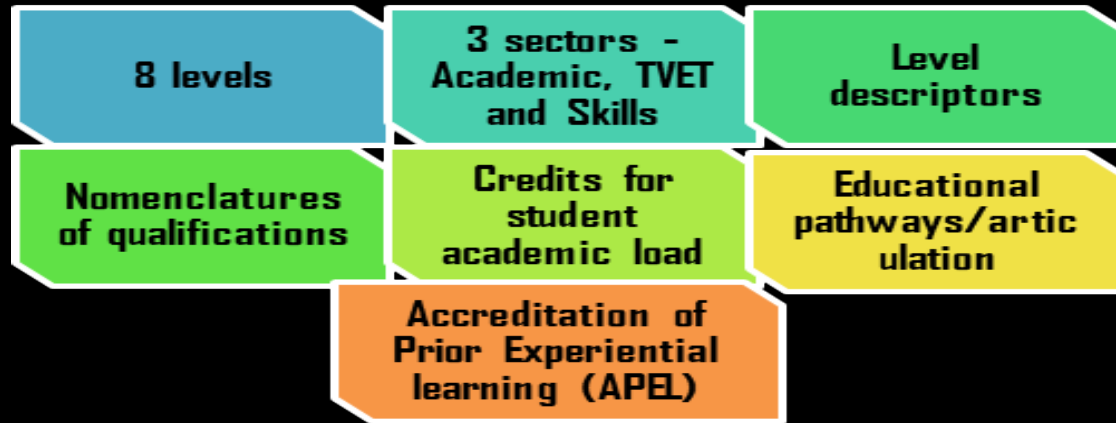


- a formal reference point for Malaysian qualifications and foreign qualifications

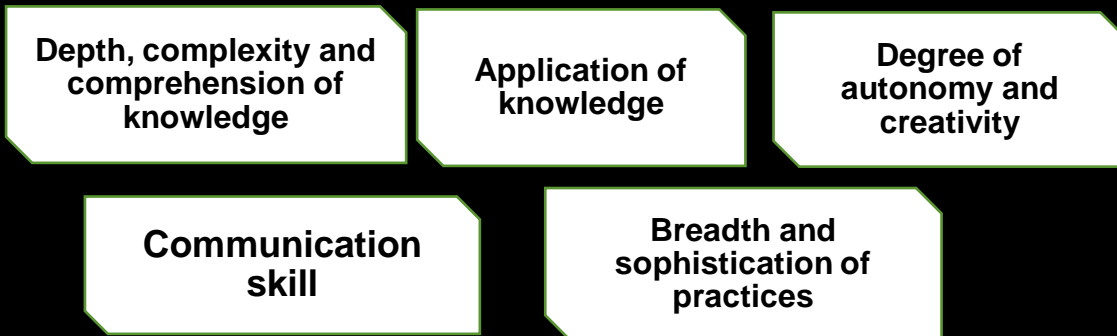
- supports mobility and portability and recognition
- and supports lifelong learning (APEL)

