UNIVERSITI MALAYA
Centre for Continuing Education

PROFESSIONAL PROGRAMME DEVELOPMENT AND OFFERING GUIDELINE

1. DEFINITION

1.1 A Professional Programme (PP) is defined as an educational programme and formal alternative training, which is offered for the enhancement of knowledge and skills in specific fields for career development.

1.2 All PPs are not listed as an accredited programme by MQA or JPA.

1.3 PPs may consist of programmes recognised by Professional/Commissioning Bodies subjected to approval by the relevant Professional/Commissioning Body.

1.4 PPs are developed based on structure according to the programme level where the number of courses, teaching hours, and fees imposed are subjected to the needs of the specific skill set according to customer needs.

1.5 All PPs offered are terminal and not for the purpose of furthering studies to a higher level, especially academic programmes.

2. PROGRAMMES OFFERED

PPs can be offered as follows:

(i) Professional Programme

   a) Professional Programme (Level 1)
   Programmes that are offered within 3 to 6 months.

   b) Advance Professional Programme (Level 2)
   - Programmes that are offered within 3 to 6 months as a continuation of the Professional Programme (Level 1) in the same field.
   - Participants must fulfill the passing requirements of the Professional Programme (Level 1) OR equivalent programmes to follow this programme.
   - Participants who passed the Advance Professional Programme (Level 2) may also be awarded the Certified Professional Programme subjected to the conferment requirements and approval of UMCCed.

(ii) Certified Professional Programme
Programmes that are offered within 8 to 12 months covering all Level 1 & 2 Professional Programme courses. These programmes are only suitable based on profession. These programmes are also equivalent to the professional diploma programmes, which are previously known as UMCCed Professional Diploma.

3. **PROGRAMME DEVELOPMENT AND APPROVAL**
   3.1 All programmes developed are subjected to the programme structure set for Professional Programmes (Appendix 1) and Certified Professional Programmes (Appendix 2).
   3.2 All proposals for PP offering are regulated by the UMCCed Programme Development Department (PDD).
   3.3 The approval for the programme offering is under the remit of the UMCCed Programme Assessment and Development Committee (PADC).

4. **PRGORAMME NAMING AND CERTIFICATION**

   The programmes offered do not use the term "Certificate" in the naming of the programme. However, participants who successfully completed the programme will be awarded a Professional/Certified Professional Certificate depending on the programme participated. Examples of the naming and certification of the professional programmes are as follows:

   Example 1:-
   Programme Naming: Professional Programme in Office Administration
   Certification: Professional Certificate
   (Refer Appendix 3 for certificate example)

   Example 2:-
   Programme Naming: Advance Professional Programme in Office Administration)
   Certification: Advance Professional
   Certificate
   (Refer Appendix 4 for certificate example)

   Example 3:-
   Programme Naming: Certified Office Administrator
   Certification: Certified Professional
   Certificate
   (Refer Appendix 5 for certificate example)

5. **PROGRAMME OFFERING**

   All PPs offered under the supervision of the UMCCed Professional Programme Section (PPS) including programmes conducted in collaboration.

6. **PROGRAM IMPLEMENTATION**

   PP implementation is subjected to the following:

   A. Participant Intake

   i. Yearly Intake
   - All intakes are based on the intake schedule approved by UMCCed.

However, UMCCed reserves the right to make any changes regarding the yearly intake schedule according to the current suitability and needs.

ii. Marketing
- The programme information can be accessed in the UMCCed official website.
- The marketing for programmes that are developed fully by UMCCed will be marketed by UMCCed.
- The marketing for programmes are developed in collaboration either partially or fully is under the responsibility of the Collaboration Partner (CP).
- The marketing by the CP is subjected to the rules specified in the collaboration agreement document as well as prior approval by UMCCed.

iii. Application
- For UMCCed programmes, applicants may apply directly through the website UMCCed.
- For collaborative programmes, applicants may apply either via CP or UMCCed. All application forms must be completed before sending them to UMCCed for processing.

iv. Entry Requirements
The minimum Entry Requirements for PPs are as follows:

(a) Program Profesional (Level 1)
- Aged 18 years old and above;
  - Passed at least the Malaysian Certificate of Education (SPM) or equivalent/other qualification acknowledged by UMCCed.

(b) Advance Professional Programme (Level 2)
- Passed the Professional Programme (Level 1) in the relevant field; and
- Possessed working experience in any field for at least one year.

(c) Certified Professional Programme
- Aged 18 years old and above; and
- Passed at least the Malaysian Certificate of Education (SPM)/equivalent with three credits; and
- Possessed working experience in any field for at least three years; or
- Passed the Professional Programme (Level 1) in the relevant field.