# Malaysian Qualifications Framework-elements

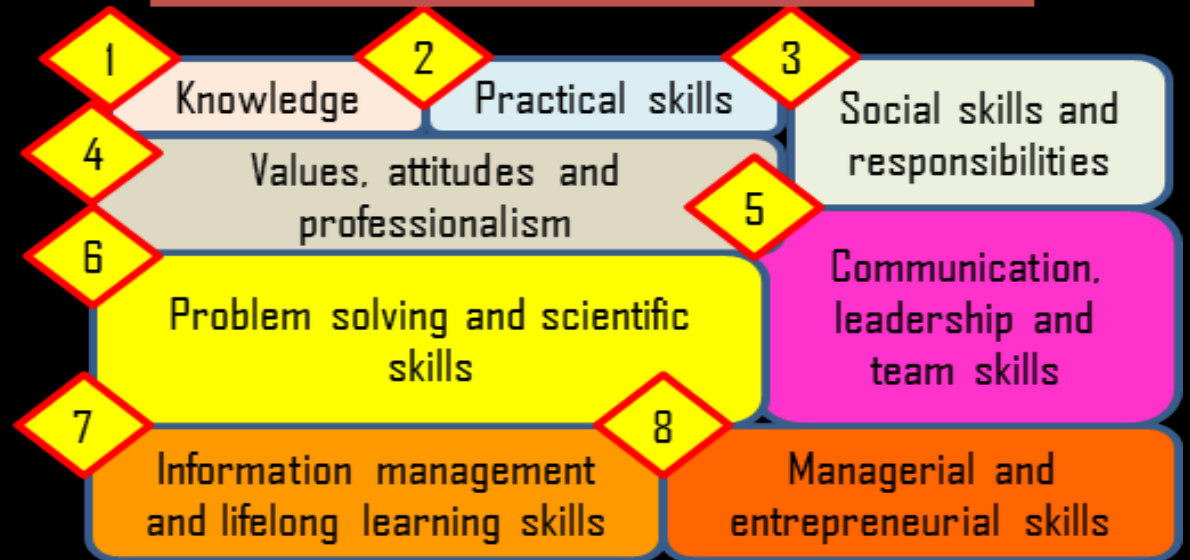
## Key Features



## MQF LEVELS

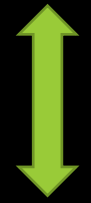


## MQF LEARNING DOMAINS





National Strategic directions  
HE Blueprints  
2007-2015  
2015-2025



**MQF systems**



Operationalising MQF  
MQA strategic directions

Quality assurance practice –  
programme accreditation  
/institutional audits



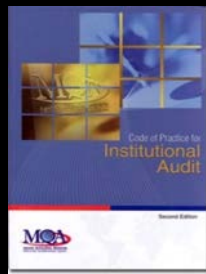
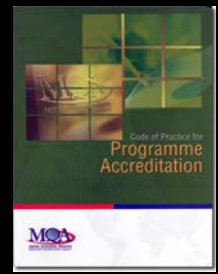
Programme (Disciplines) Standards  
(22)-learning outcomes and QA  
requirements

Specific Qualifications Standards and QA  
requirements

Guidelines to Good Practices

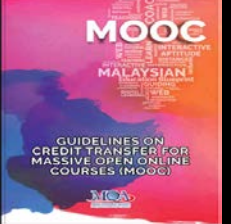
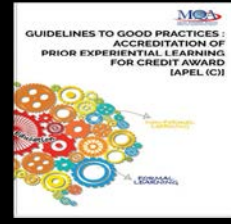
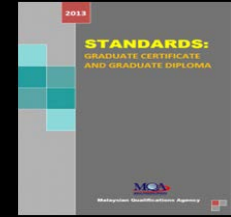
Acceptance of Standards set by  
recognised bodies e.g. professional  
bodies

Others: e.g. ICGPA Instrument (previous  
MOHE) *Inspiring quality*



COPPA2  
Evaluation  
Instrument  
2018 (in  
progress)

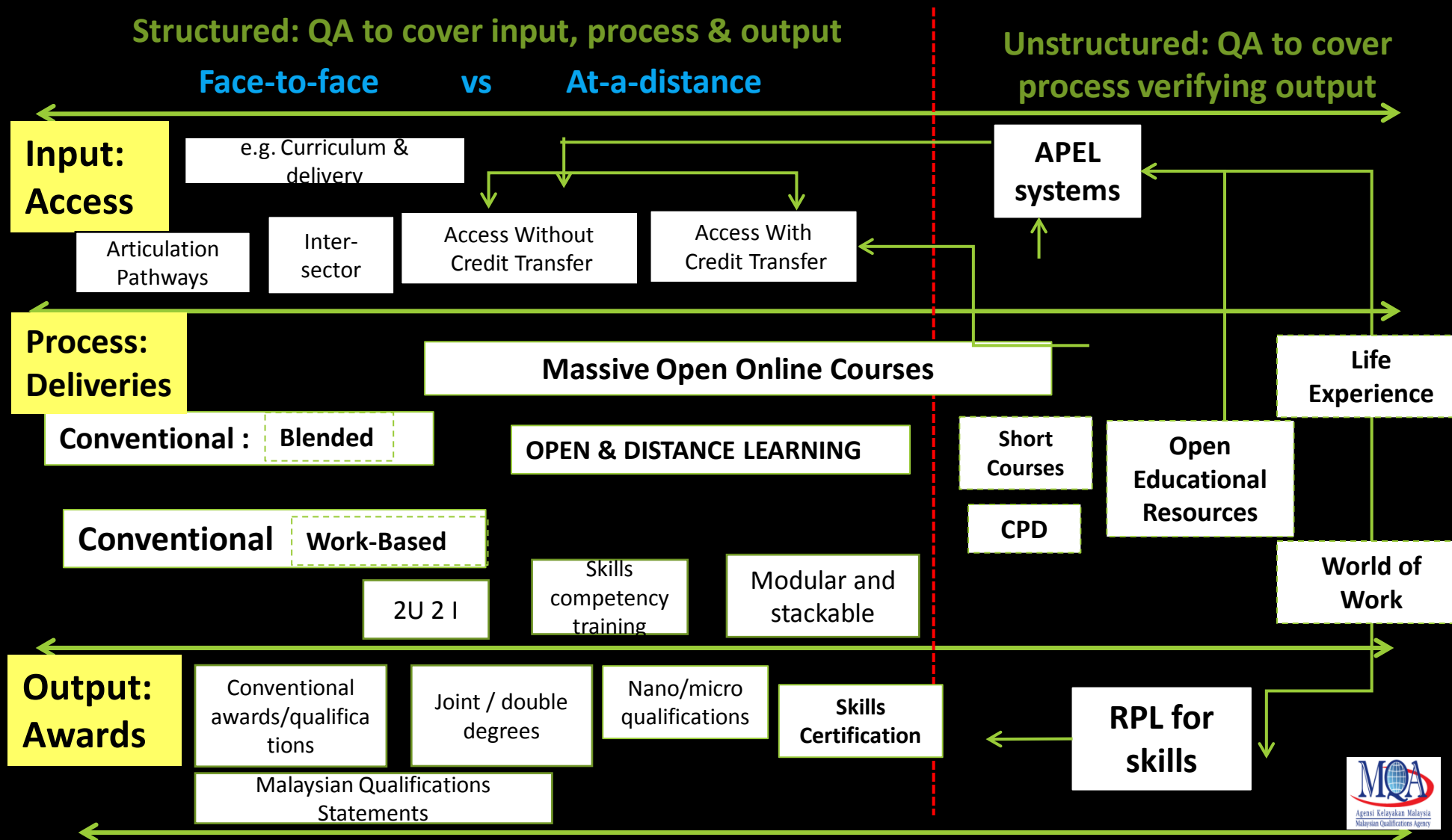
Creative Multimedia  
Performing Arts  
ICT  
Business  
ACCOUNTING  
Education  
Engineering  
/Engineering  
Technology



Policy and circulars

# MQF: Expansion Of Quality Provisions Up to 2017 in support of quality assured flexible - lifelong learning

(Adapted- Dzadfir)



# Quality assurance Practices and MQF

“...it sets standards against which a programme/ qualification is accredited ...or learning is validated”

- Purposes of quality assurance approach
  - Quality of programme-learning
  - Compliance to MQF
  - Strengthening institutional systems
- Programme accreditation and institutional audits
- Policy ensuring compliance