The above requirements are general requirements. However, UMCCed may set requirements other than the above subject to the needs of the particular profession.

v. Selection and Approval Process
- UMCCed will process all complete applications and produce an offer letter to applicants who fulfill the entry requirements specified.

vi. Registration
- UMCCed will set the date for participant registration.
- Participant registration for UMCCed programmes is managed by UMCCed whereas the registration for collaborative programmes may be managed by CP subjected to approval of UMCCed. The list of participants who have registered must be informed to UMCCed before the first class starts.

B. Teaching and Learning Method

i. Curriculum
- All participants will follow the curriculum as what has been approved by UMCCed.

ii. Teaching and Learning Schedule (TnL)
- UMCCed/CP will prepare the Schedule as well as the briefing on TnL to all participants before the programme starts.

iii. TnL Materials
- Each participant will be provided with TnL materials, such as module notes/slides according to the syllabus set by UMCCed.

iv. Teaching Force
- Instructors/Lecturers may consist of lecturers from Universiti Malaya, other universities or any teaching force from the relevant industry who fulfills the qualifications set, especially in terms of teaching experience and academic qualification as what have been approved UMCCed.

v. Instructor/Lecturer Qualification and Appointment
- All lecturers for UMCCed programmes are subjected to the appointment by UMCCed whereas, for CP programmes, they are appointed by the CP subjected to the approval of UMCCed.
- The appointment of Instructor/Lecturer is based on academic qualification as well as experience in the teaching of the relevant module.

An instructor/ Lecturer who has working experience in the relevant field or industry is an advantage.

- UMCCed reserves the right to replace the instructor/lecturer who has been appointed with another instructor/lecturer who is qualified if the instructor/lecturer was found to not fulfill the appointment requirements and received unsatisfactory feedback, especially from participants regarding the teaching method and skills.

vi. Examination/Assessment
- All assessment results must be brought to the UMCCed Professional Programme Committee (UPPC) for approval and verification.

- The participant assessment result will be produced by the Professional Programme Section (PPS) after obtaining the UPPC approval.

vii. Repeat Examination/Assessment
- Participants who fail to fulfill the minimum passing grade of the programme may retake the exam or redo the assessment assignment set by the programme. The Repeat Examination/Assessment is only allowed for one (1) trial only.
- The fee for the Repeat Examination/Assessment is RM200.
- Participants who fail to fulfill the minimum passing grade set after one (1) trial of the Repeat Examination/Assessment will be considered as failing to fulfill the requirements for the Professional Programme conferment.
- Participants who fail after one (1) trial of the Repeat Examination/Assessment must repeat the course and pass the course assessment to fulfill the requirements of the Professional Programme conferment.

C. Teaching and Learning Facilities

For programmes conducted outside of UM Campus, UMCCed/CP must ensure the facilities are suitable for the programme requirements as follows:

i. Class
Comfortable class facilities based on the number of participants projected for each class. The basic facilities in each class are tables, chairs, whiteboard and air conditioner.

ii. Teaching Aids
- The basic equipment required are computers/laptops for the use of the instructor/lecturer and an LCD projector.
- Other equipment includes speakers, video recorders, internet connection, and specific equipment according to the programme requirements.

D. Participant Administration

i. Class Administration and Learning Requirements
- Programmes that are offered fully by UMCCed will be managed and supervised by the UMCCed PPS programme coordinator.
- For collaborative programmes, the CP must select at least one programme coordinator to supervise the programme/ class other than administrative matters with UMCCed PPS.
- The UMCCed PPS will be responsible for supervising the whole implementation of the programme by the CP as well as preparing reports for assessment.

ii. Student Management and Communication
- For programmes offered fully by UMCCed, all communication matters to the participants will be managed by the UMCCed Programme Coordinator whereas for collaborative programmes, they will be managed by the CP Programme Coordinator.
- Participants may contact directly either the CP Programme Coordinator or UMCCed Programme Coordinator for any matters relating to the programmes.

iii. Student Record Management
- The UMCCed Pogramme Coordinator will manage and keep all student study records.
- A photocopy of the student record may be kept by the CP bor collaborative programmes.

iv. Study Postponement and Withdrawal Application
- An application for study postponement and withdrawal from a programme will be managed by the UMCCed Programme Coordinator.

v. Appeal Case Application
- Application for any appeal-related cases of participants will be managed by the UMCCed Programme Coordinator.

vi. TnL Supervision
- PPS will perform scheduled supervision to ensure the TnL activities run as planned and make improvements continuously. The supervision will be

performed via:

- Recurring visits.
- Report by CP Programme Coordinator.
- Feedback from instructor/lecturer.

   vii. Certification

- Participants who had successfully completed their studies will be conferred a Professional Certificate/Certified Professional Certificate by UMCCed.
- Matters relating to certification will be managed fully by UMCCed.

E. Quality Management

   i. Complaint Management

- All complaints regarding the implementation of the programme must be forwarded directly to UMCCed either by filling up the Complaint Form, email, letter, or telephone.

   ii. Participant Satisfaction Assessment

- Each participant will fill up the Assessment Form for each programme for instructor/lecturer evaluation including the preparation and method of teaching as well as the assessment of the overall TnL activity.

   iii. Quality Control

- For collaborative programmes, UMCCed through PPS will perform continuous supervision towards the implementation of the programme by CP through the assessment report and participant/lecturer/Programme Coordinator complaint and suggest steps for correction/improvement.

PROFESIONAL PROGRAMME

A Professional Programme is an upskilling programme based on specific fields for career development.

This programme is terminal, which means that it is not for the purpose of preparing a qualification to further an academic study at a higher level accept through APEL qualification.

1. **PROGRAMME STRUCTURE**

   A Professional Programme may be offered in two (2) Levels as follows:

   c) Professional Programme (Level 1)
   Programmes that are offered within 3 to 6 months.

   d) Advance Professional Programme (Level 2)
   - Programmes that are offered within 3 to 6 months as a continuation from Professional Programme (Level 1) in the same field.
   - Participants must fulfill the passing requirements of the Professional Programme (Level 1) OR equivalent programmes to follow this programme.
   - Participants who passed the Advance Professional Programme (Level 2) may also be conferred a Certified Professional Certificate subjected to conferment requirements and approval of UMCCed.

To ensure the implementation of the Professional Programme follows the standard of a particular field, the programme structure specified for each Level is as follows:

No.	Information	Details
1.	Period	3-6 months
2.	Total Credit	No credit conferment
3.	Number of Courses	3-6 courses/modules
4.	Total Face-to-Face Hour	Minimum of 48 hours (16-24 hours/Courses)
5.	Teaching Method	Face-to-Face exercise (lecture), Case Study (discussion), E-learning, Self-reflection Exercise
6.	Assessment Method	Continuous Assessment: Test and Assignment/Presentation Final Assessment: Examination/Final Project

No.	Information	Details				

7. Student Learning Time (SLT)

	ACTIVITY	FACE-TO-FACE	NON-FACE-TO-FACE	STUDENT PREPARATION TIME	TOTAL STUDENT LEARNING TIME
TEACHING & LEARNING	Lecture	3 hours x 4 weeks = 12 hours		6 hours x 4 weeks = 24 hours	36
	Discussion	1 hours x 4 weeks = 4 hours		2 hours x 4 weeks = 8 hours	12
	E-learning		2 hours		2
	TOTAL	**16**	**2**	**32**	**50**

			FACE-TO-FACE	NON-FACE-TO-FACE	STUDENT PREPARATION TIME	TOTAL STUDENT LEARNING TIME
ASSESSMENT	**Weightage**	**Continuous Assessment**				
	30%	Test	1 hour		4 hours x 4 weeks = 16 hours	17
	40%	Assignment			8 hours x 4 weeks = 32 hours	32
	Weightage	**Final Assessment**				
	30%	Examination /Final Project	1 jam		5 hors x 4 weeks = 20 hours	21
		TOTAL	**2**		**68**	**70**
					TOTAL SLT	**120**
					CREDIT = SLT/40	**3**

No.	Information	Details
8.	Language of Delivery	English/Malay Language
9.	Assessment Method	Continuous Assessment : 60% to 100% Final Assessment : 0% to 40%
10.	Fee*	RM3,000 – RM6,000
11.	Other relevant information	For the development of collaborative programes, courses may be developed fully by the CP based on the assessment and approval of the UMCCed PADC.

*Can exceed from the suggested rate subjected to the field, targeted participant, and market demand.

2. MINIMUM ENTRY REQUIREMENTS

(a) Professional Programme (Level 1)
- Aged 18 years old and above;
- Passed at least the Malaysian Certificate of Education or equivalent/other qualifications acknowledged by UMCCed.

(b) Advance Professional Programe (Level 2)
- Passed Professional Programme (Level 1) in the relevant field; and
- Possessed working experience in any field for at least a year.