## Malaysian Qualification Agency Act 2007

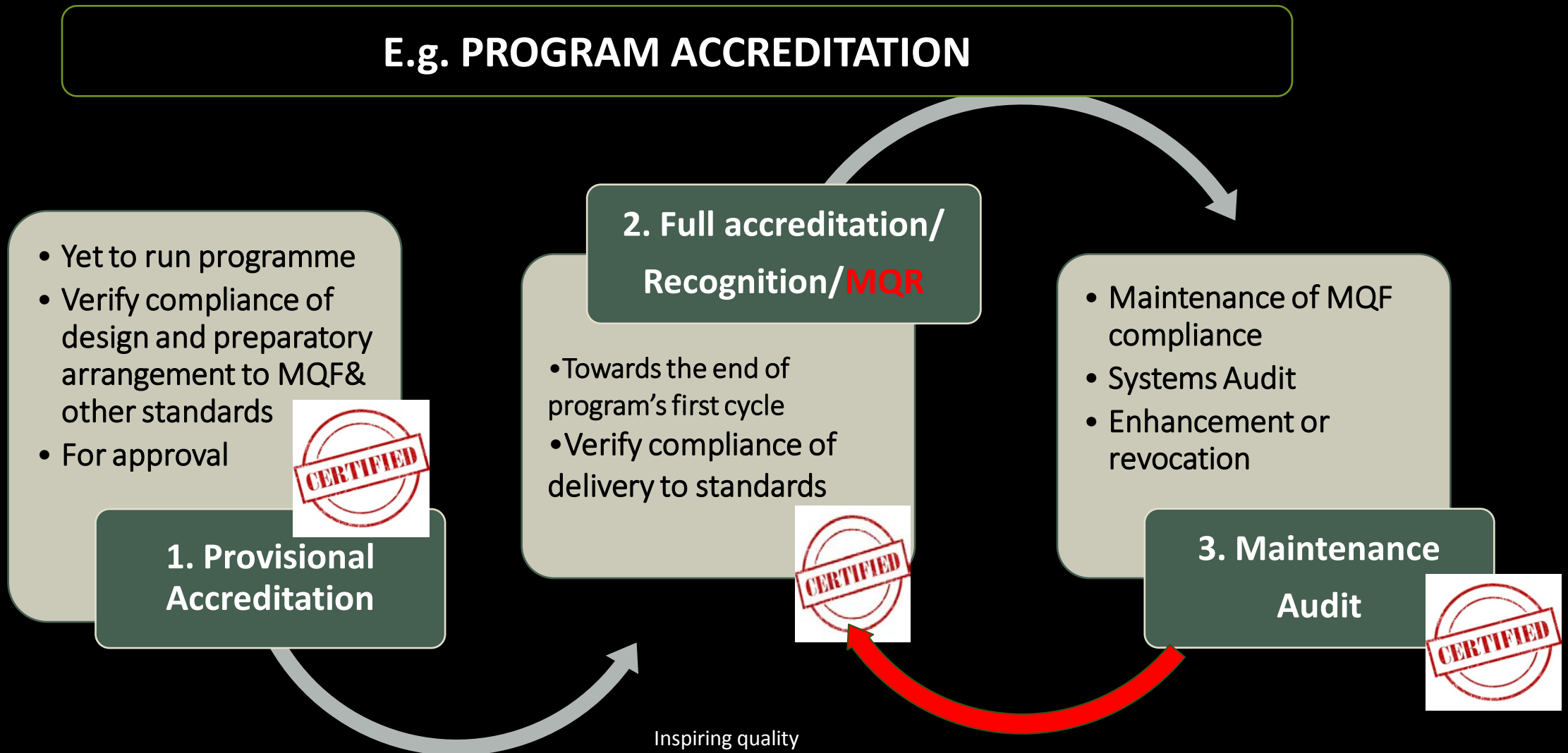
### Compliance with the Framework

37. (1) No programme or qualification shall be accredited unless it complies with the Framework.

(2) All higher education providers conducting an accredited programme or awarding an accredited qualification shall comply with the Framework.

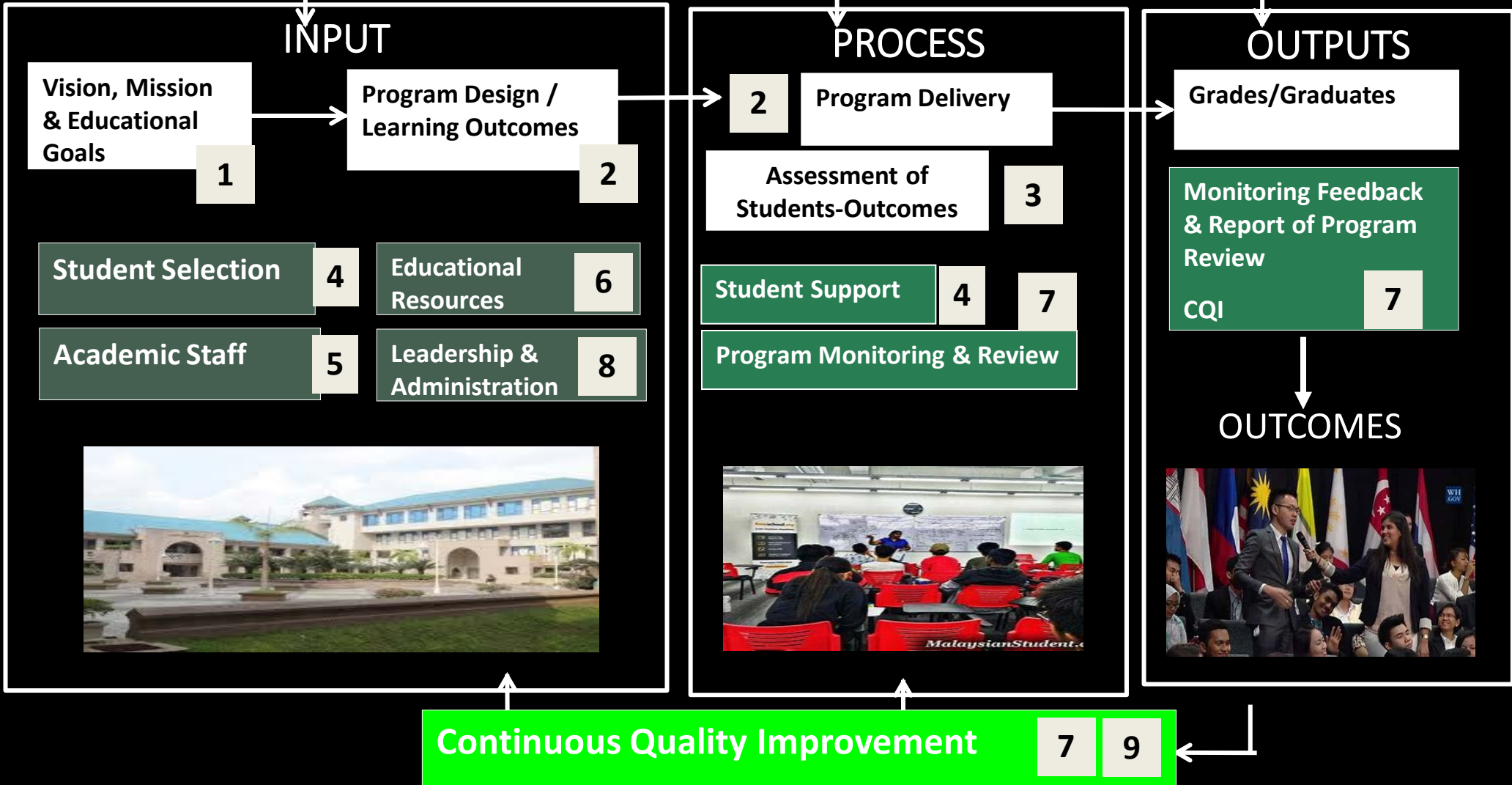
# QA Practice: Assessment cycles of Qualifications

E.g. PROGRAM ACCREDITATION



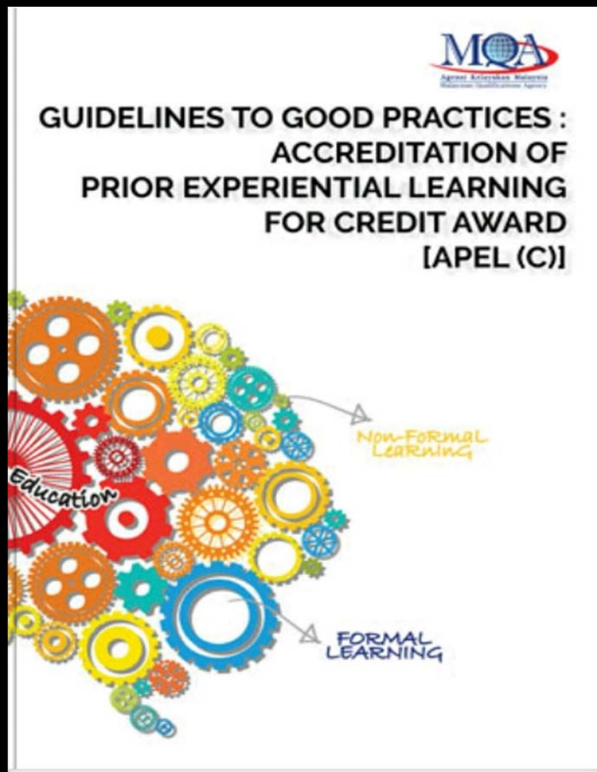
# QA Practice: Quality Assurance Standards applied