The above requirements are the minimum requirements. UMCCed may set a higher requirement subjected to the requirements of a particular profession.

3. PROFESSIONAL PROGRAMME GRADES AND THEIR DEFINITION

Mark	Grade	Definition
80-100	A	Distinction
65-79	B	Credit
50-64	C	Pass
< 49	F	Fail

i. Passing Requirement
   a) Obtain at least a C grade in each course, **AND**
   b) Fulfil a minimum attendance of 80% (for each course).

ii. Student Academic Performance Setting
   The academic performance of students for a particular level is indicated by grades and the Final Average Mark (FAM).

   Example of FAM Calculation:

Course	Grade	Mark	Final Average Mark (FAM)
K1	A	85	= Total Mark / Number of Courses
K2	C	55	Example:
K3	B	66	
K4	C	52	=320 / 5
K5	C	62	
Total		320	=64
			MPA =C (Pass)

4. CERTIFICATION
Students who fulfill the passing requirement as stated in 3(i) above are qualified to be conferred the Professional Certificate.

CERTIFIED PROFESSIONAL PROGRAMME

The Certified Professional Programme is an upskilling programme based on specific fields for career development.

This programme is terminal, which means that it is not for the purpose of preparing a qualification to further an academic study at a higher level accept through APEL qualification.

5. PROGRAMME STRUCTURE

To ensure the implementation of the Certified Professional Programme follows the standard of a particular field, the programme structure specified for each Level is as follows:

No.	Information	Details
1.	Period	8-12 months
2.	Total Credit	No Credit Conferment
3.	Number of Courses	8-12 Courses
4.	Total face-to-face hour	16-24 hour/course
5.	Teaching Method	Face-to-Face Exercise (lecture), Case Study (discussion), E-learning, Self-reflection Exercise and Site Visit (if relevant)
6.	Assessment Method	Continuous Assessment: Test and Assignment/Presentation Final Assessment: Examination/Final project

No.	Information	Details				

7. Student Learning Time (SLT)

<table>
<tr><th colspan="2"></th><th>ACTIVITY</th><th>FACE-TO-FACE</th><th>NON-FACE-TO-FACE</th><th>STUDENT PREPARATION TIME</th><th>TOTAL STUDENT LEARNING TIME</th></tr>
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No.	Information	Details
8.	Language of Delivery	English/Malay Language
9.	Assessment Method	Continuous Assessment – 60 % to 100% Final Assessment – 0% to 40%
10.	Fee	RM8, 500 – RM12,000
11.	Other Relevant Information	For the development of collaborative programmes, courses may be developed fully by the CP based on the assessment and approval of the UMCCed PADC.

6. ENTRY REQUIREMENTS

(i) Aged 18 years old and above; and

(ii) Passed at least the Malaysian Certificate of Education or equivalent/other qualifications acknowledged by UMCCed; and

(iii) Possessed working experience in any field for at least three years; or

(iv) Passed the Professional Programme (Level 1) in the relevant field.

The above requirements are the minimum requirements. UMCCed may set a higher requirement subjected to the requirements of a particular profession.

7. CERTIFIED PROFESSIONAL PROGRAMME GRADES AND THEIR DEFINITION

Mark	Grade	Definition
80-100	A	Distinction
65-79	B	Credit
50-64	C	Pass
< 49	F	Fail

i. Passing Requirement

    a) Obtain at least a C grade in each course, **AND**

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ii. Student Academic Performance Setting

The academic performance of students for a particular level is indicated by grades and the Final Average Mark (FAM).

Example of FAM Calculation:

Course	Grade	Mark	Final Average Mark (FAM)
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K3	B	66	Example:
K4	C	52	=320
K5	C	62	5
Total		320	=64
			MPA =C (Pass)

1. CERTIFICATION

Students who fulfill the passing requirement as stated in 7(i) above are qualified to be conferred the Certified Professional Certificate.

UNIVERSITI
MALAYA
Centre for Continuing Education

Professional Certificate

This is to certify that

*has succesfully met and completed the requirments
for and was awarded a professional certificate in*

Professional Programme in Office Administration

held on
2-3 September 2021

Director
**UNIVERSITY OF MALAYA
CENTRE FOR CONTINUING EDUCATION**

UNIVERSITI
M A L A Y A
Centre for Continuing Education

Certified Professional Certificate

This is to certify that

has succesfully met and completed the requirments
for and was awarded a professional certificate in

Certified Professional in Office Administration

held on

2-3 September 2021

Director
UNIVERSITY OF MALAYA
CENTRE FOR CONTINUING EDUCATION