External Stakeholders/MQF/Discipline Standards



# QA practices to facilitate Lifelong Learning

## APEL[C] – for Credit Award

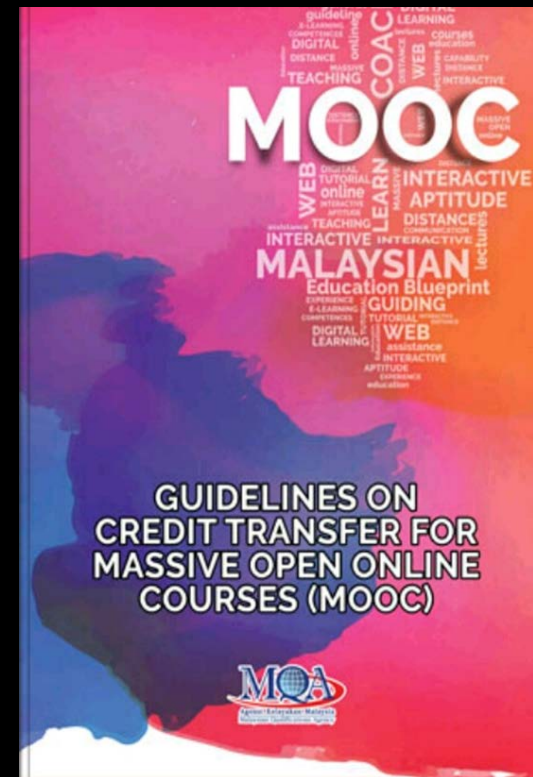


Assessment of student  
competencies against Course  
Learning Outcomes

Maximum credit transfer 30% of  
total graduating credits



## CREDIT TRANSFER FOR MOOC



To provide a  
clear mechanism  
that can be used  
by HEIs  
intending to  
award credit  
transfer for  
MOOC  
undertaken by  
prospective or  
registered  
students in  
higher education  
institutions

# Other practices to enhance systems: **Policy and engagements** and **systems' enhancement**

## Engagements

Periodic meetings with relevant departments

Collaboration with 13 statutory professional bodies – Joint Technical Committee)

Department of Skills Development-TVET

Others includes recognition authorities,

MyQAN, associations of providers

## Quality Assurance

**Reviews of Standards & processes**

Benchmarking

**External certifications:**

ISO 9000 (2000, 2008 and 2015)

GGP Certification by INQAAHE (2013-renewing)

ASEAN QA Framework (completed)

Inspiring quality

## MQF

Update and review-stakeholders (MQF 2.0)

TVET learning outcomes & quality assurance standards

Comparability of Qualifications projects

ASEAN Qualifications Framework (in progress)

# Some: Updates on MQF and QA systems

Addressing Policy goals : HE Blueprint-transformation



MQF V2.0  
2018

COPPA 2018,  
Evaluation  
instrument

Working on  
developing risk  
based  
performance  
for future  
differentiation

Finalizing the  
Single QA of  
TVET

Alignment of systems to  
ASEAN Qualifications  
Reference Framework  
  
Agency external review  
to ASEAN Quality  
Assurance

Strengthening  
Performance  
/Risk-based QA  
[in progress]





# Selected Practices and Challenges to MQF and Malaysian QA systems

- 1 Prescriptiveness Vs Fluid and organic uncharted % curriculum (structured /unstructured)
- 2 Whole learning process Vs outcomes and authentication of learning
- 3 Recent move toward general education/liberal studies thinking Vs specialized learning
- 4 Standards-based Vs Principle-based QA-one size fits all?
- 5 Engagement, communication and collaboration Vs competition
- 6 Experts, assessors, instruments & process
- 8 Managing changes-overarching role, neutralising, diversifying and evolving context & needs

**Thank you,  
Zita**

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I acknowledge and thank MQA for some of the slides taken and adapted from MQA and pictures from various websites owners.

